



Communication and Transparency Policy

1. Purpose

The purpose of this policy is to provide a structure for the CFC ANCOP Australia Ltd. (“ANCOP”), affairs and concerns with all communications and privacy considerations in keeping with its core values, integrity, inclusivity and respect for all, and to raise awareness of work we do, and the impact of our work, with respect for people’s dignity and culture.

2. Scope

This policy applies to CFC ANCOP Australia Ltd. leadership and members, as well as our partners, volunteers and recipients.

3. Responsibilities of the Policy

This policy is particularly the responsibility of ANCOP, its members and volunteers to ensure they comply with this policy.

- Management committee members who are familiar with their members and volunteers in Australia and country partners, familiar with their obligation under the Policy
- Committee members and volunteers who work in fundraising, advocacy, marketing, communications and programs, and those who were provided with training to collect stories, images and data of our events, conferences, communities, and other related activities in Australia.
- Any related breaches of this Policy coming to attention of management will be dealt appropriately.

If there are relevant communications relating to CFC ANCOP Australia Ltd with the public, CFC ANCOP Australia Ltd, management and volunteers will act in an honest and transparent way. CFC ANCOP Australia Ltd, is committed to adhere to cultural and social sensitivities in its communication and will be inclusive and respectful of everyone CFC ANCOP Australia Ltd, works with;

All documents produced, for use of CFC ANCOP Australia Ltd, for both internal and public use especially in Community Development, will comply with appropriate State and Federal Laws of Australia, Department of Foreign Affairs and Trade (DFAT) policies and requirements and ACFID Code of Conduct.

4. Policy Statement

The ANCOP Mission is to “Answer the Cry of the Poor”. We answer the cry of the poor through effective child education and community development programs, anchored on values formation. We develop partnerships that together achieve a shared vision, and sharing of resources with the poor.

CFC ANCOP Australia Ltd, communication is clear, concise and accurate. This Policy acknowledges and respects the dignity and rights of our partners, management committee, committee heads, volunteers, members, delegates and local communities, when we share our aspirations and work for the poor.

CFC ANCOP AUSTRALIA LIMITED 50 Forge Street, Blacktown NSW 2148 info@cfcancop.org.au		
Approved by: Date Approved:	Version:	Author:

5. Communications in this policy

- When we use any materials, we use it in communications, including print and digital content, to convey our stories and examples about the work of CFC ANCOP Australia Ltd. These materials may be for use by audiences including supporters, donors, media, stakeholders and the public, as well as partners and program participants and volunteers. We only have volunteers, who promote the work of CFC ANCOP Australia Ltd. including development activities that support by working in partnership with communities that experience poverty, injustice, hunger and oppression and facilitating the promotion of human dignity, human rights and common good.
- CFC ANCOP Australia Ltd, development programs do not include welfare or political activities. CFC ANCOP Australia Ltd, mostly assists with humanitarian programs, educational programs and programs that deliver immediate relief, recovery, and rehabilitation in response to suffering caused by natural disasters and/or conflicts, as well as action to prevent and prepare for them.
- The process of gathering voluntary contributions of money or other resources, are through generous donations from members, individuals, businesses, or if any, governmental agencies.
- Any potential for negative publicity, public perception or uncontrollable events that may have an adverse impact on CFC ANCOP Australia Ltd's reputation, should be brought to the attention of the management committee.

The inherent dignity of each person is at the foundation of what CFC ANCOP Australia Ltd, is founded. We respect the privacy, values, history, religion, language and culture of the people. We work towards hope for change and will not be portrayed as victims or passive recipients of assistance.

6. VALUES

6.1 Truthful

CFC ANCOP Australia Ltd, is truthful, clear, concise, consistent and informative in our communication. We delineate people and their issues, experiences and lives accurately, respectfully and truthfully ensuring honest visual portrayals and stories.

6.2 Compliant

We ensure that our communication activities adhere to particularly the Child Protection Policy and the Diversity, Equity and Inclusion Policy.

6.3 Ethical

We obtain information for communication materials ethically and responsibly.

6.4 Accurate

We ensure that materials used for fundraising accurately reflect the context, situation, proposed solution and meaning provided by our volunteers in Australia and overseas Policy Commitments or Memorandum of Understanding (MOU).

6.5 Integrity

CFC ANCOP Australia Ltd is committed to the values of fostering an environment of caring and sharing in the societies where we are present. And to engage a widening network of partners to achieve Social Justice and Total Christian Liberation. We also help ensure the dignity of the poor.

As such, all public materials are quality checked by the Heads of Committees such as Policies, Marketing, Compliance and Risk Management and others to ensure long term effectiveness of aid and development and accuracy of information; and then forwarded to the President and to the Board for final approval before publication. The Heads of each committee has the primary responsibility of ensuring that all CFC ANCOP Australia Ltd publications and communications are accurate, relevant, timely, accessible, respectful and compliant with the CFC ANCOP Australia Ltd policies.

The President shall ensure that all public communications comply with appropriate State and Federal Laws, DFAT requirements, and the ACFID Code of Conduct and Fundraising Charter.

CFC ANCOP AUSTRALIA LIMITED 50 Forge Street, Blacktown NSW 2148 info@cfcancop.org.au		
Approved by: Date Approved:	Version:	Author:

7. Collecting, storing and using data, stories and images

We treat funding partners, program participants and others with respect and dignity when collecting and sharing stories. Before collecting material, we must get ***informed prior consent***. This means we obtain permission before taking a photo or video, and that the person(s) involved understands: the reason

- why their image story or personal details are being collected
- where and how they will be used and over what period
- That their participation is entirely voluntary
- That they do not have to be identified if they don't want to be
- The potential risks and consequences of their image, name and words being published
- That they may withdraw consent at any time, and that CFC ANCOP Australia Ltd, will make all reasonable efforts to give effect to this request. This permission needs to be culturally appropriate and sensitive to context. When possible, consent should be requested in advance, allowing the person sufficient time to consider their decision.

7.1 In the case of children, consent must be provided by an adult guardian. Children will not be identified in any publication or use of material. Written consent is preferable but not always possible or appropriate. Verbal consent must be documented.

We safeguard children when photographing, filming or interviewing a child, or when using children's images. Children are portrayed in a context relevant to CFC ANCOP Australia Ltd work, adequately clothed, and not in a vulnerable, submissive or sexually suggestive manner.

The key details including name, age, location, date, program association and form of consent must not reveal information about a child that could identify them, such as their name or location.

We ensure that established quality and accuracy checks are provided, and approval processes are followed to ensure that all public materials are accurate and reflective of the dignity and the values of the people profiled.

Images published must be appropriate, accurate and consensual with high regard to dignity, values, history, religion and culture of people portrayed.

We seek the appropriate written permission and consent unless verbal permission is deemed more suitable.

Records of images permissions and copyright releases, including names, age, location date and development program and form of consent gained must be kept on file in case needed.

7.2 We respect Australia's First Nations unique history, diverse cultures and customs and their right to protect their heritage. We will honour sensitivities around taking and reproducing names, information and images.

8. Media

We seek to establish and maintain a positive and open relationship with the media. To do so, all media queries should be directed to the Communications team in the first instance. All Board members, volunteers and external spokespeople are required to follow this policy and not approach or respond to media without contacting the relevant Communications team member first. If a matter has a high risk of reputational damage, it must first be referred to the President of the CFC ANCOP Australia Ltd.

CFC ANCOP AUSTRALIA LIMITED 50 Forge Street, Blacktown NSW 2148 info@cfcancop.org.au		
Approved by: Date Approved:	Version:	Author:

9. ANCOP Area/Chapter Coordinators

These roles have the authority to represent CFC ANCOP Australia Ltd and promote fundraising activities including ANCOP Ambassador Program. All fundraising activities and promotional materials must be pre-approved prior to distribution.

10. Fundraising

All fundraising policies and practices are developed in line with the ACFID Fundraising Charter, ACNC Governance Standards, ACNC External Conduct Standards, the Fundraising Institute of Australia (FIA) Code of Ethics and Professional Conduct, DFAT Standards. Our identity including name, address and Australian Business Number will always be provided on materials.

The fundraising documentation will clearly state if there is a specific purpose for which funds are being raised, how money collected will be used, how money collected in excess of the required amount will be spent, and any other information as required by appropriate Federal and State Legislation.

11. Accessible information

The Annual Report of CFC ANCOP Australia Ltd will be prepared in accordance with ACFID Code of Conduct guidelines and presented to all volunteer members annually at ANCOP General Meeting (AGM) and assemblies. The Annual report will also be published online and shared publicly on CFC ANCOP Australia Ltd website.

CFC ANCOP Australia Ltd will also inform its management and volunteer members of activities such as, donor support, member and non-member contributions, budget, expenses, flyers and brochures as appropriate.

These activities maintain and develop support for CFC ANCOP Australia Ltd and its involvement in the work for the poor and its operations with honesty, integrity and accountability.

Fundraising documentation will clearly state the purpose for which funds are being raised, how much money collected will be used, how much money collected in excess of the required amount will be spent, and any other information as required by appropriate Federal and State Legislation. The fundraising practices developed are in accordance with the ACFID Fundraising Charter.

Fundraising materials are clear and will be regularly reviewed to ensure that donors are provided with the accurate information of the contribution they had provided.

12. Privacy

CFC ANCOP Australia Ltd is committed to protecting the privacy of personal information as it collects, holds and administers, to its members, volunteers and the community it serves. (Refer to CFC ANCOP Australia Ltd. Privacy Policy).

13. Copyright

All materials created for CFC ANCOP Australia Ltd, irrespective of who, what, when, why and how it was created will belong to CFC ANCOP Australia Ltd.

CFC ANCOP AUSTRALIA LIMITED 50 Forge Street, Blacktown NSW 2148 info@cfcancop.org.au		
Approved by: Date Approved:	Version:	Author:

CFC ANCOP Australia Ltd, members and volunteers should ensure that every publication of CFC ANCOP Australia Ltd, including books, newsletter, brochures, forms, reports and computer software contains the following statement:

@CFC ANCOP Australia Ltd [Year of creation of material]

14. Partnership Recognition

CFC ANCOP Australia Ltd, is committed to promoting and recognising Australian Government, private sector, individual or donor support groups for its international development programs. It may include:

- encouraging and inviting visits by Australian officials and major donors;
- keeping Australian Embassy and High Commission personnel informed of work funded by the Australian Government and other major Australian funding bodies;
- ensuring beneficiaries understand where support is coming from;
- labelling and badging of project materials;
- ensuring signage used in-country features partner support; and
- ensuring that media releases refer to activities and achievements supported by partners.

Specific approaches for acknowledging the Australian identity and support of the Australian Government, in line with DFAT's Visual Identity Guidelines, will include:

- the CFC ANCOP Australia Ltd on the CFC ANCOP Australia Ltd, website
- quarterly newsletters distributed to the CFC ANCOP Australia Ltd, national database
- all publications including the Annual Report
- all event promotional material
- CFC ANCOP Australia Ltd, fundraising events (e.g. on screens and banners)
- relevant social, digital media and e-marketing campaigns
- traditional print and radio media where it is permitted
- other donor reports (e.g. for corporate donors-end of financial year reports, end of project reports, and annual reports).

A wide range of community events include speeches at CFC ANCOP Australia Ltd, supporter events, the work of CFC ANCOP Ambassadors and individuals involved in CFC ANCOP Australia Ltd, funding treks that will represent a range of platforms to acknowledge the support of the Australian Government.

15. In-Country Partners

All program and project partners will be requested to comply with this policy through Partnership Agreements or Memorandum of Understanding (MOU).

If partners are collecting images from the field, then CFC ANCOP Australia Ltd, *Image Release Forms* should be used. All communications developed by partners should reflect the above guidelines and all activities must be communicated to the public communications such as press releases, newsletters, annual reports, on websites and project signage.

CFC ANCOP Australia Ltd, will seek to ensure that program partners make a separation between development and non-development activities in fundraising material, other public communications and in program reporting. Ongoing dialogue between CFC ANCOP Australia Ltd, and its partners will reinforce the definitions of development and non-development activities and the need for a separation between development and non-development activities.

16. Complaints

CFC ANCOP Australia Ltd, welcomes feedback from its members, supporters, the Australian community and partners and stakeholders in the countries in which it works. (Refer to CFC ANCOP Australia Ltd. Complaints Policy)

CFC ANCOP AUSTRALIA LIMITED 50 Forge Street, Blacktown NSW 2148 info@cfcancop.org.au		
Approved by: Date Approved:	Version:	Author:

17. Revision History

Version	Approval Date	Summary of Changes
V1.0	May 2024	Original policy

CFC ANCOP AUSTRALIA LIMITED 50 Forge Street, Blacktown NSW 2148 info@cfcancop.org.au		
Approved by: Date Approved:	Version:	Author: