SAID Transparency and Verification of Information Procedure

Contents

Overview

Overarching Policy	This procedure is implementing the Media Relations Policy (GO_PR _POL_TMED).
Purpose	This procedure provides additional, specific and complementary guidance to Salvation Army International Development (SAID) personnel and the SAID Practice Advisory Group (PAG) on the key principles underpinning transparency and verification of information within international programming.
Who does this apply to?	This procedure applies to SAID personnel, implementing partners and persons engaged or involved, either directly or indirectly, in SAID programs, including the SAID PAG.
Effective date	09/05/2022

Definitions

Definitions are located in the Glossary of Terms and Definitions (GO_LR_GUI-03_TPMP).

Term	Definition
Implementing partner	The Salvation Army Territory responsible for undertaking international development activities. These are SAID's partners in project work overseas and it is a term used by the global Salvation Army.

Procedure Statement

Transparency

Information Sharing	Transparency is a key part of SAID's accountability to all stakeholders. It is at the core of our values as an organisation. SAID is committed to being transparent in our work and accountable to our stakeholders and the communities we work with. SAID is committed to disclosing timely, relevant and accurate information in an accessible format on SAID's website, including but not limited to:

- Transparency and integrity in our financial management demonstrated by external auditing of SAID's finances by a registered company auditor, resulting in annual financial statements
- Sharing information regarding our governance structure and legal status
- Disseminating information about key projects and partners and providing an annual report as well as six-monthly newsletters
- Sharing all relevant policies and Code of Conduct
- Committing to the Australian Council for International Development (ACFID) Code of Conduct
- Providing guidance on how to lodge a complaint through email, phone or online contact form

All stakeholders will be empowered to engage with our organisation or to hold it to account, when they receive information on what activities SAID is undertaking and how well SAID is performing. SAID will respond in a timely manner to any request for information which can be made by email, phone or online contact form provided on SAID's website.

Implementing Partners	In addition to the information accessible on SAID's website a quarterly 'Partnership Newsletter' email is disseminated to all implementing partners including but not limited to:

- Spotlight on projects and lessons learnt
- Appreciation for partner staff
- Spotlight on different compliance requirements and useful tools
- Anonymous partner feedback survey on SAID
- SAID Annual Report

Privacy	Refer to TSA's Privacy Policy.

Verification of Information

This Section applies to any information of a factual nature that is to be published.

Other TSA Territories	Where information is to be provided to another implementing partner or supporting territory, the Head of SAID is to verify the information is accurate. This includes verifying the accuracy of the information within the context in which it is written, to ensure it is not in any way misleading. The Head of SAID may delegate the responsibility to any other member of SAID personnel.

The accuracy of information will be considered verified where one (1) or more of the following apply with regard to the information:

- An original report or document can be produced that supports the information. This may include a progress report completed by the partner, or a journal article reporting new best practice standards for international development
- Original statistics or data can be produced that supports the information. This may include completed surveys, or notes taken from a focus group
- There is a written record of a statement being made that supports the information. This may include an email from a third-party where something is stated as a fact, a newspaper article quoting someone, or an internal email documenting a conversation that is cc'd to the individual who made the statement
- A member of SAID personnel will verify in writing that they witnessed or heard something that supports the information. This may include a personnel member witnessing community members engaging with a project while on a monitoring visit
- There is photo, video or recorded evidence that supports the information. This may include a photograph evidencing a child accessing a project, or a voice recording taken during a meeting
- An individual with specialised qualifications and knowledge verifies that the information is true with regard to their specialised knowledge. This may include a qualified accountant verifying that a particular accounting practice is the recognised industry practice, or a solicitor verifying that specific legislation has a particular effect on a situation
- The information is considered to be commonly accepted as true. This may include such statements as: there are '24hrs in a day,' '2+2 = 4,' 'the sun rises in the east,' or 'there are seven continents in the world'

The Public	- Where information is to be published on a forum accessible by the public, it is to be published by the TSA Australia Territory Public Relations Secretary in consultation with the Head of SAID - The TSA Australia Territory Public Relations Secretary is not to publish any information relating to SAID unless it has been proofed and verified by the Head of SAID. This includes verifying the accuracy of the information within the context in which it is written, to ensure it is not in any way misleading - The TSA Australia Territory Public Relations Secretary will ensure all information published complies with the SAID Media Procedure, and Australian Council for International Development (ACFID) Code of Conduct - The Head of SAID may delegate the responsibility to any other member of SAID personnel - The accuracy of the information will be considered verified where one (1) or more of the sub-clauses listed above are satisfied - Where a request is submitted in writing, the Head of SAID will be able to provide access to the items used to verify the accuracy of information. Where the items include confidential or protected communications, only the title of the item will be provided along with a brief description as to how it supports the information

Communications Material Checklist	SAID operationalises the verification of information through SAID's Communications Checklist which includes various checks regarding consent and promotional material and a separate content approval checklist. The checks are undertaken by a variety of stakeholders such as:
	▪ Self-Denial Filming Team
	▪ Project Coordinators
	▪ Implementing Partners
	▪ Project Support Coordinator
	▪ Public Relations Secretary
	▪ Program Manager
	▪ Compliance Coordinator
	▪ SAID Head of Department

Ensuring Up-to-Date Information

This section applies to information of a marketing or promotional type that is continuously displayed.

TSA Public Relations Secretary	▪ The TSA Australia Territory Public Relations Secretary will confirm with the Head of SAID that all information material is still current
	▪ Where the Head of SAID becomes aware that information material is not current, they will inform the TSA Australia Territory Public Relations Secretary as soon as possible
	▪ Where the information material is no longer current, the TSA Australia Territory Public Relations Secretary is to ensure the material is removed as soon as reasonably practicable
	▪ Where the information material being removed is an article or story on the SAID website, the Head of SAID will ensure information for a new current story or article is provided to the TSA Australia Territory Public Relations Secretary as soon as reasonably practicable

Risk and Compliance

Obligation	All TSA personnel under the terms of their service, employment, engagement or contract must comply with all TSA policies, procedures and supporting documents.
Consequences of no**n-compliance**	Failure to comply with this procedure may result in disciplinary action and, in serious cases, termination of employment or engagement with TSA.

Location

Repository	[Territorial Policy Hub](#)

Feedback

Feedback is encouraged	Feedback is used to improve and enhance the impact of this procedure. It will be considered when reviewing and updating the document.
Who is feedback provided to?	All feedback is to be forwarded to the Head of SAID via email to policy@salvationarmy.org.au.

Related Documents and References

Policy Documents	Media Relations Policy (GO_PR _POL_TMED) Privacy Act Compliance Policy (GO_LR_POL_TPAC)
Related Policy Documents	SAID Australian Aid Identifier Procedure SAID Transparency and Verification of Information Procedure SAID Media Consent Form
Related Legislation	N/A
Funding Agreement Requirements	N/A
Governance/ Accreditation/ Certification Standards	Department of Foreign Affairs and Trade Accreditation Australian Council for International Development Code of Conduct Standard Australian Charities and Not-for-profit Commission (ACNC) External Conduct Standard
Audit Report Findings	N/A
Other Relevant Documents /Resources	TSA Privacy Policy

Document Control Information

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