

SurfAid International Australia Transparency And Accountability Policy

Introduction and Preamble

SurfAid's Transparency and Accountability policy details our understanding of, and approach to, our core accountability commitments and ensures that all SurfAid's operations are managed in a transparent and accountable manner. SurfAid values our relationships with our key stakeholders, supporters and the people and communities involved in our development and humanitarian work and advocacy.

Principles

The following principles are central to SurfAid's approach and guide our international development and humanitarian work, as well as the governance and management of SurfAid:

- **Transparency:** operating in an accessible, clear and visible manner and ensuring our activities are, subject to confidentiality restrictions, open to examination by our donors, partners and stakeholders.
- **Accountability:** responsibility to our stakeholders for decisions made and how they are implemented, as well as our actions and inactions.
- **Quality and effectiveness:** The quality and effectiveness of our work is achieved through competent staff and partners, well-designed internal processes and systems, strong contextual analysis and collaboration with others.
- **Safeguarding and Protection:** Within the framework of human rights, providing for the safety and security of communities, partners and staff through analysing and addressing identified protection risks, threats and vulnerabilities.
- **Participation and Empowerment:** Developing and implementing processes that enable primary stakeholders to play an active role in the decision-making and activities that affect them.
- **Being a professional, competent and caring organisation:** Working in with a human-centred culture; investing in effective governance and management, human resource planning and staff development and care.
- **Continual learning and improvement:** Ongoing dialogue, monitoring and evaluation which enables learning and adaptation, improving management, practice and results.
- **Responsible stewardship of resources:** Financial and material resources are used and

accounted for in ways that are appropriate, accurate and transparent.

- **Responsive to complaints and concerns:** Primary stakeholders can seek and receive responses for grievances and alleged harm and learning is used to improve policy and practice.

Policy Statement

SurfAid is committed to ethical, accountable and transparent practices that build and maintain public trust and confidence.

Working in partnership is central to SurfAid's approach to all our international aid and development work. SurfAid works in partnership with other organisations, communities and individuals to achieve sustainable positive change. Accountability and transparency are key attributes of effective partnerships. Our partnerships are based on long-term engagement, trust and ongoing consultation, shared learning and feedback. We support our partners to obtain the skills, capacity and will to deliver on our accountability commitments.

We share information with people living in poverty, partner organisations, and the general public, and we are accountable to our staff, volunteers, supporters, donors, suppliers and host governments. The information we publish and how we respond to requests for information are important aspects of accountability.

We are committed to being fully accountable to project participants, beneficiaries, communities, partners, supporters and donors for the work we undertake and for the resources entrusted to us.

We ensure the full participation of project participants and beneficiaries by being transparent and sharing information, and receiving and responding to their feedback.

Policy in Practice

SurfAid believes accountability and transparency are fundamental commitments that enable us to:

- Achieve positive and sustainable change in the most vulnerable communities
- Shift the balance of power and influence to ensure people and communities have a real say in the design and management of our programs
- Achieve quality and effectiveness in our program and advocacy

The primary stakeholders we are accountable to are:

- Our beneficiaries: people and communities who benefit from our development work;
- Our partners;
- Our funders/donors; and
- Our staff and governing body.

Approved: February, 2018

Date for next review: February, 2020

SurfAid International Australia is a member of the Australian Council for International Development (ACFID) and is a signatory to the ACFID Code of Conduct. The Code requires members to meet high standards of corporate governance, public accountability and financial management. Complaints relating to alleged breaches of the Code of Conduct by any signatory agency can be made by any staff member or member of the public to the [ACFID Code of Conduct Committee](#). More information about the ACFID Code of Conduct can be obtained from SurfAid International or from ACFID at: W: <http://www.acfid.asn.au/> E: code@acfid.asn.au