

Guidelines for Communication and Information

WITH TRANSPARENCY AND ACCOUNTABILITY
PERSPECTIVE



PEOPLE CHANGING THE WORLD

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DATE 25/06/2013
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1. Introduction

Diakonia is committed to principles of accountability and transparency and strives to manage all issues related to communication and information with this perspective. Diakonia aims to communicate openly to members, donors, authorities, partners, rights holders, staff and the public in general about who we are, how we work, how the financial resources are utilised and how the results are achieved.

Diakonia aims to fulfil the requirements and standards established in the principle of public access to official documents as defined in the Swedish constitution. Diakonia also aims to fulfil the standards established mainly by HAP¹ and FRII² regarding sharing information.

The HAP standard 3 on Sharing Information establishes that;

- The organisation shall define and document processes for sharing information, covering;
 - Commitment to accurate and timely information sharing
 - What information it will share with people it seeks to assist and other stakeholders
 - How decisions will be made on when and how to share information
 - Criteria used for deciding not to share information
- The organisation shall share with the people it aims to assist and other stakeholders' information appropriate to their needs
- The organisation shall ensure that information is presented in languages, formats and media that are appropriate for, accessible to, and can be understood by the people it aims to assist and other stakeholders
- The organisation shall ensure that its staff identifies themselves to people they aim to assist and other stakeholders

2. Definition

Information means any content in paper, electronic or other medium, concerning a matter relating to Diakonia³. Communication is the interaction where information is exchanged and understood.

3. Purpose

The purpose of the guidelines is to clarify and ensure that stakeholders and public in general have access to timely, relevant and clear information about Diakonia and its activities. Diakonia will be able to demonstrate that the resources are used in a correct way, that the results are being achieved and the commitments toward rights holders are fulfilled. Diakonia considers that this will lead to strengthened relationships and provide the possibility for stakeholders and rights holders to hold Diakonia accountable.

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1) Humanitarian Accountability Partnership
2) FRII Frivilligorganisationernas Insamlingsråd - Swedish Fundraising Council
3) ACT Alliance definition of Information

4. Non-restricted and restricted information

The main principle is that all information and documentation will be public and accessible and only information classified as confidential and/or risk and security sensitive will be managed internally. See heading 5 below where and how to find non-restricted documents and information.

Restricted Information:

There are legal, operational and practical considerations that are necessary to preserve Diakonia's interests, as well as those of its partners. The information under the following categories is considered confidential and not available to the public.

Documents containing the following type of information should not be shared outside the organization without the decision of Manager.

- Information whose disclosure could endanger the safety or security of any individual, violate his or her rights, or invade his or her privacy (including personal details about staff, for example private telephone number, address, etc).
- Information whose disclosure could endanger the security of partner organisation, rights holders or prejudice the security or proper conduct of any operation or activity of Diakonia (Please consult the risk assessment that is part of the security planning for the country in question).
- Intellectual property or information revealed or provided to Diakonia under obligation of confidentiality.
- Information covered by legal privilege or under negotiation including disciplinary and investigative information or related to access to internal audit reports and/or Complaints and Incident reports.
- Advocacy and communications strategies which would be compromised if made public before they were implemented
- Fundraising information that could put Diakonia competitiveness at risk

5. Where to find Documents and information

Diakonia aims to publish documents of general interest on the web (www.diakonia.se). Documents published on the web, as well as any other documents, can also be accessed through Diakonia offices. (See exceptions as mentioned under "Restricted information")

Basic information about Diakonia

Document	Where to find
Basic information about Diakonia and the work	Website
Management and steering of the organisation	Website
Board and members	Website
Finance, back donors and fundraising in Sweden	Website
Year book	Website

Policies, Guidelines and Strategies

Diakonia overall Policy	Website
Gender Equality Guidelines	Website
Images and photo Policy	On request
Global Fundraising Policy	On request
Complaints and Response Mechanism	Website
Global Communication Strategy	Website
Accountability Framework and implementation plan	Website
Other Policies and Guidelines	On request
Anti-corruption Guidelines	Website
Procurement Guidelines	Website

Code of Conduct

Code of Conduct	Website
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Handbooks and Manuals

PME Handbook	On request
Diakonia criteria for selection of partner	Website
Human Resource Handbook	On request
Administrative Handbook	On request
Head Office Security Plan	On request
Security and information for visitors to Diakonia offices	On request

Strategies, plans and budget

Strategy Plan	Website
Institutional Development Plan	On request
Civsam program and budget	On request
Other approved programs and projects (EU, Embassies, Sida etc)	On request

Information about activities and results

Program reports (approved by back donor and finalised)	On request
Year book	Website
Evaluations of Diakonias work (e g programme evaluations)	On request
FRII Yearly Quality Code Reports	Website

Complaints and Response Mechanism

Diakonias Complaints and Response Mechanism	Website
Complaints and Response Mechanism Policy	Website
Annual Report on Complaints and Incidents	Website

Publications, reports and campaigns

Information related to campaigns and other information activities	Website
Publications and reports	Website and on request

Other

Information on Diakonia's internal administration or operating systems	On request
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6. Information available to partners and rights holder in Diakonia's programs/projects:

In relation to partners Diakonia commits to:

Make sure that partners have access to information about Diakonia, including the Accountability Framework, policy (including Diakonia core values) and guidelines. Partners should be informed about how and where to find relevant documents/information about Diakonia on the website.

Minimum information to be shared with partners during the on-going programme/project period is (e.g. during partner meetings or other):

- Accountability Framework
- Diakonia Policy (including Diakonia core values/Guiding principles), CRM Policy, when relevant HUM policy, etc.
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- Guidelines (i.e. Anti-corruption guidelines, CRM guidelines, Code of Conduct, procurement guideline, etc)
- Strategic plan for the programme and budget
- Programme annual report (Financial and Narrative)
- Criteria for partner selection

In relation to right holders Diakonia commits to:

- make sure that partners provide Diakonia contact information to right holders
- Diakonia employees give relevant information about Diakonia during field visits to right holders and communities and to encourage partners to give information about Diakonia on a regular basis and when relevant to right holders and communities, always adapting information to the context and assessing security conditions.

Note Diakonia shall in the long term stipulate information dissemination in Partnership agreement including partners' awareness on of Diakonia's commitments and policies as part of on-going programme management. It will also include how information should be shared, both generally and specifically with the people they aim to assist, which also entails that Diakonia has to work together with partners to support improvement of their information sharing strategies, etc.