

World Vision Australia

Terms and Conditions for Project Visit and Sponsor Visit

These terms and conditions apply to your proposed trip to visit a World Vision Project or sponsored child. Please read these carefully together with the letter you have received from us and any other document referred to in that letter. Then indicate your agreement by completing and returning the Acknowledgement and Agreement form together with all other relevant documents referred to in the letter to us so that we can make arrangements for your trip.

Our Responsibilities

We will make the following arrangements in relation to your trip:

1. arrange an itinerary for the day of your visit and arrange for a staff member of the World Vision office in the Project Country (that is, the country in which the project you are visiting is situated or where your sponsored child lives) to accompany you during your visit.
2. once you are in the Project Country, use reasonable efforts and to the extent we are able, assist and facilitate your visit. This may, but will not necessarily include, assisting you to arrange transport to and from the site of the community you are visiting.
3. use reasonable efforts to inform you if WVA becomes aware of any emergency situation in the area of your visit.

Other than as set out above, neither WVA nor any other World Vision entity (including the World Vision office in the Project Country) has any other obligation or responsibility to you.

Approvals and arrangements

You will need make arrangements yourself:

1. to obtain all necessary approvals, consents or permits (including visas and other immigration requirements);
2. for travel to and from the Project Country and any transit countries and travel within the Project Country, including to and from the site of the Project or hometown of your sponsored child; and
3. for accommodation for the duration of the visit.

Payment of expenses

You are responsible for all personal expenses in relation to your trip, including transport to and from Australia and while you are in the Project Country, accommodation and meal expenses.

Risks and insurance

You agree that you are undertaking the visit at your own risk.

You should obtain your own travel, health/medical and other insurance cover for your trip. WVA's insurance will not cover your trip.

You should keep abreast of travel warnings and advisories issued by the Australian or other relevant governments for the Project Country and any transit countries, and form your own view on the appropriateness and timing of the visit and your journey to the Project Country.

Cultural Sensitivity

You agree to strive to be culturally sensitive in your dress and communication (verbal and non-verbal) with people in the Project Country, in particular the people of the community and the region you are visiting. You must respect and attempt to adapt to the local conditions of the community and the region you are visiting.

Child Protection

WVA's vision is life in all its fullness for every child. WVA is committed to the well-being of the children it works with and protecting them from abuse and exploitation. WVA endorses and supports the United Nations' Convention on the Rights of the Child.

During the visit you agree that you will:

1. Behave in a manner consistent with [WVA's core values](http://www.worldvision.com.au) (see at www.worldvision.com.au).
2. Act as a positive role model for children and follow WVA policy and guidelines for the safety of children as outlined in [WVA's Child Protection Policy](#) (see at www.worldvision.com.au) and WVA's Code of Conduct when with children (page 6 below). By signing this agreement, you acknowledge that you have read the Code of Conduct and you agree to comply with it. You must also comply with any changes to the Child Protection Policy or the Code of Conduct which we tell you about from time to time.
3. Maintain the confidentiality of information you may obtain about the people in community you are visiting (and if you are on a visit to a sponsored child, about that child and his/her family) during your visit.
4. Raise any concerns or issues regarding the safety of children (for example, any allegation or suspicion you may have of child abuse) with relevant staff of WVA or of the World Vision office in the Project Country as soon as possible.
5. Comply with all laws of both Australia and the Project Country.

During the visit, you agree that you will not:

1. Copy or take any photographs or videos of the people in the community (and if you are on a visit to a sponsored child, photographs that child and his/her family) and their homes or workplaces without the prior express permission of the people present or accompanying representative of WVA or another World Vision office.
2. Copy or take the personal details of any child (and if you are on a visit to a sponsored child, that child and his/her family), or provide these to anyone other than accompanying representative of WVA or the World Vision office in the Project Country.

If you are travelling as one of a group who are visiting a project or a sponsored child you should stay together with your group during the visit. If you are a sponsor visiting your sponsored child, please ensure that any person who intends to accompany you on the visit, meets your sponsored child together with you.

Taking and using photographs and videos

You are allowed to take photographs or make audio or visual recordings to share with your friends and family privately (not through social media) where you have the express permission of the people present or our accompanying staff member, as set out above. If you want to use these for any other purpose you need to ask us first and we may require a separate written agreement.

We may ask to use these photos and videos for our work and you agree to let us.

Background checks (including police checks)

WVA may require background checks (including a criminal record check) for you and each person accompanying you on the visit. In this respect, you confirm that:

1. You have no disclosable criminal record or criminal charges pending against you.
2. If a criminal record check discloses any current or previous criminal history (whether or not a conviction was recorded) then WVA may (at its discretion) disallow you from the visit.
3. You will immediately notify the person below if you are charged with any criminal offence:

Sponsor Visits Coordinator
The Supporter Services Group
World Vision Australia
1 Vision Drive, Burwood East Vic 3151
Email: sponsorvisits@worldvision.com.au

4. You consent to WVA disclosing any personal or sensitive information it collects or holds about you (whether in writing or otherwise) for the purpose it was provided, to relevant WV partnership entities or as permitted under the WVA's [Privacy Policy](#) or by law.

Kidnapping and Hostage Taking Policy

In the event that a kidnap or hostage situation arises, you, or any person traveling with you, will co-operate as far as and as much as WVA (in its sole discretion) considers is reasonably appropriate or possible, to obtain the release of hostages, including co-operating with the appropriate Australian governmental agencies to attempt to secure the release of each hostage.

Cooperation by WVA does not include the making of ransom payments or the provision of any concession to kidnappers, terrorists and those holding hostages. WVA will not negotiate for the payment of ransom or provision of concessions unless WVA considers (in its sole discretion) that this is appropriate.

WVA will co-operate to the extent it considers (in its sole discretion) to be appropriate with the relevant governmental agencies to attempt to ensure that all perpetrators of violent acts against you, any persons traveling with you and any staff of WVA or other World Vision entities are brought to justice.

Confidentiality and Privacy

Personal information that you provide to WVA will enable WVA to make arrangements for your visit. It will also be used as the law permits or for other purposes explained in WVA's [Privacy Policy](#) (see at www.worldvision.com.au or call 13 32 40).

You must not use any information that you may obtain before, during or after the Sponsor Visit (other than information that is available publicly) ("**Confidential Information**") in any way, including disclosing such information to any other person unless such use or disclosure is required by law or you have obtained prior written consent from WVA. You must use your best endeavours to prevent the authorised use or disclosure of Confidential Information by third parties. You must not copy, or allow a copy to be made of, any material containing Confidential Information. These obligations continue after your visit has ended.

Medical Situations

WVA and its employees, agents and associates (which includes the World Vision office in the Project Country) cannot commit to assisting you or any person accompanying you with obtaining medical attention should such attention be required during your travel to or your time in the Project Country.

WVA may notify the World Vision office in the Project Country of your emergency contact person (if you have provided details of such a person to us in the Acknowledgement form) but WVA does not commit to making any arrangements to contact or inform that person or any other person if a situation arises where you require urgent medical attention.

In the event that WVA and its employees, agents and associates (including the World Vision office in the Project Country) does take any action to obtain medical attention for you, or any person accompanying you, you:

1. authorise WVA and its employees, agents and associates to do so;
2. accept all risks associated with any treatment that may be given including operation, blood transfusion, anaesthetic and other similar risks;
3. will be liable to pay (or reimburse WVA and its employees, agents and associates, as relevant) all costs related to such medical attention; and
4. release and indemnify WVA and its employees, agents and associates (including the World Vision office in the Project Country) from and in respect of any claims, actions, demands, proceedings and liability whatsoever arising from or in connection with such medical attention that may be provided.

No Liability

WVA, and the World Vision office in the Project Country and the World Vision partnership do not assume any liability for any claims for damages, injuries or other losses, which might result from the trip, including the obtaining of medical attention on your behalf.

You release and indemnify WVA and its employees, agents and associates (which includes the World Vision office in the Project Country and all other World Vision entities) from all claims, actions, demands and proceedings which you or any other person may now or in the future have against any of them arising out of or in connection with those risks including:

1. any loss of, or damage to, property, any illness, disease, injury or death and any economic loss and any other consequential loss which you suffer or incur during the visit or as a consequence of travelling to or from, or being in, the Project Country, or which arises or is in connection (in any way) with the visit; and
2. any illness, disease or injury of which you were aware of prior to the visit or would have been aware of had you attended an appropriate medical and dental examination prior to commencement of the visit.

WVA Code of Conduct when with children

Effective date: 1 March 2012

World Vision Australia is committed to the holistic development, safety and well being of children and young people (**child = under 18**). We support the rights of the child and seek to ensure that children are kept safe when in contact with us. We also want you to feel comfortable and at ease around children. We encourage you to actively help us build and maintain a safe and empowering environment for all.

We expect that you will:

- ✓ Be understanding about the importance of submitting to our screening requirements (such as criminal record checks).
- ✓ Treat all children with respect and dignity in accordance with our Core Values (you can find these on our website) using appropriate language, respecting their privacy and keeping information about them confidential.
- ✓ Listen to children. Be sensitive to the signals they send you about how comfortable they are with you (their language, conversation and physical intimacy) and respond accordingly.
- ✓ Stop any interaction with a child if a child says stop or if the child appears uncomfortable with the interaction.
- ✓ Always ask permission from a child and the child's parents or carer (as appropriate) if you wish to take photos or videos, making sure you explain carefully how you will use them (your use of images must be as expressly agreed with us, especially considering risks of displaying images on-line).
- ✓ Be culturally appropriate in how you speak, act and dress.
- ✓ Always be in view of another adult when with a child; that is, don't be alone with a child unless it is unavoidable or the child is in immediate danger. This is for the child's protection and to protect you from possible false accusation. Where you are visiting (or working as a contractor in) a World Vision project, you must be accompanied by a designated World Vision staff member at all times.
- ✓ Not become involved sexually with a child whether by direct contact, exposing them to sexual materials or other non-contact sexual activity (grooming). In many countries including Australia, such conduct can be a serious offence, often punishable by imprisonment.
- ✓ Not hit or abuse any child. World Vision Australia does not support corporal punishment but recommends alternative methods of discipline. Abuse can happen through your physical actions, words or emotional messages you send.
- ✓ Not hire children to help around the house or otherwise exploit children through inappropriate labour. Children have a right to education and play.

Please REMEMBER:

- ! You are always responsible for your behaviour towards a child, even when the child's behaviour can be interpreted as inappropriate (for example, seductive behaviour).
- ! You must comply with all applicable local, national and international laws about child protection.
- ! You must immediately report any suspicions of inappropriate behaviour to your World Vision contact.
- ! There are processes for investigating accusations which respect all involved.
- ! Non-compliance with this Code of Conduct will be taken very seriously. In the case of employees, it may be grounds for termination of employment. Where considered necessary or appropriate, non-compliance will be reported to relevant authorities.

Acknowledgment and Agreement Form

This Acknowledgement and Agreement form must be completed and returned to World Vision Australia by the *principal person* intending to visit a World Vision Project or Sponsored Child.

Acknowledgement and Agreement of the principal person going on a Project Visit and/or Sponsor Visit

Your details:

Name: (please print)	
World Vision Supporter Number:	
Postal address:	
Email address:	
Telephone number:	Mobile: BH: AH:

Details of Project / Sponsored Child and acknowledgement

Please read and tick the applicable statement below and provide the details as required below:

- ☐ I intend to visit a World Vision Project, details below, and I have read and understood the Terms and Conditions for visit to a World Vision Project or a Sponsored Child and acknowledge and agree that this Acknowledgement and Agreement and those terms and conditions are binding on me and I agree to the matters set out in each.

Name of Project:	
Location of project: (geographical region and country)	

- ☐ I intend to visit a Sponsored Child, details below, and I have read and understood the Terms and Conditions for visit to a World Vision Project or a Sponsored Child and "A Guide to Visiting Your Sponsored Child" and acknowledge and agree that this Acknowledgement and Agreement, those terms and conditions and the guide are binding on me and I agree to the matters set out in each.

Name of Sponsored Child:	
Location of Sponsored Child: (include name of project and country)	
Is the child your sponsored child? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered "No" above, please provided the following details:	
Name of Sponsor:	_____
Relationship of sponsor to you:	_____

Details of accompanying persons

Fill in all details below and also make sure that each of your companions complete a separate Acknowledgement and Agreement form for accompanying persons.

I will be accompanied on my visit by the following persons and I agree to be the contact person for World Vision Australia for all of them:

Name:	Relationship to you:
1.	
2.	
3.	
4.	
5.	

Your contact details while on the visit: (if known)

We will use the address and the phone numbers below to contact you, and your companions (if any), while you are on your visit.

Hotel or other place of accommodation: (please print)	Name: Address:
Phone numbers: (include country & area codes)	Hotel or place of accommodation: Your mobile (include dialing codes):
Email address:	

Your emergency contact:

If you provide details below, World Vision Australia may provide the details to the World Vision office in the Project Country where appropriate or relevant and as required. World Vision Australia makes **no** commitment that the following person or any person will be contacted should an emergency arise. You consent to World Vision Australia providing this information to the relevant World Vision office.

Name of contact person for emergency purposes: (please print)	
Relationship to principal person:	
Phone numbers of contact person: (include country & area codes)	Office: Home: Mobile:
Address: (must be street address)	

Confirmation and signature

I confirm that all the details I have provided above are correct.

Signature: (or parent or legal guardian if you under 18 y.o.)	
Name of signatory: (if parent or legal guardian)	
Signature of Witness:	
Name of Witness: (please print)	
Date:	

This Acknowledgement and Agreement form must be completed and returned to World Vision Australia by each person accompanying the principal person on the visit to the World Vision Project or Sponsored Child. Please make as many copies as required. One form must be returned for each accompanying person.

Acknowledgement and Agreement of the accompanying person going on a Project Visit and Sponsor Visit

Your details:

Name: (please print)	
World Vision Supporter Number (if any):	
Postal address:	
Email address:	
Telephone number:	Mobile: BH: AH:

Principal person visiting World Vision Project or Sponsored Child

The person named below is the principal person intending to visit the World Vision Project or Sponsored Child. I will be accompanying that person on my visit and I agree that that person will be the contact person for World Vision for me in relation to the visit.

Name:	Relationship to you:

Details of Project / Sponsored Child and acknowledgement

Please read and tick the applicable statement below and provide the details as required below:

- ☐ I intend to visit a World Vision Project, details as set out in the principal person's Acknowledgement and Agreement form, and I have read and understood the Terms and Conditions for visit to a World Vision Project or a Sponsored Child and acknowledge and agree that this Acknowledgement and Agreement and those terms and conditions are binding on me and I agree to the matters set out in each.
- ☐ I intend to visit a Sponsored Child, details as set out in the principal person's Acknowledgement and Agreement form, and I have read and understood the Terms and Conditions for visit to a World Vision Project or a Sponsored Child and "A Guide to Visiting Your Sponsored Child" and acknowledge and agree that this Acknowledgement and Agreement, those terms and conditions and the guide are binding on me and I agree to the matters set out in each.

Your contact details and emergency contact while on the visit: I acknowledge that World Vision may use the contact details and the emergency contact details provided to it by the principal person going on the visit named above.

Confirmation and signature

I confirm that all the details I have provided above are correct.

Signature: (or parent or legal guardian if you under 18)	
Name of signatory: (if parent or legal guardian)	
Signature of Witness:	
Name of Witness: (please print)	
Date:	