

ADARA'S OPEN INFORMATION COMMITMENT

Adara Development, which comprises Adara Development (Australia), Adara Development (Bermuda), Adara Development (Nepal), Adara Development (Uganda), Adara Development (UK) and Adara Development (USA), is committed to being transparent in its work and accountable to its key stakeholders

Adara Development believes strongly in the power of information and knowledge sharing to contribute to positive global change. Our commitment to transparency ensures Adara Development is accountable to our members, partners, donors, clients, beneficiaries and staff and enables others to learn from our mistakes and successes.

COMMITMENT

Adara Development is committed to disclosing timely, relevant and accurate information in an accessible format. Any exceptions to this commitment will be clearly and reasonably explained.

We will adhere to high quality standards to ensure that the information we publish is accurate, reliable and accessible. Information is only useful if people can find it, so we will ensure the information is easy to find on our website or will provide it directly to relevant stakeholders.

Adara Development is committed to knowledge sharing and will share both our successes and our mistakes, so others have the opportunity to learn from them.

Adara Development will seek to ensure partners comply with this policy by reflecting appropriate commitments in partnering agreements.

INFORMATION SHARING

Adara Development is committed to sharing the following information:

- **Corporate Governance:** Information in relation to Adara Development's philosophy, mission and values, high level governance structure (including details of current Directors, Trustees) and strategy
- **Current Activities and significant programmes:** High level detail of current projects and programmes, including locality, partners, goals, key contacts, activities undertaken and undertaking and our criteria for targeting and budget.
- **External Communications:** Adara Development's public reports and research, and media releases.
- **Strategic Planning Material:** Information which establishes Adara Development's strategic objectives, such as prioritisation and the allocation of resources
- **Accounts and financial information:** Annual financial information

You can read more about Adara Development here, or access a copy of our latest Financial Statement or Annual Report [hyperlink appropriately].

REQUESTS FOR INFORMATION

If the information you are looking for is not available on Adara's website, please send an email to info@adaragroup.org

Adara will respond to requests on a timely basis, noting possible time or resource constraints. If we are unable to provide you the information you have requested, we will provide you reasons as to why we cannot.

Adara Development is subject to disclosure restrictions. If we do not disclose information, we will give reasons for not disclosing it. Some of the reasons we will not share information with you can include:

- **Security and harm to programmes:** the safety of our staff and effectiveness of our programmes are key concerns. We will not disclose information where we consider it could jeopardise our ability to operate, undertake programmes or where it could jeopardise the safety of our staff, beneficiaries or our partners;
- **Privacy:** we will not provide information if it is of a private nature to an individual and it is not in line with our Privacy Policy [hyperlink];
- **Confidential:** information may be confidential because of legal, commercial or contractual reasons
- **Copyright Limitation:** we will not provide information where we do not have the right to disclose the information.
- **Cost:** where we consider the time or monetary cost of disclosure will be disproportionate to the request, we may decline the request but will explain the reasons for why. We will also not disclose information where we deem a request for information is malicious or frivolous.

COMPLAINTS

If you would like to make a complaint relating to your request for information please email complaints@adaragroup.org or telephone us at 02 9395 2800.

You can also access Adara Development's complaints handling policy on our website.