

1. Purpose

“TEAR is committed to accountability. We are accountable to God for our use of time and resources. We are accountable to our partners, members and supporters, striving to be honest, trustworthy and transparent. We are committed to making what we do consistent with what we say.” (TEAR Value statement)

TEAR values relationships, partnerships, integrity and grace. In the spirit of these things, this policy exists to guide TEAR as it seeks to fulfil its commitment to accountability by operationalising transparent practices.

2. Scope

This policy applies to all of TEAR Australia staff and operations, both in Australia and Internationally.

Information described in this policy will be made available to anyone who requests it, including, but not limited to: International partners; project participants; TEAR members, partners and supporters; DFAT, ACFID and other institutional stakeholders; and any other interested parties.

3. Policy

TEAR is committed to principles of transparency in all of its operations. In practice this means that TEAR will actively share information about its work through its main communication channels. In addition, TEAR will consider every request for additional information and disclose it as per the description outlined in Sections 2.1 and 2.2.

3.1. Sharing information

TEAR will proactively communicate information about itself in ways that make it accessible to stakeholders. Information that TEAR will make publically available includes, but is not limited to:

- Organisational information such as history, mission, vision, values, and governance
- Annual financial statements
- Select international program information, including summary information about the work that TEAR is supporting, a selection of case studies and photographs, and basic information about projects and partners
- Board membership
- Remuneration philosophy
- Information about how to contact the organisation
- All information legally required to be available to the public

This information will primarily be available through TEAR’s website and the Annual Report.

Any request for information not included in the list above will be considered on a case-by-case basis. Constraints around privacy, staff time, legal obligations, protection of partners or violations of TEAR values may result in TEAR being unable to share certain information.

3.2. How to request information

Requests for information can be made to TEAR by phone, email, in-person, or via mail.

All requests for information will be dealt with as quickly as possible; typically this will be within 10 days. We are committed to addressing all requests within 30 days. Where TEAR is unable to make requested information available, we will provide the enquirer with an explanation of the reasons.

Any appeals related to denied information requests can be made using TEAR's complaints mechanism (via the TEAR website) or directly to the Chief Executive Officer.

TEAR Contact Information

Email: info@tear.org.au
Mail: Attention: TEAR Information Request
PO Box 164
Blackburn, Victoria, 3130
Australia
Phone: +61 3 9264 7000

4. Related References

Privacy Act 1988 and subsequent Amendments
Privacy Policy
Public Communications Policy
Conflict of Interest Policy
Complaints Policy