



## **World Vision Australia**

### **Sponsor Visit Agreement** *Version 2015.1*

This Sponsor Visit Agreement (“Agreement”) contains the terms and conditions that apply to your proposed visit to meet a World Vision Australia (“WVA”) sponsor child.

Please read carefully and then indicate your agreement by completing and returning the Acknowledgement and Agreement Form found at Annexure C (or Annexure D for any accompanying person/s, if and as applicable) of the Agreement to WVA.

### **“Terms and Conditions”**

#### **1. World Vision Australia’s Responsibilities**

- 1.1 We will make the following arrangements in relation to your visit:
- (a) arrange an itinerary for the day of your visit and arrange for a staff member of the World Vision office in the country where your sponsored child lives to accompany you during your visit;
  - (b) once you are in the country where your sponsor child lives, 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; and
  - (c) use reasonable efforts to inform you if WVA becomes aware of any emergency situation in the area of your visit.
- 1.2 Other than as set out above, neither WVA nor any other World Vision entity (including the World Vision office in the country where your child lives) has any other obligation or responsibility to you.

#### **2. Approvals and Arrangements**

- 2.1 Unless otherwise stated by WVA, you will need to make arrangements yourself:
- (a) to obtain all necessary approvals, consents or permits (including visas and other immigration requirements);
  - (b) for travel to and from the country where your sponsor child lives and any transit countries and travel within that country, including to and from the hometown of your sponsored child; and
  - (c) for accommodation for the duration of the visit.

#### **3. Payment of Expenses**

- 3.1 Unless otherwise stated by WVA, you are responsible for all personal expenses in relation to your visit, including transport to and from and while you are in the country where your sponsor child lives, accommodation and meal expenses. In some situations we may require you to meet the expenses of a World Vision staff member to travel and accompany you (this will be discussed and agreed with you prior to your travel).

#### **4. Risks and Insurance**

- 4.1 You agree that you are undertaking the visit at your own risk.
- 4.2 You should obtain your own travel, health/medical and other insurance cover for your trip. World Vision Australia’s insurance will not cover your trip.
- 4.3 You should keep abreast of travel warnings and advisories issued by the Australian or other relevant governments for the country where your sponsor child lives and any transit countries, and form your

own view on the appropriateness and timing of the visit and your journey to the country where you sponsor child lives.

## 5. Cultural Sensitivity

- 5.1 You agree to strive to be culturally sensitive in your dress and communication (verbal and non-verbal) with people in the country where your sponsor child lives, 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.

## 6. 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 Nation's Convention on the Rights of the Child.

- 6.1 During the visit you will:

- (a) behave in a manner consistent with WVA's Core Values (see at <http://www.worldvision.com.au/about-us/our-mission-motivation-and-values> or phone 13 32 42);
- (b) 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 <http://www.worldvision.com.au/about-us/our-policies/child-protection> or phone 13 32 42) and WVA's Code of Conduct when with children (see Annexure A). 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;
- (c) maintain the confidentiality of information you may obtain about the people in community you are visiting (including any information about that child and his/her family) during your visit;
- (d) 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 country where your sponsor child lives as soon as possible;
- (e) act ethically and responsibly towards children; and
- (f) comply with all laws of both Australia and the country where your sponsor child lives.

- 6.2 During the visit you will not:

- (a) copy or take any photographs or videos of the people in the community (including of your sponsor child and his/her family) and their homes or workplaces without the prior express permission of the people present, accompanying representative of WVA or of the World Vision office of where your sponsor child lives;
- (b) copy or take the personal details of any child (including of your sponsor child and his/her family), or provide these to anyone other than accompanying representative of WVA or of the World Vision office of where your sponsor child lives;
- (c) engage in rough physical games including horseplay with any child (including with your sponsor child and any other child from his/her family);
- (d) hold, kiss, cuddle, fondle or touch any child (including your sponsor child and any other child from his/her family) in an inappropriate or culturally insensitive manner;
- (e) make sexually suggestive or inappropriate comments to any child (including your child and any other child from his/her family), even as a joke;
- (f) do things of a personal nature for or with any child (including your sponsor child and his/her family), such as going to the toilet or changing clothes;
- (g) give out your personal contact details, including your social media details;
- (h) take any child (including your sponsor child and any other child from his/her family) to your place of residence (including hotel) or encourage meetings outside World Vision endorsed settings; and
- (i) give any child (including your sponsor child and any other child from his/her family) alcohol, cigarettes or drugs (including medication of any type).

- 6.3 If you are travelling as one of a group who are visiting a sponsored child you should stay together with your group during the visit.

## **7. Taking and Using Photographs and Videos**

- 7.1 You are allowed to take photographs or make audio or visual recordings to share with your friends and family (including through social media) where you have the express permission of the people present or in the community or the accompanying representative of WVA or the World Vision office where your sponsor child lives. You agree to follow the WVA “Guidelines for Online Media” (see Annexure B) when posting images and videos on the internet.
- 7.2 If you want to use these for any other purpose you need to ask us first and we may require a separate written agreement.
- 7.3 World Vision Australia may also take photos or make audio or visual recordings of the trip and you agree to any material containing your image or voice being used for our work.
- 7.4 If you do not want WVA to use any material containing your image or voice for our work you will notify one of the representatives of WVA at the beginning of the visit.

## **8. Background checks**

- 8.1 World Vision Australia require background checks (including a criminal records check from the police) for you and each person, 16 years and older, accompanying you on the visit. In this respect, you confirm that:

- (a) you have no disclosable police record or criminal charges pending against you;
- (b) if your background 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;
- (c) you will immediately notify the person below if you are charged with any criminal offence:

Mark Saliba  
World Vision Australia  
1 Vision Drive  
BURWOOD EAST VIC 3151  
Email: mark.saliba@worldvision.com.au

- (d) 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 World Vision partnership entities or as permitted under the WVA’s Privacy Policy or by law.

## **9. Kidnapping and Hostage Taking Policy**

- 9.1 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.
- 9.2 Cooperation by WVA does not include the making of ransom payments or the provision of any concession to kidnappers, terrorists and those holding hostages. World Vision Australia will not negotiate for the payment of ransom or provision of concessions unless WVA considers (in its sole discretion) that this is appropriate.
- 9.3 World Vision Australia 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.

## **10. Confidentiality and Privacy**

- 10.1 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 <http://www.worldvision.com.au/AboutUs/OurPolicies/Privacyandsecurity.aspx> or call 13 32 40).
- 10.2 You must not use any information about the people in the community you are visiting (including any information about your sponsor child and his/her family) that you have obtained before, during or after the sponsor visit (other than information that is available publicly)(“Confidential Information”) in any way, including disclosing such Confidential Information to any other person unless such use or disclosure is required by law, or is permitted by WVA to be used or disclosed.

- 10.3 You must use your best endeavours to prevent the unauthorised 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.

## **11. Medical Situations**

- 11.1 You acknowledge that WVA and its employees, agents and associates (which includes the World Vision office in the country where your sponsor child lives) 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 country where your sponsor child lives.
- 11.2 World Vision Australia may notify the World Vision office in the country where your sponsor child lives of your emergency contact person (if you have provided details of such a person to us in the Acknowledgement and Agreement 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.
- 11.3 In the event that WVA and its employees, agents and associates (including those from the World Vision office in the country where you sponsor child lives) does take any action to obtain medical attention for you, or any person accompanying you, you:
- (a) authorise WVA and its employees, agents and associates to do so;
  - (b) accept all risks associated with any treatment that may be given including operation, blood transfusion, anaesthetic and other similar risks;
  - (c) will be liable to pay (or reimburse WVA and its employees, agents and associates, as relevant) all costs related to such medical attention; and
  - (d) release and indemnify WVA and its employees, agents and associates (including the World Vision office in the country where your sponsor child lives) 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.

## **12. No Liability**

- 12.1 World Vision Australia and the World Vision office in the country where your sponsor child lives and the World Vision partnership do not assume any liability for any claims for damages, injuries or other losses, which might result from the visit, including the obtaining of medical attention on your behalf.
- 12.2 You release and indemnify WVA and its employees, agents and associates (which includes the World Vision office in the country where your sponsor child lives 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:
- (a) 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 country where your child sponsor lives, or which arises or is in connection (in any way) with the visit; and
  - (b) 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.

## **13. Termination**

- 13.1 World Vision Australia may terminate your visit early if you breach the terms and conditions of your trip, or otherwise for your misconduct.

## Annexure A

### 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.

## Annexure B

### Guidelines for Online Media

We want you to be able to post images and weblogs on the internet in a meaningful way but without compromising the dignity of the people you have met or the safety of the children in the communities you have visited.

The guidelines below attempt to address issues of dignity and respect as well as limit the ability of people who use the internet to exploit children and vulnerable people from being able to:

- misuse images of children
- use information posted to locate children in vulnerable communities and visit those communities, having tagged the children for sexual exploitation, trafficking, child labour or other dangerous activity (often people from the same or neighbouring countries).

Based on World Vision's experience in the field and in dealing with supporters, we know that these are real risks - not just remote possibilities.

#### **Guidelines:**

##### **Images:**

1. Only use images where you are very sure that the people in them would be happy for you to circulate them to the whole world permanently. (If it were of you, would you want it on the internet?).
2. Children (and community members) should appear as heroes in their circumstances, not victims (eg. not excessively sad, covered in flies or sores, seriously ill or inappropriately clothed). In general, the images should represent the situation truthfully
3. Images should be loaded so that they cannot be easily copied or downloaded (wherever that feature is available).
4. Images must not contain metadata that would enable someone to work out where they were taken (geo-tagging). Photos taken on smartphones and digital cameras with GPS receiving capacity switched on may have this data embedded; you must reformat the images to remove geo-tagging before uploading.

##### **Blogging and tagging photos:**

5. Only use first names and only if you need to – don't tag photographs.
6. Don't refer to the specific village you visited - just the region and country.
7. Try not to give away any other information that would enable someone to pinpoint where you visited (eg well-known landmark).
8. Whenever you blog, think about whether all of your blogs taken together, along with the images you have posted (with any comments), would enable someone to work out exactly where you visited.
9. Whenever you blog, think about whether all of your blogs taken together, along with the images you have posted (with any comments), would enable someone to work out exactly where you visited.

Please ensure that a World Vision representative has reviewed and approved all of the material before you post it online.

## Annexure C

### **Acknowledgment and Agreement Form for the Principal Person Visiting a Sponsored Child**

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

#### **Your details:**

Name:
World Vision Supporter Number:
Postal address:
Email address:
Telephone numbers: Mobile: BH: AH:

#### **Details of Sponsored Child and Acknowledgement**

*Your confirmation and signature*

- I have read and understood the "Terms and Conditions" of my visit to see my sponsor child with World Vision Australia and understand that they are binding on me.

Name of Sponsored Child:
Location of Sponsored Child: <i>(include name of project and country)</i>
Is the child you intend to visit, your Sponsored Child? <input type="checkbox"/> Yes <input type="checkbox"/> No If you answered "No" please provide the following details below: Name of Sponsor: Sponsors World Vision Supporter Number: Your Relationship to the Sponsor: Sponsors Postal address: Sponsor Telephone number/s: Mobile: BH: AH:

**On which weekday/s (Mon- Fri) would you like to visit your Sponsored Child?**

- **1<sup>st</sup> Preference:** / /
- **2<sup>nd</sup> Preference:** / /

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

**Your date of departure from Australia:** / /

**Date you will be returning to Australia:** / /

**Your emergency contact:**

If you provide details below, WVA may provide the details to the World Vision office in the country where your sponsor child lives, 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 WVA providing this information to the relevant World Vision office.

Name of contact person for emergency purposes:
Relationship to principal person:
Phone numbers of contact person: (include country & area codes) Mobile: BH: AH:
Email:

**Will anyone be accompanying you on the visit?**  Yes  No

If you answered "Yes" please provide the following details below:

I will be accompanied on my visit by the following person(s) and I agree to be the contact person for WVA for all of them:

Name:	Relationship to you:	Date of Birth
1.		
2.		
3.		
4.		
5.		

Each companion who is over 16 years of age must complete background checks (including a criminal record check from the police).

Please make sure that each of your companions complete a separate Acknowledgement and Agreement form for accompanying persons (see page 9-10)

**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:	

Please complete, sign and return the Acknowledgment and Agreement form (along with any Acknowledgement and Agreement Form for any Accompanying Person(s) if applicable) to:

**World Vision Australia**  
**1 Vision Drive, Burwood East Vic 3151**  
**Attention: Sponsor Visits Coordinator**  
**Email: [sponsorvisits@worldvision.com.au](mailto:sponsorvisits@worldvision.com.au)**

## Annexure D

### **Acknowledgement and Agreement of the Accompanying Person Visiting a Sponsored Child**

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 Sponsored Child (“Accompanying Person”). *Please make as many copies as are required.* One form must be returned for each accompanying person.

#### **Your details:**

Name:
World Vision Supporter Number (if applicable):
Postal address:
Email address:
Telephone numbers: Mobile: BH: AH:

#### **Principal person visiting a Sponsored Child**

The person named below is the principal person intending to visit a Sponsored Child. I will be accompanying that principal person named below who will be the contact person for World Vision or me in relation to the visit.

Name:
Relationship to you:

#### **Details of Sponsored Child and Acknowledgement**

##### *Your confirmation and signature*

- I have read and understood the “Terms and Conditions” of my visit to see the principal person’s sponsor child with World Vision Australia and understand that they are binding on me.

##### **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 by the principal person going on the visit named above.

If your Emergency Contact details are different from those of the principal person, please advise below:

Name of contact person for emergency purposes:
Relationship to principal person:
Phone numbers of contact person: (include country & area codes) Mobile: BH: AH:
Email:

**Confirmation and signature**

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

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

Please complete, sign and return the Acknowledgment and Agreement form to:

**World Vision Australia**  
**1 Vision Drive, Burwood East Vic 3151**  
**Attention: Sponsor Visits Coordinator**  
**Email: [sponsorvisits@worldvision.com.au](mailto:sponsorvisits@worldvision.com.au)**