

Policy Name: Transparency and Accountability Policy

Policy No: 110

BOARD Approval Date: 14/05/2025

Review Date: As required

QB Policy Framework Area Reference: 9. Charitable Frameworks

This policy applies to Quantin Binnah Community Centre; herein to be referred to as The Organisation or The Service.

NQS

QA4	4.2	Professionalism	Management, Educators, and staff are collaborative, respectful and ethical
	4.2.1	Professional collaboration	Management, Educators, and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
	4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships

National Regulations

Regs	168	Policies and procedures are required in relation to health and safety
------	-----	---

1. Policy Statement

Quantin Binnah values its relationship with its clients, its members, its donors, its volunteers and other stakeholders with whom QB partners to enable it to achieve its charitable purpose. QB recognises that transparency and accountability are essential to these relationships.

2. Who is affected by this policy?

Board Members
Management
Employees
Contractors
Volunteers & Students
Stakeholder Partners

Suppliers

Vulnerable people, which can include:

- children
- seniors
- people living with impaired intellectual or physical functioning
- people living with mental health issues
- people living in family violence situations
- people from a low socio-economic background
- people who are Aboriginal or Torres Strait Islanders
- people who are not native speakers of the local language
- people with low levels of literacy or education
- people subject to modern slavery, which involves human exploitation and control, such as forced labour, debt bondage, human trafficking, and child labour.

In addition, Vulnerable people are not limited to QB's services; they can also include those listed above and:

Families

Community Members

3. Related Policies

Charities and Risk Management Policy

Code of Conduct Policy

Code of Ethics Policy

Conflict of Interest Policy

Ethical Fundraising Policy

Financial Controls of Charities Policy

Fraud Risk Management Policy

Governance Policy

Management of Food Donations Policy

Privacy and Confidentiality

Record Keeping and Retention Policy

Safeguarding Vulnerable People Policy

Volunteers Policy

Work Health and Safety Policy

4. Implementation

4.1 Purpose

The purpose of this document is to recognise the importance of transparency and accountability and facilitate the development and implementation of measures by Quantin Binnah's Board of Governance and staff to provide appropriate transparency and accountability.

4.2 Board Reporting

4.2.1 The Board must ensure that it complies with its legal and contractual reporting obligations. They include:

- a) Reporting annually to the Members, in accordance with the requirements of the constitution, on Quantin Binnah's activities in the preceding year, and providing an opportunity for questions.
- b) Preparing financial reports as required by law.
- c) Preparing an annual report in accordance with the requirements of the fundraising licence.
- d) Reporting to government agencies in accordance with the terms of grants and funding contracts.
- e) Reporting to the Australian Taxation Office, and/or other relevant Commonwealth Government departments, in accordance with the requirements of its deductible gift recipient status [e.g. health promotion charities must provide an annual statistical return report to the Department of Social Services.
- f) Reporting to donors in accordance with the terms of any philanthropic grants issued.
- g) Reporting to the Australian Charities and Not-for-profits Commission.

4.2.2 In addition to its specific legal and contractual obligations, the Board will consider each year whether there are any other stakeholder relationships which could benefit from receiving a report from the Board on Quantin Binnah's activities and performance.

4.2.3 In preparing its reports, the Board will consider the extent to which it can report on each of the following matters:

- The Charitable Purpose of Quantin Binnah
A report on the purpose of Quantin Binnah involves explaining the environment in which the organisation operates. It includes reporting on Quantin Binnah's mission, vision and values, and explaining Quantin Binnah's relevance in the current environment.
- Quantin Binnah's Stakeholder Reporting and Engagement
This includes reporting on how stakeholder relationships are managed, how employees and volunteers are recruited, trained, rewarded, retained and recognised, and how the organisation is funded.

- Fundraising and Investments
 - a) This includes reporting on the source of funds, fundraising and funding targets.
 - b) It includes reporting on accountability mechanisms governing the use of the funds.
 - c) It includes an assessment of Quantin Binnah's ability to maintain the current levels of funding in the future, and how its fundraising approach is being evolved or adapted to changes in circumstances.
 - d) It includes reporting on investments, and the management oversight and skills in Quantin Binnah to manage investment risks and performance.
 - e) It includes reporting on movements in the level of funding, particularly where it has fallen in any year.
- Business Strategy and Mission
 - a) This includes explaining the strategy and structures that enable Quantin Binnah to operate and to grow.
 - b) It includes identifying the priorities and associated budgets and allocation of resources.
 - c) It also includes honest self-assessment and disclosure of performance and plans to address underperformance and/or ongoing challenges, recognising that this helps to build trust.
- Governance Structure and Processes
 - a) This includes reporting on governance structures, systems, processes and how risk management frameworks are aligned with those structures, systems and processes.
 - b) It includes providing clear diagrams of the organisational structure with reporting lines and key roles identified.
 - c) It includes disclosure of qualifications, experience and length of service of the members of the Board, CEO and senior management.
 - d) It includes reporting on how Quantin Binnah identifies and manages risks, and what risks are specific to Quantin Binnah in addition to general risks.
- Activity and Performance
 - a) This includes reporting on outputs, outcomes and impacts.
 - b) It also includes reporting on KPIs.
- Financial Performance and Position

This includes reporting on sources of revenue, revenue recognition policies and a discussion and analysis of the factors affecting Quantin Binnah's financial performance.

4.2.4 In undertaking its function of reporting to stakeholders, the Board must be mindful of Quantin Binnah's privacy policy, underpinned by its privacy law obligations, and it must take care to act in the interests of Quantin Binnah.

- 4.2.5 Deliberations of the Board and its sub-committees shall be dealt with in accordance with the Board confidentiality policy/procedure.

4.3 Client Records

Quantin Binnah will deal with client records in accordance with its privacy law obligations.

4.4 Staff Records

Quantin Binnah will deal with staff records in accordance with the Fair Work Act 2009 (Cth), and its privacy policy and privacy law obligations.

4.5 Member and Donor Records

Quantin Binnah will deal with donor records in accordance with its privacy policy and privacy law obligations.

4.6 Access to Minutes of General Meetings and the Members Register

Access to minutes of general meetings and the Members Register will be provided in accordance with the terms of the constitution.

4.7 Responsibilities

For the Board to facilitate accountability and transparency with stakeholders, there needs to be good internal documentation and reporting.

The CEO is responsible for ensuring that there are systems and processes in place to capture, record and analyse the information necessary to enable the Board to perform its reporting functions. This includes reporting regularly to the Board on the operations of Quantin Binnah.

The CEO will also ensure that privacy and other policies are in place to govern the access and use of documents including client records, staff records, member and donor records, and minutes of general meetings, in accordance with the Board's transparency and accountability policy.

Staff are responsible for implementing and adhering to the policies and procedures developed by the CEO.

4.8 Privacy and Data Protection

Quantin Binnah will protect personal information through the application of Quantin Binnah's Privacy and Confidentiality Policy.

5 Sources

Fair Work Act 2009 (Cth)

Our Community Policy Bank – Transparency and Accountability Policy Template 2021.

6. Review

The policy will be reviewed as required. Review will be conducted by:

- Management
- Interested parties

Document Version Control:

No.	Date	Status
1.0	23/01/2025	New policy
1.1	29/04/2025	Minor Amendments
1.1	14/05/2025	Approved by Board