

Our JUST Business Policies

Words are important. Actions even more so.

We view all our actions—how we operate, who we work with, what we deliver, how we manage and invest our money—through the lens of our vision for a just future now, for people and the planet.

We seek to act in line with our values of being Connecting, Curious, Just, Radically Transparent, Kind and Fun. If you think we don't, please tell us!

This set of policies has been developed to guide Let Me Be Frank actions and ensure we are operating as a JUST business.

We will report against these policies in our annual Impact Report (to be published in September 2023 and annually thereafter).

In this document you will find the following policies:

- Standing with First Nations People.
- Sustainability and Social Impact.
- Health, Safety and Wellbeing.
- Diversity and Inclusion.
- Child Safety.
- Privacy Policy.
- Quality Assurance Policy.

Standing with First Nations People

We acknowledge that sovereignty was never ceded by First Nations people and we are yet to negotiate Treaty. In recognition of this Let Me Be Frank Pays The Rent. 1% of our income is paid directly to Pay The Rent Grassroots Collective.

Pay The Rent is a not for profit company registered with ASIC and operates under the 'Sovereign Body, Corporate Arm' model. A Sovereign Body of First Nations people make decisions about how the money is allocated, while a Corporate Arm of conscientious non-Aboriginal people undertakes the logistical and administrative work.

We ask our partners and subcontractors to also Pay the Rent and report this publicly in our Annual Impact Report (to be published in September 2023 and annually thereafter).

We know it is not enough to Pay The Rent. We actively support Treaty and stand in solidarity with First Nations people as they fight for sovereignty.

In our work, we are committed to increasing our understanding of First Nations perspectives, to amplify First Nations voices, and support capacity building in Indigenous led organisations.

We also acknowledge the critical importance of protecting [Indigenous Cultural Intellectual Property \(ICIP\)](#) and incorporate that protection in our own Terms and Conditions.

We recognise the load First Nations people bear across a range of priorities. We respect capacity limitations and seek to be proactive in self education. We draw on publicly available information and participate in regular formal and informal opportunities for education and professional development to grow our understanding.

We also recognise that First Nations people are not a homogenous group and actively seek out different perspectives, to work locally, listening to those most impacted.

We are open to any and all feedback from First Nations people and organisations and actively seek out opportunities for collaboration.

Authorised by



Kate Nicolazzo , Director

Sustainability and Social Impact

We are committed to not only minimising our environmental impact, but also maximising the positive impact we can have through our choices and actions. We understand the significant impact that Let Me Be Frank can have on staff, clients, partners, suppliers, and communities and lead by example.

We have the following procedures in place to deliver on this commitment:

- Acknowledging that the environment and our climate is in crisis because of the lack of First Nations leadership, knowledge and management due to colonisation. Prioritising Aboriginal led solutions will enable the country to begin to heal and bring action-based solutions to this crisis.
- We are a member of 1% for the Planet. 1% of our total income is donated to environmentally focused organisations.
- Our operations are carbon neutral. While our carbon footprint is small and we minimise it as much as possible, we offset whatever cannot be avoided through Greenfleet. As a small business we don't have the resources to certify our operations. Instead, we use industry averages and then double them.
- All events delivered by Let Me Be Frank are also carbon neutral.
- We buy from Social Enterprises, B Corps or other values aligned businesses whenever possible.
- We bank with Bank Australia - a certified B Corp.
- We operate as close to waste-free as possible. We seek to repair and/or buy second hand office equipment. We buy recycled stationery. We capture all our unusual streams of waste in a Zero Waste Box™ from Terracycle.
- We travel sustainably - opting for public and/or active transport where possible.
- Our catering for internal and external functions is vegetarian and / or vegan.

To grow our social impact we share our knowledge with clients, partners and the broader sector, by publishing thought leadership articles, speaking at and hosting events.

We also contribute significant in-kind support to a range of organisations and events that align with our values and goals.

We report on our sustainability initiatives and social impact outcomes in our annual Impact Report (to be published in September 2023 and annually thereafter) and highlight areas that need improvement each year.

Authorised by



Kate Nicolazzo , Director

Health, Safety and Wellbeing

We are committed to the health, safety and wellbeing of our employees, volunteers, sub-contractors and students.

We aim to create a physically and mentally healthy workplace culture and to establish day to day practices that ensure Let Me Be Frank is a delightful, happy, and meaningful place to work.

We have signed up to the Victorian Government's Healthy Workplaces Achievement Program to help guide our development and implementation of this policy.

A mentally healthy workplace is one where:

- employees feel respected, supported and free to speak about concerns or stress,
- risks to mental health are managed,
- people with mental health conditions are supported, and
- there is a zero-tolerance approach to discrimination.

We deliver this through:

- Flexible working arrangements that encourage self care
- Open communication
- Transparent and shared management of workloads (and gently holding each other to account)
- Our Diversity and Inclusion Policy
- Providing cultural leave

A physically healthy workplace:

- manages risks to physical health,
- encourages physical activity and healthy eating,
- provides a smoke-free environment, and
- ensures responsible use of alcohol.

We deliver this through:

- Flexible working arrangements that encourage physical activity
- Active transport options
- Vegetarian and vegan catering

We are committed to following the practices below to ensure a safe and healthy workplace.

Commitment	Responsibility
Identify hazards, assess risk and implement control strategies to minimise the risk of injury to people and property	Management
Adhere to all health and safety laws	Management
Collaborate with employees to set up work spaces, processes and a culture that cares for our individual and collective physical and mental wellbeing	Management
Conduct staff check-ins at team meetings	Management
Be conscious of your own safety, health and wellbeing needs. Ask for help and support if you need it	All staff
Ensure your actions consider the health and wellbeing of others	All staff
When working out of the office, seek out and adhere to the health and safety protocols of the site	All staff

Monitoring

- Maintain an incident log accessible to all staff
- Work health, safety and wellbeing reflection during development of our annual Impact Report
- Annual policy review

Authorised by



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Diversity and Inclusion

We are committed to building a culture internally, with our partners, our clients, and the broader community that is inclusive and welcoming to all people. Ensuring that everyone we work with feels safe, heard and accepted, is a key benchmark for our success.

We have the following procedures in place to deliver on this commitment:

- Building an understanding of Aboriginal and Torres Strait Islander cultures within the broader population is crucial to Indigenous people's health, social, economic and emotional wellbeing, and the overall unity and pride of our nation. Our team recognises and responds to significant key dates that are important to First Nations People.
- Our team regularly participates in training and development opportunities focused on diversity and inclusion.
- We actively consider rank, power and diversity when we are designing and facilitating programs, events and workshops.
- We consider whether power structures need to be softened, ensure we have diversity in the room (as far as possible), and articulate how that diversity can be valued, respected and included. For example, considering physical accessibility, cultural sensitivity, accessibility of content, and preferred pronouns.
- Proactively working to find, listen and respond to voices that are already in the public realm (or accessible by our clients). It is not always possible or appropriate to have representatives in the room but it's ALWAYS appropriate to take into consideration thoughts and opinions that have already been provided. For example - using existing data from previous engagements, research, existing plans, statements or policies provided by relevant groups
- To ensure a safe environment for all, we have a zero tolerance policy for inappropriate and/or anti-social behaviour including discrimination, harassment or persecution of any groups of people in our organisation and at our events. Immediate action will be taken against anyone who engages in behaviour of this kind.

Authorised by



Kate Nicolazzo , Director

Child Safety

We are committed to the safety and wellbeing of children and young people.

We aim to foster a child friendly and safe environment for all children and young people we have contact with, or are impacted by our work.

We seek to prevent harm of any kind impacting children and young people and have zero tolerance for any discrimination or abuse of children and young people.

Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon.

All our staff hold a current Working With Children Check and always maintain appropriate standards of behaviour by adults towards children and young people.

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Privacy Policy

Collaboration and listening are at the heart of how we work at Let Me Be Frank. So of course, we sometimes collect, store, use and disclose personal information. We respect and protect your privacy in line with the [Australian Privacy Principles](#) and laws.

What is Personal Information?

Personal Information is information that identifies an individual. Examples include names, addresses, email addresses, phone numbers and personal stories, experiences or opinions.

Personal Information may be collected through interviews, correspondence, phone calls, emails, surveys, workshops, via our website, from your website, from media or publications or from other publicly available sources.

Why do we collect personal information?

We will always tell you why we are collecting your Personal Information. The primary reasons we collect Personal Information are:

- To carry out research on behalf of our clients
- So we can invite you to participate in engagement events and opportunities
- So we can represent your views, needs and opinions in our projects or to our clients
- To maintain our subscriber and contact lists
- For our internal administrative, research, planning, marketing and product development

We don't want to deliver junk mail so if you don't need our communications, please unsubscribe at any time via reply email.

How will you collect my Personal Information?

We prefer to collect Personal Information directly from you. However, in some circumstances we may be provided with Personal Information by our clients or collaborators.

Sensitive Information

Sensitive information includes such things as your racial or ethnic background, gender, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. We will only collect this information if it is of core relevance to the research or project and it will only be used:

- For the disclosed purpose/s for which it was obtained
- With your consent or where required by law

Will you disclose my Personal Information to third parties?

Yes but only with your permission or where required by law. We regularly provide information back to our clients or collaborators. Unless there is an express need to include personal, identifying information, we provide clients and collaborators with de-identified information.

How will you secure my Personal Information?

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

Access and complaints related to your Personal Information

You may access the Personal Information we hold about you. You may also update or correct it within the time frame of the relevant project. If you wish to access or update your Personal Information [please contact us](#).

Please note that we may charge an administrative fee for providing a copy of your Personal Information. To protect your Personal Information we may require identification before we release the requested information.

If you consider a breach of the Privacy Act 1988 (Cth) has occurred [please contact us](#). If you do not consider our response satisfactory, you may wish to contact the [Australian Privacy Commissioner](#)

Authorised by



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Quality Assurance Policy

Quality is critical to us at Let Me Be Frank. We value our clients, their time, expertise and resources as well as all our other stakeholders. We strive to meet and exceed expectations and are committed to continuous improvement. We have established a Quality Assurance framework for continuously monitoring and improving the quality of our project management, delivery and overall performance.

We have the following procedures in place to support us deliver exceptional quality:

- Close out meetings at the end of every project to gather and review client feedback
- Regular review with the entire team of client feedback and implement identified improvements
- Regular quality audits of our internal processes
- Ensure responsible, honest, fair and accurate acknowledgement of contributions to our work by other individuals, organisations and technology (such as AI)
- Annual policy review
- Working collaboratively and advocating for First Nations voices to be heard from all levels ensuring Aboriginal led decision making and cultural knowledge is sought after for advice as a priority.

Our internal procedures are reviewed regularly and are held in a online operations manual which is made available to all employees.

Authorised by



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