

Policy: Board Operational Policy

Title	Transparency & Accountability Policy	Number: v1.19032010
Approved by	GORRC Executive Committee	Issue Date: 11/3/2010
Status	Operational	Next Review Date: 11/3/2012
Classification	Public	Last amended date:
Associated GORRC policies	Information Classification Policy Ethics Policy	

Introduction

GORRC Inc wishes to be proactively concerned with its relationship with its clients, its members, its stakeholders, and the general public. GORRC Inc realises the importance of transparency in its operations, and wishes to withhold from public scrutiny as little of its operations as is possible.

Purpose

The purpose of this policy is to:

- Indicate which documents and materials produced by the organisation are presumptively open to members and/or the public
- Indicate which documents and materials produced by the organisation are presumptively closed to members and/or the public
- Specify the procedures whereby the open/closed status of documents and materials can be altered.

Policy

1. Board

1. All board deliberations shall be open to the public except where the board passes a motion to make any specific portion confidential.
2. All board minutes shall be open to the public once accepted by the board, except where the board passes a motion to make any specific portion confidential.

3. All papers and materials considered by the board shall be open to the public following the meeting at which they are considered, except where the board passes a motion to make any specific paper or material confidential.

2. Client Records

1. All client records shall be available for consultation by the client concerned or by their legal representatives.
2. Subject to provision 2.1, no client records shall be made available to any other person outside the organisation.
3. Within the organisation, client records shall be made available only to those persons with responsibilities for that client, except that
4. Client records shall be made available to the board when requested but should be where possible rendered anonymous.

3. Staff Records

1. All staff records shall be available for consultation by the staff member concerned or by their legal representatives.
2. Subject to provision 2.1, no staff records shall be made available to any person outside the organisation.
3. Within the organisation, staff records shall be made available only to those persons with managerial or personnel responsibilities for that staff member, except that
4. Staff records shall be made available to the board when requested.

4. Member and Donor records

1. All member and donor records shall be available for consultation by the members and donors concerned or by their legal representatives.
2. Subject to provision 2.1 no member and donor records shall be made available to any other person outside the organisation.
3. Any member shall be entitled to receive on request a list of members with contact addresses.
4. Within the organisation, member and donor records shall be made available only to those persons with managerial or personnel responsibilities for dealing with those members and donors, except that
5. Member and donor records shall be made available to the board when requested.

5. Administrative records

1. All records and materials not falling into the categories above may be released to the public at the discretion of the Access to Information Officer, who shall take into consideration
 - a. a general presumption in favour of transparency
 - b. the relevant provisions of the Associations Incorporation Act regarding information to be made available to members
 - c. the marketing, commercial, legal, and administrative interests, priorities, and resources of the organisation, including
 - * commercial confidentiality
 - * copyright issues
2. The Executive Officer may at their discretion charge any applicant the full costs of providing the information requested.

Procedures

Requests for access

1. Any request for access to records or materials shall be made in the first instance to the organisation's Executive Officer.
2. Where requests are made for client files or staff files by any person not the client or staff member, the Executive Officer shall inform the client or staff member and allow them to make any submissions they wish.
3. The Executive Officer may, where appropriate, consult with the Executive Officer or the board.

Procedures and charges for access

1. Requests from members under section 4.3 shall be subject to no charges, and the names and addresses of members shall be given in hard copy format and (where available) in electronic format.
2. For all other requests, the Executive Officer shall allow access to approved organisation records and materials under such conditions and according to such arrangements as they see fit.
3. Where the request for information is on such a scale or of such difficulty that it would impose an unreasonable burden on the organisation's resources, the Executive Officer shall impose such charges as they see fit.

Record keeping

1. The Executive Officer shall report to every meeting of the board on the number, nature and outcome of requests for records or materials since the previous meeting.
2. The Executive Officer shall ensure that membership applicants and prospective clients are aware of and consent to the organisation's Access to Information Policy.

Responsibilities

1. The board shall nominate an Executive Officer to be responsible for ensuring that proper procedure for the classification and release of information is adhered to.
2. The responsibilities of the Executive Officer shall be as described above.