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| Version: | 2                                  | Developed:        | May 2019       |
| Owner:   | Board                              | Latest Revision:  | September 2021 |
| Users:   | Board, Staff, Volunteers, Partners | Scheduled review: | September 2024 |

THIS POLICY COMPLIES WITH: ACFID CODE OF CONDUCT, ACID FUNDRAISING CHARTER

THIS POLICY RELATES TO ALL BOARD ENDORSED POLICIES & THE FOLLOWING PRACTICE DOCUMENTS:  
COMMUNICATIONS GUIDELINES, COMPLAINTS HANDLING PRACTICE, IMAGE USE GUIDELINES

## 1. INTRODUCTION

INF Australia is committed to communicating clearly, honestly, accurately and powerfully about our work, our partners, and our organisation.

Our communications proceed from a fundamental value of respect and accountability:

- Respect for and accountability to the members of primary stakeholder communities in Nepal – recognising and communicating about their identity, concerns, voice, and intentions;
- Respect for and accountability to our partner organisations in Nepal – recognising and communicating about their experience, insight, capacity and activities;
- Respect for our constituencies and stakeholders in Australia – recognising and communicating in ways that align with their interests, understanding, engagement and interest in honest appraisals of our programs and performance.

We are committed to communicating accurately and honestly about our work and to ensuring the dignity, agency and rights of our primary stakeholders are upheld in what we say about our work.

This policy is intended to guide INFA Board, staff and volunteers as to the principles and processes we follow to ensure our communications are in accord with our values and the highest professional standards. It covers INFA’s public communications, including publications, advocacy and fundraising campaigns, social media output, media and other public comments and statements.

## 2. RESPONSIBILITIES

It is the responsibility of all directors, employees, volunteers and partners to understand and abide by this policy. The CEO and Board Chair will ensure that all Directors, staff, volunteers and partners are aware of, and abide by, this policy and that any breaches of this policy are responded to appropriately.

INF Australia CEO is the final decision-maker on any disputes that may arise in relation to INF Australia’s public communications.

### **3. PRINCIPLES**

#### **3.1 HONESTY**

We are committed to representing our work accurately and honestly. This includes:

- representing our partnerships and collaborations accurately,
- attributing achievement of development and advocacy outcomes appropriately to all people and groups involved,
- providing clear and accessible information about the purpose and costs associated with raising funds and other aspects of our work,
- speaking about other organisations honestly and without disparagement, particularly ensuring that we make no statements about ACFID member organisations with an intention (or with the effect) of seeking reputational or other advantage to INF Australia.

#### **3.2 DIGNITY, SAFETY AND SECURITY**

We seek to ensure to ensure that the dignity, security and safety of all individuals, families and communities reached through our work is protected and positively portrayed in our communications.

We ensure that the gathering of information, testimony, stories, images or footage for INF Australia communications, or to be used for other any other purpose, is done in such a way that it does not harm any person or group nor harm the environment.

While engendering compassion, concern and sympathy are goals for our communications, we always seek to represent our primary stakeholders as active agents, contributing positive change for themselves, their families and their communities, and to create connections of solidarity and mutual concern rather than of pity or guilt.

We respect the dignity, values, histories, religions and cultures of people portrayed in our communications and strive to avoid or counter harmful stereotypes or misleading characterisations of individuals and groups.

Our representations, whether in text or visuals, of children and other vulnerable persons will comply with our child protection and safeguarding policies.

We ensure that appropriate permissions are sought and granted for all personal stories and images used in our communications, and ensure that any person whose story or photo is used may choose whether their real name or a pseudonym is published.

#### **3.3 ACCOUNTABILITY**

We are committed to making our communications available to our partners and to primary stakeholder communities, particularly when they are featured.

We commit to regularly reviewing our communications internally and with our partners to assess both effectiveness of our communications and their adherence with our principles and this policy.

#### 4. AUTHORISATIONS AND BREACHES OF THIS POLICY

For all substantial media and public comment, the CEO and Board Chair are authorised spokespersons for INF Australia. Other spokespersons may be delegated with the approval of CEO and Board Chair.

INF Australia staff, Board members, and designated volunteers are authorised to speak publicly – ensuring their statements are accurate, professional and respectful – on behalf of INF Australia in areas related directly to their roles and responsibilities.

Staff or Board members commenting publicly on issues outside their roles and responsibilities may not associate their comments with INF Australia in any way and must indicate, if clarification is required, that such comments represent personal opinion and are not endorsed by INF Australia.

Breaches of this policy will be dealt with in accordance with INF Australia’s Code of Conduct and Discipline and Grievance Policy. Where breaches of this policy constitute a breach of any law, action may also be taken in accordance with the provisions of the law.

#### REVISION HISTORY

| Date       | Version | Changes   | Status  |
|------------|---------|---|---|
| April 2019 | 1       | New Policy  | Board approved  |
| Sep 2021   | 2       | Section 1: Clearer framing of the purpose of INF Australia’s communications and inclusion of central value of respect<br><br>Section 3.1: Clarified requirement to not make statements about ACFID members with intention or effect of seeking reputational or other advantage for INF Australia<br><br>Section 3.2: Concern for safety and security have been added and additional commitment to use of anonymity or pseudonymity included where requested. Also added statement about ensuring that information gathering does not harm people or the environment<br><br>Section 4: Removed Social Media Personal Use section which has been moved to updated Communications Guidelines | Approved by Policy Subcommittee<br><br>Pending Board approval |