

FAQ For Your Better World Gift Stall

What are Better World Gifts?

Better World Gifts are beautiful cards representing meaningful gifts to people in developing countries. While you give a gorgeous card, someone living in poverty receives a much-needed gift to improve their hygiene, safety, or livelihood. For more information as to how the Better World Gift works, [click here](#) or visit bwaa.co/learn-about-bwg.

What is a Better World Gifts stall?

To give people the chance to purchase a Better World Gift, we encourage churches, schools, universities, and community groups to host a stall. Anyone can run a stall, it's simple, fun, and easy!

We send out a pack complete with cards, posters, instructions, and everything else you need to set up and run your stall. It's also a great way to get to know people in your community and have good conversations. To register or find out more, [click here](#) or please go to bwaa.co/gift-host-register.

When can I run a stall?

You can run a stall at any time of the year. While churches often host at Christmas, we understand it can be a busy time of year. Easter, Father's Day, and Mother's Day are also popular times to host a stall.

If you ever need extra resources or have any questions, please contact us on 1300 789 991 or email **Laura** at hello@baptistworldaid.org.au and we will be more than happy to help!

How do I register?

If you are keen to register for this year, please go to bwaa.co/gift-host-register and fill in the form.

How do I run a stall?

We'll send out the pack with all the cards, posters, donation forms and an instruction booklet which tells you all about how to set up and run your stall, and how to send the donations back to us. You can also ring 1300 789 991 or email **Laura** at hello@baptistworldaid.org.au for further support.

There are essentially three steps in running a stall:

1. You set up and run the stall wherever you like (and have permission to be) and chat to people about the cards as they come up.
2. When someone decides to make a purchase ensure they fill out a donation form so that we can send them a tax receipt. On the donation form there are three ways someone can make a purchase:
 - a. Credit Card – they write down their details.
 - b. Cheque
 - c. Cash – there is info on this in the included documents in your pack and online resources or I can talk to you more about it if you're unsure.
3. Every couple of weeks, please then send back the donation forms with a completed donation summary form (this will come in your box) so that we can issue tax receipts to everyone who has purchased cards.

What if I'm in lockdown? Can I still host Better World Gifts?

Yes, you can! We'd love you to still be partnering with us in this way. We can set you up an online stall and you can promote Better World Gifts online, through text messages, on social media, or through your church channels. People can then still order using your unique and personalised online stall, then we can track how many cards you sell and how much you raise. If you come out of lockdown, you can then get in touch, and we will send you a pack to run your stall in-person.

How do I manage my online stall?

Whether you register for an online or in-person stall, you will receive a personalised online stall. With this, you will get a unique URL and QR code you can share with your friends, family and community for them to order cards. This is the easiest way for someone to order cards when paying by credit card. They can either opt to have cards mailed to them from our office or pick them up from your in-person stall (if you're running one). It should help reduce crowding and mingling and enable you to run your stall in a COVID safe way.

To see how many cards have been sold online, you can login into your stall through your 'My Account' on our website. Then click 'My Church'. It will show you how much you have raised online, the cards sold, and provide you with a list of any orders that need fulfilling.

Orders that need fulfilling are when someone has chosen to pay for their cards online but requested to pick them up from you rather than have them mailed from our office. Their order will give you their name, contact number and email address so you can contact them to organise pick-up/delivery. If there are any issues or confusion, please contact us on 1300 789 991 or email **Laura** on hello@baptistworldaid.org.au.

Further instructions can be found by going to our [Better World Gift Stall Training videos](#) or go to bwaa.co/bwg-videos.

If I have registered for online, can I switch to in-person or vice-versa?

Yes, if you registered for in-person you will also receive an online stall you can use. Instructions are found in the resource section of the registration page — you can access them by [clicking here](#). If you have registered for an online only stall and would like to switch to an in-person stall, please get in touch with us on 1300 789 991 or email **Laura** on hello@baptistworldaid.org.au and we'll mail a pack out to you shortly.

Can I order more cards or donation forms for my stall?

Yes — if you need more resources such as Gift Cards, please contact Baptist World Aid Australia's office via email at **Laura** at hello@baptistworldaid.org.au or call us on 1300 789 991.

How long will it take to receive more resources?

Please allow up to 1-2 weeks for your requested resources to arrive. If your request is urgent, please call the office between Monday and Friday on 1300 789 991. If you call before 1pm we will do our best to post the cards out the same business day.

If the cards are required before Christmas, please ensure that the order reaches Baptist World Aid Australia by **Monday, 5th December 2022**.

How long do cards take to be delivered?

There are often delays with Australia Post, especially on the lead up to Christmas. Please allow up to two weeks for your cards to arrive. We apologise for any delays.

Where else can people buy gift cards?

People can place orders directly with Baptist World Aid Australia by:

- Visiting our website here or going to bwaa.co/better-world-cards,
- Calling Baptist World Aid Australia's Office on 1300 789 991 during NSW office hours, or
- Using the Better World Gifts catalogue or letter to place an order through the mail.

When do I send donation forms and payments back?

To help our Supporter Engagement team honour people's gifts, promptly process credit card donations and issue receipts, please send donation forms to our office every few weeks if you're hosting a stall over several months.

In the months when you have a high number of purchases (e.g., Christmas and Easter), you may choose to post donation forms to Baptist World Aid Australia more frequently.

Can I run a Better World Gifts stall at other times of the year?

We'd love you to! There are so many opportunities throughout the year to host stalls, such as Easter, Mother's Day, Father's Day, or school fetes. Get in contact with us and we'll send you what you need!

What is the last date I can send back donation forms?

Please aim to send your donation forms in as you go so it doesn't overwhelm our donation processing team. If for some reason you can't do that, please see the table below for due dates for returning donation forms to ensure that those who ordered their cards get a timely receipt.

Gift Stall Period	Latest Donation Form Return Date
Christmas Gift Stalls	31 st January
Easter Gift Stalls	30 th April
Mother's Day Stalls	31 st May
Father's Day Stalls	29 th September

What do the donations from each gift card do?

Card:	Cost:	Countries:	Programming:
Hand Soap	\$5	General COVID response so across almost all our partners around the world.	Families are educated on sanitation and personal hygiene and supplied with necessary resources such as soap, gloves, masks, hand sanitiser, etc.
Trees	\$10	Nepal, Kenya	Trees are planted that helps to prevent soil erosion, major flooding. They also provide shade for livestock animals.
Stop Malaria	\$10	Solomon Islands	Families are educated on protecting themselves from the spread of disease and preventing mosquitoes from breeding.
Arts & Craft	\$15	Uganda	Children learn skills to be creative and attend programs that prevent child labour and child marriage.
Blanket	\$15	Lebanon	Winter in a refugee camp, living in a tent, is freezing. Warm blankets can be a lifesaver when the temperature gets below zero. Part of the winterisation

			project in Lebanon.
Covid Care	\$15	General COVID response so across almost all our partners around the world.	Face masks, gloves, and other protective equipment for families and frontline workers. Training for communities in how to stay safe and healthy and recover due the economic impacts.
Disaster Toolkit	\$15	Funds go to any immediate disaster. Currently donations fund our disaster response in Sri Lanka.	Disaster preparation and training for families living in disaster prone areas, also tools and resources to help rebuild lives and keep families safe when a disaster does hit.
Make Your Thread Count	\$15	Funds research and advocacy for ethical fashion here in Australia and overseas.	Helping to fund research to improve the lives of garment workers, includes lobbying the government and fashion brands for a more ethical garment industry. Also helps to fund the ethical fashion guide and report.
Chickens	\$20	Nepal, Cambodia, Kenya	Families learn how to raise chickens. They receive training in breeding, raising, and selling chickens through their own business.
Veggie Patch	\$20	Nepal, Kenya, Bangladesh	Families learn how to plant a veggie patch and make it flourish with good farming techniques and organic fertilisers.
Goats	\$40	Nepal, Kenya, Bangladesh	Families are provided with livestock training and learn how to breed and raise goats. They also generate income through milk, manure, and offspring.
Bees	\$40	Kenya	Families are trained to harvest bees and earn an income through honey, beeswax, crop pollination and splitting hives to sell.
Piglets	\$50	Nepal	Parents and families receive training in pig breeding and learn how to raise them to sell and generate an income.
Clean Water	\$50	Kenya, Nepal	Communities are provided clean water through quality testing, filters, and wells.

Safe Birth	\$60	Nepal	New mums receive training in caring for their new bubs and are guided by village assistants and birth attendants during labour.
Fish Farm	\$80	Bangladesh	Families are trained to build and use their own eco-friendly fishpond. They can earn a consistent income and have a permanent food source.
Back to School	\$100	Lebanon, Nepal	Children receive education and books that helps them learn and grow in their health and confidence.
Child Friendly Spaces	\$300	Malawi, Uganda, Cambodia, Bangladesh, Nepal	Our programming creates safe spaces for children living in high-risk areas where they can learn to play, receive education, and heal.
Toilet	\$500	Kenya	Communities learn how to build a toilet through training which helps to prevent the spread of disease and increases protection.
Emergency Shelter	\$1,500	Funds go to any immediate disaster. Currently donations fund our disaster response in Sri Lanka.	A temporary shelter is provided when emergency strikes, and families have lost their homes and belongings.