



Transparency Statement

Mercy Ships Australia

Mercy Ships Australia (MSA) is committed to being open and transparent with information relating to our operations, financial management, the work we do and the people that we work with. Through our website, our people, our [publicly available reports](#) and via our engagements with the media, we make factual and up to date information available to everyone. By adopting this approach, we enable our stakeholders to assess how we have made decisions; how we have managed our finances; and, how effective our programmes have been.

To support this commitment, we have a clear process via which individuals and entities may request information and we are clear and transparent in the process via which information will be shared and the circumstances when that may not be possible.

MSA is committed to open and factual sharing of information, which includes the publishing of all necessary and pertinent information about its activities, including an Annual Review and Financial reports on compliance with various 'accountability and reporting' frameworks that include information about our governance and decision-making processes, strategies, policies, programmes, and finances.

Scope

1. MSA is committed to sharing information openly, however, there are legal, operational, and practical considerations that need to be taken into account, balancing our commitment to accountability and transparency with our obligations to other stakeholders, including our staff, sponsors, donors, our partners, and particularly the communities with whom we work
2. If the information sought from is not readily available in MSA publications or on the MSA website, then MSA is committed to replying to your requests and providing the necessary information you require in a timely manner. If the information requested is not available or a request is denied, it must only be with good reason, and we will always endeavour to explain why.
3. MSA will not disclose the following information to the public in certain circumstances as stated below:
 - a. **Private:** Information which by its nature is private to the individuals concerned. Private information may include personal information held by MSA (such as name, address, passport number (or equivalent), financial information or health status) about any persons, whether employees, volunteers, sponsors, sponsored children or families, any other individuals.
 - b. **Confidential:** Information may be confidential for legal, commercial, or contractual reasons. It includes information received from or sent to third parties under an expectation of confidentiality and commercially sensitive information (such as matters under negotiation or in dispute or detailed fundraising plans and strategies).
 - c. **Relevant to safety and security:** Information that, if disclosed could endanger the safety and security of any individual or jeopardize MSA's ability to operate in a particular country or location.
 - d. **Legal Advice** including internal communications, processes, and administrative details: To protect the integrity of our business processes it is essential to encourage the free

flow of ideas and information internally. Unless intended for public circulation, we will not disclose: internal communications or documents (such as emails, working papers or drafts); documents relating to internal investigations, audits and review findings (such as office capability assessments) which are aimed at improving the performance of the organisation; information relating to internal MSA administration or operating systems which have no direct effect outside the organisation.

- e. **Stewardship:** As good stewards, we need to manage the resources required to respond to requests for information. We may decline to respond to requests where substantial information is already available and provision of additional information would take up significant staff time. Where we consider that the cost of disclosure, whether as a time cost or a monetary cost, would be disproportionate to the request, we may decline disclosure but will explain that this is the reason.
- f. **Bona fide requests:** MSA will only reply to bona fide requests, requiring that the individual or organisation provide verifiable contact details.
- g. **Vexatious requests:** Where in our opinion a person is making frivolous, excessive or abusive requests for information, we may consider that the request is vexatious, and decide not to respond.