

## Verification of Information

### Positional Statement

The Salvation Army International Development office (SAID) will ensure that all information provided to a stakeholder or the public is up to date, appropriate and verified for accuracy.

This Chapter should be read in conjunction with SAID's "Complaints Handling", "Media", and "Safeguarding" Chapters, and the national "Media Relations", "Information Security", "Protected Disclosure" and "Privacy Act Compliance" policies.

### Scope

This Chapter applies to all Personnel, Salvation Army (TSA) Officers, volunteers, organisations and persons engaged or involved, either directly or indirectly, in SAID programs, including Implementing Partners, Supporting Partners, AUS Marketing/Fundraising persons and the SAID Council.

### Rationale

Transparency is a key part of SAID's accountability to all stakeholders. It is at the core of our values as an organisation.

All stakeholders will be empowered to engage with our organisation or to hold it to account, when they receive information on what activities SAID is undertaking and how well SAID is performing.

In the spirit of transparency, SAID provides accurate and up to date information to stakeholders which can be readily accessed by them. Through our website, information about SAID is available to all stakeholders, including information on our Governance structure, ABN, key projects, partners, our commitment to the ACFID Code, how to lodge a complaint with SAID and ACFID, Annual Report and financial statements, and policies relevant to the public including Privacy, Complaints Handling, Development, Evangelical and Welfare, Safeguarding, PSEAH Standard, National Code of Conduct, and Conflict of Interest. Also included is this Chapter "Verification of Information" and a statement outlining SAID's commitment to transparency and information about our partners.

On the 12 March 2014, the Privacy Positional Statement was changed to incorporate 13 principles an organisation must comply with when collecting personal information. While this was amended on 13 August 2019, the changes were immaterial to SAID. The 13 principles and SAID's obligations and processes are outlined in the National Privacy Policy.

### Procedure

#### Verification of Information

- 1.1 Purpose: The purpose of this Section is to ensure clear guidelines as to when and how information is to be verified before it is Published.
- 1.2 This Section applies with regard to any information of a factual nature that is to be Published.

### 1.3 Information to be provided to another TSA Territory:

- 1.3.1 Where information is to be provided to another Implementing Partner or Supporting Partner, the Head of SAID is to verify the information is accurate. This includes verifying the accuracy of the information within the context in which it is written, to ensure it is not in any way misleading.
  - 1.3.1.1 The Head of SAID may delegate the responsibility of cl.1.3.1 to any other SAID Personnel.
- 1.3.2 The accuracy of information will be considered verified where one (1) or more of the following apply with regard to the information:
  - 1.3.2.1 An original report or document can be produced that supports the information. This may include a Progress Report completed by the Partner, or a journal article reporting new best practice standards for International Development.
  - 1.3.2.2 Original statistics or data can be produced that supports the information. This may include completed surveys, or notes taken from a focus group.
  - 1.3.2.3 There is a written record of a statement being made that supports the information. This may include an email from a third-party where something is stated as a fact, a newspaper article quoting someone, or an internal email documenting a conversation that is cc'd to the individual who made the statement.
  - 1.3.2.4 A Personnel will verify in writing that they witnessed or heard something that supports the information. This may include a Personnel member witnessing community members engaging with a project while on a Monitoring visit.
  - 1.3.2.5 There is photo, video or recorded evidence that supports the information. This may include a photograph evidencing children accessing a project, or a voice recording taken during a meeting.
  - 1.3.2.6 An individual with specialised qualifications and knowledge verifies that the information is true with regard to their specialised knowledge. This may include a qualified Accountant verifying that a particular accounting practice is the recognised industry practice, or a Solicitor verifying that a specific legislation has a particular effect on a situation.
  - 1.3.2.7 The information is considered to be commonly accepted as true. This may include such statements as; There are 24hrs in a day,  $2+2=4$ , the sun rises in the East, or there are seven continents in the World.

### 1.4 Information to be provided to the Public:

- 1.4.1 Where information is to be Published to the public, or on a forum accessible by the public, it is to be Published by the AUS International Fundraising Manager in consultation with the Head of SAID.

- 1.4.2 The AUS International Fundraising Manager is not to Publish any information relating to SAID unless it has been proofed and verified by the Head of SAID. This includes verifying the accuracy of the information within the context in which it is written, to ensure it is not in any way misleading.
  - 1.4.3 The AUS International Fundraising Manager will ensure all information published complies with the Media and Safeguarding Chapters, and ACFID Code of Conduct, specifically section C.1 and C.3.2.
  - 1.4.4 The Head of SAID may delegate the responsibility of cl.1.4.2 to any other SAID Personnel, except the AUS International Fundraising Manager.
  - 1.4.5 The accuracy of the information will be considered verified where one (1) or more of the sub-clauses listed in cl.1.3.3 are satisfied.
- 1.5 Where a request is submitted in writing, the Head of SAID will be able to provide access to the items used to verify the accuracy of information within three (3) business days. Where the items include confidential or protected communications, only the title of the item will be provided along with a brief description as to how it supports the information.

### Ensuring up to date Information

- 2.1 This Section applies to information of a marketing or promotional type that is Continuously Displayed.
- 2.2 The AUS International Fundraising Manager will maintain a register of all Information Material on Continuous Display.
  - 2.2.1 This is to include the Title of the Information Material, the date it was first displayed, where it is displayed, a short synopsis of what it contains, and, if applicable, the date it was removed from display.
- 2.3 The AUS International Fundraising Manager will confirm with the Head of SAID that all Information Material is still current. This is to occur every three (3) months.
  - 2.3.1 Where the Head of SAID becomes aware that Information Material is not current, they will inform the AUS International Fundraising Manager as soon as possible.
- 2.4 Where the Information Material is no longer current, the AUS International Fundraising Manager is to ensure the material is removed within 48hrs of being notified.
- 2.5 Where the Information Material being removed through cl.2.4 is an article or story on the SAID Website, the Head of SAID will ensure information for a new current story or article is provided to the AUS International Fundraising Manager as soon as possible.