Child Protection
Implementation Guidelines
International Programs

Effective Date: June 2011

Applicable to all Save the Children Australia offices.
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Introduction

Definitions

**Child:** Save the Children uses the United Nations Convention on the Rights of the Child (UNCRC) definition of a child, which is any person under the age of 18, regardless of whether a nation’s laws recognise adulthood earlier.

**Young Person:** Usually defined as a person between the ages of 12-25 years.

**Child Protection:** The measures and structures to prevent and respond to abuse, neglect, exploitation and violence affecting children.

**Staff:** This includes all employees.

**Associates:** This includes all consultants, Board Members, researchers, volunteers, partner organisations, contractors (company or individual), visitors to programs and activities, trustees, interns and students.

**Save the Children:** Save the Children Australia

**Child Protection Technical Unit:** The Child Protection Technical Unit (CPTU) provides in-house technical advice and support to all programs, staff and associates at Save the Children. The CPTU is also responsible for alignment with the Child Protection Initiatives as part of the Save the Children International Global Initiatives and maintains relevant external partnerships.

**Child Abuse:** Child abuse includes physical, sexual and emotional abuse and neglect, bullying, child labour, domestic/family violence and exploitation including commercial sexual exploitation. Both boys and girls can be the victims of child abuse. Child abuse can be inflicted on children by men or women, or by young people themselves. In some cases, professionals and other adults working with children in positions of trust abuse children. Child abuse takes place not only within the family but also outside the family, including institutions, at work, on the streets, in war zones and emergencies.

**Physical Abuse:** This occurs when a person purposefully injures or threatens to injure a child or young person. This may take the form of slapping, punching, shaking, kicking, burning, shoving or grabbing. The injury may take the form of bruises, cuts, burns or fractures. It is not always that case the physical injuries will be visible.

**Emotional Abuse:** This occurs when a child is repeatedly rejected or frightened by threats. This may involve name calling, being put down, or continuous coldness from parent or caregiver; to the extent that it affects the child’s physical and emotional growth.

**Neglect:** Neglect is the persistent failure or the deliberate denial to provide the child with clean water, food, shelter, sanitation or supervision or care to the extent that the child’s health and development are placed at risk.
**Child Sexual Abuse:** Child sexual abuse is defined as an abuse of the unequal power relationship between a child or young person and an older, bigger or more powerful person, which usually includes a betrayal of the child’s trust. Child sexual abuse constitutes sexual activity (actual, attempted or threatened) between a child or young person, and an older, bigger or more powerful person. Child sexual abuse includes threats and exposure to pornography.

**Exposure to Family Violence:** Family/domestic violence occurs when children and young people witness or experience the chronic domination, coercion, intimidation and victimisation of one person by another through physical, sexual or emotional means within intimate relationships (adapted from Australian Medical Association definition).

**Bullying:** Bullying is the inappropriate use of power by an individual or group, with intent to injure either physically or emotionally. It is usually deliberate and repetitive. The bullying may be physical or psychological (verbal and non-verbal).

**Corporal Punishment:** Use of physical force towards a child for purpose of control or correction. Desired outcome of physical punishment is child compliance with adult directions.

**Positive Discipline:** Positive discipline is non-violent, solution focused and respectful approach to behaviour management, based on child development and child rights principles.

**Particularly Vulnerable Children:** Children who are particularly vulnerable to abuse, such as children with physical and mental disabilities, homeless children, child sex workers ad children impacted by displacement, disaster, emergencies or war.

**Child Pornography:** In accordance with the Optional Protocol to the UNCRC ‘child pornography’ means ‘any representation, by whatever means, of a child engaged in real or simulated explicit sexual activities or any representation of the sexual parts of a child for primarily sexual purposes. For further information regarding child pornography offences, refer to the **Criminal Code Act 1995(Commonwealth)**.

**Child-Sex Tourism:** The sexual exploitation of children by men or women who travel from one place to another, usually from a richer country to one that is less developed, and there engage in sexual acts with children. **(ECPAT International 2006)**

**Online Grooming:** The act of sending an electronic message with indecent content to a recipient whom the sender believes to be under 16 years of age, with the intention of procuring the recipient to engage in or submit to sexual activity with another person, including but not necessarily the sender. For further details, refer to the **Criminal Code Act 1995, Division 474 (Telecommunications Offences, Subdivision C)**.

**Working with Children:** Working in a position that involves regular contact with children, either as part of the person’s position description or due to the context of the work that brings the person into regular contact with children.
**Screening:** This term includes criminal record checks (often called “police checks”) which are conducted to determine if a person has any known criminal history. Additional screening measures may include: “working with children” checks, identity checks, verbal referee checks and targeted, behavioural-based interview questions.

**Child Marriage:** This is a term that refers to when a person (male or female) is married when they are under the age of 18 years old.

**Child/Youth Participation:** Participation is about influencing decision-making and achieving change. Children’s participation is an informed and willing involvement of all children including those who are differently abled and those at risk, in any matter concerning them either directly or indirectly. Children’s participation is a value that cuts across all programs and takes place in all arenas – from homes to government, from local to international levels. *(Source: “Practice Standards in Child Participation” Save the Children)*

**Save the Children Commonly Used Abbreviations**

- HR – Human Resources team based in Melbourne
- RTO – Registered Training Officer
- CPTU – Child Protection Technical Unit
- CPF – Child Protection Focal Point
- SCI – Save the Children International
- CPI – Child Protection Initiative
- IP – International Programming, “SCI”

**Scope**

These Guidelines apply to all Save the Children Australia staff and associates.

*(Definition of “associates” see page 5)*
Context and Guiding Principles

Save the Children International (SCI)

Child Protection is a growing area of work within the development and emergency contexts. Abuse, neglect, exploitation and violence represent a global phenomenon affecting girls and boys in all settings (family, work situations, communities, education system, institutions etc), of all ages (0-18) and from any social background. (Save the Children, CPI, Aug 2010)

Article 19 of the United Nations Convention on the Rights of the Child (UNCRC) states:

States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

The Child Protection Guidelines demonstrate Save the Children Australia’s commitment to children’s rights and bring our policies and procedures in line with the requirements of the SCI Child Safeguarding Protocol. The Guidelines ensure that Save the Children as a Member takes all reasonable steps to make itself safe for children both as an organisation and in the conduct of all aspects of its day to day operation of emergency, humanitarian, developmental, policy and campaigning work.

The SCI Child Safeguarding Protocol describes the policies and procedures that each Member is required to apply and monitor in order to ensure that any children who we come in contact with are respected and protected from abuse and sexual exploitation of any sort. These Guidelines reflect our compliance with this Protocol and provide a user-friendly operational document based on audits and extensive evaluation.

Global Child Protection Initiative (CPI)

CPI stands for the Child Protection Initiative. The CPI is one of Save the Children’s six Global Initiatives and Campaign for Save the Children members to support and benefit from.

Goals of CPI:

- To increase the number of children protected from abuse, neglect, exploitation and violence through preventative and remedial quality Child Protection programs
- To develop, support and scale up effective evidence-based, quality programs and advocate for national and community based systems that promote children’s rights to protection
Areas of Child Protection CPI is focusing on:

- Children without Appropriate Care, in institutions or on the move, including child refugees, child migrants and trafficked children

- Child Protection in Emergencies; including sexual violence, children associated with armed forces and groups, family separation and displacement

- Child Labour

- End Physical and Humiliating Punishment of Children (see CPTU for resources on corporal/physical punishment)

**Save the Children Australia**

Save the Children is the world’s largest independent child rights development organisation, making a difference to children’s lives in more than 100 countries. From emergency relief to long-term development, Save the Children works to realize every child’s right to health, education and protection – in Australia and abroad.

**Our Vision**

A world in which every child attains the right to survival, protection, development and participation.

**Our Mission**

To inspire breakthroughs in the way the world treats children, and to achieve immediate and lasting changes in their lives.

**Our Commitment to Protect Children**

Save the Children Australia is committed to protecting children, regardless of gender, race, country of origin or religious belief.

The organisation’s work is underpinned by the United Nations Convention on the Rights of the Child (UNCRC), which states that children should be protected from all forms of physical and mental violence, injury, abuse, neglect, maltreatment and exploitation, including sexual abuse.

In line with Save the Children’s global commitment to end all physical and humiliating punishment of children, Save the Children Australia will provide awareness-raising and training for all staff and associates regarding positive discipline and behaviour management strategies. We will educate staff and associates on positive discipline strategies and encourage them to refrain from using any form of physical punishment in their own lives.
Purpose of the Child Protection Guidelines

These Guidelines are designed to assist all staff and associates in their commitment to protect children from abuse or exploitation, promote the rights of children and work with children to ensure their best interests are promoted. They also aim to protect staff and associates by setting clear boundaries for their work with children and communities.

The Child Protection Guidelines implement the Child Protection Policy & Code of Conduct by providing procedures, templates and risk management processes to support staff and associates in meeting their obligations in regards to the Policy and Code.

The purpose of the Guidelines is to embed child protection in the daily operations of Save the Children and ensure best practice in child protection. The Guidelines aim to:

- Establish a proactive culture of child protection
- Maintain a child safe and child friendly environment and
- Clarify roles and responsibilities to meet these standards

in all Save the Children programs and activities through the use of a user-friendly document.

Guiding Principles

Save the Children’s commitment to child protection is based on the following principles:

- Promoting and protecting the best interests of children at all times
- Zero tolerance of child abuse – mandatory reporting of confirmed or suspected child abuse
- Child protection is a shared responsibility between the organisation, its partners and the communities in which it works, and
- The views of children and young people will be used to inform child protection policy and program development
Information Sharing & Responsibilities

Relevant Policies, Laws and International Instruments

International Programming (IP) Policies, SCI

The Child Protection Policy and Guidelines are in line with the child protection policies and protocols developed by the IP, Save the Children International.

- Global Resourcing Policy – Global Policy
- Child Safeguarding Policy – Global Policy
- Code of Conduct – Global Policy
- Whistle-blowing Policy

http://www.savethechildren.net/alliance/about_us/accountability.html

Australian Government Policies

The Guidelines comply with the standards specified in the following Australian Government policies:

- AusAID Child Protection Policy 2009
  www.ausaid.gov.au

  "In line with the guiding principle of sharing responsibility for child protection, NGOs funded by AusAID to implement aid activities overseas must meet AusAID’s child protection compliance standards in their operations and must also apply the relevant standards to any partners, subcontractors, associates or consultants they may engage.

  AusAID will not fund organisations without appropriate mechanisms in place to protect children from abuse." (Source: AusAID Child Protection Policy, March 2008, p. 1)

Queries about the AusAID policy should be directed to AusAID’s Child Protection Officer cpo@ausaid.gov.au or contact the CPTU.

- AusAID Head Agreement

  A Head Agreement is signed between the Commonwealth of Australia represented by AusAID and Save the Children in relation to NGO Periodic Funding. As part of Save the Children’s compliance with this Agreement Save the Children must do the following:
1. Save the Children must advise the AusAID Child Protection Officer promptly in writing if any of Save the Children’s personnel is alleged to have committed, or been arrested for, or convicted of, criminal offences relating to child abuse or child pornography.

2. At its discretion, AusAID may audit Save the Children’s compliance with AusAID’s Child Protection Policy and child protection compliance standards, including sighting information regarding the performance of criminal record checks conducted for the purpose of complying with the child protection compliance standards.

Country Directors and other staff should contact the CPTU to obtain further information and advice in regards to compliance with the Deed of Agreement.

All communication with AusAID to report any child protection matters can only be carried out by the Director of International Programs or the CPTU. (see page 31)

- ACFID Code of Conduct for Non Government Development Organisations

2.6 The Organisation will have policies and procedures to promote the safety and well being of all children accessing their services and programs, particularly to minimise the risk of abuse of children.

http://www.acfid.asn.au/code-of-conduct

In January 2012 the new ACFID Code of Conduct will apply to signatory organisations. Save the Children will be required to provide an assessment of compliance with the Code. Under B.3.4 Protection of Children of the Code of Conduct Implementation Guidance it states:

Signatory organisations are committed to the safety and best interests of all children accessing their services and programs or involved in campaigns, voluntary support, fundraising, work experience or employment and, in particular, to minimise the risk of abuse.

As part of the compliance requirements it is expected that Save the Children will progressively work towards incorporating the following obligations into our programs and activities:

- Signatory organisations that work with children will seek ways to incorporate the voices of children in shaping the development programs that affect them.
- Signatory organisations that work with children will ensure that their complaints handling processes are child friendly.

For examples and resources for child and youth feedback forms and methods contact the CPTU. For examples of child friendly complaints handling processes see page 98.
Application of Local Laws

Children’s rights to protection from violence, abuse and exploitation are clearly laid out in international law, the legal standards of regional bodies and in the domestic law of most, if not all countries in the world. *(Child Protection: A Handbook for Parliamentarians, UNICEF 2004)*

In countries where local criminal and child protection laws exist, Save the Children requires compliance with local legislation by staff and associates.

For criminal activity, such as sexual or physical abuse of children, local law enforcement and prosecution processes will be complied within the country in which the offence was committed.

Compliance with local child protection legislation and child protection statutory authorities is required when responding to an incident of child abuse in conjunction with the Child Protection Reporting Process.

Country Director’s are required to adapt the Child Protection Reporting Process to the local context.

See Child Protection Reporting Process for guidance on adapting the Child Protection Reporting Process to include local legislation and reporting requirements and contact/referral details.

For further information on local laws contact Country Director, local Child Protection Focal Point (CPFP) or the CPTU.

Application of Australian Laws

Where applicable, the following Commonwealth laws apply to staff and associates.

Australia has introduced the following laws to protect children from specific forms of harm. These laws can be used to prosecute Australians who commit offences under these Acts:

- **Crimes Act 1914 Part IIA (Child Sex Tourism)** with additional laws enacted by the **Crimes Legislation Amendment (Sexual Offences Against Children) Bill 2010**

  Under this Act it is a crime for Australians to engage in, encourage or benefit from sexual activity with persons under 16 years of age while overseas. The law provides for penalties up to 20 years imprisonment and up to $561,000 for companies.

  Australians who exploit a position of trust or authority or take advantage of a child’s mental impairment to commit sexual abuse overseas can be jailed for up to 25 years.

  Australians who engage in sex with a child over a sustained period overseas can be jailed for up to 25 years.

  The laws also make it a crime to prepare for or plan to commit a child sex tourism offence. That means police can intervene before a child has been harmed.
• New laws also increase penalties for child pornography and child abuse materials whether this occurs in Australia or overseas.

People who use the internet or a mobile phone to deal with child pornography or child abuse material can be jailed for up to 15 years.

People who are part of an online child pornography network can be jailed for up to 25 years.

• *Criminal Code Act 1995, Division 474 (Telecommunications Offences, subdivision C)*

This Act provides a penalty of 10 years imprisonment for possession of child pornography depicting a person under 18 years of age, and up to 15 years imprisonment for online grooming of a person under 16 years of age.


**Application of International Instruments**

The following international instruments exist in regards to the protection of children:

• The United Nations Convention on the Rights of the Child (UNCRC)
  [www.unicef.org.au](http://www.unicef.org.au)

  The four main principles of the UNCRC are:
  1. The right of all children to survival and development
  2. Best interests of the child as a primary consideration in all decisions relating to children
  3. The right of all children to express their views freely
  4. Non-discrimination


• International Labour Organisation Convention 182: the Worst Forms of Child Labour

• International Labour Organisation Convention 138: Minimum Age, 1973

For a child friendly version of the UNCRC [www.unicef.org.au](http://www.unicef.org.au)
**Dissemination of Child Protection Policy and Guidelines**

### Child Protection Message

The Save the Children Child Protection message is a statement that is to be used to promote our commitment to the protection of children. It should be included on Save the Children’s website, in recruitment/advertising information and where appropriate, promotional/marketing publications.

*Save the Children Australia is committed to protecting the safety and wellbeing of all children and will minimise the risk of child abuse occurring in our programs and activities through the implementation of our Child Protection Policy & Code of Conduct and upholding Article 19 of the UN Convention on the Rights of the Child.*

### Dissemination and Awareness Raising

The Save the Children Child Protection Policy, Code of Conduct and Guidelines must be made widely available and publicised to all staff and associates as well as in a child friendly format to children and young people. This will include the use of translation into local languages and pictorial images where required.

Copies of the Child Protection Policy, Code of Conduct, Reporting Process and message will be visible on the Save the Children website and Intranet and where relevant reproduced on brochures, posters and other promotional material.

The Policy and Code of Conduct publicly states what children, young people, parents, community members and other beneficiaries can expect of Save the Children and its staff and volunteers should be communicated through simple and clear forms of communication.

The Child Protection Reporting process should be displayed publicly.

It is the responsibility of the Country Directors/Program Managers and the Child Protection Focal Points to ensure these are placed in a prominent position for all to see.
Building Child Protection into Management Systems and Processes

Child Protection is Everyone’s Responsibility

Everyone’s prime responsibility is to safeguard and promote the welfare of children and to prevent abuse. All staff and associates must be familiar with the Policy, Code and Guidelines and be aware of the problem of abuse and the risks to children. This means raising any concerns about the safety of children and/or the behaviour of adults. It also involves making sure contact with children is consistent with the Code of Conduct.

Management Systems and Processes

Save the Children’s Child Protection Policy, Code of Conduct and Guidelines must be incorporated into all existing and new systems and processes so an environment is established where the rights of children are respected and the risks of abuse and exploitation are minimised or prevented.

Any resources or costs associated with implementing the Child Protection Policy, Code of Conduct and Guidelines must be considered by Country Directors and/or Program Managers in drawing up operational plans, budgets, project design and funding proposals.

CEO and Board Members

The CEO, Board Members and Executive staff of Save the Children are required to take a leadership role in promoting the Policy, Code and Guidelines to ensure best practice in the sector regarding children’s safety.

Country Directors/Program Managers

Those in management roles or other key posts have specific responsibilities to ensure the Child Protection Policy (CP Policy) and Code of Conduct operates effectively. These include ensuring that:

Child Protection Policy & Code of Conduct

- All staff, associates and relevant others have access to the CP Policy and Code, are aware of its contents and clear about the responsibilities it places on them
- All Partner Organisations are clear they must also have a CP Policy and Code of Conduct which meets minimum standards

AusAID Compliance

Country Directors/Program Managers must immediately notify the Director of International Programs if any Save the Children staff or associates are alleged to have committed, or been arrested for, or convicted of, criminal offences relating to child abuse or child pornography.
Reporting Process

- Local reporting procedures are in place and clearly displayed/visible
- Procedures are in place for reporting and responding to concerns, including clear links to external sources of support where available
- Child protection roles and responsibilities locally are clearly named and defined and understood

Staff and Volunteers

- Job specifications/volunteer assignments/terms of reference, etc, clearly outline generic and specific child protection responsibilities and Key Performance Indicators to be assessed by Managers
- Recruitment and selection and interview procedures and practices take full account of child protection issues
- Measures for raising awareness and identifying training needs are put in place, and identified needs are met, e.g. via supervision, performance management and relevant accountability mechanisms
- Ongoing support is provided for managers, staff and others working with children on Save the Children’s behalf

Child Protection Operationalised

- Child protection systems are subject to periodic monitoring and review and that issues and processes are fully documented so that appropriate action can be taken and lessons from experience drawn together at local and corporate levels to maximise improvement and learning
- Existing forums used for discussion and exchange on child protection issues such as team/staff meetings
- All work is risk assessed and steps taken as necessary to minimise risks to children
- Issues relating to child protection and child abuse are fully integrated into existing management processes, i.e. recruitment, screening of staff and volunteers and selection, induction, supervision, team meetings etc.
- Time and resources must provided to the Child Protection Focal Points to ensure they are able to meet their duties under the position description

Human Resources (HR)

HR will be responsible for the following in regards to the CP Policy:

- Record on data base when staff member or associate has signed off on CP Policy
- Storage of signed CP Policies
- Record on data base of details of police and Working with Children Checks
- Record on data base when staff member has attended a Child Protection training session
- Monitor data base and notify staff and volunteers when police check or WWCC is due for renewal
Child Protection Technical Unit (CPTU)

The CPTU at Save the Children is located in International Programs at the Melbourne office and provides technical support and expertise to International Programs, Australian Operations, Emergencies and all other departments. It is also responsible for compliance, monitoring and providing quality assurance and advice in child protection programming.

Phone: 61 3 9938 2056/2052
Email: cptu@savethechildren.org.au

CPTU provides support in the following ways:

- Help Desk: First point of contact for staff and associates for child protection advice or to provide feedback on the CP Policy, Code of Conduct and Guidelines
- Child Protection/Safeguarding technical expertise in both Australian and International development context
- Responding to reports or discussing concerns for the safety or wellbeing of a child, suspicions or allegations of child abuse and exploitation, breaches of the Code of Conduct, advice on child protection matters or issues involving staff/associates
- Implementation of Policy, Code and Guidelines
- Advice promoting risk management and child safe organisational strategies
- Coordination, Selection, Training and Support for Child Protection Focal Points
- Training and capacity building nationally and internationally
- Monitoring and Evaluation of Policy and Guidelines
- Consultancy for all program areas (Australia, International and Emergencies) regarding integration of CP Risk Management
- Advice/support in the design, implementation and monitoring of CP programs and activities
- Child safe recruitment, selection and screening consultancy for HR
- Child Protection consultancy for Marketing and Media departments
- Advocacy to promote children’s rights and responding to child protection issues
- Psychosocial recovery and support advice
- Child/youth participation and engagement strategies
- Annual Compliance Self-assessment of SCI Child Safeguarding Protocol
- Provide appropriate communication (CP Reports) to Board/Leadership Team for Accountability, Risk Management and Monitoring purposes
Child Protection Focal Points (CPFP)

The Roles and Responsibilities of the CPFP

- This person will be the main reporting point at the Country/State level with the Child Protection Technical Unit regarding the implementation, compliance and ongoing monitoring of the Child Protection Policy and Guidelines.

- The CPFP is one of the key people responsible for ensuring any allegations, disclosures or observations of child abuse are reported and responded to within 24 hours.

- Take a lead role in raising awareness and providing training on the Child Protection Policy, Code of Conduct and Guidelines in-Country/State for staff, volunteers and Partner organisations.

The Child Protection Technical Unit based in the Melbourne Office is available to the CPFP for ongoing support and advice on Child Protection matters which are complex or sensitive.

Position Description – Child Protection Focal Points (CPFP)

- The Child Protection Focal Point (CPFP) is critical to ensuring Save the Children is a child safe organisation. It is estimated the position comprises 15% of one EFT. Management must factor this in to budget and resource allocation. This position must not be added on to a full time role.

- It is important to select people with relevant experience, suitable motivation and commitment given the sensitive and complex nature of managing complaints of a serious and confidential nature. Managers will be accountable for ensuring CPFPs carry their tasks out effectively and in line with the Child Protection Reporting Process.

- The SCI Child Safeguarding Protocol describes the policies and procedures that each Member is required to apply and monitor in order to ensure that any children who we come in contact with are respected and protected from abuse and sexual exploitation of any sort. The role of the CPFP includes ensuring compliance with the Safeguarding Protocol which is also consistent with the Child Protection Policy.
Duties include:

- Regular contact with the Melbourne Office Child Protection Technical Unit (CPTU) regarding compliance requirements and implementation progress updates of the Child Protection Policy and Guidelines

- Reporting any allegations, disclosures or observations of child abuse, exploitation and neglect or complaints about staff or associates within 24 hours in line with the Reporting Process. Ensuring a timely and effective response

- Provide six monthly written progress reports to CPTU

- Participate in Child Protection Focal Point meetings and trainings as required (both face to face and by teleconference) and provide briefing to Country Directors/Program Managers

- Participate in relevant child protection and child rights training as required

- Take a lead role in raising awareness of the Child Protection Policy, Code of Conduct and Guidelines in-Country/State including:
  - Organising translation of the Policy and Code of Conduct into local or culturally appropriate language and developing a child/staff friendly version to be distributed to all staff, associates and program users
  - Ensuring public display of the Policy, Code of Conduct and Child Protection Reporting Process Flow Chart in the Country/State office
  - Adaptation of the Child Protection Reporting Process to include local legislation and reporting requirements
  - Provide orientation of Child Protection Policy & Code of Conduct to all new staff, volunteers, consultants, partner organisations, contractors and media and monitoring and implementation systems to be established
  - Provide training on the Policy and other issues supported by the CPTU through resources and skill development
  - Ensure staff and associates are educated on their roles and responsibilities in preventing risk and reporting responsibilities to protect children from abuse, exploitation or neglect
  - Obtaining signed copies of the Code of Conduct from staff, consultants, contractors, volunteers, partners and associates and a copy is sent to People and Organisational Development (HR)
  - Respond appropriately and in accordance with the Policy Guidelines to child at risk reports
  - Write an incident report on the investigation of complaints and provide a copy to CPTU, HR and Program Manager/Country Director
  - Maintain confidential files and provide necessary documentation to HR

- To participate under guidance of CPTU to complete annual Child Safeguarding Protocol self-assessment
• Promote Child Participation and ensure all children involved in the work of Save the Children Australia are aware of the Child Protection Policy & Code of Conduct, have been provided with the child friendly versions, understand the Policy and Code of Conduct and are aware of their right to protection from abuse, and know where to go for help

• Be proactive and maintain working knowledge of the Child Protection Policy, Code of Conduct and Guidelines and provide support to staff/consultants/volunteers/partners to understand and implement the Policy

• Work with the CPTU to resolve any challenges that may arise during the ongoing implementation of the Child Protection Policy

• Work with the CPTU to evaluate the implementation of the Policy in line with donor and compliance requirements

Support from the CPTU will be provided to the CPFP in order to undertake the abovementioned roles and responsibilities.

**Training to be delivered by CPFPs**

A Train the Trainer Manual will be available from the CPTU that will provide training resources, exercises and tips for CPFPs to assist them in the implementation of the Child Protection Policy and other child protection topics.

The Manual includes TOT sections on:

• Child Protection Policy, Code of Conduct and Reporting Process

• Child Protection Guidelines

• Child Protection for the Community

• Personal Safety Skills for Children and Young People

• Introducing the UN Convention on the Rights of the Child

• Creating Support Networks for/with Children and Young People

• Protective Behaviours for Counsellors
Human Resources

Recruitment and selection of staff and volunteers must reflect Save the Children’s commitment to protect children by ensuring checks and procedures are in place to screen out anyone who may be unsuitable to work with children and young people.

Screening processes also need to be applied to all staff and volunteers who may be in a position of direct contact with children.

Save the Children reserves the right not to engage any individual whom Save the Children considers to pose an unacceptable risk to children’s safety or wellbeing.

Save the Children has the right to dismiss a staff member or associate or transfer the employee or associate if he/she breaches the CP Policy and/or Code of Conduct.

Child Protection Policy Sign off Procedure

Staff

Human Resources (HR) will distribute the Child Protection Policy to a new employee (or via the relevant Manager or Director) for reading and signing.

The Program Manager or Country Director is responsible for ensuring a staff member has read, understood and signed the Child Protection Policy.

Once signed a copy must be sent to HR for entry onto the data base. HR will keep a copy of the signed Policy.

HR will input the data that an employee has signed the Policy.

HR will contact Country Directors/Program Managers if the Policy has not been returned signed with the original recruitment documents.

The Policy and Code of Conduct must be read, signed and returned by the staff member as a condition of employment.

Should a staff member have any concerns signing the Policy and Code the Program Manager and/or CPFP should provide an opportunity to discuss those concerns with the staff member. The CPTU can also be contacted to speak with a staff member who has any concerns signing the Policy and Code of Conduct. See Information Sheet 1: Code of Conduct for further information.

The Policy and Code can be translated into local or culturally appropriate language where necessary. The CPFP should be contacted to discuss this.
Compliance and Monitoring

Information entered onto the database by HR, including police and Working with Children Check information and CP Policy sign off, will be sent to Payroll. Payroll will monitor this information fortnightly and provide a monthly report to HR. Any follow up will be made by HR with the relevant Manager.

HR is responsible for monitoring and maintaining the data base.

Volunteers

All volunteers must sign the Child Protection Policy. The Country Director or Program Manager is responsible for ensuring the volunteer has read, understood and signed the Policy and Code of Conduct.

The signed copy should be kept on record and a copy given to the volunteer.

Partner Organisations

Where a Partner Organisation is to sign the Save the Children Child Protection Policy as part of an Agreement, the Country Director or Program Manager responsible for engaging the partner organisation must ensure the Child Protection Policy is read, understood and signed by the Partner Organisation. A signed copy of the Policy is to be kept on record by the Country Director.

The Country Director or Program Manager is responsible for monitoring compliance with the Policy by the Partner Organisations and should discuss any breaches of the Policy with the Director of International Programs or the CPTU. See Information Sheet 2: AusAID Compliance and Partner Organisations/Contractors.

Visitors

The Director of Marketing is responsible for ensuring all participants taking part in a tour to an overseas program has read, understood and signed the Child Protection Policy and attended a Child Protection pre-departure briefing prior to departure.

Consultants or Individual Contractors

The Country Director or Program Manager must identify if the Consultant or Individual Contractor will be working with children.

If the Consultant or Individual Contractor will be working with children the Consultant or Individual Contractor must sign the Child Protection Policy and Code of Conduct as part of the Consultancy Agreement/Contract. The signed Policy must be returned with the Agreement/Contract and the documents will be stored by HR.
Interns/Work Experience Students

HR will provide a copy of the Child Protection Policy to interns and students. A signed copy of the Policy must be returned to HR for storage.

Any questions or concerns regarding signing the Policy should be directed to the CPTU.

Child Safe Recruitment Procedures

HR requires child safe recruitment procedures must be followed for all positions involving direct or indirect work with children.

All job advertisements (paid, volunteer and consultant) must contain reference to Save the Children’s Child Protection Policy and Code of Conduct and include a Child Safe message.

In line with Save the Children’s Child Protection standards and the AusAID Child Protection Policy compliance requirements the following procedures must be followed in the recruitment process:

1. Mandatory Screening Procedures for Staff – International Programs

✓ Criminal history check or Criminal Declaration Form (see HR)
✓ Child Protection interview questions for all staff
✓ Reference Checks include question to elicit information relating to candidate’s code of conduct, but remaining compliant with privacy restrictions
✓ Verbal Reference Checks x2 for all staff – one reference must be from the person’s current employer or most recent employer

2. Additional Child Safe Screening Procedures for Staff Working with Children – International Programs

For those positions working with children involving either direct or indirect contact with children, additional screening procedures must be applied in the recruitment process (see definition of Working with Children on page 6).

To determine if additional screening procedures are required check the position description child safe level. These levels are based on the IP Child Safeguarding Levels.

Level 1 – No contact with children/young people envisaged

• Only mandatory screening procedures apply
**Level 2 – Indirect contact with children**

That is contact with children/young people does not occur regularly and is not part of the position description. Generally any contact with children will be supervised and the staff member will not be working alone with children.

- Only mandatory screening procedures apply

**Level 3 – Direct and supervised contact with children or access to child sensitive data**

That is contact with children/young people occurs regularly and is part of the position description. Contact with children/young people is supervised.

- Criminal history check prior to engagement or Criminal Declaration Form signed (see Police Check requirements below)
- Working With Children Check (Australian applicant)
- Targeted interview questions used to determine attitudes, motivations, behaviours of candidate to work with children and response to child protection/rights issues
- Reference Checks include question to elicit information relating to candidate’s code of conduct, but remaining compliant with privacy restrictions
- Verbal Reference Checks x2 for all staff (from former paid or voluntary work) – one reference must be from the person’s current employer or most recent employer
- Reference check to include questions regarding any concerns of candidate’s conduct in interactions with children

**Level 4 – Direct and unsupervised contact with children**

That is contact with children/young people occurs regularly and is part of the position description. Contact with children/young people may at times be unsupervised.

- Criminal history check prior to engagement or Criminal Declaration Form signed (see Police Check requirements below)
- Working With Children Check (Australian applicant)
- Targeted interview questions used to determine attitudes, motivations, behaviours of candidate to work with children & response to child protection/rights issues
- Reference Checks include question to elicit information relating to candidate’s code of conduct, but remaining compliant with privacy restrictions
- Verbal Reference Checks x2 for all staff (from former paid or voluntary work) – one reference must be from the person’s current employer or most recent employer
- Reference check to include questions regarding any concerns of candidate’s conduct in interactions with children
3. Mandatory Screening Procedures for Volunteers – International Programs

All volunteers involved in a Save the Children program or activity must:

✔ Sign the Child Protection Policy and Code of Conduct

✔ Must be supervised by a Save the Children staff member at all times

✔ Receive child protection induction training which includes an introduction to the Child Protection Policy, Code of Conduct and Reporting Process

4. Additional Screening procedures for Volunteers Working with Children – International Programs

For all volunteers working in a position that involves regular contact with children, either under the position description or due to the nature of the work environment the following screening procedures apply:

✔ Criminal history check prior to engagement or Criminal Declaration Form signed

✔ Targeted interview questions used to determine attitudes, motivations, behaviours of candidate to work with children and response to child protection/rights issues

✔ Reference Checks include question to elicit information relating to candidate’s code of conduct, but remaining compliant with privacy restrictions

✔ Verbal Reference Checks x2 for all staff (from former paid or voluntary work) – one reference must be from the person’s current employer or most recent employer

✔ Reference check to include questions regarding any concerns of candidate’s conduct in interactions with children
Child Safe Interview and Reference Check Questions

The following are a number of mandatory and suggested interview and reference questions you should include as part of the recruitment process to comply with Save the Children’s commitment to protect children by ensuring checks and procedures are in place to screen out anyone who may be unsuitable to work with children and young people.

Questions should be structured to elicit an applicant’s:

- Attitude and values in regards to children and young people
- Motivation for wanting to work for Save the Children (and for non-local applicants, in an overseas position if relevant)
- Past behaviour as it provides an indication of future behaviour

For positions not working with children, many of the applicant’s will have no or little experience of working with children, and may not be placed in positions where they have direct contact with children. Therefore interview questions should be aimed at testing the applicant’s awareness and openness to child protection/rights rather than his/her knowledge on working with children.

**Mandatory Interview Questions**

- Are you happy to sign our Child Protection Policy & Code of Conduct?
- What is your understanding of child rights? OR Save the Children is a child rights based organisation. What do you think this means?
- What does child protection mean to you? OR Save the Children is a child safe organisation. What do you think this means?

**Suggested Interview Questions for Applicants Working Directly with Children**

- Describe any jobs you held working directly with children.
- What boundaries are important when working with children?
- Have you ever reported a matter concerning a colleague or supervisor? How did you handle it?
- How would you implement a child participation activity?
- Explain your motivation for wanting to work in this role with children and families?
- If you were aware of a child protection concern or breach of the Code of Conduct within the context of your work how would you respond?
- Tell me about a good experience you had when working with children and one you found difficult.
Reference Check Questions

- What is your relationship with the applicant?
- Have you managed/supervised this person directly? How did they respond to direction/feedback?
- If the applicant is going to be working directly with children explain the nature of the position to the referee and the work they will be doing that places them in direct contact with children.
- Tell me about the applicant’s work with children? Have you directly observed this work? Do you have any concerns in relation to the applicant’s work with children? If so please explain.
- Describe the applicant’s ability to work with and relate to others?
- Would you employ XX again?

Police Checks

For all Australian staff a criminal history check conducted by Save the Children is an Australian Federal Police Check. An AFP Check is also known as a national police check.

For all non-Australian applicants, where available, a relevant national criminal history check should be conducted. If this is not possible all other child safe recruitment procedures must be followed including obtaining character references from the applicant’s most recent or current school/university/community leaders/church/clubs etc.

In countries where it is not possible or difficult to obtain a criminal record check staff will be required to complete a Criminal Declaration Form. These forms are available from HR.

HR will collate all information regarding police checks and keep a copy of the check on file.

Payroll will input the data into the database.

Payroll will produce a monthly significant dates report on employee’s police check. The report will be sent to HR and HR will follow up on renewals to the Checks with Country Director/Program Manager.

HR Managers in country are responsible for ensuring rigorous reference checks are carried out particularly in the absence of police checks in some countries.

AusAID Child Protection Policy Compliance

The Policy states that, “AusAID reserves the right to terminate contract negotiations if any police clearance certificates are not provided to AusAID for sighting”.
**AusAID Police Check Requirements**

- In compliance with the AusAID Child Protection Policy criminal record checks must be conducted for each country in which the individual has lived for 12 months or longer over the last 5 years and for the individual’s country of citizenship.

- For countries where a criminal check may be delayed an individual can be employed on the basis of a successful police check.

- If a police check from an overseas country is unavailable other recruitment procedures such as overseas reference checks must be conducted.

> It is important to note that whilst it is essential to screen people using police checks, it is not a guarantee that the person is safe to work with children. The complete recruitment process must be followed, as police checks are only one part of assessing a person’s suitability to work with children. Interview and reference checks are also critical. Great care and attention must be paid to rigorous reference checking and interview questions and processes.

The HR Manager or Country Director is responsible in country for ensuring this process is always followed.

**Police and Working with Children Check Updates**

Police checks will be updated every 2 years.

NSW Working with Children Checks will be updated every 2 years.

All other Working with Children Checks will be updated as they expire.

Payroll will alert HR when checks need to be updated.

**Police Check Checklist – to be inserted once approved by Leadership**

**Procedures Once Appointed**

- All staff and associates read, understood and sign the Child Protection Policy & Code of Conduct.

- All staff to participate in mandatory Child Protection training session.

- All Board Members and Volunteers attend an induction session which includes introduction to the Child Protection Policy, Code of Conduct and Reporting Process.

- Child Protection Key Performance Indicators and compliance with or breach of Child Protection Policy & Code of Conduct included in performance appraisal for Level 3 and 4 staff.
Visitors, Consultants and Participants in Fundraising Trips

All visitors and consultants to Save the Children programs and activities having direct contact with children must:

- Sign the Child Protection Policy & Code of Conduct
- Be supervised at all times by a Save the Children staff member
- Participate in a pre-departure child protection briefing if the person has not attended a Save the Children Child Protection training session

Child Protection Issue Involving a Staff Member or Associate

In compliance with the Save the Children CP Policy, AusAID Head Agreement and the AusAID Child Protection Policy:

- Country Directors/Program Managers must immediately notify the Director of International Programs if any Save the Children staff or associate is alleged to have committed, or been arrested for, or convicted of, criminal offences relating to child abuse or child pornography
- The Director of IP will notify HR and the CPTU of the incident
- In consultation with the Country Director, HR will conduct an internal investigation and decide upon the appropriate disciplinary action in relation to the staff member or associate. An internal investigation will be conducted regardless of whether an external investigation is also being undertaken by police or other authorities. HR will notify the Director of IP and CPTU of the action taken.
- HR is responsible for the storage of all documents and reports in regards to the incident
- The Director of IP will report the incident to the Child Protection Officer at AusAID
- HR is responsible for monitoring the incident and notifying the Director of IP and CPTU of any ongoing developments and the final outcome

Child Protection Training Provided by CPTU

Save the Children staff and associates are supported to develop child protection skills, knowledge and experience appropriate to their role.

These Guidelines are intended to provide employees with the opportunity to develop and maintain the necessary skills and understanding to safeguard children.

Child Protection Policy and Reporting training will be provided to all staff by CPTU, Child Protection Focal Points or appropriate delegates.

Save the Children also has a responsibility to provide training and development opportunities for Partners and associates of Save the Children as well as ensuring that child protection awareness raising activities target children themselves.
Key requirements for providing child protection training:

1. Employees with special responsibilities in relation to safeguarding children should have relevant training and regular opportunities to update their knowledge and understanding of child protection.

2. Training should be provided to those responsible for dealing with complaints and disciplinary procedures in relation to child abuse and inappropriate behaviour towards children.

3. Formal mechanisms should exist to identify and apply experiences of operating child protection mechanisms in order to apply learning into practice.

4. Mechanism should be in place to ensure children participating in programs are aware of SCA’s duty of care for child protection and are aware of reporting processes.

Staff are also encouraged to contact the Child Protection Technical Unit to organise tailored training sessions on child protection issues. These sessions will be delivered by the CPTU, Save the Children RTO, CPFP or an external expert will be requested to provide the training. Due to the expanding workforce and staff turnover other training methods will be explored to meet demand such as online learning.

Training Sessions could include:

- Child abuse indicators and impacts
- Responding to child abuse and disclosures
- Code of Conduct – Professional Boundaries
- Child Protection risk management
- Child safe organisational strategies
- Child/youth participation strategies
- Personal safety skills for children and young people
- Developing a local child protection referral and reporting procedure
- Child safe recruitment
- Conducting a child protection audit
- Dynamics of sex offending
- Child trafficking and child sex tourism information
- Child Protection in emergencies
- Train the trainer
- Positive discipline – to enhance our commitment to end physical and humiliating punishment of children
- Internet and social media safety
Child Protection Reporting Process

The reporting process in the Child Protection Policy outlines obligations and responsibilities for reporting and managing any concerns about child abuse. It also protects staff and associates from unfair processes should any allegations be made about them.

All staff and associates must follow the Child Protection Reporting process outlined below.

Our Commitment when Responding to Reports of Child Abuse

- Save the Children will treat all concerns raised seriously and ensure that all parties will be treated fairly and the principles of natural justice will be a prime consideration.

- All reports will be handled professionally, confidentially and expeditiously. Confidentiality in this context means that reports will only be made to designated child protection points or other delegated officers within the organisation including Directors and Managers.

- All reports made in good faith will be viewed as being made in the best interests of the child regardless of the outcomes of any investigation.

- Save the Children will ensure that the interests of anyone reporting child abuse in good faith are protected. Any employee who intentionally makes false and malicious allegations will face disciplinary action.

- The rights and welfare of the child is of prime importance. Every effort must be made to protect the rights and safety of the child throughout the investigation.

- The rights and welfare of any accused person will also be upheld during the investigation process.

- Storage of reports will be securely filed. If the incident involves a Save the Children staff member or volunteer the report will be filed with HR.

- Children and community members with whom Save the Children works will be provided with information about how to report any child protection concerns about employees and others.

It is mandatory for Save the Children staff and associates to report immediately any concerns regarding allegations of child abuse against a staff member or associate of Save the Children or the safety and/or wellbeing of a child in accordance with the Reporting Process outlined below (please note: associates include staff and volunteers of the partner organisations Save the Children works with).

Failure of a Save the Children staff member or associate to submit a report in either of these instances will be regarded as a breach of the Save the Children Child Protection Policy & Code of Conduct.
Overseas Programs

In some countries there are no statutory government child protection departments to report child at risk concerns to. In these cases Save the Children staff should respond in accordance with the available networks e.g. police, counselling services, Social Welfare departments etc. The CPFP and Country Director will be responsible for developing a Local Reporting Procedure adapting this Reporting Process. See the information below for assistance with this process.

Save the Children Child Protection Reporting Process

1. Who should report?

   All staff and associates.

   Children and young people, parents/guardians, village/community leaders, member of the public.

Programs Working in Remote Communities/Villages

Community leaders and members must be provided with details of the Country Director, local supervising Program Manager and/or in-country CPFP to report any concerns they have due to the actions or behavior of a Save the Children staff member or associate, particularly in relation to the safety or wellbeing of a child.

2. What should be reported?

   • A child discloses abuse or gives reason to suspect that they, or another child or children, are experiencing abuse or exploitation
   • A Save the Children staff member or associate knows of or suspects a child is being abused/exploited or is at risk of being abused/exploited
   • A family or community member provides information to a Save the Children staff member or associate that a child is being harmed or is at risk of being harmed
   • A staff member or associate breaches the Code of Conduct
   • A staff member or associate becomes aware that a child or children from another agency (possibly a partner organisation) are experiencing abuse or exploitation
   • A staff member or associate abuses a child they are in contact with through work.
   • A staff member or associate abuses a child outside work – a member of their own family, a child domestic worker, or through prostitution
   • A child a staff member is in contact with abuses another child
   • A child unconnected to Save the Children approaches a staff member or associate for help with an issue of abuse, or becomes the focus of concern in some way
   • An employee or associate forms the belief that a child or a group of children unconnected to Save the Children are at serious risk of abuse or exploitation

Other situations may come to light through disclosures, allegations and/or direct observation of abuse or of signs displayed in the child’s physical or emotional behaviour.

Actions must be taken to ensure concerns or allegations are investigated.
3. When do I report?

All concerns must be reported within 24 hours, or as soon as practically possible.

4. How do I report?

By telephone or email, or by written report, or by face to face meeting.

5. Who do I report to?

- Any child abuse allegations against staff/associates must be reported to Country Director/Program Manager and Child Protection Focal Point (CPFP) and CPTU
- Concerns for the safety or wellbeing of any child must be reported to Program Manager and the CPFP

Once a report is made if no action is taken the person making the report must persist. The CPTU can be contacted at any point for advice and support

cptu@savethechildren.org.au

6. What happens after a Report is made?

The CPFP/Country Director/Program Manager will make a confidential report using the Child Protection Reporting Form. In consultation with the person who made the report, decide upon the next step. This will involve either:

- Report made to local police and/or child protection authorities
  
  Report made to the Australian Federal Police Australian Federal Police for reports concerning Australian citizens: 1800 813 784 or www.afp.gov.au

- A referral is made to a local child counselling, family support service, NGO or church organisation offering child abuse or counselling support
- Concern handled internally by HR, Country Director/Program Manager and CPTU (e.g. breach of Code of Conduct)
- Notification of details of incident to AusAID where required for compliance purposes
- No further action taken

If the reported concern is about a Save the Children staff member or associates
Save the Children may request that he/she be removed from any activities while an investigation is taking place.

If the concern is to be handled internally this may involve:

- Discussion between the Country Director/Program Manager, HR and CPTU and the person involved
- Disciplinary measures as outlined in Grievance Handling Workplace Policy
- Performance review
- Conflict resolution procedures
7. Possible outcomes

- Criminal matter or child protection report made to Police or to a Government Child Protection department

- Breach of the Save the Children Policy and/or Code of Conduct relating in performance management or termination of employment

- Victim’s and alleged perpetrator’s safety needs assessed and responded to. Be aware that in some countries treatment of offenders in prison may be extremely harsh.

- Follow up with police to determine outcome of investigation

8. Follow up and referral

- Country Director/Program Manger, HR will inform the person who made the report of the outcome and offer further support if needed such as debriefing or counselling

- The person against whom an allegation was made will be kept fully informed of the process

- The children involved, family members and local community members will be kept informed of the process and referred to appropriate authorities or services if required

- A debriefing with staff and associates should be conducted if required

- Where the allegations involve a staff member HR will document the Investigation Process and outcomes and store confidentially on the staff member’s file

- Ensure child is safe and referred to local hospital for any medical treatment

- Child and/or family members provided details of agencies, NGOs and others that offer counselling and support services

- Feedback to be given where possible to those directly involved or affected, protecting confidentiality and privacy

- Contact CPFP or CPTU for further advice if required
Developing a Local Reporting Procedure

When developing the Local Reporting Procedure use the following as a guide on what to include.

These procedures must be easily accessible, known to and understood by all staff and associates.

In countries where local criminal and child protection laws exist, Save the Children requires compliance with local legislation by staff and associates.

For criminal activity, such as sexual or physical abuse of children, local law enforcement and prosecution processes will be complied with in the country in which the offence was committed.

Compliance with local child protection legislation and child protection statutory authorities is required when responding to an incident of child abuse following the Child Protection Reporting Process.

**Developing a Local Contact and Referral List**

1. Examine the existing process of reporting child abuse in the region and what services exist.

2. Become familiar with local laws in relation to child abuse and existing mandatory reporting requirements. These should then be included on the list.

3. Conduct an audit and document what services exist in the region to report child abuse and to support children and their families. For instance, police (including any specialised unit such as sexual violence), child protection authority, local leaders, counselling services, women and children’s groups including domestic violence counselling and support services, NGOs and local and international NGOs, hospital, health professionals and primary health services, schools, legal services, local government services, youth groups and churches.

4. Make a contact list of Child Protection Focal Point, CPTU, police, child protection authorities, relevant services and include phone numbers, address, email and contact person. Ensure the list is reviewed and updated annually and ensure staff are aware of this list.

5. Be aware of local cultural responses and expectations in regards to abuse of children.

6. Build and maintain collaborative working relationships.
Child Protection Reporting Form

If more than one child/young person involved please use a separate Form for each child/young person.

1. **Name of Complainant** (person making the report):
   - Address/Contact details:
   - If under 18 years of age provide age: _________  Female ☐  Male ☐

2. **Name of child/young person who has been harmed/abused (if different from Complainant):**
   - Nationality:
   - Date of birth of child/young person: _____ / _____ / _____  Age of child/young person: _________
   - If child/young person participates in a Save the Children program please state which program:
   - Address/Contact details:
   - Name and address of parents/guardians/care provider:
   - Have you informed the child about completing this form and how the information will be used? Yes ☐  No ☐

3. **Date of Incident(s):**
   - Time of Incident(s):
   - Location of Incident(s):
   - Physical and Emotional state of child/young person (describe any cuts, bruises, lacerations, behaviour and mood):
   - Witnesses’ Names and Contact Information:
   - **Brief** Description of Incident(s) and type of abuse/harm/exploitation:
<table>
<thead>
<tr>
<th>4. Name of person(s) against whom the Complaint is made:</th>
<th></th>
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<tbody>
<tr>
<td>If staff member or associate of Save the Children state Office/Department and position:</td>
<td></td>
</tr>
<tr>
<td>Has he/she signed the Child Protection Policy &amp; Code of Conduct?: Yes ☐ No ☐</td>
<td>If Yes date signed: _____ / _____ / _____</td>
</tr>
<tr>
<td>If not staff member of associate of Save the Children provide details of organisation/partner organisation person works for (if known):</td>
<td></td>
</tr>
<tr>
<td>Address/contact details of person (if known):</td>
<td></td>
</tr>
<tr>
<td>Age: __________</td>
<td>Sex: Male ☐ Female ☐</td>
</tr>
<tr>
<td>Any other details to identify or locate the person:</td>
<td></td>
</tr>
<tr>
<td>Has the person been informed of the Save the Children CP Reporting Process and their rights in regards to the complaint made against them? Yes ☐ No ☐</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Have the police been contacted by the child/young person or their parents/guardian/care provider? Yes ☐ No ☐</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what happened?</td>
<td></td>
</tr>
<tr>
<td>If no, does the child/young person want police assistance, and if not, why not?</td>
<td></td>
</tr>
<tr>
<td>If you have made a report to the police about this incident please provide details below:</td>
<td></td>
</tr>
<tr>
<td>Date report made: _____ / _____ / _____</td>
<td></td>
</tr>
<tr>
<td>Name of police office:</td>
<td></td>
</tr>
<tr>
<td>Contact details of local police station/AFP:</td>
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</table>

<table>
<thead>
<tr>
<th>6. If available, has the local child protection authority/welfare or counselling service been contacted by the child/young person or their parents/guardian/care provider? Yes ☐ No ☐</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have made a referral to the local child protection authority/welfare or counselling services please provide details below:</td>
<td></td>
</tr>
<tr>
<td>Date made referral: _____ / _____ / _____</td>
<td></td>
</tr>
<tr>
<td>Name of person spoke to:</td>
<td></td>
</tr>
<tr>
<td>Contact details of authority or service:</td>
<td></td>
</tr>
</tbody>
</table>
7. Has the child/young person been informed about available medical/legal/counselling assistance?  
   Yes ☐  No ☐
   If yes, has the child/young person sought assistance for the incident?  
   Yes ☐  No ☐
   If yes, who provided the assistance?  
   Any follow up required?  
   Yes ☐  No ☐

8. If necessary, what immediate security measures have been undertaken for the child/young person and their family?  
   Who is responsible for ensuring safety plan?  
   Any other relevant information:  

9. Form completed by (Name, Position, Office/Department):  
   Date Form completed: _____ / _____ / _____
   Has the Complainant been informed of Save the Children’s CP Reporting Process?  
   Yes ☐  No ☐
   Date Form sent to CPFP, Country Director/Program Manager, State Manager, CPTU. _____ / _____ / _____

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**ALL INFORMATION MUST BE HELD SECURELY AND HANDLED SECURELY STRICTLY IN LINE WITH APPLICABLE REPORTING AND INVESTIGATION PROCEDURES**

For all reports a record of the Form must be sent to the CPFP and Country Director/Program Manager.

For an incident involving a complaint/report against a Save the Children staff member or associate a copy of this Form must also be sent to the CPTU and HR. It will be stored by HR on the staff member’s file.

This Form is based on the Model Complaints Referral Form, “Building Safer Organisations Handbook”, icva

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*Save the Children*
Child Protection Implementation Guidelines – International Programs
Responding to Child Abuse

When it is Appropriate to be Concerned About a Child?

Unfortunately, there is no straightforward answer to this question. Sometimes, but very rarely, children will show clear signs of harm or distress, or disclose that abuse has occurred or is occurring. However generally, the signs and indicators of child abuse are often not immediately obvious or easily identifiable. Concerns may be by one single incident, but more often, they develop over a period of time and as a result of various factors combining to suggest a child is at risk of abuse or is being abused. Concerns regarding abuse may also arise from allegations made about individuals or institutions, or as a result of observations of the way an individual conducts him/herself with children.

Inappropriate employee behaviour when working with children may be a sign that there are child protection concerns that require immediate intervention. For example, if an employee frequently insists on working alone with a child or working with them at home. Incidents like this should always be reported.

Harsh disciplinary practices exercised in care or in institutional settings is another example. Equally, if allegations are made or suspicions expressed regarding the conduct of a particular adult, this should be reported, not dismissed or ignored. Further information on which to base a decision regarding future action should be sought.

Responding to a Child who Discloses Abuse

A disclosure of abuse is when a child or young person tells you that he or she has been harmed or that they feel unsafe.

When a Child discloses:

- Opportunity for an adult to provide immediate support and comfort
- Assist in protecting the child from abuse
- Chance to help the child connect to professional services that can help keep the child safe and recover from trauma

The Child may feel:

- Scared
- Guilty
- Ashamed
- Angry
- Powerless

You may feel:

- Sense of outrage
- Disgust
- Sadness
- Anger
- Sometimes disbelief
Most important and immediate things you can do:

- Remain calm and in control
- Believe the child
- Try not to interrupt
- Tell the child/young person you believe him or her
- Tell the child/young person it is not their fault and he/she is not responsible for the abuse
- Tell the child/young person you are pleased he/she told you
- Reassure the child that telling was the right thing to do
- Find a comfortable, private space
- Let the child take his/her time and use his/her own words
- Tell the child what you plan to do next

You will not be helping the child/young person if you:

- Make promises you cannot keep, such as promising that you will not tell anyone
- Push the child/young person into giving details of the abuse. Your role is to listen to what the child/young person wants to tell you and not to conduct an investigation (beware of asking any leading questions as this may prejudice any subsequent investigation).
- Indiscriminately discuss the circumstances of the child/young person with others not directly involved
- Confront the perpetrator

Using the Child Protection Reporting Form make accurate notes recording the child’s disclosure and words as soon as possible.

REMEMBER it is never the role of the person hearing the disclosure to investigate what the child has said. The appropriate authorities should do this.

*Resources:* “Responding to children and young people’s disclosure of abuse” M.Irenyi, AIFS, Practice brief No.2, 2007 and Choose With Care®, Child Wise, 2004

### Investigation Process for Country Directors and CPFPs

This process should be followed only in circumstances where a Country Director believes local police and authorities either refuse or have insufficient capacity to conduct an adequate investigation of a child abuse allegation.

The Investigation Process should be strictly adhered to and only be conducted by a Country Director or CPFP.
**Stages of an Investigation for Country Directors/CPFP In-country**

1. Receive allegation

2. Decide whether to investigate

3. Plan the investigation

4. Gather and study background material and documentary evidence

5. Revisit investigation plan

6. Interview complainant – the complainant has a right to have a lawyer or other representative present

7. Interview victims if different from above

   - A child should only be interviewed in the presence of another adult, preferably a parent or guardian, unless the parent or guardian is the alleged perpetrator
   - Only ask questions as they directly relate to the incident and do not press the child for further information beyond the basic information required
   - If the child does not want to provide information or asks to stop the interview this should be respected
   - The child and family members should be fully informed of the process and sign a consent form to be interviewed
   - Ask only open or yes/no questions, avoiding leading questions where it could be interpreted as “putting your words into the words of the child”
   - The child should not be retraumatised by the interview – be aware of signs of distress, embarrassment or anger

8. The child may retract what they initially disclosed. This is a common response and the child should not be punished for this.

9. Interview witnesses if they exist

10. Interview subject of complaint

11. Write investigation report which must be immediately sent to HR and CPTU

12. Conclude the investigation with recommendations and discuss any further action with HR and CPTU
Key Principles to be considered when conducting an Investigation (based upon the International Council of Voluntary Agencies, “Building Safer Organisations Handbook”)

1. Confidentiality – complainants, witnesses and subjects of a complaint have a right to confidentiality. In some instances it will not be possible to guarantee confidentiality e.g. where referral is made to national authorities, or where the witness’ identity will be readily inferred. In such cases the guiding principle should be that of ‘informed consent’. Information needs to be shared on a ‘need to know’ basis with the parameters of this being established at the planning stage. The identity of those involved should only be disclosed on an authorized basis where referral to national authorities is indicated. Records should be stored securely to avoid accidental or unauthorized disclosure of information.

2. Anonymity – the fact that a complaint is made anonymously does not automatically mean that it bears less substance than one in which the complainant identifies himself/herself and is prepared to give evidence. It may indicate fear of reprisal. This being the case, anonymous complaints should be treated as seriously as ‘named’ complaints – though the extent to which they can be investigated may be hindered by the anonymity. Consideration needs to be given as to how an anonymous referral might be facilitated (e.g. via a complaints box).

3. Safety and welfare of children – the needs of children are paramount in the investigation process and must be constantly and consistently addressed. Their needs can be summarized as follows:

   - Safety – consideration must be had to the immediate safety needs of a child and whether the child should be relocated. Referral to the appropriate agencies should be made to ensure the child and his/her family member’s safety.
   - Health – medical intervention should be arranged to promote the child’s health and wellbeing for example to treat injuries or sexually-transmitted diseases. Where there is a report of sexual abuse within the previous 72 hours the child should be referred immediately for medical treatment.
   - Psychosocial – to help the child deal with fear, guilt, shame etc. via access to support groups and/or crisis counselling
   - Legal/Justice – referral should be made for legal assistance taking into account the views of the child/young person and his/her parents/caregivers

4. Professional care and competence – all those involved have due training, skills and knowledge to fulfill their responsibilities. A training strategy will need to be developed to address the training needs of investigators, managers and human resources staff. The competence of all involved must be subject to review within supervision and annual appraisals.
5. Thoroughness – investigations must be conducted in a diligent and rigorous manner to ensure that all relevant evidence is obtained and evaluated (including evidence which might not support or refute the complaint).

6. Independence – it is essential that investigators have no personal or professional interest in the people implicated or the project. This will require the creation of a pool of senior staff members able to conduct an investigation.

7. Planning and review – to ensure that investigations are planned, systematic and completed according to agreed timeframes.

8. Respect for all concerned – including the subject of the complaint. All concerned have the right to be treated with respect and dignity and to be kept informed of the progress of the investigation. The safety and security of the subject of the complaint should also be considered.

9. Principles of natural justice – all those involved in the complaint have a right to respond to the complaint and be independently represented if requested.

10. Time frames – it is in everyone’s interest that investigations are conducted as quickly as possible. A number of factors (communication systems, travel, distance etc.) will influence what is a reasonable timeframe. However, as a general rule, investigations should be complete (i.e. final report submitted) within 28 days of receipt of complaint.

11. Working in partnerships with other interested bodies – in some cases other INGOs or NGOs might be implicated in the complaint. In such instances, consideration needs to be given to conducting a joint investigation in the interests of sharing relevant information and preventing repeated interviews.

12. National authorities – in any case in which a crime appears to have been committed, consideration needs to be given to informing national authorities. This can be a very challenging decision if there are doubts as to the integrity of police/legal systems. The decision to inform the authorities should be taken by the Country Director.
Who can report?  
- Child or young person  
- Parents or adults  
- Staff, volunteers or associates

What to report?  
- Allegations, disclosures or observations of child abuse or suspected Breaches of the Child Protection Policy or Code of Conduct

When to report?  
- All concerns must be reported within 24 hours, or as soon as practically possible

Who to report to?  
- Any child abuse allegations against staff/associates must be reported to Manager and Child Protection Focal Point (CPFP) and CPTU  
- Concerns for the safety or wellbeing of any child must be reported to senior Manager and the CPFP

What will happen?  
- Situation and information will be assessed/investigated and a confidential report will be made in compliance with this Policy and/or within the context of local, state and country legislation. The organisation’s relevant senior manager must always be notified.

Possible outcomes  
- Criminal matter or child protection report made to Police or to a Child Protection Authority  
- Breach of this Policy and/or Code of Conduct resulting in performance management or termination of employment  
- Victim’s and alleged perpetrator’s safety needs assessed and responded to

Feedback to be given where possible to those directly involved or affected, protecting confidentiality and privacy. Debriefing/counselling to be offered, if needed.

CPTU can be contacted at any point for advice and support  
cptu@savethechildren.org.au

Save the Children Reporting Process Flowchart

Save the Children, Child Protection Policy
Information Sheets

Information Sheet 1: Code of Conduct

At Save the Children it is important that a culturally safe workplace is created and this is relevant when applying the Code of Conduct.

The Code of Conduct is a whole of organisation document that provides a benchmark for safe and positive boundaries when working with children for all staff and associates across Save the Children. It is also recognized that the Code of Conduct needs to be culturally relevant and appropriate for all staff and associates who work and live in communities across Australia and overseas.

In training workshops or induction sessions Directors, Managers, HR staff and Child Protection Focal Points are encouraged to allow open discussion of the Code of Conduct with staff (and associates) in order to address concerns and find ways in which staff can feel comfortable signing the Code confident they are able to comply with the requirements within their cultural context.

Translation of the Code of Conduct could also be developed.

For example a couple of common concerns that have arisen are:

1. For many staff and volunteers it is inevitable they will spend time with children connected with Save the Children programs after hours. Staff have commented that, "Aboriginal and other staff will always come in contact with children they work with after hours, because they are connected, whether it be through direct or non-direct cultural kinship arrangements, or cultural obligations."

Country Directors and CPFPs are therefore asked to address these issues when asking staff to sign the Code of Conduct, particularly where it is common for staff to spend time with children outside program hours.

In regards to the clause,

*Spend time outside work requirements with any child or young person connected with Save the Children Australia’s programs*

it should be acknowledged that where staff will come into contact with children in social settings a high level of professionalism should be maintained at all times and that confidential information and any developmental matters in regards to a child must only be discussed during operating hours.

Further, Directors/Managers should encourage staff to be open and accountable about their circumstances in regards to this issue so misunderstandings can be avoided and staff can feel confident that are not in breach of the Code of Conduct. Should a staff member’s behaviour or actions cause concern in regards to the boundaries of the Code of Conduct, Directors and Managers should raise these concerns with the staff member involved.
2. Another area of concern is in regards to the clause,

*Refrain from physical punishment or discipline of children (excluding my own children)*

Country Directors, HR staff or CPFPs can explain to staff that Save the Children Australia is against the use of corporal/physical punishment of children in all settings. The Child Protection Policy states that the use of physical punishment by staff or associates in relation to the children or young people we work with is a breach of the Code of Conduct.

In terms of the use of physical punishment by staff and associates in regards to their own children we recognize the challenges and take a realistic approach to this issue. Save the Children is on a journey towards zero tolerance of the use of physical punishment by staff and associates in relation to all children, in both the workplace and at home. We are providing Positive Discipline training to staff which provides alternative strategies to the use of physical punishment which staff will be able to put into practice in all settings.

In this way Save the Children can provide capacity building to staff to create awareness on the impacts of the use of physical punishment and provide alternative positive discipline techniques with the aim to prevent the use of physical punishment by staff and associates with all children.

The CPTU can be contacted for advice and to provide feedback in regards to the Code of Conduct.
SAMPLE LETTER

Dear

Safeguarding Children – Save the Children Child Protection Policy & Code of Conduct

Save the Children is committed to protecting children and we believe creating a child focused and safe organisation at Save the Children is everyone’s responsibility.

All staff and volunteers must sign the Policy and Code of Conduct and adhere to the standards that they outline.

The Child Protection Policy & Code of Conduct protects children from all forms of harm and abuse. It also protects staff and volunteers by providing guidance on appropriate behaviour when interacting or working with children.

Most people who work for a children’s organisation such as Save the Children, believe in providing safe and positive environments for children. Unfortunately some people target children’s organisations to gain access to children to abuse or exploit them. This has happened in the past both in NGOs and humanitarian organisations.

The Code of Conduct sets out safe boundaries for working with children. The Code covers areas such as:

- the importance of working equally with all children involved in a program
- helping children speak up
- being professional in our work with children

The Code helps staff and volunteers to make sure their actions do not place children at risk of harm, and that their actions are not misinterpreted.

Some staff working in small communities have raised concerns about the clause relating to contact with children outside program hours. Please note the intention behind the clause is to protect children from harm. If you believe at any time that your actions could be seen as a problem you must immediately discuss this with your Manager or Supervisor. They will keep a record of your discussion.

Please contact the Child Protection Technical Unit at Save the Children to discuss any concerns or comments you have about the Policy or Code of Conduct. The CPTU also provides ongoing training in the Policy and other child protection areas.

cptu@savethechildren.org.au

Karen Flanagan 61 3 9938 2056
Fiona Williams 61 3 9938 2052

We look forward to working with you in protecting all children.

Regards
**Information Sheet 2: AusAID Compliance and Partner Organisations/Contractors (Company and Individual)**

All agreements between Save the Children and partner organisations/contractors must include agreement on child protection practices.

Save the Children requires all partners/contractors to share in the responsibility to protect children from abuse or exploitation, promote the rights of children and work with children to ensure their best interests are promoted.

The Country Program Manager or Country Director who engages a Partner Organisation/Contractor is responsible for monitoring compliance with the child protection requirements for Partner Organisations/Contractors. The CPTU should be contacted for technical advice particularly in regard to AusAID Child Protection Policy obligations for Partner Organisations/Contractors.

AusAID’s Child Protection Policy applies to all contractors and NGOs funded by AusAID, including:

- Volunteer service providers
- Individually contracted advisers/consultants to AusAID
- Partners, subcontractors or associates subcontracted by contractors or NGOs
- Personnel of contractors and NGOs funded by AusAID (paid, unpaid and volunteers)

**Individual Contractors**

Individual contractors engaged by Save the Children must sign and be inducted on the Save the Children Child Protection Policy & Code of Conduct. Induction means the contents of the Policy is explained to the Contractor in particular the Reporting Process and Code of Conduct.

An individual Contractor Agreement must include agreeing to sign and observe the Save the Children Child Protection Policy. A signed copy of the Policy must be stored on file by the Country Director or Country Program Manager.

**Partner Organisations (including Local and Australian NGOs), Sub-contractors and Associates**

The AusAID Child Protection Policy standards apply to partner organisations, subcontractors or associates who are engaged by Save the Children to perform any part of an AusAID-funded activity.

The partner organisation may receive AusAID funding directly or indirectly. The central issue is that if the partner organisation receives AusAID funding, it comes within the scope of the AusAID Child Protection Policy.

The compliance standards that apply to partners, subcontractors or associates who are engaged by Save the Children are determined by the type of organisation they are.
Local NGOs/Partner Organisations In-country – Category 4 Organisations

Where Save the Children partners with a local (in-country) NGO or partner organisation to implement an AusAID funded project, the local NGO or partner organisation will have to meet the compliance standards for Category 4 type organisations. (Attachment 1 of the AusAID Child Protection Policy)

The compliance standards for Category 4 organisations are:

1. Must have their own child protection policy in place if implementing activities that involve personnel working with children.

2. Must comply with all child protection requirements stated in AusAID's funding agreements.

3. The local NGO or partner organisation signs off on Save the Children’s Child Protection Code of Conduct as an interim measure with a plan to develop their own Code of Conduct.

It must be identified whether personnel of the local NGO or partner organisation will be working with children. The definition of working with children is ‘working in a position that involves regular contact with children, either under the position description or due to the nature of the work environment’. [With most Save the Children activities this will be the case].

Where personnel will be working with children, the local NGO or partner organisation’s Child Protection Policy must require at a minimum:

- Criminal record checks prior to engagement (AusAID acknowledge that in many of the countries we work in criminal record checks are unreliable therefore child safe recruitment and screening processes are essential)

- Targeted interview questions, and

- Verbal referee checks

for all personnel (including volunteers) who will be working with children.
AusAID Accredited Australian NGO and ACFID Code of Conduct Signatory – Category 3 Organisations

Where Save the Children partners with a category 3 organisation the NGO:

1. Must have their own child protection policy with these elements as a minimum:
   - Child-safe recruitment and screening processes, including criminal record checks prior to engagement, targeted interview questions and verbal referee checks, for all personnel including volunteers) who will be working with children
   - A documented child protection complaints management procedure
   - Regular provision of child protection training
   - A child protection code of conduct (covering as a minimum, the content in the sample AusAID CP Policy), that must be signed by all personnel implementing AusAID-funded activities in-country
   - A commitment that the organisation will not permit personnel to work with children if they pose an unacceptable risk to children’s safety or wellbeing
   - A provision in all employment contracts that the organisation has the right to dismiss or transfer to other duties personnel who breach the child protection code of conduct
   - A documented policy compliance regime, including specified sanctions for breaches
   - Provision for policy review every 5 years, or earlier if warranted

2. Where the NGO is responsible for risk assessment for an AusAID activity that involves working with children (including volunteer sending assignments) the risk assessment must cover risks to children.

3. Must comply with all contractual requirements relating to AusAID’s Child Protection Policy.

AusAID Audits

AusAID reserves the right to conduct random audits of Save the Children’s compliance with these standards, including requesting documentary evidence.

Non-AusAID Funded Activities

For non-AusAID funded activities where personnel will be working with children, partner organisations, sub-contractors and associates should either:

- Produce their own Child Protection Policy as part of the agreement or
- Sign and comply with Save the Children’s Child Protection Policy and Code of Conduct

The sample MOU below can be used as part of the agreement.
**MOU with Partner Organisation/Contractor/Associate**

The MOU should state the following:

- The Partner Organisation/Contractor/Associate agrees to abide by the Save the Children Child Protection Policy & Code of Conduct OR has provided a copy of their own Child Protection Policy & Code of Conduct which has been approved by Save the Children (copy to be attached to MOU)
- The Partner Organisation/Contractor/Associate agrees to immediately report any allegations of child abuse regarding a staff member or volunteer or a breach of the Code of Conduct to the Director/Manager at Save the Children and the in-country Save the Children Child Protection Focal Point in accordance with the Save the Children Reporting Process
- In programs operated by the Partner Organisation/Contractor/Associate in partnership with Save the Children the Partner Organisation/Contractor/Associate agrees to minimise the risk of child abuse occurring and maintain a child safe and friendly environment through the implementation of child protection policies and procedures
- Save the Children agrees, where necessary, to provide support, advice or training to the Partner Organisation/Contractor/Associate to ensure compliance with the Save the Children Child Protection Policy

If the Partner Organisation/Contractor/Associate signs the Save the Children Child Protection Policy & Code of Conduct, the Country Director or Country Program Manager must ensure the organisation has read, understood and signed the Policy. Any questions or concerns regarding the Policy can be directed to the CPFP or CPTU. A signed copy of the Policy must be kept on file.

**Developing the Capacity of Partner Organisations**

Where required, Save the Children should have clear plans for developing the capacity of partner organisations in child protection practices and policy development and implementation. The CPTU and/or CPFP are available for this purpose.

The Checklist below can be used as template to provide Partner Organisations with background information and to assist with the development and implementation of their Child Protection Policy.

**Child Protection Policy Checklist**

A Child Protection Policy is a statement of an agency’s commitment to child safety and outlines the strategies of how an agency will fulfil its commitment to children. The role of policy is to provide principles, and to guide decisions and action on child protection issues. It provides clear direction and a pre-planned uniform approach to issues that arise.

*Choose With Care – 12 steps to a child safe organisation, Child Wise*

Partner organisations can use the following checklist in developing their Child Protection Policy.

Some sections may be included in a Policy document and others in supporting Guidelines or Procedures.
**Child Protection Policy Checklist**

1. **Title**  
   Example: [organisation] Child Protection Policy or Child Safe Policy or Child Safe and Friendly Environment Policy

2. **Aim/Objectives/Vision**  
   A clear statement that sets out the main objectives of the policy including information about the organisation’s philosophy regarding child protection

   1. **Scope**  
      Example: This Policy applies to staff, volunteers, visitors, etc.

   2. **Definitions**  
      Include a definition of a child and the organisation’s understanding and definition of child abuse, child rights and child protection

3. **Code of Conduct**  
   The Code should set out the appropriate boundaries and professional standards for working safely and respectfully with children and young people. The AusAID CP Policy provides a sample Code of Conduct. This must be signed by all personnel implementing AusAID-funded activities.

4. **Complaints Process**  
   The Policy should include a documented child protection complaints management procedure for staff, volunteers, partners, children and parents to raise concerns for the safety or wellbeing of a child

5. **Child safe recruitment procedures**  
   These should include:
   - Pre-employment screening procedures such as criminal record and verbal reference checks, targeted interview questions for staff and volunteers who will be working with children
   - A commitment that the organisation will not permit personnel to work with children if they pose an unacceptable risk to children’s safety or wellbeing
   - A provision in all employment contracts that the organisation has the right to dismiss or transfer to other duties personnel who breach the child protection code of conduct

6. **Child Protection training**  
   Regular provision of child protection training

7. **Policy Review**  
   Provision for policy review every 5 years

8. **AusAID compliance**  
   A statement should be included that says the organisation must comply with all child protection requirements stated in AusAID’s funding agreements

9. **Child Protection/Safe Focal Point**  
   The Policy can make an appointment for a person within the organisation who can act as a child protection contact point

10. **Child Protection Risk Strategy**  
    The Policy or accompanying Guidelines can include a Child Protection Risk matrix or steps to identifying and managing child protection risks across all activities of the organisation

11. **Child/Youth feedback and Child/Youth Participation strategies**  
    Child feedback forms and child/youth strategies developed or used by the organisation can be included

12. **Positive Discipline**  
    Positive discipline or safe behavioural management techniques can be included to guide staff working with children or providing support to parents

13. **Safe internet/social media/email use**  
    Safe internet and social media procedures can be included when staff or children/young people are using the organisation’s computers or communicating with staff and children/young people via email/social media/SMS

14. **Creating child safe and friendly spaces/environments**  
    Tips and resources for creating child safe and friendly spaces can be included; including procedures on consulting with children and young people on how a safe and positive environment can be created in child/youth focused activities

15. **Relevant laws, child protection authorities and local reporting/referral details**  
    Attach relevant laws such as child protection, mandatory reporting, child protection authority contact numbers and local reporting/referral contact details
Information Sheet 3: Child Protection Risk Management

All activities within Save the Children Australia (whether humanitarian or emergency responses, programmatic/policy/campaigning work or other work involving child participation) must be assessed to make sure that any child protection risks are identified and adequate controls developed. These aspects are included in the Monitoring and Evaluation frameworks for such activities.

Each State and Country office must conduct a Child Protection Risk Assessment when designing a program or activity or review each program from a child protection perspective and identify risk interventions appropriate to the level and nature of risk.

To support this process these Guidelines include a Child Protection Risk Management Matrix template. It is complies with AusAID recommended Risk Management Guidelines.

The Matrix will summarise the context, risk analysis, rating and risk responses as they relate to each program’s current operations and projects.

This should be reviewed annually at the Program Review and include project specific responses, in addition to standard Save the Children’s child protection procedures. The process may identify particular activities which are deemed ‘high risk’ and are subject to additional monitoring and reporting procedures.

Identifying and managing risk is an integral part of Save the Children’s approach to decision making and accountability. Whilst it is never possible to eliminate all risk, the aim of child protection risk management to create awareness of the specific risks to children’s safety and wellbeing and ensure any opportunities for children to be abused or exploited are minimised. Risk management strategies should also take into account intentional harm.

Assessing and managing any child protection risks ensures that a proactive and preventative approach will underpin Save the Children’s programs and activities.
Child Protection Risk Management Process

Step 1 – Identifying Child Protection Risks

Approaches used to identify risks include:

- Checklists
- Judgements based on experience and record
- Brainstorming
- Systems analysis
- Scenario analysis

The questions in identifying risk are:

- What are the practical details of the program?
- What could go wrong?
- What is the likelihood of something going wrong?
- What would the consequences be?

The following chart highlights specific child protection risk factors which must be considered.
<table>
<thead>
<tr>
<th>Specific Child Protection Risk Factors to be Considered</th>
<th>Risk Features</th>
</tr>
</thead>
</table>
| **Age/vulnerability of child** | • Very young children  
• Children who have been abandoned, orphaned  
• Children with disabilities  
• Children who have already been abused or sexually exploited  
• No caregiver/parental supervision  
• Children who have been displaced |
| **Location/setting** | • Isolated areas  
• Disaster areas or in war or civil unrest  
• Overcrowded  
• Refugee camps  
• Project located away from community or in community  
• Secluded or inaccessible locations  
• Employee visits child’s home  
• Children visit employees home  
• Physical danger in environment e.g. water, traffic |
| **Activity** | • Working with children  
• One to one activities  
• Physical contact  
• Personal hygiene tasks  
• Direct engagement with children  
• Staffing by volunteers |
| **Personnel** | • Not screened carefully e.g. interviews, police checks and reference checks  
• Recruited quickly for immediate deployment e.g. in emergency situations  
• Not supervised adequately  
• Not made aware or received training in regards to Child Protection Policy and Procedures  
• Not signed Code of Conduct |
| **Supervision** | • Employee works alone unsupervised  
• Volunteers not supervised by staff  
• Lack of formal supervision  
• Lack of accountability or transparency in practice  
• Non-existent or informal such as where visitors can attend unsupervised a project involving children |
| **Organisational culture (re: partner organisations)** | • Organisation closed or unaware in regards to child protection issues  
• Low level of commitment to child protection issues by management/personnel  
• No promotion of child protection measures or message  
• Culture of not raising concerns or reporting inappropriate behaviour of personnel |
| **Local risk factors** | • Lack of enacted and/or enforced child protection and criminal laws  
• Presence of child sex tourism, child sex trafficking or child labour |

(Source: Chart adapted from AusAID Child Protection Policy and Choose With Care, Child Wise)
Step 2 – Consider the Likelihood of Risk Occurring

The likelihood of the risk occurring should then be considered and the level of risk of each of the identified risk factors evaluated. The risk factors should then be prioritised according to their level of risk.

The questions to be asked in this Step include:

- What are the sources of the risk?
- What are the consequences?
- How likely are they to occur?
- What controls such as policies, procedures and strategies are already in place?
- What kind of harm, what kind of damage could be done?

The following table can assist with rating the level of risk.

<table>
<thead>
<tr>
<th>Rating</th>
<th>Likelihood</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Almost certain</td>
<td>Expected to occur in most circumstances</td>
</tr>
<tr>
<td>4</td>
<td>Likely</td>
<td>Will probably occur in most circumstances</td>
</tr>
<tr>
<td>3</td>
<td>Possible</td>
<td>Could occur at some time</td>
</tr>
<tr>
<td>2</td>
<td>Unlikely</td>
<td>Not expected to occur</td>
</tr>
<tr>
<td>1</td>
<td>Rare</td>
<td>May occur only in exceptional circumstances</td>
</tr>
</tbody>
</table>

As well as rating the level of risk, the consequences of the risk should also be considered. For instance the level of risk may be low however the consequences may be high.

Therefore the consequence of the risk identified should also be rated as:

- Severe
- Major
- Moderate
- Minor
- Negligible

Evaluating the consequence as well as the level of risk will help to prioritise the risk management process.
Step 3 – Strategies to Minimise the Risk

Strategies should then be developed to minimise the risk in order to reduce the likelihood of harm or abuse occurring.

This Step assumes that standard procedures as outlined in the Child Protection Policy and Guidelines such as child safe recruitment procedures are being complied with. Responses in this Step should focus on additional strategies which may be necessary such as additional induction/training or supervision.

Directors and Program Managers should be involved in developing strategies to mitigate the risk occurring. Strategies such as having procedures in place for when things go wrong and establishing monitoring systems are examples of the type of strategies that can be developed.

Options for strategies can include:

- Monitor and evaluate only (low risk)
- Avoid the activity as too high risk
- Modify – adjust policies/procedures or plans to reduce the chance that harm will occur to the level where the impact and/or potential damage is acceptable
- Transfer to another organisation or form partnership with an organisation
- Retention – continue the project accepting the risk and preparing for consequences

When implementing strategies to reduce risk consider:

- How the changes will be made (policy/procedures)
- Who will make the changes
- How will they be reviewed

(Source: Child Wise; “Choose With Care – A Handbook to Build Safer Organisations for Children”, 2004)

Step 4 – Risk Monitoring

Child Protection Risk Management should be an ongoing process. Monitoring risk is an essential part of reviewing the Child Protection Policy and Guidelines. Questions should be asked:

- Do the risks still exist?
- Have they been reduced, controlled, and managed by the existing strategies?
- Are there new risks?
- What strategies do we need to implement to reduce, remove, and control these emerging risks?

(Source: ACFID Code of Conduct, Draft Guidelines for the development of child protection policies, 2008)

Use the following Child Protection Risk assessment template to conduct a risk assessment.
**Child Protection Risk Assessment**

**Activity Name:**

**Date of Risk Assessment:**

<table>
<thead>
<tr>
<th>Identification of Child Protection Risks</th>
<th>Rate the level of risk</th>
<th>Actions/Controls to be taken to minimise the risk</th>
<th>By whom</th>
<th>By when</th>
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</thead>
<tbody>
<tr>
<td>What are the risk factors?</td>
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Information Sheet 4: Program Design and Child Protection

Program Design

The following checklist applies to the design phase for a new activity or program:

1. Identify whether the activity will involve staff/volunteers working with children.

2. If the activity involves working with children:
   - Identify all staff/volunteers positions to be working with children and apply child safe recruitment procedures
   - Conduct a Child Protection Risk Assessment Process during design phase (See Section 13)
   - Contact CPTU for further advice and support, especially if particular child protection risks are identified

The Director or Manager is responsible for the ongoing management of risks to children. Risks should be re-evaluated annually or as soon as unexpected risks become apparent using the Child Protection Risk Assessment process.

New activity and program funding submissions and budgets must incorporate resources and costs in budgets to implement child protection practices, including risk assessment and child safe recruitment procedures.

Child Protection Program Design Checklist

It is important for all staff, volunteers and associates in contact with children to;

- Be aware of situations which may present risks and manage these
- Plan and organise the work and the workplace so as to minimise risks
- As far as possible, be visible when working with children
- Ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed
- Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged
- Talk to children about contact with staff or others and encourage them to raise any concerns
- Empower children – discuss with them their rights, what is acceptable and unacceptable, and what they can do is there is a problem
- Maintain high personal and professional standards
- Respect the rights of children and treat them fairly, honestly and with dignity and respect
- Encourage participatory practice with children which develops their own safeguarding capacity

(Child Safeguarding Policy, Save the Children International)
<table>
<thead>
<tr>
<th>Child Safe Principle</th>
<th>Where Relevant</th>
<th>Child Safe Strategies</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding child abuse</td>
<td>For programs that have direct contact with children</td>
<td>Ensure all staff/volunteers understand indicators of possible abuse and know how to respond</td>
<td>1. Staff/volunteers attend child abuse training.&lt;br&gt;2. Staff/volunteers aware of local/international child protection laws&lt;br&gt;3. Staff/volunteers aware of reporting procedures within SCA and to local child protection statutory authorities/police</td>
</tr>
<tr>
<td>Identify and manage child protection risks</td>
<td>For programs and activities that have direct and indirect contact with children</td>
<td>Conduct a child protection risk assessment&lt;br&gt;Consider:&lt;br&gt;• Age/vulnerability of child&lt;br&gt;• Location/setting (remote or open)&lt;br&gt;• Program activity&lt;br&gt;• Level of supervision&lt;br&gt;• Adult to child ratios</td>
<td>1. Put in place practices to reduce risk and make programs accountable and transparent&lt;br&gt;2. Review the program or activity annually using the child protection risk assessment process</td>
</tr>
<tr>
<td>All children treated with respect</td>
<td>All Save the Children programs and activities</td>
<td>Ensure all staff and volunteers aware of appropriate boundaries and behaviour when interacting with children and appropriate use of children's images</td>
<td>1. All staff/volunteers to attend child protection induction training&lt;br&gt;2. All staff/volunteers sign and familiar with CP Policy and Code of Conduct</td>
</tr>
<tr>
<td>Child safe and friendly environment</td>
<td>All Save the Children programs and activities</td>
<td>Ask children/young people for their ideas on creating a safe, welcoming and friendly environment&lt;br&gt;Conduct child protection risk assessment</td>
<td>1. Children and young people's ideas considered and utilised where possible&lt;br&gt;2. Staff/volunteers trained on working effectively with children and young people&lt;br&gt;3. Child safe and friendly environment maintained</td>
</tr>
<tr>
<td>Reporting concerns or allegations of child abuse</td>
<td>For all Save the Children programs and activities</td>
<td>All concerns for the safety or wellbeing of a child must be reported in accordance with the Child Protection Reporting Process</td>
<td>1. All staff and Vols. aware of CP Reporting Process&lt;br&gt;2. Child/youth friendly version of reporting process developed and children/young people informed of how process can be used</td>
</tr>
<tr>
<td>Ensure, wherever possible, two adults are present when working with children</td>
<td>For all Save the Children programs and activities</td>
<td>As part of risk management best practice for safety of children and staff is to have 2 adults present</td>
<td>1. All staff and Vols. aware of Code of Conduct and appropriate boundaries when working with children&lt;br&gt;2. If not possible implement extra child safety measures to ensure accountability and transparency when only one adult present (see CPTU for suggestions if required)</td>
</tr>
<tr>
<td>Staff/volunteers advise supervisor where actions could be misinterpreted</td>
<td>For all Save the Children programs and activities</td>
<td>Compliance with Code of Conduct at all times when working with children</td>
<td>Program Manager or Director ensure staff and volunteers aware to immediately report any incidents where actions/behaviour/language could be misinterpreted.</td>
</tr>
<tr>
<td>Positive discipline methods used</td>
<td>For all Save the Children programs and activities</td>
<td>Positive discipline is non-violent, solution focused and respectful based on child development and child rights principles</td>
<td>1. Implement Positive Discipline methods in programs&lt;br&gt;2. Educate staff and volunteers on methods&lt;br&gt;3. Hold information nights for parents on positive discipline methods</td>
</tr>
<tr>
<td><strong>Child Safe Principle</strong></td>
<td><strong>Where Relevant</strong></td>
<td><strong>Child Safe Strategies</strong></td>
<td><strong>Outcomes</strong></td>
</tr>
<tr>
<td>-------------------------</td>
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</tr>
</tbody>
</table>
| CP Policy, Code of Conduct and Guidelines | For all Save the Children programs and activities | CP Policy, Code of Conduct and Guidelines implemented, monitored and reviewed at Save the Children | 1. Staff and Vols. induced on Policy, Code and guidelines  
2. Staff and Vols. refer to Guidelines where relevant  
3. Feedback from staff and volunteers provided to CPTU on these documents  
4. Compliance with Policy and Code monitored and referred to in staff performance management |
| Child safe recruitment | For all Save the Children programs and activities | HR, Country Directors, Program Managers follow child protection recruitment procedures | 1. HR, Country Directors, Program Managers aware of child safe recruitment procedures  
2. For positions working with children recruitment include targeted interview and reference check questions  
3. Undertake child protection recruitment training conducted by CPTU |
| Staff/vol support and supervision | For all Save the Children programs and activities | All staff and volunteers must be supervised when working with children  
Volunteers must never work unsupervised with children | 1. Staff and volunteers made aware of supervision procedures  
2. Staff and volunteers encouraged to speak to supervisor to discuss any concerns regarding the safety or wellbeing of a child or working effectively with children  
3. Staff and volunteer interactions with children be monitored by supervisor and discussed in performance review |
| Involving children and young people in child safe practices | All Save the Children programs and activities | Involving children and young people in program development, management and evaluation sends a message children and young people are valued, their voice is being heard and their opinions matter. These messages help empower children and young people and reduce possible vulnerability and any risk of being harmed.  
Risk assessment conducted to recognise particular risks associated with children’s participation in speaking out or campaigning | 1. Staff and volunteers implement child and youth participation into programs where appropriate  
2. Children and young people as decision makers and contributors to design of programs and as evaluators of programs  
3. Children and young people encouraged to provide feedback on programs and activities. This feedback is then used to inform program design and delivery.  
4. Young People develop own Code of Conduct  
5. Develop child/youth friendly reporting processes  
6. Personal safety skills taught to children and young people |
| Maintaining an open and aware environment | All Save the Children programs and activities | Programs and activities should create an environment which is accountable and transparent through embedding child protection/safe procedures into everyday practices | 1. CP Training needs of staff and vols. communicated to Program Managers, Directors or CPTU  
2. All staff and volunteers working with children attend full day child protection training session  
3. Regular communication on child safe/protection issues (e.g. staff meetings)  
4. CP Policy, Code of Conduct and Guidelines distributed widely, displayed, referred to in planning, design and evaluation of programs  
5. Child protection is part of the culture of Save the Children  
6. Children, young people, community members, partner organisations, government made aware of Save the Children’s child protection Policy and practices |
**Information Sheet 5: Child Protection Audits**

The CPTU will conduct child protection audits on Save the Children programs and activities from time to time. An audit can be requested by Country Director or Program Manager or initiated by the CPFP or CPTU.

(Adapted from “The self-audit tool, Keeping Children Safe”, Save the Children)

**Child Protection Audit Tool**

Use the document below to conduct an audit on programs and activities.

A = in place    B = partially done    C = not in place    D = not applicable

<table>
<thead>
<tr>
<th>Children and Young People</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>Details/Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff ensure that children and young people are listened to and their views are respected (regarding age and capacity).</td>
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<td>2. The program manages children’s behaviour in ways which are non-violent and do not degrade or humiliate children (i.e. positive discipline methods are used).</td>
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<tr>
<td>3. Children and young people are encouraged to participate in decision making about the program or activity and their feedback is sought (adapted to age and capacity).</td>
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<tr>
<td>4. Children and young people are aware they should speak up about any concerns they have with staff or volunteers, or any concerns for their own safety or wellbeing. It is made clear to whom they can talk to in this regard.</td>
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<tr>
<td>5. Young people are aware of the Code of Conduct for staff and volunteers.</td>
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<tr>
<td>6. Children and young people have developed their own Code of Conduct/Behaviour where relevant for a program or activity.</td>
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<td>7. Children and young people are educated on their rights and the CRC.</td>
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<tr>
<td>8. Children and young people are made aware they have a right to feel safe at all times whilst participating in a Save the Children program or activity.</td>
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<tr>
<td>9. Where there is direct responsibility for running/providing activities, children are adequately supervised (ratios) and protected at all times.</td>
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</tbody>
</table>
1. All staff and volunteers have been appointed in accordance with the child safe recruitment, selection and screening procedures outlined in the Child Protection Guidelines.

2. All staff and volunteers have signed the Child Protection Policy & Code of Conduct.

3. Staff and volunteers are provided induction training that includes information on the Code of Conduct to explain what behaviour is acceptable and unacceptable especially when it comes to contact (direct/indirect) with children.

4. The consequences of breaching the Code of Conduct are clear and linked to SCA/program disciplinary procedures.

5. The Child Protection Reporting Process is well publicised and staff/volunteers are aware of how they can raise concerns, confidentially if necessary, about unacceptable behaviour by other staff, volunteers or others associated with SCA.

6. Staff and volunteers who work with children are supervised and provided with ongoing support in regards to working effectively and safely with children and young people.

7. For staff working with children child protection compliance is included in performance review.
<table>
<thead>
<tr>
<th>Preventing Harm to Children</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>Details/Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The program is very clear about its responsibility to protect children and makes this known to all who come into contact with it.</td>
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<td>2. The way staff/volunteers behave towards children suggests that they are committed to protecting children from abuse.</td>
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<td>3. The program makes it clear that all children have equal rights to protection.</td>
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<tr>
<td>4. Children and young people are made aware of their right to be safe from abuse.</td>
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<tr>
<td>5. Staff and volunteers working with children have received training on mandatory reporting obligations and how to make a report to local child protection statutory authorities/police.</td>
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<tr>
<td>6. All staff/volunteers working with children are provided with opportunities to learn about how to recognise and respond to concerns about child abuse, including disclosures made by children/young people.</td>
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<tr>
<td>7. Contact details are readily available for local child protection resources, safe places, child protection authorities and emergency medical help.</td>
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<tr>
<td>8. Children and young people are provided with information on where to go to for help and advice in relation to abuse, harassment and bullying.</td>
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<tr>
<td>9. Contacts are established at a national and/or local level with the relevant child protection/welfare agencies as appropriate.</td>
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<tr>
<td>10. Guidance for staff/volunteers/children and young people exists on appropriate use of information technology such as the internet, websites, social media sites, digital cameras, mobile phones etc to ensure that children and young people are not put at risk.</td>
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<tr>
<td>11. All staff and volunteers are clear to whom they would speak if they had a concern about a child’s safety or wellbeing or a concern about the behaviour, actions or attitude of another staff member, volunteer or a person associated with SCA.</td>
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<tr>
<td>12. Staff and volunteers are supported to raise a concern about a child’s safety or wellbeing and continue to be supported throughout the process of making a report.</td>
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<tr>
<td>Preventing Harm to Children</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>Details/Examples</td>
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<tr>
<td>13. Staff and volunteers are committed to providing child safe and child friendly environment in programs/activities.</td>
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<tr>
<td>14. Child protection risk assessment conducted in program design and review.</td>
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<td>15. Opportunities for capacity building or community education on child protection issues are pursued.</td>
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<td>16. Child protection is applied in a way that is culturally sensitive but without condoning acts that are harmful to children.</td>
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<table>
<thead>
<tr>
<th>Policies and Implementation</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>Details/Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff are made aware of the Child Protection Guidelines showing what steps will be taken to keep children safe.</td>
<td></td>
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<tr>
<td>2. All staff and volunteers have training on the Child Protection Policy &amp; Code of Conduct when they join SCA.</td>
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<tr>
<td>3. All staff working with children and young people attend a child protection training session.</td>
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<tr>
<td>4. Work has been undertaken with all partners to agree good practice expectations based on SCA Child Protection Policy &amp; Code of Conduct. (Partner agreements to include requirement of evidence provided of own CP Policy or compliance with SCA CP Policy and Code.)</td>
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<tr>
<td>5. The child protection procedures also take account of local circumstances.</td>
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<tr>
<td>6. Staff and volunteers are aware of the local Child Protection Focal Point and his/her details are visible and accessible.</td>
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<tr>
<td>7. Staff and volunteers are aware of the CPTU Help Desk service and have contact details.</td>
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<tr>
<td>8. Staff and volunteers have received induction training on the Reporting Process and are clear how to raise concerns about the safety or wellbeing of a child or concerns for a staff member/volunteers or other.</td>
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<tr>
<td>Monitoring and Review</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
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<td>--------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>1. Arrangements are in place to monitor compliance with child protection measures put in place by the organisation.</td>
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<tr>
<td>2. Steps are taken to regularly ask children, young people and parents/carers their views on policies and practices aimed at keeping children safe and the effectiveness of these.</td>
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<tr>
<td>3. All incidents, allegations of abuse and complaints are recorded and monitored.</td>
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<tr>
<td>4. Staff and volunteers are asked for their input as to child protection strengths and gaps in the program or activity.</td>
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<tr>
<td>5. Feedback provided to CPTU on Child Protection Policy, Code of Conduct and Guidelines in particular reporting any barriers to compliance or use.</td>
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</table>
Information Sheet 6: Media

Staff and volunteers are not authorised to speak to the media about any incident concerning Save the Children staff, volunteers or programs or any of the children and families associated with those programs.

All media inquiries should be directed to the Country Director/Program Manager or to the Media Team – media.team@savethechildren.org.au

Media Brief

The following brief should be provided to journalists/media when reporting on and using images of children and young people involved in Save the Children programs or activities.

Save the Children is a child rights organisation committed to protecting the safety and wellbeing of all children.

When reporting on Save the Children programs and activities we ask that you please adhere to the following requirements:

• Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images

• Before photographing or filming a child, check with Save the Children staff that consent has been obtained from the child or parent/guardian of the child

• Ensure a child/young person is not subject to a legal order (i.e. Family court, domestic violence order, child protection order) where the safety of the child or child’s parent may be at risk or the privacy of the child compromised, if the identity and location of the child is revealed in the media

• Do not provide the child’s surname, address or play centre/school or other location unless permission is provided

• Ensure photographs, films, videos, and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner

• Children should not be referred to in a humiliating or degrading way such as “underprivileged children”, “poor children”, “abused children” or “children from broken homes” etc.

• Where possible children should be shown in images and stories as decision makers and participants in development. Also show them being “normal” children and young people, i.e. playing together, at school, in leadership roles, helping out at home, playing sport, drama/dance presentations, involved in committees/youth groups, community and youth engagement projects etc.

(Child is defined as a person 18 years and under)
**Information Sheet 7: Use of Children’s Images and Case Studies**

As a child rights organisation, and in compliance with the AusAID Child Protection Policy, it is crucial children and young people are represented in images and stories in a respectful, safe and positive manner.

All Save the Children staff and associates when photographing or filming a child must comply with the following guidelines:

- Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images.
- Before photographing or filming a child, obtain consent from the child (age dependent) and/or parent/guardian of the child.
- Explain how the photograph or film will be used and they have a right to not consent or withdraw consent at any time.
- Do not provide the child’s surname, address/village or school location in reproducing the image or story.
- Only the child’s first name, age and residing country can be used to identify the image.
- If the child and/or parent do not want to use their first name explain they can withdraw consent using the Consent Form and an alias will be used.
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
- Ensure images are honest representations of the context and the facts.
- Photographs, films, videos and DVDs must never increase the vulnerability of the children involved, such as exposing a child’s identity which could result in the child being exposed to risk of harm or abduction.
- Journalists and external media to provide sample work showing how they portray children prior to engagement.
- Journalists and external media must be provided with the Media Brief.
- Children and young people should be shown in images and stories as decision makers and participants in development. Also show them being “normal” children and young people, i.e. playing together, at school, in leadership roles, helping out at home, playing sport, drama/dance presentations, involved in committees/youth groups, community and youth engagement projects etc.
- Ensure file labels do not reveal identifying information about a child when sending images electronically.
- Ensure images cannot be copied from website.
- Visitors/donors visiting programs must be informed of these guidelines.
- All photographs or films downloaded onto social media sites must not contain any identifying information about a child such as surname, location or program name.
- Staff should contact the CPTU if they have any questions or feedback regarding these procedures.
Verbal Consent Form

I give my consent to Save the Children to:

- Film, photograph, tape and/or collect information about me and/or my child.
- I understand that this information will be used in communications, media, advertising, publications, educational material and/or public awareness activities (including newspapers, magazines, books, television, radio, the internet, leaflets or letters) to promote and/or raise funds for Save the Children.

I have received and understand the following explanation about the use of information about me and/or my child:

- I have been shown an example of how my information may be used by Save the Children.
- Information which identifies me and/or my child will not be used by Save the Children unless I agree.
- I will not receive any money or gift now or in the future by giving Save the Children my consent to collect and use my information.
- Save the Children will not give my information to anyone unless it is related to its work.
- I can withdraw my consent to Save the Children to collect or use my information at any time by contacting them at the address above and they will stop using my information.

Save the Children Representative to complete

I certify that on ________________ (date) in ___________________ (place) I conveyed the content of this form to the child, parent, guardian or representative for permission to obtain and use film, photographs, tape or information of:

Name of Child and/or Adult and Ages: ____________________________________________

Relationship to Child: __________________________________________________________

Address: ______________________________________________________________________

Phone or Email: __________________________________________________________________

☐ The above adult and/or child agrees that Save the Children can use their real name.

Save the Children Representative: ________________________________________________

Signature: ______________________________________________________________________

Witness Name: __________________________________________________________________

Witness Signature or Mark: __________________________________________________________________

One copy of this form to be left with the child, parent, guardian or representative.
Guidelines for Obtaining Consent

Save the Children is a child rights and development organisation committed to protecting the safety and wellbeing of children.

The following requirements should be followed when obtaining consent to film, photograph, tape and/or collect information about a child or adult.

1. Before visiting a community, assess and endeavour to comply with local traditions or restrictions for reproducing personal images or information. If possible, find out from the community what the best way to obtain consent is. Consider providing translated consent forms in the local language and the explanation guide prior to visiting the community.

2. Before photographing or filming a child or adult, assess whether written consent can be obtained. Obtaining written consent will not be possible in all circumstances.
   a) If written consent can be obtained, use the Written Consent Form.
   b) If written consent cannot be obtained, use the Verbal Consent Form. Ensure that a local literate member of the community witnesses that consent was obtained verbally.

3. The onus is on the Save the Children staff member to ensure that the information in the consent form is conveyed and understood by the adult and/or child, through written means, verbally or through the use of a translator.

4. If using a translator, ask for the correct spelling of the names of the child, adult and community.

5. The consent of the parent, guardian or representative is mandatory. The consent of the child is optional, but desired. Please explain the purpose of the consent form to both the adult and child. Endeavour to explain the process to children in a child-friendly manner (eg: show them the example of how their photo may be used, how the camera works etc.)

6. Two copies of the consent form should be filled out. One form remains with the adult and/or child, or community, and one is retained by Save the Children. Every Save the Children office should have a central place to file and store the consent forms.

7. Ensure all photographs, films, videos, and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner.

8. Do not provide the adult’s or child’s surname, address or play centre/school or other location unless permission is provided.

9. Where possible, children should be shown in images and stories as decision makers and participants in development. Also show them being “normal” children and young people, e.g. playing together, at school, in leadership roles, helping out at home, playing sports, drama/dance presentations, involved in committees and youth groups etc.

10. Where possible, offer to send an example of how the adult’s or child’s photos, film or other recording has been used.

REMEMBER: How you approach individuals and communities creates a relationship that can have a lasting impact on future visits, so be courteous and respectful. And always respect a person’s right to refuse to be photographed or filmed.
Written Consent Form

I give my consent to Save the Children to:

- Film, photograph, tape and/or collect information about me and/or my child.
- I understand that this information will be used in communications, media, advertising, publications, educational material and/or public awareness activities (including newspapers, magazines, books, television, radio, the internet, leaflets or letters) to promote and/or raise funds for Save the Children.

I have received and understand the following explanation about the use of information about me and/or my child:

- I have been shown an example of how my information may be used by Save the Children.
- Information which identifies me and/or my child will not be used by Save the Children unless I agree.
- I will not receive any money or gift now or in the future by giving Save the Children my consent to collect and use my information.
- Save the Children will not give my information to anyone unless it is related to its work.
- I can withdraw my consent to Save the Children to collect or use my information at any time by contacting them at the address above and they will stop using my information.

Child or Young Person (under 18 years old)

Name and Age: ________________________________________________________________

Address: ___________________________________________________________________

Phone or Email: ______________________________________________________________

Signature or Mark (optional): _________________________________________________

Parent, Guardian or Representative

Name and Relationship to Child: ______________________________________________

Address: ___________________________________________________________________

Phone or Email: ______________________________________________________________

Signature or Mark (required): _________________________________________________

☐ I agree that Save the Children can use my real name or the name of my child.

Date: _______________________________________________________________________

Place: _____________________________________________________________________

One copy of this form to be left with the child, parent, guardian or representative.
Guidelines for Obtaining Consent

Save the Children is a child rights and development organisation committed to protecting the safety and wellbeing of children.

The following requirements should be followed when obtaining consent to film, photograph, tape and/or collect information about a child or adult.

1. Before visiting a community, assess and endeavour to comply with local traditions or restrictions for reproducing personal images or information. If possible, find out from the community what the best way to obtain consent is. Consider providing translated consent forms in the local language and the explanation guide prior to visiting the community.

2. Before photographing or filming a child or adult, assess whether written consent can be obtained. Obtaining written consent will not be possible in all circumstances.
   a) If written consent can be obtained, use the Written Consent Form.
   b) If written consent cannot be obtained, use the Verbal Consent Form. Ensure that a local literate member of the community witnesses that consent was obtained verbally.

3. The onus is on the Save the Children staff member to ensure that the information in the consent form is conveyed and understood by the adult and/or child, through written means, verbally or through the use of a translator.

4. If using a translator, ask for the correct spelling of the names of the child, adult and community.

5. The consent of the parent, guardian or representative is mandatory. The consent of the child is optional, but desired. Please explain the purpose of the consent form to both the adult and child. Endeavour to explain the process to children in a child-friendly manner (eg: show them the example of how their photo may be used, how the camera works etc.)

6. Two copies of the consent form should be filled out. One form remains with the adult and/or child, or community, and one is retained by Save the Children. Every Save the Children office should have a central place to file and store the consent forms.

7. Ensure all photographs, films, videos, and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner.

8. Do not provide the adult’s or child’s surname, address or play centre/school or other location unless permission is provided.

9. Where possible, children should be shown in images and stories as decision makers and participants in development. Also show them being “normal” children and young people, e.g. playing together, at school, in leadership roles, helping out at home, playing sports, drama/dance presentations, involved in committees and youth groups etc.

10. Where possible, offer to send an example of how the adult’s or child’s photos, film or other recording has been used.

**REMEMBER:** How you approach individuals and communities creates a relationship that can have a lasting impact on future visits, so be courteous and respectful. And always respect a person's right to refuse to be photographed or filmed.
Information Sheet 8: Child Safe Internet/Social Media Procedures

Staff, associates and children and young people should not use the Internet, emails, social media sites or mobile phone services to send inappropriate, pornographic or abusive messages to anyone involved with Save the Children. A report should be made immediately to the relevant Director/Manager and/or HR if this occurs.

Save the Children requires all staff, associates, children and young people to immediately make a report to their Director/Manager or Supervisor if they become aware of any images, Spam, emails or contacts through a social media site which are pornographic, suspicious, inappropriate or concerning to the safety or welfare of a child or young person.

The CPTU can be contacted for advice in handling these types of matters.

Save the Children will ensure that when children or young people access the Internet or send emails using Save the Children computers whilst involved in activities or programs, their safety and wellbeing will be of paramount consideration.

Children and young people in Save the Children programs and activities should be educated on safe Internet, mobile phone and social media use, and understand their responsibilities. (See Code of Conduct for Young People.)

Children and young people should also be made aware that if any member of staff or a volunteer contacts them through email, texting or a social media site and the contact is inappropriate, unsafe, makes them feel uncomfortable or is not in relation to the program/activity they are involved in, they should immediately let a Save the Children staff member know.

See www.cybersmart.gov.au for educational resources for children and young people.

If a child has been harassed or bullied on a social networking site, go to www.thinkuknow.org.au for advice or tips.

Concerns About Behaviour on the Internet

If you have any concerns about online behaviour (for example in chat rooms and instant messaging) you can contact the Online Child Sex Exploitation Team (OCSET) through the Australian Federal Police.

OCSET can be contacted via e-mail national-ocset-omc@afp.gov.au

The more specific information you can provide to OCSET the better. NetAlert suggests that you try to have the following information prepared when making a report:

- The name of the chat room, website or instant message provider
- When the incident happened (time and date)
- All the information you know about the alleged offender, including username of the person
- Copies of any text of the chat or message that you may be able to retrieve
- Reasons for why you are making the report
You can also report to the Virtual Global Taskforce, of which the Australian Federal Police are a member.

www.virtualglobaltaskforce.com/report_abuse.html

Concerns About Offensive Material

The Australian Communications and Media Authority (ACMA) is able to investigate the publication of potentially illegal material on the Internet.

Report any inappropriate content to the ACMA www.acma.gov.au, or phone 1800 880 176

Helpful Websites and organisations that use best practice:

The Know IT All Secondary Toolkit provides educators/youth workers with a range of ready to go e-safety resources for use with secondary aged pupils. Browse, download and personalise the range of downloadable lesson plans, films, games, PowerPoint presentations and more, covering:

- Plagiarism
- Copyright
- Cyberbullying
- Grooming
- Skills School
- Safer Social Networking
- Digital Citizenship
- Drama
- Perfect Passwords

www.childnet.com/kia/toolkit/

Other Useful Sites:

- NetAlert www.netalert.gov.au
- Netty’s World www.nettysworld.com.au
- SOSO (Safe Online Safe Offline) www.soso.org.au
- Cybersmart www.cybersmart.gov.au
- Cyber Safe Kids www.cybersafekids.com.au
- Know IT All for Secondary Schools, Childnet International www.childnet.com/kia/secondary
- Caught in the web, CBBC http://news.bbc.co.uk
- Your guide to social elearning, Australian Flexible Learning Framework http://sociallearning.flexiblelearning.net.au
- Include local sites
Information Sheet 9: Child Protection in Emergencies

Emergencies cover a wide range of events, from natural disasters to politically driven, religious or ethnic conflict. Children are often at much greater risk of violence, abuse and exploitation, during and after emergencies particularly due to their age and developmental stage.

In emergencies children face increased risks of the following:

- Separation from families whether accidental or forced
- The risk of recruitment into armed forces
- And the risk of violence, exploitation and abuse

The risks to health and wellbeing of children increase significantly for those that are displaced.

Disasters and emergencies also disrupt children’s schooling and lead in turn to associated protection issues. Children out of school are increasingly vulnerable to physical and sexual abuse.

In situations of armed conflict children do not only lose their childhood and opportunities for education and development – in different ways they also suffer from physical injuries, psychological trauma, sexual abuse, trafficking, economic exploitation, displacement and separation from family.

Save the Children International has identified seven critical types of protection that children require in disaster areas and conflict areas:

1. Protection from physical harm
2. Protection from exploitation and gender-based violence
3. Protection from psychosocial distress
4. Protection from recruitment into armed groups
5. Protection from family separation
6. Protection from abuses related to forced displacement
7. Protection from denial of children’s access to quality education

Protecting children in disasters and emergencies requires specific responses at an internal policy level, in order to ensure Save the Children control and monitor our own actions, and at the external programming level, in order to prevent and address the harm caused to children.
SCI Child Protection Initiative: Children in Emergencies

One of the SCI CP Initiative’s is the prevention of and response to abuse, neglect, exploitation of and violence against children in emergencies. An emergency is defined as ‘a situation where lives, physical and mental wellbeing, or development opportunities for children are threatened as a result of armed conflict, disaster or the breakdown of social or legal order, and where local capacity to cope is exceeded or inadequate.’

SCI Global Target: By 2015, 4.5 million children affected by armed conflict and disaster are protected from abuse, exploitation, violence and neglect through quality preventative and remedial interventions.

Child Protection Compliance

During an emergency response the Save the Children Child Protection Policy and Code of Conduct applies to all staff, volunteers and consultants engaged by Save the Children for deployment.

The CPTU or local Child Protection Focal Point should be contacted for advice and resources in regards to child protection compliance, monitoring and evaluation during an emergency response.

cptu@savethechildren.org.au  Phone: 61 3 9938 2056/52

Reporting

The Child Protection Reporting Process should be used by staff in situations of abuse or suspected abuse of a child.

In a disaster or emergency situation staff should immediately report any concerns for the safety or wellbeing of a child using the Child Protection Reporting Process. If a child is in immediate risk of danger a report should be made to local police or relevant authority. In the absence of any police or authority, senior staff are asked to follow the Investigation Process detailed in Section 8. The Report Form should be completed and copies provided to Director of Emergencies and CPTU.

Involve communities, children and local NGOs with the monitoring of workers actions and provide them with a process for reporting any concerns back to Save the Children.

Rapid Recruitment and Relocation of Staff

Ensure the pool of staff available for emergency response have been recruited in advance using the child safe recruitment, selection and screening procedures for positions working with children. The working with children recruitment procedures are mandatory regardless of whether the staff member will work directly with children during an emergency response.

Carefully check offers of help and assistance (in terms of new staff and volunteers) and where it is not possible to check backgrounds do not allow these people to work alone with children.
Pre-departure Child Protection Briefing

All staff and volunteers involved in Emergencies must receive a child protection pre-departure briefing to ensure compliance with Save the Children’s Child Protection Policy & Code of Conduct and Reporting Process during the emergency/disaster response. This will be delivered by CPTU on a needs basis.

Educate staff on the role of Child Protection Focal Points and child friendly spaces.

Preparedness

All Emergency Preparedness Plans must include a section that focuses on child protection. The CPTU should be consulted in the development of these Plans for child protection technical advice input.

Have the Save the Children Child Protection Policy & Code of Conduct in place translated into local language and understood by all staff and partners.

Have an up-to date map of resources both internal and external on child protection.

Using the Local Reporting Procedure develop referral procedures with relevant agencies and organisations responsible for child protection, within the framework of national laws and policies.

Child Protection Focal Point

In most emergency situations a Save the Children Child Protection Specialist will be deployed, however in the absence of a specialist a Save the Children staff member should be appointed as the Child Protection Focal for each emergency response. The role and responsibilities of the Focal Point should include:

- Providing child protection resources, tools and advice to staff with support of the CPTU and CPI
- Contact point for Save the Children child protection compliance and monitoring during an emergency
- Main contact point for receiving complaints regarding the safety or wellbeing of a child or breach of Code of Conduct by Save the Children staff or unacceptable behaviour of other organisation personnel
- Recognised child protection/safety focal point for adults and children who are being assisted
Emergency Standard Operating Procedures

The Child Protection ESOP is designed to provide guidance and support (including access to key tools and resources) for anyone involved in any stage of a 'child protection in emergencies' response (development, design, implementation).

Its contents are presented in stages that are intended to mimic the different stages of a response, therefore easily guiding you to support for a particular phase that you may be in/interested in learning about.

The ESOP can be used both for preparedness, planning and response, as well as training or individual learning.

CD Rom available from Emergencies or CPTU.

Child Friendly Spaces

The following Table provides program Quality Standards for Child Friendly Spaces.

The CPTU can provide further resources including:


<table>
<thead>
<tr>
<th>Item</th>
<th>Core Intervention</th>
<th>Quality Standard</th>
<th>Measure of Quality</th>
<th>Data Source</th>
<th>Evidence Base/Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Those common in this program area, and crucial to achieving one of the program’s intermediate results. Identify approx 10.</td>
<td>These should be simple, normative statements of acceptable quality (ie not aspirational) that can be interpreted meaningfully across contexts.</td>
<td>What is the indicator of quality, and how is it applied to determine compliance?</td>
<td>Where does the information come from to measure this quality standard?</td>
<td>What is the evidence (preferably acknowledged in professional circles) that links this intervention at this level of quality, to the desired result? List source.</td>
</tr>
<tr>
<td>Example</td>
<td>Child Friendly spaces</td>
<td>Vulnerable children are included in child friendly space activities</td>
<td>Evidence that vulnerable groups of children are represented in CFS, particularly disabled children, girls, etc.</td>
<td>Community focus group discussions</td>
<td>SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CFS offer an age-appropriate mix of recreational and expressive activities</td>
<td>% of CFS that use five types of play/activities per session</td>
<td>Project records (child profile)</td>
<td>SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>% of CFS whose activity plans clearly indicate which activities/times are appropriate for different age groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CFS staff engage children in designing activities</td>
<td>% of CFS that show evidence that children were engaged in activity design</td>
<td>Project records</td>
<td>SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CFS enable identification of protection risks</td>
<td>% of CFS that identify protection risks to children</td>
<td>Project records</td>
<td>SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Nature of protection risks identified</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CFS comply with health and safety checklist</td>
<td>% CFS that meet all standards on the Health and Safety Checklist (Appendix 11)</td>
<td>Project records</td>
<td>SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CFS maintain an appropriate adult-to-child ratio</td>
<td>% CFS that comply with staffing guidance</td>
<td>Project records</td>
<td>SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff</td>
</tr>
<tr>
<td>Program Area:</td>
<td>Core Intervention</td>
<td>Quality Standard</td>
<td>Measure of Quality</td>
<td>Data Source</td>
<td>Evidence Base/Justification</td>
</tr>
<tr>
<td>--------------</td>
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</tr>
</tbody>
</table>
| Example Children’s Psychosocial Well-Being in Emergencies | Child Friendly spaces | CFS has a mechanism for receiving and responding to feedback and complaints | • % of selected/sampled community members who can describe feedback and complaint mechanism  
• % CFS selected/sampled staff who can describe feedback and complaint mechanism  
• Nature and evidence of feedback/complaints and follow up | | SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff |
| CFS have emergency procedures in place | % of CFS whose staff can correctly explain emergency procedures | Project records | SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff |
| Parents/community members are involved in CFS | % of CFS with active parent/community member involvement | Project records | SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff |
| CFS projects have, and implement, monitoring and evaluation plans | • A plan exists  
• Monitoring process is logically and efficiently designed  
• Monitoring takes place regularly  
• Evaluation activities logically and efficiently designed early in the project  
• Evaluation takes place  
• Staff and volunteers understand the monitoring and evaluation process | Project records | SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff |
| CFS project has a plan to consider exit or transition to other longer-term activities | • Documentation of plan to consider exit or transition exists  
• Community members are involved in discussions about transition and exit | Project records | SC Alliance Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff |
**Further Information:**


*Child Protection in Emergencies – Fact Sheet,* Child Protection Initiative 2010 (available on Xtranet)

*Misguided Kindness – Making the right decisions for children in emergencies,* Save the Children UK

*Child Protection in Emergencies – Standard Advocacy Messages,* Child Protection Initiative, Save the Children

*Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff,* Save the Children

*Using a Child Protection Lens: Ideas to Enhance Child Protection and Child Rights in Emergency Responses,* Save the Children

*Protecting Children from Sexual Exploitation and Sexual Violence in Disaster and Emergency Situations – A guide for local and community based organisations,* ECPAT

*Supporting Child Protection and Psychosocial Recovery,* UNICEF

*United Nations Secretary-General’s Bulletin: Special measures for protection from sexual exploitation and sexual abuse,* 9 October 2003

**See CPTU for any of the above resources.**
Information Sheet 10: Children and Young People’s Participation in Creating Child Safe Environments

The participation of children and young people in creating child safe environments should be implemented within the context of the following guiding principles derived from the UN Convention on the Rights of the Child:

- Children have rights to be listened to, to freely express their views on all matters that affect them, and to freedom of expression, thought, association and access to information
- Measures should be put in place to encourage and facilitate their participation in accordance with their age and maturity
- Participation should promote the best interest of the child and enhance personal development of each child
- All children have equal rights to participation without discrimination
- All children have the right to be protected from manipulation, violence, abuse and exploitation

See “Practice Standards in Child Participation” Save the Children
www.savethechildren.net/alliance/about_us/accountability.html

Involving children and young people in program development, management and evaluation sends a message children and young people are valued, their voice is being heard and their opinions matter. These messages help empower children and young people, reduce vulnerability and any risk of being harmed.

**Engaging children and young people in creating child safe environments is a proactive and preventative approach to child protection.**

Below are some examples of how these practices can be incorporated into child and youth focused programs and activities.
Sample Child Friendly Reporting Process  
(to be adapted depending on age)

YOU HAVE A RIGHT TO FEEL SAFE AT ALL TIMES WHILST TAKING PART IN SAVE THE CHILDREN ACTIVITIES OR PROGRAMS

✔ Please talk to someone if you have any concerns or problems whilst taking part in a program or activity.

✔ Let someone know if:
  - You feel upset, embarrassed, worried or unsafe due to the language, behaviour or actions of a staff member or volunteer
  - You have been hurt by a staff member or volunteer, or worried you are going to be harmed
  - You feel unsafe or upset by the language, behaviour or actions of another child or young person involved in a program or activity
  - You have been hurt by another child or young person involved in a program or activity, or worried you are going to be hurt/harmed
  - You feel unsafe or upset by the language, behaviour or actions of another child or young person in a program or activity

✔ You should immediately contact one of the people below in person or by email.

INSERT NAME AND CONTACT DETAILS

✔ We will discuss your concern or problem with you and decide upon a plan to resolve the problem and to make sure you feel safe.

✔ We will not tell anyone about your concern or problem unless you or another child or young person has been harmed or is at risk of being harmed. If we need to pass on your concern to other people we will discuss this with you and what will happen next.

✔ You will never get in trouble for letting us know any concerns or problems.

✔ Save the Children Australia aims to provide you with a safe and positive experience whilst being part of our programs and activities and we want to hear from you whether your feedback is positive or negative (good/bad).
**Reporting Process Chart for Children**

If you have been hurt or abused by an adult or by another child or young person, or you are worried someone is going to hurt or abuse you, you should follow the steps below.

If you know of another child who is being hurt or abused you should also let someone know.

Remember you have a right to feel safe at all times.

---

**Who should I tell?**

(Add or take out to make this list locally relevant)

- An adult you trust
- Your parents (unless they are the ones hurting you)
- A teacher
- A youth leader
- A social welfare worker
- A community counsellor for women and children
- Church leader
- If involved in Save the Children activity, a leader of the activity

**How to contact local people to report to**

Insert Contact details of local individuals/organisations children can make a report of abuse to.

Include: Organisation, Address, Phone, website, email, name of contact person, office hours or if 24 hour

Include Save the Children Child Protection Focal Point if children involved in a Save activity/program

1. [Include details here]
2. [Include details here]
3. [Include details here]

**What should I report?**

If you have been:

- Physically abused/hurt
- Sexually abused
- Not cared for by parents or care providers
- Repeatedly humiliated or bullied
- Made to feel unsafe in any way

**What happens next?**

The person you speak to will discuss your concern or problem with you and decide upon a plan to help you and to make sure you feel safe.

The person you speak to will listen to you, and then provide you with information as to what will happen next.

The person may:

- Let the police know
- Speak with your parents/care providers
- Make a report to the Social welfare services
- Put you in contact with a counselling service
- Make an appointment for you at the hospital/health centre

You can talk privately to this person but if you are being hurt or abused or at risk of being hurt or abused the person will need to pass on your report to the people who can help you.

---

IT IS NEVER YOUR FAULT IF AN ADULT OR ANOTHER CHILD/YOUNG PERSON HURTS OR ABUSES YOU.

YOU ARE DOING THE RIGHT THING BY TELLING SOMEONE YOU TRUST.
Sample Code of Conduct for Young People

I, __________________________ agree that whilst involved in Save the Children programs or activities:

**I will:**

- Conduct myself in a way consistent with my role as a representative of Save the Children and a positive role model to other young people and children
- Treat everyone with respect regardless of race, colour, sex, language, disability or other status or characteristics
- Listen to other’s opinions, respect differences in views and help create a safe and inclusive environment where everyone can participate equally
- Immediately report any concerns I have for my own safety or wellbeing, or that of another young person or child following the Reporting Process for Young People
- Let the supervisor know if I am concerned about anything or anyone whilst participating in a program or activity
- Obtain the consent of other young people or children before posting any photos, images or videos on the internet or social media sites and will not use names to identify them
- Work with younger children in a caring and safe way and always have a Save the Children staff member present

**I will not:**

- Use offensive, discriminating, abusive or humiliating language when speaking with adults, other young people or children
- Deliberately act in a way that could embarrass, upset or humiliate someone
- Make jokes that are racist or sexual
- Use Save the Children’s computers, mobile phones, video or digital cameras or any social media sites for the purpose of bullying, threatening or embarrassing other young people or children
- Act in an aggressive, threatening or violent way when interacting with adults, other children and young people
- Touch another child, young person or adult in an inappropriate or unsafe way (always respect a person’s right not to be touched)
- Hug, cuddle or kiss another child or young person against their will or if it makes them feel uncomfortable

Signed:

Name:

Date:
Child/Youth Feedback Forms

Feedback forms are both a good way to implement child/youth participation methods and monitor whether children are feeling safe whilst participating in programs and activities.

More comprehensive monitoring and evaluation of children/youth activities should also be conducted to assess development effectiveness.

Forms should be adapted to suit the age, developmental stage and cultural context of the children involved. Visual indicators can be used such as happy/sad/worried faces for young or intellectually disabled children or a group discussion can be used to obtain feedback.

Forms can include questions around what was the best activity, worst activity etc but also:

- What would make the program better?
- What ideas do you have for future programs?
- What worked well?
- What did you get out of the program?
- Did you feel leaders listened to your ideas?
- Did you have any concerns or worries during the activity?
- Did you feel unsafe/unhappy at any time and why?

For young people:

- What programs are you involved in?
- What is your role?
- How did you come to be involved in the program?
- Do you feel you can contribute towards decisions and ideas and are your views/opinions taken seriously?
- What is your impression of the staff/leaders?
- Do you feel safe and included when participating in the program?
- Is there anything else you need to help participate in the program, such as extra skills, resources etc?
- Do you have any concerns or complaints about the program?

Protective Behaviours/Personal Safety Resources

Programs can introduce personal safety awareness to assist children and young people recognise an unsafe situation and options for seeking help. The following list includes some current resources. Also contact the CPTU for more information or to arrange training for staff and volunteers in this area.

- Protective Behaviours Australia [http://pbaustralia.com](http://pbaustralia.com)
- Protective Behaviours NSW [www.protective-behaviours.org.au](http://www.protective-behaviours.org.au)
Information Sheet 11: Consulting/Research with Children and Young People

All consultation or research projects involving children or young people must undergo a child protection risk assessment prior to the project commencing.

The following Checklist must be complied with to ensure Save the Children minimises the risk of harm when conducting consultation or research through the implementation of ethical, safe and protective guidelines.

This Checklist is sourced and adapted from “Memorandum of Understanding for Young Lives Field Researchers, The Ethics of Social Research with Children and Families in Young Lives: Practical Experiences” Morrow, V, August 2009

Checklist

1. Introduce yourself, Save the Children and the project to the children, young people, family, teachers and community leaders.

2. Obtain informed consent from children, young people, parents and community leaders. To obtain informed consent you must explain the following:

   - Who is Save the Children, our work, vision and why we are conducting this consultation/research
   - How long you will be in the community on this visit
   - What you are asking them to do and how long this might take
   - Why you are asking them to undertake activities (whether individual or in groups)
   - How the information (including photos, videos, data) might be used and stored
   - How you expect the research will be used such as, publication of a report, improving current project, report to government, advocacy etc.
   - Expected outcomes/benefit of the research/consultation. Take care not to raise expectations about the impact of the research. “We are here to learn from you, but we cannot promise to improve your life.”
   - Data will be anonymous e.g. “your name will not be used so we can describe what you think without anyone knowing that it is you. We will also disguise the name of the community where you live.” If children want to put their name on material they produce, let them, but disguise it before the materials are digitally photographed.
   - Confidentiality; e.g. “I will treat what you tell me as confidential. This means what you say will be shared with other members of the research team, but I am not going to tell your family or anybody in the community what you tell me. Your name will not be used when we tell people what we have found”.

Save the Children
Child Protection Implementation Guidelines – International Programs
3. Child Protection: If a child or young person tells you something in the course of the research/consultation that makes you concerned for their safety or wellbeing, or the safety or wellbeing of another child, you must follow the Child Protection reporting Process. You must also let the child or young person know that “If you say something that makes me worried about your safety, or another child’s safety, I will talk to you about it first, then I will need to pass on the details of what you told me to someone who will be able to help you or the other child/talk to you some more. This is to make sure you/the other child are safe.”

4. If interviewing a group of children or young people politely ask adults to leave in order for participants to express their views more freely. If you need to interview one-on-one always have another adult present and emphasise with the supervising adult that you are interested in the child’s answers.

5. Obtain written consent.

6. Explain to the children, young people, parents, community leaders that they may opt out at any time – i.e. they may ask for all information they have given/data to be removed from the project/records destroyed at any point.

7. Respecting children’s views and feelings:
   - Emphasise that you are interested in children’s descriptions in their own words and that there are no right or wrong answers. They can leave an activity if they don’t want to carry on. They don’t have to answer all the questions or participate in all the activities.
   - Be respectful that a child may be reluctant to speak about a sensitive topic. If you feel that children are unwilling to speak for any reasons, move on to the next question. This is especially important in a group so they don’t feel embarrassed in front of other children. Be sensitive to children’s body language and tone of voice. Do not put words into their mouths, though you may need to probe, in which case avoid leading questions. Use open questions, not closed questions that lead to yes/no answers.

8. Conduct in the field: be punctual, organised and listen. Keep appointments, set out chairs and materials in advance. Offer refreshments. Keep a flexible timetable and be prepared to have a break between activities, especially when children appear to be unmotivated or struggling to focus on certain tasks.

9. Always comply with the Child Protection Code of Conduct when consulting children and young people and ensure any other staff, volunteers, partner organisations, students or contractors have signed the Code of Conduct and have been fully briefed so they understand the appropriate boundaries and behaviours when working with children.
10. Try not to have a school-like atmosphere where discipline is valued, but a place where children can communicate freely and spontaneously. Create a safe, welcoming and child/youth friendly environment which is quiet, pleasant and indicates the children are valued. That is by providing a well resourced, clean and organised room/space, children and young people will feel valued and respected. Like adults, children and young people respond to their environment and will function well in a positive environment.

11. At the end of your visit, explain to the children what will happen next with the information they have produced (i.e. it will be taken back to the office, typed up into a report, sent to etc). Ask them if they have any questions, and allow them time to prepare questions before you leave.

12. Ask children/young people to complete a feedback form.

13. Thank the children/young people for their participation. They do not need to thank you, nor should they be expected to.
Monitoring and Review

Monitoring and Evaluation

A whole organisation child protection audit will be conducted every 2 years to monitor compliance with child protection measures. The audit will be conducted by the CPTU. A report will be made available to all staff and associates with recommendations.

Review

The Guidelines is intended to be a living document that is to be regularly reviewed and updated to meet the needs of the organisation and incorporate ongoing feedback. The process for review is as follows:

- All feedback, recommendations and suggested tools/templates for the Guidelines should be sent to the CPTU cptu@savethechildren.org.au
- The CPTU will consider any inclusions or deletions and then make a recommendation to the Director of International Programs for endorsement from leadership
- The Guidelines will be updated with the endorsed changes at least every 6 months however if a significant change is required the Guidelines will be updated immediately
- If an urgent major change is required this can be enacted immediately by leadership
- The CPTU will keep a record of all changes made to the Guidelines
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