



Sport Matters Transparency and Feedback Policy

This policy will apply to all activities and operations of Sport Matters.

1. Purpose

The purpose of this policy is to ensure all staff and volunteers associated with Sport Matters are operating openly and transparently, while placing a high value on feedback and continuous improvement while enabling effective risk management.

2. Policy

Sport Matters will align itself to the transparency and complaints handling expectations of the Australian Charities and Not-for-Profits Commission (ACNC), of the Australian Council for International Development (ACFID) and of the Australian Government's Department of Foreign Affairs and Trade (DFAT), with the purpose of ensuring all matters are operating in an open and transparent manner and placing high value on risk management processes.

3. Procedures

Sport Matters will share as much information as practicable about its operations and impact, while balancing legal and practical limitations. It will ensure that processes are operationalised to ensure a responsive and fair complaints handling process, accountability and transparency reduces the likelihood of adverse impacts and diminished trust.

A Complaints Policy is in place to support aspects of this Policy, and particularly to guide Sport Matters board and staff in appropriate and prompt handling of complaints.

4. Transparent Information

Sport Matters openly shares on its website:

- Current Strategic Plan

- An Annual Report, which meets and seeks to exceed the requirements of ACFID and DFAT;
- Audited Annual Financial Statements, which meet and seek to exceed the requirements of ACFID, the ACNC and all applicable accounting standards;
- Constitution, Board Charter and Board composition;
- Key governance policies relating to Privacy and Security, Transparency and Feedback, Conflict of Interest, Non-Development Activities, and Child Safeguarding.
- Historic annual and financial reporting

Sport Matters is open to all requests for information. If a request requires significant resource allocation in order to respond, Sport Matters will consider its stewardship stance; including the interests of primary stakeholders. Sport Matters will only consider bona fide requests for information; being requests which are not frivolous, excessive or abusive.

Sports Matters will not share information that breaches or compromises:

- Privacy,
- Confidentiality,
- Safety and security (including for partners, staff and associates); and
- Integrity of internal communications and business development.

5. Valued Feedback

Sport Matters places a high value on receiving feedback and commits to listening, responding to and reviewing any comments or complaints from any stakeholder or other member of the public. This includes encouraging all our partners to have a feedback/complaints mechanism in place to receive and be supported to deal with comment or concerns raised outside of Australia regarding Sport Matters activities and programs.

On the Sport Matters website, information is given about how people can give feedback or make a complaint directly to Sport Matters or ACFID, including for concerns relating to Sport Matters compliance with the ACFID Code of Conduct.

Confidentiality is maintained throughout all contact regarding the feedback or complaint, except as required in order to respond quickly and fairly. When Sport Matters reviews and analyses complaint information generally within the organisation, in order to maximise learning and improvement, identifying personal information is removed to the fullest extent possible.

This policy will be implemented through Sport Matters compliance procedures, Board and staff management processes and across our program management systems.

The Board and management of Sport Matters are fully committed to the principles of this policy. Any breach of strategic significance or any material risk associated with this policy will be reported to the Board in a timely manner.

POLICY REVIEW

Date Policy reviewed and effective	29 November 2021
Date for Policy to be reviewed	29 November 2023
Date Policy reviewed and approved	28 th March 2024