



CHILD SPONSORSHIP POLICY

1. INTRODUCTION

- I. BETTER (Building East Timor Through Education/ Resources) is a non-profit organisation without religious, political or governmental affiliation. Child sponsorship is a large part of BETTER (Building East Timor Through Education/ Resources) fundraising and marketing campaigns.
- II. BETTER (Building East Timor Through Education/ Resources) has a particular responsibility to children who come in contact with us or take part in our programs. No child must come into harm as a result of his/her engagement with BETTER (Building East Timor Through Education/ Resources) as a sponsored child, participant in a BETTER (Building East Timor Through Education/ Resources) program or as part of a fundraising appeal or campaign.
- III. BETTER (Building East Timor Through Education/ Resources) programs focus on holistic community development and empowerment. BETTER (Building East Timor Through Education/ Resources) works actively with communities and sponsored families to develop plans to ensure that there is full participation and understanding of and support for BETTER (Building East Timor Through Education/ Resources) projects.
- IV. BETTER (Building East Timor Through Education/ Resources) will confirm that the impact of sponsorship programs is positive by its internal, quarterly, monitoring and evaluation programs, before, during and after their implementation. In the event that a program is seen to be negatively impacting upon a child or community through these reports, the following procedure will take place.
 - I. CEO to review report. If the negative impact is of an illegal nature or in direct violation of the Child Protection Policy (found on our website www.bettertimor.org under the 'Get Involved' tab), then the child or program will be suspended immediately and the appropriate authorities in the country of operation will be informed. If the negative impact is not in breach of the law or child protection policy then the CEO is to devise appropriate plans to mitigate this impact.
 - II. If a solution is not reached within 5-10 working days following 1.IV.I, the matter will be brought to the attention of the board of directors.
 - III. If a solution is not reached within 30 working days following 1.IV.II.; the matter will be referred to and handled by appropriate authorities in the country of operation.
 - IV. If a solution is found in Clauses 1.IV.I - 1.IV.III, the matter will be considered resolved and a copy of the process will be kept on file.



- V. Sponsors receive regular correspondence from BETTER (Building East Timor Through Education/ Resources) regarding the wellbeing and progress of their sponsor child as well as the community and the projects to which children and the community have access. This correspondence is sent at the end of each semester, according to the Timorese school calendar year.
- VI. Sponsors may only communicate with their sponsor child through the BETTER (Building East Timor Through Education/ Resources) child sponsorship coordinator in Australia. All correspondence is reviewed by the child sponsorship coordinator and deemed appropriate or inappropriate according to the BETTER (Building East Timor Through Education/ Resources) Child Protection policy. After being reviewed, the sponsor will be informed as to whether the letter is appropriate and when this will be delivered to the child, or inappropriate and advised to either amend the letter or it will be discarded.
- VII. Should a sponsor wish to visit their child in East Timor, they will need to contact the child sponsorship coordinator (hello@bettertimor.org) and conduct the necessary background checks as per the BETTER (Building East Timor Through Education/ Resources) Child protection policy. If the visit is approved by the child sponsorship coordinator, the visit will take place on school grounds only, under staff supervision.
- VIII. All funds and resources generated through child sponsorship will be used and accounted for in a manner consistent with the purposes described in BETTER (Building East Timor Through Education/ Resources) to child sponsors and it's Control of fund and resources policy (found on our website www.bettertimor.org under the 'Get Involved' tab).

2. OVERVIEW OF PRINCIPLES

- I. Local cultures, traditions and laws must be held at the forefront of decision making by BETTER (Building East Timor Through Education/ Resources) when planning programs and projects in that country;
- II. Adults and children are informed about sponsorship programs upon enrolment into BETTER (Building East Timor Through Education/ Resources) projects. This is conducted through a group meeting on enrolment day. They are given the opportunity to ask any questions or raise any concerns with the project during or after this time and asked to sign a declaration. Should the beneficiary be unable to sign due to illiteracy, they are asked to provide a fingerprint mark on the page. If any additional questions or concerns arise, they may approach the schools welfare officer, and the case will be treated as per the BETTER (Building East Timor Through Education/ Resources) Complaints Handling policy.
- III. Sponsored children, their families and the entire community must benefit from programs and BETTER (Building East Timor Through Education/ Resources) plans and policies must ensure this benefit;



- IV. BETTER (Building East Timor Through Education/ Resources) clearly communicates on its website that all sponsorship donations are held in a pool of funds which are used to support holistic community development programs in areas where sponsored children live.
- V. BETTER (Building East Timor Through Education/ Resources) will keep respect for privacy, dignity and human rights of sponsors, sponsored children and their families at the heart of its child sponsorship program. In this way, BETTER (Building East Timor Through Education/ Resources) will endeavor to protect sponsors and sponsored children from any inappropriate solicitations. If such solicitations are received and a request is made for intervention, BETTER (Building East Timor Through Education/ Resources) shall provide assistance to resolve the situation through its Complaints Handling system.
- VI. BETTER (Building East Timor Through Education/ Resources) will be transparent in its published accounts about the classification of expenditure and costs of communications between sponsors and sponsored families as per BETTER (Building East Timor Through Education/ Resources) Control of funds and resources policy. BETTER (Building East Timor Through Education/ Resources) will always ensure sponsor contributions are used efficiently and effectively so as to maximize the amount of money going directly to the child and the community.

3. MARKETING AND PHOTOGRAPHY

- I. BETTER (Building East Timor Through Education/ Resources) will clearly, regularly and accurately communicate with sponsors about programs and projects, which take place in communities.
- II. BETTER (Building East Timor Through Education/ Resources) actively obtains images and footage of children from management on-site. The use of children's images is solely for fundraising and marketing campaigns.
- III. Upon enrolment of the child or employment of employee, consent must be obtained not only by the child and/or parent or guardian to permit the child to participate in photographs used for marketing and communications.
- IV. BETTER (Building East Timor Through Education/ Resources) adheres to a strict policy of truthful marketing. The dignity and rights of the subject must be at the forefront of BETTER (Building East Timor Through Education/ Resources) focus when choosing images for promotional materials.
- V. When any member photographs or films a child, or uses imagery for marketing purposes, the following guidelines must be adhered to:



- I. Prior to photographing or filming a child or choosing the imagery for public use, the member must investigate and act in accordance with any local traditions or restrictions regarding the photographing and filming of children.
- II. All photographs, films, videos and DVDs must present children in a dignified and honest light: not as vulnerable or passive. Children must be adequately clothed and in appropriate stances (those which could not be seen as sexually suggestive).
- III. Images must be an honest representation of the context and facts.
- IV. BETTER (Building East Timor Through Education/ Resources) must ensure that file labels do not reveal identifying information about a child, as this is a particular concern in instances where files are sent electronically.

4. STANDARDS RELATED TO THE USE OF PERSONAL INFORMATION

- I. BETTER (Building East Timor Through Education/ Resources) stores personal information as part of its sponsorship programs. This information is held in accordance with The Privacy Act (1988) and any relevant local international laws.
- II. BETTER (Building East Timor Through Education/ Resources) has procedures in place to ensure that information held about sponsored individuals is only accessible by BETTER (Building East Timor Through Education/ Resources) and the sponsor as per BETTER (Building East Timor Through Education/ Resources) Privacy policy.
- III. BETTER (Building East Timor Through Education/ Resources) takes active measures to ensure that all BETTER (Building East Timor Through Education/ Resources) workers understand the sensitivity of personal information about sponsored children and their families, and that use of this information shall only be for the purpose of program and sponsorship activities.
- IV. BETTER (Building East Timor Through Education/ Resources) will not, under any circumstances, sell, share or exchange sponsors' addresses, details or other information without the sponsor's explicit agreement.

5. MONITORING OF SPONSORSHIP PROGRAM AND COMPLAINTS

- I. Regular community meetings, health outreach programs and parents committee meetings are held at all projects to ensure that any concerns, grievances or complaints regarding the child sponsorship program can be addressed openly and without confrontation. Should this forum not be adequate, beneficiaries can contact the projects welfare officer as per BETTER (Building East Timor Through Education/ Resources) Complaints Handling policy



- II. Through an adherence to this policy, BETTER (Building East Timor Through Education/ Resources) and its associated members endeavor to protect the rights of all children and communities, as well as sponsors that BETTER (Building East Timor Through Education/ Resources) works with, both directly and indirectly.