

Transparency Statement

In line with our values of transparency and integrity, Rozana will provide stakeholders and the general public with information about our operations and programs.

Examples of information which Rozana can share openly include our legal status, purpose and governance structure; descriptions of our programs and projects; organisational policies, financial and annual reports, strategic documents, memberships and accreditations, our strategic partners and main supporters and case stories from our projects.

Rozana aims to increase accountability, transparency, openness and participation by sharing this information. Additionally, where information is requested, Rozana will endeavour to provide this information where it is deemed to be within the interest of stakeholders, partners, donors, supporters, media and the general public.

How to request information

The Rozana website contains a vast amount of information which you may wish to access. If the requested information is not available on the website, you can contact Rozana using the contact details below.

Email: info@projectrozana.org

Phone: +61 3 9272 5600

Mail: PO Box 2400, Caulfield Junction, Vic 3161 Australia

Each request should contain the information requested with dates and any other details as required.

The CEO will ensure that all requests for information are addressed in the appropriate manner. A request for information will be acknowledged within 5 business days and responded to within 20 business days. Where a request for information is denied, reasons will be provided.

Declining access

Requests may be denied for various reasons including where requests are not made in good faith or are deemed to be vexatious. Information will not be provided where it may impact on the security of our staff, privacy concerns, breach of confidentiality or copyright limitations.

Rozana considers that the cost of disclosure, whether as a time cost or a monetary cost, would be disproportionate to the request, the request may be declined.

Languages

Rozana information is published in English; some policies have been translated into Arabic and Hebrew.

Historical information

Information prior to the commencement of this policy may be considered, however while Rozana will make reasonable efforts to deal with requests for this information, it is more likely that historic information will not be disclosed.

Appeals process

An appeals process is available to the requester if they are not satisfied with the outcome of their request. This would be reviewed by the Board.