

Response Letter from Taiwan Fund for Children and Families

October 23

Dear Chilufya, Mihir and Hector,

It's always been nice of you to have a talk with us to help us get improvements on our accountability. Through the reports we have submitted in these years, we have learned a lot from the Panel's feedback and suggestions. Those feedbacks give us a good opportunity to examine the work we have been doing and improve the areas needed to be changed. Therefore, we have more confidence in the areas demonstrated great improvement in some key areas by Panel, such as how key stakeholders are identified and how feedback from children and families is captured in our report. They showed us that we are working on the right track. As for those areas identified by the Panel needed to be improved, a number of them are in progress and I am happy to see those changes which are getting in line with the standards of Accountable Now.

Through Panel's assistance, TFCF has been making some changes to strengthen our accountability. And we also appreciate the follow-up call to help us get across the Panel's feedback. Therefore, in our interim report submitted in 2021 (and next full report submitted in 2022) based on the Improvement Analysis, follow-up call and Panel's feedback, we will pay more attention to the following items:

1. The challenges we encounter: 2019-2020 are critical years which are mostly influenced by the COVID-19. Under the threat of the pandemic, some of patterns of our work have to change to deal with the difficulty. Besides that, we will provide more evidences to demonstrate how we handle and learn from those challenges we encounter.
2. Minimising negative impacts on stakeholders: We will share more policies and examples of the impact of those policies, including the child protection.
3. Safe working environment: We are against any ways of bullying or discrimination towards our employees, assisted children and families and others. We will reexamine if there is any incident relating to this issue.
4. Fundraising: TFCF holds fundraising activities every year for different purposes, including anti-poverty, child protection, scholarship and student aids, etc. In our next report, we will share more examples how TFCF holds those fundraising activities and how donations from the public and companies are acquired.



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5. Stakeholder engagement: We believe that the effective stakeholder engagement is a cornerstone to achieving sustainable development. In our next report, we will share more examples for the stakeholder's engagement.
6. Governing evidence: In our next report, we will describe more details in this issue, especially for those overseas officers.
7. How SDG indicators are used: As we mentioned in our report, TFCF's indicators are based on the Sustainable Development Goals (SDGs) and the internal indicators. In our next report, we will address more about how those indicators are applied to monitor our progress.
8. Protecting confidentiality and anonymity of those involved in complaints: We appreciate Panel's feedback and there is still much room for improvement. We will refer more examples from other organizations and the blog to have more ideas to get improvement.

Through these years, TFCF has changed gradually in order to keep up with the standard of the Accountable Now. The more accountable we can be, the better credible we will have. Thank you for helping us be better and accountable.

Yours sincerely,

Betty Ho

CEO

Taiwan Fund for Children and Families

好家 再有你

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