



Pacific Assist
Inspiring Self-reliance

Transparency Statement

2020

Version Number: 1

Approved by Board on:

Last updated: December 2020

Scheduled review date: December 2022

Transparency Statement

In line with our four core principles of self-reliance, Pacific Assist is committed to personal responsibility, integrity, respect for the law, and contributing to the common good. As such, the organisation is committed to being open, honest, and transparent in all our endeavours.

In line with our Project Development, Implementation, and Evaluation, and Primary Stakeholder Participation, Contribution and Local Ownership policies we engage closely, and share information openly, with members, primary stakeholders, partners, and the general community regarding the design, implementation, monitoring and evaluation of Pacific Assist's projects. We welcome input and feedback as an opportunity to listen, improve effectiveness and efficiency, and broaden the organisation's knowledge, capacity, expertise, and perspectives. To this end, we provide means on our website for recommending projects, providing feedback, and making complaints.

Our communication and promotional efforts are guided by principles of accuracy and truthfulness (as referenced in our Public Materials Policy), and financial information is reported via the website, annual reports, and upon request.

Pacific Assist readily shares information on the organisation's projects, activities and finances with members, primary stakeholders, partners, donors, the media and the general public. Pacific Assist publishes information on the organisation's legal status, purpose and governance structure, annual and annual financial reports, policies and procedures, descriptions of projects, press releases and news items, and research and reports. We disclose information on request or give clear reasons for any decision not to disclose (for example, to respect confidentiality or privacy, or because of data protection policies).

Pacific Assist's approach to primary stakeholders is to work with local partners in a spirit of mutual respect and trust. We are committed to exercising the highest standards of honesty, transparency and accountability to both our partners and the beneficiaries who are directly impacted by our work.

Feedback can be provided or a request for information can be made by:

- Sending an email to info@pacificassist.org
- Phoning or texting +61 427 681 232 (AUS)
- Mailing a letter to Level 4/420 Collins Street, Melbourne, 3000, VIC, Australia

Information is also available on the Pacific Assist website www.pacificassist.org .