

# **Child Protection Policy**

## **World Vision Australia**

*Bob Mitchell*  
*Child Protection Officer*

Updated September 2009

# CONTENTS

## Part 1

**World Vision Australia – Child Protection Policy Statement**

## Part 2

**World Vision Partnership Required Standards for Child Protection & World Vision Australia Implementation  
Procedures and Responsibilities for Child Protection**

## Appendix

- A Incident Investigation**
  - Outlines the basic process for investigating allegations of abuse in WVA or by WVA staff
- B Code of Conduct**
  - Important behavioural standards for all employees
- C Child Protection Education: General information about child abuse and its effects**
- D Supervision of staff in the field**
  - Brief guidelines for field workers
- E Sponsor and Project Visits protocol**
- F Standards for gathering story and photo resources**
  - Guidelines which must be distributed to field visitors
- G Working With Children Check**
- H WVA Protection Programming Guidelines for HEA and development (to be completed by Protection Group)**

## **Part I**

# **WORLD VISION AUSTRALIA CHILD PROTECTION POLICY STATEMENT**

### **Statement of responsibility**

World Vision Australia's vision is life in all its fullness for every child. In pursuit of this aim, World Vision Australia (WVA) is committed to the wellbeing of the children it works with and their protection from abuse and exploitation. WVA endorses and supports the United Nations Convention on the Rights of the Child (1989). In particular, for the purposes of this Policy Statement, WVA endorses article 19, which says that "State Parties shall take all appropriate ... measures to protect the child from all forms of physical and 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".

As part of the World Vision International Partnership, WVA also accepts and upholds the World Vision Partnership Required Standards for Child Protection. Where WVA-specific guidelines do not exist, our policy and processes will be guided by the World Vision International guidelines.

- WVA believes that child protection is both an individual and a corporate responsibility. Every person who shares in the work of WVA, including staff, volunteers, contractors, and supporters share in the responsibility to take all appropriate measures to protect the children we serve. How we care for the most vulnerable among us is an outward expression and evidence of our love for God and all God's creation.

For the purpose of this policy, a child will be considered to be a person under the age of 18 years.

In fulfilment of this commitment, WVA will develop, implement and review guidelines and practices that support the protection of children. The specifications WVA takes and the accountable party(ies) are listed in detail in Part 2 of this document. The Appendices (A,B,D,E,F & G) provide specific processes to follow. In summary, these include measures which:

1. Provide a framework for accountability at the organisational, departmental and individual level, including clear mechanisms for individuals to raise concerns about breaches of this policy. (see especially Appendix A)
2. Develop and deliver awareness and training programs for staff, volunteers and Board members.
3. Screen and provide information to all potential staff, volunteers, contractors, board members, interns, contractors or other temporary workers assigned through employment agencies.
4. Screen and provide information to all individuals and groups visiting World Vision projects, including but not limited to staff, volunteers, board members, contractors, sponsors, donors and celebrities. (see especially Appendix E)
5. Advocate for the protection of children from all forms of exploitation, especially sexual exploitation, including networking with other non-government organisations and domestic agencies for the purpose of increasing awareness and support for the protection of children.
6. Be vigilant in protecting confidential information about children and their families in all World Vision projects and offices.
7. Demonstrate our responsibility to and respect for children by being sensitive in our communications that involve them.
8. Actively incorporate child protection activities in our programming work. This includes encouraging and supporting needs assessments in the field to identify child protection issues, and funding and supporting programs through national offices that proactively address child protection risks. (see especially Appendix H which places child protection in the broader context of “protection”) \*Appendix to be completed.

World Vision will not employ an individual with a criminal conviction related to children or offences specifically related to the job role. Where current employees are found to have child or specific job related convictions that have either been missed historically or have recently arisen after initial Criminal record checks were conducted, dismissal is an option that World Vision will consider and seek advice on. World Vision reserves the right to make further enquiries of any potential or current employee and volunteers with a criminal record to clarify issues around past offences. Criminal record checks will

be conducted on commencement of employment and on a regular two-year cycle after that.

The People, Culture and Learning (PCL) department will provide compulsory overview of the Child Protection Policy and protocols during induction.

**Managers are required to introduce this policy to their staff and to be responsible for adapting or developing the systems and processes necessary for operating effectively in line with the policy.** The key requirements are that all staff and others are clear about their responsibilities to prevent abuse and have access to a detailed process by which they can raise concerns. All staff should be aware of, understand and agree to comply with, all the content and procedures contained in this document and its procedures.

## Part 2

# WORLD VISION PARTNERSHIP REQUIRED STANDARDS FOR CHILD PROTECTION

### Purpose

World Vision continually examines itself to ensure that everything reasonably possible is done to reduce the risk to sponsored and non-sponsored children in World Vision projects from any form of abuse or neglect, including sexual abuse.

These standards are the measures that the World Vision Partnership requires for developing, implementing and monitoring child protection policies within all World Vision offices. The term “all World Vision offices” throughout this document refers to national offices, program offices, project offices, regional offices, international liaison offices and partnership offices. These required standards seek to reduce risk to children in World Vision programs.

### Local implementation

World Vision office (“national” or “program/project” office) directors, with the support, where applicable, of World Vision International regional directors and vice-presidents, are responsible for ensuring that child protection policies and standards are developed and implemented. These policies are to be consistent with the required standards set forth in this document, and developed with the assistance of local legal counsel in accordance with the laws of the country in which each World Vision entity operates. In the absence of local laws or legal counsel, the Partnership Office’s Legal Department or the Child Protection Co-ordinator should be contacted for assistance.

### What needs to be included in child protection policies and standards?

Child protection policies and standards need to include plans and/or procedures to address the following issues taking into consideration the local context:

#### I. Awareness raising

- I.1. The majority of sexual abuse takes place within the family and community. However, organisations like World Vision are increasingly exposed to persons outside the community who seek access to children for sexual purposes. Awareness raising provides education for staff, board members and volunteers in the definition of exploitation, abuse and neglect, and includes indicators of paedophilia (defined as a preference for sexual activity with a child) and sexual abuse in the local context.

*World Vision Australia will provide at least one awareness raising opportunity for staff, volunteers and board members when they commence employment.*

WVA Responsibility

Staff Director PCL  
Volunteers Talent Acquisition Manager  
Board Board Development Committee

- 1.2. Child protection policies and procedures are included in staff and board manuals. All staff, board/advisory council members and other personnel are required to acknowledge in writing receipt and understanding of World Vision Child Protection Policies and Required Standards. They are to be kept informed of policy changes as they arise.

*World Vision Australia's staff Orientation Program includes an introduction to The hub (including how to locate policies) and a Child Protection workshop which must be successfully completed. \*Where attendance by volunteers to the WVA Orientation Child Protection Workshop is not possible, volunteers will be required to complete an assessment to demonstrate their understanding of the Child Protection Policy and the implications of working for World Vision Australia.*

*\*Where a temporary working assignment is to exceed three months, temporary staff will be required to attend the next available Child Protection Workshop scheduled as part of the World Vision Australia Orientation Program.*

WVA Responsibility

Staff Director PCL  
Volunteers Talent Acquisition Manager  
Board Board Development Committee

*WVA Board to include copies of the Required Standards for Child Protection in the Board Policies Manual. All current WVA board members should acknowledge, in writing, receipt and understanding of the Required Standards for Child Protection and WVA's protocols and initiatives. The Board will be informed of any changes or revisions in a timely manner and should acknowledge receipt of such.*

WVA Responsibility

Board Board Development Committee

**2. Program planning**

- 2.1. An assessment of the circumstances of children is incorporated into all surveys conducted prior to the initiation of any program. Where relevant, such assessments include plans to work with communities to reduce risks facing vulnerable children and to address the needs of children who are in situations of abuse, neglect or exploitation.

- 2.2. Through collaboration with local childcare professionals and others, World Vision enhances awareness of abuse and exploitation, offers information on community resources and support services, and provides training and skills enhancement for project staff.
- 2.3. Program plans promote the prevention of child abuse, exploitation and neglect (refer to Child Protection Resource Manual for definitions) by exploring the causes and implementing responses to support family and community responsibility for the wellbeing of children. [Version 1 of the Child Protection Resource Manual is available for all offices. Contact the Regional Child Advisors for assistance as needed and, if not available, contact the WVI Child Protection Director.] Plans for rehabilitation of children who have been abused and exploited are developed in the best interests of the child by enhancing and maintaining safety and security, and reducing the risk of further harm.

Children are considered active participants whose hopes and aspirations are respected, whose welfare is of paramount importance, and whose value emphasises their God-given uniqueness. They are involved in programs designed to protect them through mechanisms that give them a voice and provide them with skills for protecting themselves. However, the responsibility for protection of children lies with adults. Children should not be expected to make adult decisions.

*World Vision Australia's ADPs and child focused programs/projects (international and national) should be able to demonstrate the above considerations in their program planning processes, and provide regular reports as needed to WVA's IP Team Leaders and if requested, to Sponsorship Co-ordinating Group.*

WVA Responsibility

*Program Assessment & Design - WVA IP Team Leaders & CPC's, Program Effectiveness Group specialists  
Monitoring - IP Team Leaders & Sponsorship Co-ordinating Group.*

### **3. Personnel - recruiting and screening**

- 3.1 Prospective employees, board of director/advisory committee candidates, volunteers/interns, contractors or others are informed of World Vision's child protection policies at the start of any recruiting process. Policies and standards are reviewed during orientation.

*World Vision Australia will provide a copy of the Child Protection Policy and protocols with every offer of employment or invitation to volunteer service. All staff and volunteers will acknowledge in writing their receipt and understanding of the World Vision Australia Child Protection Policy. The policy and protocols will be reviewed with each individual as part of the Orientation program.*

WVA Responsibility

*Staff - Director PCL*

*Volunteers - Talent Acquisition Mgr, State Operations Co-ordinators  
Interns / Graduate Recruitment - Talent Acquisition Mgr  
Contractors & Consultants - All contracts go through Legal and Risk Team and include reference to Child Protection policy.  
Temporary workers assigned through employment agencies are informed of World Vision's child protection policies at the start of any recruiting process. Board Development Committee - Prospective Board members will be informed of WVA's Child Protection Policy at the commencement of the recruiting process, as well as during all governance orientation sessions/materials.*

3.2 Basic screening of applicants for employment includes a written application, personal interviews and reference checks. During the interview process, applicants should be asked about previous work with children.

3.3 Where possible and permissible by local law, applicants for positions as a World Vision staff member, board/advisory council member or volunteer/intern are requested to give permission for a criminal record or police background check for any conviction related to abuse of children or adults. Permission can be obtained through a standard Waiver and Consent Form (see Manual). If such checks are instituted, candidates are informed at the time of interview that hiring will be contingent on a criminal record check.

World Vision Australia.

- *A national Criminal record check will be requested for all full-time, part-time and casual employees including long-term contract appointments, at the time the appointment is offered.*
- *All WVA employees who are seconded or contracted to World Vision Australia will be required to undergo a new criminal record check where any existing check is more than six months old. Volunteers with World Vision Australia will be required to undergo a Criminal record check where this is available. (eg. Criminal record checks are not currently available for people under 16 years of age in Australia). It will be completed for all volunteers prior to the commencement of their engagement with World Vision Australia. Volunteers will be monitored by the managers to whom they are assigned to ensure that proper processes are being maintained in relation to confidential information concerning sponsorship projects and sponsored children. Where there are concerns, managers must inform the designated Child Protection Officer.*
- *All World Vision Australia ambassadors and/or celebrities will be required to complete a criminal record check prior to visiting the field or coming into direct contact with children through their involvement with World Vision.*
- *All sponsors must undergo a Criminal record check upon each request to travel to the field, regardless of whether or not they hold a recent certificate.*

- All appointments are subject to a satisfactory criminal records clearance being received.

*Criminal record checks will be renewed:\* every two years for all staff, or*

*\* \**

*\*when an employee has had an extended leave of absence from World Vision Australia, including Maternity Leave, Leave Without Pay or Extended Sick Leave where the period has exceeded six months*

*\*upon each request for travel to the field made by sponsors*

*Renewing of criminal record checks may be waived at the discretion of the Child Protection Officer if a person has been/will be police checked under one of the above criteria within six months.*

*World Vision Australia will record and retain the reference number of all Criminal record checks. Where there are disclosable outcomes, World Vision Australia may hold a copy of this information for up to three months after which it must be destroyed.*

*The staff member, board/advisory council member, volunteer, intern, contractor and other temporary workers assigned through employment agencies may also be requested to undertake further checks, such as the Working With Children Check (or equivalent assessments as required by Australian state law). These are mandatory checks for people whose work or volunteering involves regular, direct physical contact with persons under 18 years of age that is unsupervised. Refer to Appendix G for further information about the Working With Children Check.*

*WVA Responsibility*

*Talent Acquisition Manager*

*International Staffing specialists*

*Talent Acquisition Manager & State Operations Co-ordinators*

*Field visits – The individual's reporting manager or staff member organising the field visit for non-WVA travellers.*

*Board Development Committee - Board members are required to submit a criminal record check every two years.*

3.4 The same requirement for background checks, where possible and permissible by local law, also applies to existing World Vision staff members, board members and volunteers/interns.

*World Vision Australia will advise all existing staff whose positions require them to travel at the project level of this requirement. They will have six months in which to comply. New staff hires and staff who apply for internal transfer to a position for*

*which travel at the project level is a requirement will be required to comply prior to confirmation of the job offer.*

WVA Responsibility  
Director PCL

3.5 Individuals who are hired as independent contractors are notified of World Vision's Policy and Required Standards for Child Protection and are made aware that they are expected to follow behaviour protocols set out below.

*World Vision Australia will ensure that all independent contractors and contractors assigned through agencies, are aware of the Child Protection policy and protocols. The requirement to comply will be clearly stated in all contractual documents with contractors. All independent contractors and contractors assigned through agencies that will come into direct contact with children and/or child information will be required to consent to a criminal record check prior to the commencement of their engagement with World Vision Australia.*

WVA Responsibility  
PCL, Policy & Programs (Consulting Services, International Programs, Program Effectiveness)

3.6 In the best interests of children, national offices should not hire anyone with a prior conviction for child abuse, paedophilia or related offences. In the event that local law prohibits this broad a hiring rule, no person with a conviction for child abuse, paedophilia or related offences may be hired into any position which includes direct access to children, or information about sponsored children, including picture folders. World Vision reserves the right not to hire an applicant if the background check reveals that the person is not suitable to work with children.

*World Vision Australia will ensure that any person with a conviction for paedophilia or a related offence, i.e., violence against a minor, will not be hired in any capacity, including volunteering and contracting. Similarly, persons who have been denied a Working With Children Check (or equivalent assessments as required by Australian state law) will not be hired or retained in their position.*

WVA Responsibility  
Director PCL

3.7 Established World Vision office procedures for background checks and screening must be followed prior to hiring any expatriate employee of a World Vision office who directly applies for a field position with another World Vision entity.

*World Vision Australia will ensure that expatriates and overseas contract staff comply with the requirements for a national and where appropriate international police background check.*

*WVA Responsibility*

*International Recruitment*

*World Vision Australia will adhere to strict guidelines in the recruiting process for new staff, especially potential applicants who will be in direct contact with children. The recruitment guidelines are reviewed and updated regularly to ensure that they accurately reflect child safe recruiting and screening standards, including behavioural interviewing. Currently they include:*

- \* Behavioural interviewing questions*
- \* Pre- interview screening*
- \* Conducting reference checks*
- \* Conducting national Criminal record checks.*

*If these processes raise any questionable behaviour or conversation relating to children, the candidate will be disqualified.*

*WVA Responsibility*

*Talent Acquisition Manager*

*International Recruitment Manager*

*All recruiting managers*

#### **4. Behaviour Protocols**

4.1 All World Vision staff, board/advisory council members and volunteers/interns are required to acknowledge receipt and understanding of World Vision Behaviour Protocols, which are rules of appropriate and proper behaviour. Behaviour Protocols are designed to protect children but are also intended to protect staff from false accusations of inappropriate behaviour or abuse. In addition to reflecting behaviour requirements based on local sensitivities, the following basic World Vision protocols should be included:

- 4.1.1 World Vision personnel (as referred to in 4.1 above) must not stay alone overnight with one or more children or minors, whether in the staff member's house, project premises or elsewhere;
- 4.1.2 World Vision personnel should not hire minors as 'house help' or provide shelter for minors in their homes. A minor for World Vision purposes is defined as a child under the age of 18 years. Even though providing employment for a minor may be culturally acceptable and provide benefits not otherwise available to the child, the hiring of minors may lead to misunderstandings and is inconsistent with World Vision's efforts to ban exploitative child labour.

- 4.1.3 World Vision personnel must not fondle, hold, kiss, hug or touch minors in an inappropriate or culturally insensitive way. To avoid misunderstanding, it is recommended that a child be asked for permission before touching or holding hands.
- 4.1.4 Where possible and practical, the 'two-adult' rule, wherein two or more adults supervise all activities where minors or children are involved and are present at all times, should be followed. If this is not possible, World Vision staff members are encouraged to look for alternatives such as being accompanied by community members on visits to children.
- 4.1.5 World Vision personnel need to be aware that they may work with children who, because of the circumstances and abuses they have experienced, may use a relationship to obtain 'special attention'. The adult is always considered responsible even if a child behaves seductively. Adults should avoid being placed in a compromising or vulnerable position.
- 4.1.6 Inappropriate behaviour toward children, including failure to follow World Vision Behaviour Protocols or sexual abuse of a child is grounds for discipline, up to and including dismissal from employment, volunteer/internship or board/advisory council membership.
- 4.1.7 World Vision personnel must be concerned about perception and appearance in their language, actions and relationships with minors and children. World Vision personnel should seek to live up to the World Vision *Mission Statement* and *Core Values* in all relationships with others.

*World Vision Australia supports the behavioural protocols identified above (4.1 through 4.1.7) and will ensure that all staff are advised of these requirements, and that full compliance is a requirement of employment and continued employment. This will occur through the induction processes completed at commencement of their employment (refer WVA Code of Conduct Appendix B) Should a person be found guilty of an offence that relates to the abuse of children, that person's role as an employee, volunteer, contractor or board member of WVA will be terminated.*

*WVA Responsibility  
Director PCL*

## **5. Allegation/Incident Management Plan**

*World Vision Australia's Child Protection Incident Reporting Standards are attached as Appendix F.*

## 5.1 Reporting and response

Development of an effective reporting procedure and response plan for handling any allegation or suspicion of alleged misconduct toward children enhances efforts to protect children from sexual abuse. Child abusers are not likely to remain in an environment where workers are trained to report suspicious behaviour. Child abusers thrive on secrecy and are more likely to commit an abusive act when they are unnoticed, or when they are in an environment in which others are naïve and insensitive to the possibility of child abuse. A reporting plan is not limited to but must include the following:

- 5.1.1 Clearly identified procedures for reporting any knowledge or suspicion that a child has been molested or that inappropriate behaviour is occurring.
- 5.1.2 Procedures for reporting according to locally mandated laws. In some instances, local police may carry out an investigation. Any interference with this process could have legal implications for staff and for World Vision.
- 5.1.3 A plan for conducting an in-house investigation which ensures that a child is not held responsible, unless the facts indicate otherwise. The investigation must be treated with care and concern, particularly as a child may fear retribution and punishment while a staff member accused of child abuse will be concerned for his or her privacy and legal rights.
- 5.1.4 A plan for responding to the results of an investigation that includes consideration for the welfare of the child. The corrective action policy of the office concerned should be taken into consideration with regard to the person accused.
- 5.1.5 A plan for dealing with media inquiries that includes a designated spokesperson.

### WVA Responsibility

CEO, Child Protection Officer, Head of Public Affairs

- 5.1.6 On being informed of an incident, the national/country director or regional vice-president immediately informs the Partnership Child Protection Co-ordinator (with a copy to the Partnership Legal Department). The Child Protection Co-ordinator confidentially monitors and reviews the response and outcome for the purpose of revising and refining child protection measures. (*NOTE: Incidents involving a World Vision employee may result in an internal investigation by World Vision and corrective action per the corrective action process. Incidents involving child sponsors may necessitate involvement by the President's Crisis Management Team.*)

## 5.2 Suspected child abuse

In the event of an incident of suspected child abuse, World Vision management immediately puts into effect internal reporting steps, seeks instructions, where required, from World Vision management/legal staff, reports to local authorities as required and also gives due regard to the appropriateness of informing local law and judicial mechanisms where this is not a requirement. If an expatriate is suspected, due regard must be given to the potential for extra-territorial proceedings by the expatriate's country of origin. (NOTE: Incidents involving sponsors/sponsored children must be reported immediately to the appropriate support office executive director who will work with the crisis management team.)

## 5.3 Other reporting situations

Any person who has knowledge of a potential child protection issue involving World Vision should immediately contact the Child Protection Officer

### WVA Responsibility

Director of PCL, Director Legal, Risk and Governance  
All staff

## 5.4 Response to findings and concluding an investigation

5.4.1 The welfare of a child is of prime importance to World Vision. If sexual abuse is proven or suspected, every effort is made to assist the child in coping with any trauma or guilt he or she may be experiencing. This may include psychological counselling or another form of assistance deemed necessary and appropriate.

5.4.2 There should be a review of the facts uncovered during the investigation to determine what actually happened, followed by a consultative decision-making process about the future of the employee involved. If the decision is to terminate employment, the employee will have the findings of the investigation shared with him or her.

5.4.3 Generally, an employee accused of sexual abuse of a child should be temporarily suspended during the course of the investigation. The employee should be informed that charges have been made against him or her and given an opportunity to respond. Furthermore, as a result of these charges, World Vision has an obligation to initiate an internal investigation. The employee is encouraged to participate in the investigation by providing information and the names of witnesses to be interviewed. At the conclusion of the investigation, the employee should be informed of the results of the investigation and what corrective

action, if any, will be taken.

- 5.4.4 An effort is made to provide assistance to an employee accused of misconduct with children, including appropriate counselling and support.
- 5.4.5 In the event an allegation is proven to be untrue, or even fabricated, appropriate steps are taken for follow-up with the person who has been accused, the child, and the person who did the reporting.
- 5.4.6 All information concerning the incident and investigation is documented in writing. A copy of the confidential report of the investigation and conclusion should be provided to the Child Protection Co-ordinator and the WVI Legal Department if it involves a WVI employee (e.g., expatriate, contractor, secondee or national employee of a WVI branch office).
- 5.4.7 Child protection policies should include a statement that in the event an employee is discharged for suspected sexual abuse, World Vision may disclose such information if requested by a prospective employer. Such disclosures are made in accordance with applicable law and/or customs.

*World Vision Australia is committed to the highest level of confidentiality - for the alleged victim and perpetrator - in regards to any child protection incident or allegation or reporting thereof. WVA will follow its procedure for response to allegations. See Appendix F.*

## **6. Protection of children in sponsorship programs**

- 6.1 The Childcare Policy and Child Sponsorship Standards outlined in the Sponsorship Customer Service Handbook must be followed.

*WVA Responsibility:  
Head of Supporter Service Group (Sponsor Visits Co-ordinating Team)*

- 6.2 Staff members are requested to sign receipt and understanding of World Vision's Policy and Required Standards for Child Protection and acknowledge that they understand procedures related to sponsor visits, including the need to report unannounced/unaccompanied visitors.

*WVA Responsibility  
Head of Supporter Service Group*

- 6.3 Staff members directly relating to sponsors receive awareness raising and training about the need for child protection, strategies to protect children and the detection of possible irregularities in requests related to sponsorship.

WVA Responsibility

*Director of PCL is responsible for child protection awareness and training. Will work closely with the Head of SSG to ensure and provide guidance when irregularities are detected.*

- 6.4A sponsored child's history, picture folders and photographs of children are stored in locked and secure facilities to which a limited number of people have access.

WVA Responsibility

*Head Supporter Service Group  
Head of Marketing  
State Offices*

- 6.5 All sponsor correspondence with a sponsored child is reviewed for inappropriate or suggestive comments, requests or obscenities. In the event of inappropriate correspondence being discovered, World Vision reserves the right to decline sponsorship or sever the sponsorship relationship.

*World Vision Australia will ensure that if a donor sends communication that contains inappropriate references to children, suggestive or obscene comments or references to violent acts, they will be refused sponsorship or have their sponsorship cancelled. The Head of SSG and the Child Protection Officer will notify the sponsor in writing that the sponsorship is cancelled. When the communication is of a serious enough nature, the police will also be notified. If this is an existing sponsor, the field office will be notified immediately of the communication and the cancellation of sponsorship.*

*WVA will contact the supporter if their correspondence cannot be forwarded and explain the reasons why. Where communication has gone directly to the field, we will support the field in 'their response'.*

WVA Responsibility

*Head of Supporter Service Group  
Child Protection Officer*

- 6.6At the time of sponsorship, sponsors should be advised that World Vision's policy prohibits unannounced visits. Sponsors should be asked to sign a statement that they have received and understood World Vision's visit policy.

*World Vision Australia will ensure relevant sponsorship materials always contain this information. This includes our website materials and the sponsorship booklet given to all new sponsors (updated 2006). This requirement will be discussed and reinforced again when a sponsor enquires about or indicates an interest in visiting their sponsored child.*

*Currently sponsors are not asked to sign a statement prior to accepting sponsorship, as this entails severe resourcing requirements. However the relevant requirements are pointed out again to all sponsors who inquire about possible sponsor visits.*

WVA Responsibility

*Head of Supporter Service Group, Head of Marketing*

6.7A World Vision sponsor and his or her sponsored child should not exchange home addresses.

*World Vision Australia will ensure sponsors are aware of this requirement as part of their sponsor information materials. Where practicable, WVA will ensure no exchange of addresses take place between staff and/or sponsors and the sponsored child.*

WVA Responsibility

*Head of Supporter Service Group, Head of Marketing*

6.8 Staff should be aware of World Vision's policy on the use of the World Wide Web. Sponsors are advised that information via the World Wide Web is provided as a service and is not to be downloaded or redistributed to another site. Any posting on the World Wide Web should have a clear warning that the information is not to be downloaded or redistributed for any reason. Such activity could subject the user to legal action by World Vision.

*World Vision Australia will ensure that staff have a clear understanding of the Internet policy and their responsibilities. WVA will ensure that this requirement is clearly stated in our sponsorship materials and child image guidelines available on the WVA website.*

WVA Responsibility

*Staff – Director of PCL*

*Sponsors - Head of Marketing, Head of Supporter Service Group*

6.8W World Vision will not facilitate the visit of any child to a sponsor's country or facilitate the adoption of children. Any request for such assistance will be tactfully declined.

*World Vision Australia will ensure this information is clearly and accurately communicated to sponsors and other donors who may make inquiries.*

*Whenever World Vision Australia organises a visit for a sponsor child or other child to Australia, for example for the purposes of media or marketing opportunities relating to WVA campaigns, they will ensure that the visit arrangements take account of all necessary child protection issues and that the child is safely returned to their home on completion of the visit.*

WVA Responsibility

*Head of Marketing, Head of Supporter Service Group*

## **7. Visits to World Vision projects**

7.1 All visitors to World Vision projects should be advised of behaviour protocols that should reflect national and local sensitivities. Visitors should sign an acknowledgement of receipt and understanding of these protocols as part of their orientation process before they visit the child.

*World Vision Australia will ensure that all program staff are aware of guidelines and local sensitivities. WVA will ensure appropriate supervision of staff in the field (refer Appendix C)*

WVA Responsibility

*Director of Policy & Programs.*

*World Vision Australia will advise all other visitors to WVA projects (staff, sponsors and other donors, volunteers, board/corporation members and their spouses, celebrities, vendors) of our behavioural protocols and their requirement to conduct themselves accordingly, in advance of their visit. To facilitate this process, WVA travellers will be asked to complete the Sponsor Visit Agreement to demonstrate their understanding and acceptance of their rights and responsibilities and the expected code of conduct. This signed form must be returned before a visit can be finalised.*

WVA Responsibility

*Head of Marketing, Head of Public Affairs, All WVA managers, Sponsor Visits team*

7.2 National office rules for visits to sponsored children must be observed. This may require that a sponsor meet with a child in a central location such as a World Vision office.

*World Vision Australia will explain specific national office rules to all visitors wishing to visit children, as we are made aware of those rules. World Vision Australia will work with the national office in arranging an appropriate meeting location and communicate this to the sponsors if possible, prior to their arrival.*

WVA Responsibility

*Head of Supporter Service Group*

7.3 World Vision supports the screening of sponsors prior to field visits through police background checks where permitted by local law. Individual office policies and procedures in this regard must be followed. In the event this screening leads to a denial of a sponsor's request to visit a child, the appropriate national office will be informed in case the sponsor attempts to arrange a visit directly.

*World Vision Australia will communicate the requirement for a criminal record check to the sponsor/donor when discussing visits. A new criminal record check will be required for each visit the sponsor makes to the field. WVA will assist the sponsor or donor as they work through the process. Guidelines on this issue will be contained in all material relating to sponsor visits and accessible to donors. Currently this includes: WVA website, Child Sponsorship Booklet, A Guide to Visiting your Sponsored Child booklet, Sponsor Visit Information Agreement.*

*In the event that a criminal record clearance cannot be obtained or received in time by WVA, the Child Protection Officer or their designate (other WVA personnel) may instead screen by conducting a Child Protection interview with the potential visitor. WVA will advise the national office in any cases where a full criminal record check has not been completed, and the final decision on whether a visit should proceed will rest with the national office staff and their ability to comfortably supervise and manage the visit and the visitor.*

*WVA Responsibility*

*Communication of the requirement for a check: Head of Supporter Service Group (Sponsor Visits team)*

*Communication to the national office: Head of Supporter Service Group (Sponsor Visits team).*

*Endorsement that the requirement has been satisfactorily met: Director of PCL*

7.4A World Vision staff member must accompany all visitors to World Vision projects.

*World Vision Australia communicates this requirement to sponsors who are planning to visit a sponsored child.*

*WVA Responsibility*

*Head of Supporter Service Group*

7.5 Approved procedures for unannounced sponsor visits must be followed. Assuming that both the sending (donor's country) and the receiving (child's country) offices have child protection policies, the more stringent of the two policies applies. Offices conducting background checks have the right to deny

a visit but it may not always be possible for the reasons for the denial to be provided.

*World Vision Australia supports national offices denying visits not approved in advance. WVA informs sponsors that unannounced visits will not be accommodated.*

*WVA Responsibility  
Head of Supporter Service Group*

7.6 Communities and families participating in sponsorship programs are advised of World Vision procedures regarding sponsor visits. They are encouraged to report immediately any visit that has not been arranged by World Vision staff or any request from a sponsor that encourages withholding information from World Vision staff or other members of the community.

*World Vision Australia ensures that we are in open dialogue with national offices concerning visits that are not pre-arranged and approved.*

*WVA Responsibility  
Head of Supporter Service Group*

7.7 Operations personnel must be aware that if any visitor makes an unannounced or unescorted visit to a community, the visit is reported immediately to World Vision management. The World Vision director or the director's designee will take the matter up with the visitor and alert the appropriate support office executive director.

*World Vision Australia supports this action in the case of unannounced visits and will communicate as necessary with the sponsor on their return to Australia.*

*WVA Responsibility  
Head of Supporter Service Group*

7.8 Actual or suspected cases of abuse or inappropriate behaviour by a visiting sponsor are reported immediately to the sponsor relations manager (or equivalent) of the relevant support office and to the Child Protection Officer. Appropriate action will be taken in regards to the donor or sponsor that may include criminal investigation and potential severance of the relationship with World Vision.

*World Vision Australia will work closely with the national director in investigating actual or allegations of child abuse or grossly inappropriate behaviour by an Australian sponsor. We will apply our own Child Protection policy and protocols as well as those of the country in which the offence took place, up to and including criminal investigation and prosecution.*

WVA Responsibility

*Director of PCL, Director Legal, Risk and Governance (in consultation with the national director)*

World Vision Australia will provide briefings for staff who escort donors, sponsors, celebrities, etc., on overseas trips.

WVA Responsibility

*Director of PCL, Director Policy & Programs, Head of Marketing, Head of Corporate and Major Donors, Head of Public Affairs, Head of Communication Services*

World Vision Australia will negotiate with police departments and/or identify an independent partner who will facilitate criminal record checks.

WVA Responsibility

*Director of Legal, Risk and Governance, Child Protection Officer*

## **8. Advocacy**

- 8.1 National child protection policies should include plans to be involved in community, national and regional activities which promote the rights of children and seek their protection from various forms of exploitation and abuse. Advocacy efforts may include pressing for changes in public policies that have an adverse affect on children or do not address their needs.
- 8.2 National offices commit to awareness raising among World Vision sponsors and donors of issues related to exploitation of children and measures being taken to protect them.
- 8.3 National offices seek and initiate collaboration with childcare professionals and other agencies to keep current on child protection issues to ensure knowledge, policies and procedures are up to date.
- 8.4 Local and national best practices and lessons learned concerning child rights and child protection are disseminated throughout the World Vision Partnership to enhance knowledge, staff competence and ministry approaches.
- 8.5 All World Vision offices are encouraged to develop and support policy and research capacities that seek to change structures and systems that jeopardise the rights of children, especially girl children.

*World Vision Australia is committed to:*

1. *Promoting the rights of children and seeking their protection from all forms of exploitation and abuse through advocacy initiatives at community, national and regional levels.*
2. *Pressing for changes in government policy at State, Territory and Federal level that have an adverse affect on children or do not adequately address their needs.*
3. *Raising awareness among sponsors and donors of issues relating to the exploitation of children and measures being taken to protect them.*
4. *Seeking collaboration with childcare professionals and other agencies, such as Childwise Inc., to ensure that the organisation's knowledge, policies and practices are kept up to date and staff well informed on child protection issues.*
5. *Seeking to learn from and share with the WV Partnership experience gained in and best practice examples of child protection.*
6. *Ensuring staff knowledge is enhanced in child protection issues.*
7. *Developing and supporting policy and research capacities that seek to change structures and systems that jeopardise the rights of children, especially girl children.*
8. *Providing financial support and resources to support advocacy on child rights, including child protection.*
9. *Contributing to development of national office capacity in advocacy on child rights including child protection.*
10. *Contributing to Partnership networks and Child Protection initiatives.*
11. *Network and participate in international campaigns and networks, and promote all international standards/protocols on Child Rights and Protection.*

WVA Responsibility:  
*Head of Advocacy*

## **9. Communications about children**

- 9.1 Communications about children should use pictures that are decent and respectful, not presenting them as victims. Children should be adequately clothed and poses that could be interpreted as sexually suggestive should be avoided. Language that implies a relationship of power should also be avoided.

WVA Responsibility  
*Head of Marketing, Head of Communication Services, Head of Corporate and Major Donors, Head of Public Affairs*

- 9.2 World Vision websites should not use scanned images of sponsored children without formal permission of the World Vision office responsible for the project and the parent(s)/guardian(s) of the child. WVA will use all technology available to prevent the downloading of children's pictures from

the web for inappropriate use. This permission should be in writing and may be part of the packet of documents signed by the child's parent(s)/guardian(s) when the child joins the sponsorship program.

WVA Responsibility

*Head of Marketing, Head of Communication Services, Head of Corporate and Major Donors, Head of Public Affairs*

- 9.3 Child personal and physical information that could be used to identify the location of a child within a country should not be used on World Vision websites or in any other form of communication about a child.

WVA Responsibility

*Head of Marketing, Head of Communication Services, Head of Corporate and Major Donors, Head of Public Affairs, Head of Supporter Service Group*

- 9.4 Individuals or organisations requesting the use of World Vision resources such as videos or photographs should be required to sign an agreement with the appropriate World Vision entity as to the proper use of such materials. The agreement should include a statement that any use of such materials for purposes other than what is agreed upon could subject the borrowing individual or organisation to legal action.

WVA Responsibility

*Head of Marketing, Head of Communication Services, Head of Corporate and Major Donors, Head of Public Affairs*

Furthermore, failure to adhere to the agreed upon use of the material will result in the immediate termination of World Vision's permission to use the subject materials and/or require immediate return of all materials provided by World Vision as well as any copies of such materials.

**World Vision Australia's Policy**

**Privacy and Confidentiality**

*Personal information related to the children World Vision Australia sponsors should only be utilised in the course of normal employment and should not be shared with an unauthorised person(s). Staff are required to refer and adhere to World Vision's Privacy and Confidentiality policies to ensure that the privacy of children is protected.*

**Child Information Security**

*World Vision Australia will take every reasonable precaution to protect child information and picture folders from falling into the hands of individuals who do not share WVA's commitment to the protection of children. World Vision Australia will maintain its picture folders and child information in a secure environment as is practicable and every caution will be exercised to ensure security.*

***Use of child photos and information***

*Pictures, images, or other likenesses of children and/or information related to children that could compromise their care and protection will not be made available through any form of communication media without proper protection and understanding of their use. Moreover, any images of children should not be accompanied by detailed information relating to their place of residence. Images with corresponding text, which may identify a child, should be pixilated or removed.*

*WVA Responsibility*

*Head of Marketing, Head of Corporate & Major Donors, Head of Communication Services, Head of Public Affairs.*

**10. General confidentiality**

**10.1 People**

Information about a child protection incident is shared with people on a 'right' and 'need to know' basis as deemed necessary by appropriate management or by the President's Crisis Management Team. Names and identities are not to be disclosed outside the group designated as 'need to know' unless cleared by appropriate management or by the Crisis Management Team.

*WVA Responsibility*

*Director of PCL*

**10.2 Communications**

Faxing of information is discouraged unless absolutely necessary. Generally titles on electronic mail messages should be innocuous and flagged as confidential. Any messages to people outside World Vision (e.g. press or police) should be handled according to the Communications and Marketing Crisis Management Plan.

*WVA Responsibility*

*All department heads, all staff*

**11. Partner organisations**

- 11.1 World Vision offices entering into agreements with partner organisations which provide services to children should require assurance that child protection policies and procedures are in place, acknowledging that lack of such policies can place children and World Vision at risk.

*World Vision Australia will ensure that Child Protection considerations are covered in the design of all partnership agreements and contracts.*

*WVA Responsibility  
Director of Policy & Programs*

## **Appendix A**

### **Guidelines for reporting and investigating suspected incidents of abuse**

#### **Raising and reporting concerns of child abuse**

In recognising the worldwide problem of the sexual exploitation of children, WVA has worked to bring hope to children both through rehabilitation and prevention projects and also through the call for more effective legislation and its implementation both in developed and developing countries. WVA also accepts that steps must be taken to protect families from those adults who might seek to gain trust and access to young children through a development agency's own work.

The possibility of staff, donors or partners abusing children is something that WVA takes seriously. We are committed to working to prevent such incidents, and take all steps possible to stop abuse and hold accountable those who abuse children.

Any member of staff who discovers or suspects abusive practices must refer the matter immediately to the appropriate senior leaders, as outlined below. If a child reports an incident to you, the child must be taken seriously and listened to carefully. At no time should the child be returned to the environment where the abuse occurred.

#### **Procedures for reporting incidents**

There is an ethical, moral and legal obligation that all incidents of physical, sexual or emotional abuse be reported. The incident should be reported by the person with the most information about the allegation. This individual should seek a senior World Vision staff member to assist them in the reporting of the allegation. Accusation of any form of abuse or accidental death of a child either directly or indirectly involved in a WVA community program or WVA event or WVA trip by any WVA personnel, volunteer, intern, visitor, board member or partner agency, must be reported in the following manner:

##### **In Australia**

- Immediately notify the Child Protection Officer and/or Director of PCL and/or Director of Legal, Risk and Governance and the CEO. They will ascertain that the child is in a safe and protected location as the first priority.
- The Child Protection Officer will notify the World Vision International Child Protection Director and report the incident through the Child Protection Reporter.

- The Child Protection Officer will notify the Head of Public Affairs and together they will determine if any other senior WVA officials should be notified of the allegation.
- The Child Protection Officer will notify local legal counsel and if appropriate, WVA insurance providers.

### **International**

- Notify in a national office/project the national director; in a support office the CEO; and in a core office the Sub-Regional Director or Vice President who will follow World Vision International reporting protocols and ensure the safety of the child.
- Immediately notify the WVA Child Protection Officer/ Head Legal, Risk and Governance and CEO.
- The WVA Child Protection Officer will notify World Vision International Child Protection Director and report the incident through the Child Protection Reporter.
- The Child Protection Officer will notify the Head of Public Affairs and together they will determine if any other senior WVA officials should be notified of the allegation.
- The Child Protection Officer will notify local legal counsel and if appropriate, WVA insurance providers.

The national director of the country in which the allegation is made is responsible to follow its own legislative or internal procedures to investigate and address the allegations and to liaise with WVA in doing so.

### **Procedures for investigating an incident or allegation involving a WVA staff member, board member, intern, volunteer or contractor.**

#### **1. Distance the alleged perpetrator**

The best interests of the child/young person may warrant the standing down of a staff member or volunteer while an investigation commences. If this course of action is being considered, the manager and a PCL representative must first recommend this course of action to the Child Protection Officer. The request must be confirmed in writing.

Staff members stood down receive full pay and are entitled to a just process that does not pre-suppose guilt or innocence. The allegation(s) should not be discussed or communicated to other people until they have been considered and a decision made by management. The decision made should be documented and filed.

#### **2. Investigation procedures**

- 2.1. All allegations of misconduct or abuse of children will immediately result in a formal investigation, which will be conducted with utmost tact and confidentiality.

- 2.2. WVA PCL will conduct the investigation and will determine and appoint appropriate personnel as members of the investigation team. As appropriate this may include an external investigator.
- 2.3. This team will quickly meet to discuss an appropriate plan of action for the investigation considering pertinent details of the case which will affect the way the investigation can or should proceed, eg. location, who is involved, what is currently known and what facts are needed, appropriate sources of information, appropriate questions and order in which the investigation should proceed.
- 2.4. An investigation will consist of interview notes, pertinent documents, witness statements, hard copy mail messages and in some cases audio or videotape. The documents will be gathered in a timely manner. At all times WVA will use the most efficient and confidential manner for handling investigation documents.
- 2.5. The team conducting the investigation will maintain strict confidentiality in conducting the investigation and in filing or discussing any report or recommendations.
- 2.6. The allegations should not be discussed or communicated to other people unless questioning others about the alleged incident or patterns of behaviour which may have a bearing and this should be in confidence.
- 2.7. The complainant ( which may be the alleged minor victim and/or any individual who has witnessed inappropriate conduct) will be treated respectfully and the statements made by the complainant will be kept in appropriate confidentiality. If a minor, the parents or guardians of the complainant will be included as appropriate.

The complainant will be:

- 2.7.1. Subject to an internal investigation of all relevant facts
  - 2.7.2. Given the opportunity to provide relevant facts
  - 2.7.3. Given the opportunity to participate in the investigation by providing names/identities of other witnesses and also recommend questions to be asked by the investigators during the investigation
  - 2.7.4. Be provided information on the results of the investigation, as appropriate to their position and involvement and with respect for the other parties.
  - 2.7.5. PCL staff will follow up with the complainant and offer counselling services as appropriate.
- 2.8. The subject of the complaint/alleged perpetrator will be treated respectfully and the statements made by the complainant will be kept in appropriate confidentiality.
    - 2.8.1. WVA or WVI will notify the individual (ie: employee, donor, applicant, volunteer, intern, consultant, independent contractor etc.) of the allegation and investigation.
    - 2.8.2. They will be given an opportunity to relate facts and information relevant to the investigation, in a meeting with investigation team members. A support person may attend this meeting at their request.
    - 2.8.3. An opportunity to respond in a written document may be provided.

- 2.8.4. Other pertinent information and witnesses offered by this individual will be collected/contacted.
- 2.8.5. The alleged perpetrator will receive a written memorandum of WVA/WVI final determination at the conclusion of the investigation which may include, but is not limited to, notification of corrective action to be taken by WVI up to and including termination of an employee.
- 2.8.6. An employee who is dismissed as the result of misconduct with a child(ren) is not eligible for rehire with any WV entity.
- 2.8.7. An employee who is not dismissed will be offered counselling as will personnel associated with them at WVA.

#### 2.9. General confidentiality

People will be informed of a child protection incident on a 'need to know' basis only. Names and identities are not to be disclosed outside the group designated as 'need to know' unless cleared by the Director of PCL or the Head of the WVI office. This includes communication with the media. All complaints will be treated seriously and impartially and appropriate confidentiality will be maintained.

World Vision Australia reserves the right to disclose such information as termination for child protection incidents to other NGOs as applicable law and customs allow. WVA will respond to questions such as "Would you rehire?"

### **3. Reporting allegations of physical/sexual abuse to police**

All allegations of physical or sexual assault as defined in this policy will be reported to the police, whether or not the victim has consented to the matter being reported.

### **4. Relating to the family**

The family of the child will be informed of the allegation and action proposed. They will be consulted where possible as to the process to be followed.

## **Appendix B**

### **World Vision Australia Child Protection Code of Conduct for staff and volunteers**

World Vision Australia is committed to the safety and wellbeing of all children involved in our programs. We support the rights of the child and will act without hesitation to ensure a child-safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants. For the purpose of this code of conduct, a child is defined as a person under the age of 18 years.

All WVA staff, volunteers, including board members, interns, contractors and consultants must read, agree to and abide by the following code of conduct while engaged in WVA work, including visiting World Vision projects or programs.

#### **DO**

- Conduct yourself in a manner consistent with World Vision Australia's Christian values, your position as a positive role model for children and as a representative of World Vision Australia.
- Follow organisational policy and guidelines regarding the safety of children as outlined in World Vision's Child Protection Policy.
- Treat all people with respect and take notice of their reaction to your tone of voice and manner.
- Treat with the utmost importance the confidentiality of the children in World Vision's programs.
- Raise all concerns, issues and problems with your manager as soon as possible.
- Make sure all allegations or suspicions of abuse are recorded and acted upon.
- Avoid being alone with a child/children; where possible have at least two adults present when interacting with children.
- Act professionally in your relationships with minors and children, while at the same time demonstrating Christian love, compassion and caring in both word and deed.

## **DO NOT**

### **All staff**

- Copy or take child photographs from the workplace to home.
- Copy or take a child's personal details home or to another unauthorised person.
- Be alone with a child.

### **Staff travelling or living in the field or overseas**

- Engage in rough physical games including horseplay.
- Hold, kiss, cuddle, fondle or touch children in an inappropriate and/or culturally insensitive way.
- Make sexually suggestive comments to a child, even as a joke.
- Do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes.
- Spend time alone with a child. Always ensure that another adult is present.
- Take a child to your home or encourage meetings outside the program activity.
- Hire children as house help.
- Give children alcohol, cigarettes or illegal drugs.

## **Appendix C**

### **World Vision Australia Child Protection Education General information about child abuse and its effects**

#### **Child abuse**

##### **1. Definitions and terms**

Child abuse consists of anything which individuals, institutions, or processes do or fail to do which directly harms children or damages their prospects of safe and healthy development into adulthood. Child abuse can be physical abuse, emotional abuse, neglect or bullying.

##### **1.1 Physical abuse**

Physical abuse 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.

##### **1.2 Emotional abuse**

Emotional abuse is a chronic attack on a child or young person's self esteem. It can take the form of name calling, threatening, ridiculing, intimidating or isolating the child or young person. A child may also be subject to emotional trauma if they are forced to, or inadvertently, become a witness to domestic violence. Where this occurs deliberately it is a form of malicious abuse.

##### **1.3 Neglect**

Neglect is the failure to provide the child with the basic necessities of life, such as food, clothing, shelter and supervision to the extent that the child's health and development are at risk.

##### **1.4 Child sexual abuse**

Sexual abuse is when a child or young person is used by an older or bigger child, adolescent, or adult for his or her own sexual stimulation or gratification, or economic gain. Appendix One has greater details about the definitions and symptoms of child sexual abuse. Please be aware that the information in Appendix One is explicit and may offend.

#### **2. Who is most likely to abuse a child?**

- Someone who is known to the child
- Someone who the child trusts
- Someone who the family trusts, ie. not a stranger

### **3. Child sex offender/Paedophile**

- The terms are essentially interchangeable.
- A child sex offender is someone who sexually abuses children.
- A paedophile is someone who has a fixed and sole interest in sexual activity with children.

### **4. Four preconditions Model of Sexual Abuse**

It is suggested that all factors leading to sexual abuse can be grouped as contributing to one of four preconditions that need to be met before sexual abuse can occur (Finkelhor's Four preconditions Model of Sexual Abuse 1984):

- i) A potential offender needs to have some motivation to abuse a child sexually.
- ii) The potential offender has to overcome internal inhibitions against acting on that motivation.
- iii) The potential offender has to overcome external impediments to committing sexual abuse.
- iv) The potential offender or some other factor has to undermine or overcome a child's possible resistance to the sexual abuse.

#### **Effects of child abuse**

Child sexual abuse damages children physically, emotionally and behaviourally. The initial and the long-term effects impact the individual, their family and the community.

Initial effects of child abuse may include:

- Medical problems such as sexually transmitted diseases, pregnancy and physical injury.
- Emotional problems such as guilt, anger, hostility, anxiety, fear, shame, lowered self-esteem.
- Behavioural problems such as aggression, delinquency, nightmares, phobias, eating and sleeping disorders.
- School problems and truancy.

Long-term consequences may include:

- Sexual dysfunction
- Promiscuity
- Prostitution
- Discomfort in intimate relationships
- Isolation
- Marital problems
- Low self-esteem
- Depression

- Mental health problems

## 6. Indicators of child sexual abuse - Physical

<b>Genital and anal areas</b>	<b>General</b>
Bruises, scratches or other injuries not consistent with accidental injury	Bruises, bite marks or other injuries to breasts, buttocks, lower abdomen
Itching, soreness, discharge or unexplained bleeding	Difficulty walking or sitting
Painful and frequent urination	Pregnancy in adolescence where the identity of the father is vague or secret
Signs of sexually transmitted infections	Recurrent urinary tract infections
Semen in the vagina, anus or external genitalia or on clothing	Unexplained pain in the genital area
	Persistent headaches or recurrent abdominal pain
	Torn, stained or bloodied underwear

## Indicators of child sexual abuse - Behavioural

Behavioural indicators must be interpreted with regards to the individual child's level of functioning and developmental stage.

<b>Sexual</b>	<b>General</b>
Over attention to adults of a particular sex	Sudden changes in mood or behaviour
Displaying unusual interest in the genitals of others	Regressed behaviour, for example bed wetting, separation anxiety, insecurity
Acting out adult sexual behaviour with adults, dolls or other children	Difficulty sleeping and nightmares
Open displays of sexuality, for example, repeated public masturbation	Lack of trust in familiar adults, fear of strangers, fear of men
Precocious knowledge of sexual matters	Lack of appropriate role boundaries in family - child fulfils parental role
Promiscuity, repetitious sexually precocious behaviours	Inappropriate displays of attention between child and parent or care giver that appear lover-like rather than parent-like (being excessively over protective towards a child, restricting child's social activities or being inquisitive of child's sexuality)
	Learning problems at school, loss of

	concentration, unexplained drop in school performance
	Acting-out behaviour – aggression, lying, stealing, unexplained running away, drug and alcohol abuse, suicide attempts
	Withdrawn behaviour such as passivity, excessive compliance, mood swings or depression
	Excessive bathing
	Poor peer relationships, family and/or child appear socially isolated

## **Appendix D**

### **Supervision for staff working in the field**

Supervision of staff working in the field is important to ensure they are provided with support, guidance and to ensure accountability. The supervision of Australian staff working in overseas settings should include a debriefing by their manager on their return to Australia, including specific child protection related questions.

Prior to commencing an overseas assignment, specific overseas managerial contacts should be agreed on. This manager or director in the national office will be accountable to monitor the Australian staff member and liaise with the Australian manager in the event of an incident of concern. The Australian manager should then liaise directly with the Child Protection Officer.

## **Appendix E**

### **Sponsor and Project Visit Protocol**

In order to ensure all reasonable precautions are taken to protect children, their families and communities from persons who may wish to exploit them, all sponsor visits, without exception, will be arranged through the WVA Supporter Service Group. All other visits by supporters, donors, potential donors, ambassadors, celebrities or media will be arranged through the relevant State Office, Corporate or Public Affairs representatives.

All sponsors will receive a Child Sponsorship Enquiry/Welcome Pack from SSG and all other project visitors will be provided with an appropriate information pack covering procedures and guidance for visits to the field by their WVA host or organiser.

Upon receiving an inquiry to visit a sponsored child, the SSG representative will provide the sponsor with information that outlines Sponsor Visit procedures including reinforcing WVA's commitment to the protection of children. (Refer to the WVA Sponsor Visits Business Processes available from the Supporter Service Group.)

Upon receiving a confirmation of interest to visit a sponsored child or project, the SSG representative, State Office representative, Corporate representative or Public Affairs representative will ensure compliance with all visit requirements, including completion of the necessary forms to enable a complete national police background check to be completed, prior to confirming the visit. WVA has the right to refuse or cancel a visit if the background report is not provided, or if it contains information that would disqualify the visitor from visiting the child/project, or if for any other reason it is concerned that the safety and wellbeing of a child may be compromised by such a visit.

In the event a sponsor visit is cancelled for the above reasons, the regional or field office should be contacted as the sponsor may still attempt to visit the child or arrive at the national office unannounced.

All visitors should be briefed to expect to sign the relevant local Child Protection Protocol on arrival in the country and before the visit can proceed. While visiting projects, visitors must be accompanied by a World Vision staff person at all times. Under no circumstances should a visitor be allowed to visit a child's home or spend time with a child unsupervised.

Inappropriate or otherwise suspicious behaviour on the part of the visitor toward any child must be addressed immediately. The World Vision staff member accompanying the visitor will seek the assistance of their superior and follow the guidelines established by the local national office, and the World Vision International Child Protection Guidelines (WVICPG), in relation to its child protection practices.

Unauthorised visits are when a sponsor visits the child's community directly, or arrives at the National Office, requesting access to the child without the required approvals

having been obtained. The National Office should manage the sponsor according to the guidelines established in the WVICPG and the draft sponsorship standard for unannounced sponsor visits and the protocols established between the partner office and WVA .

The WVA Sponsor Visits Business Processes is available from the Supporter Services Group.

## **Appendix F**

### **Standards for gathering story and photo resources Revised edition by WVI Communications and Public Affairs June 2004**

#### **Introduction**

World Vision bases its standards for reporting and photographing children and adults on its Child Protection Policy, Core Values, and the spirit of external documents such as the Code of Conduct for International Committee of the Red Cross and Non-Governmental Organisations (NGOs) in Disaster Relief, and the United Nations Convention on the Rights of the Child. The following minimum standards are observed to ensure that human dignity and the right to personal privacy are respected when reporting stories or taking photos and videos of those with whom World Vision works, especially children.

This revised edition, replacing protocols established in 2000, includes lessons learned since then and draws more specific attention to HIV and AIDS. It follows wide consultation and testing by communications teams, balancing practical needs with legal and marketing issues and the moral imperative to protect human dignity. “Public awareness that leads to informed understanding, giving, involvement and prayer” is an integral part of our mission. Stories, photos and videos of World Vision’s work with poor and vulnerable communities are a vital means of making the public aware.

#### **Intent**

Children, parents and other adults who become the subjects of text, photo and or video resource gathering by World Vision staff should have a general understanding of the purposes and intentions for which the resources have been secured. The purpose of requiring signed photo/story release forms in some situations and informed consent in all situations is to build trust and understanding as well as to avoid doing harm, damaging reputations, invading personal privacy and incurring libel and copyright problems.

#### **Informed consent**

In most situations, informed consent from the subject(s) of a photo, video or story is sufficient. In such situations, World Vision reporters, photographers and/or videographers should identify themselves and ensure that the subject(s) have a general understanding of the purpose of their reporting or photography. At a minimum, the subject should understand that his or her story and/or photo will be known and seen by others outside the community.

That same day, the reporter, photographer or videographer should complete the informed consent form (see attached) for filing with the story, photos or video. This

form names the subject(s) and location and acknowledges informed consent. It establishes a useful record for legal purposes.

### **Written permission**

In some situations, as described below, World Vision requires written permission from adults and especially parents or guardians when a photo, video or story:

- Clearly identifies and provides substantial information about a particular child or adult.
- Places an individual – child or adult – in a situation that could be damaging to his or her dignity, safety or reputation. For example, sex tourism, drug trafficking, corruption, etc.

If these situations apply, the person should be asked to sign the WVI photo/story consent form (attached at the end of this document). A parent or guardian must sign and be informed regarding the use of a child's image or story. The child should also be informed in an age-appropriate manner and give permission for use of his or her image and/or story. Where possible the form should be translated into the local language and, if the parent/guardian is illiterate, be read aloud or use the pictorial explanation. Parents' permission does not overrule WV standards for child protection.

### **Guidelines for story and photo resources**

At all times, World Vision staff should adhere to the following guidelines for gathering story and photo resources, storage of such communications materials, transmission of such materials, and the dissemination of these standards. The guidelines are as follows:

#### **A. Collection of story and photo material:**

- Be extremely sensitive to a person's vulnerability at times of trauma or grief, and always assess how a photo/story will impact on the rights, especially the safety and wellbeing of the person being portrayed.
- Photos and stories should respect human dignity. Do not portray people as helpless victims. Balance human needs with positive language about what people are doing to help themselves.
- Obtain explicit permission to use real names and locations in situations where disclosure could result in harm. If advisable, consider changing names and locations (and indicating why) to tell the story.
- Photos should not fully identify a sexually abused person of any age, unless the person specifically asks to be named and photographed. To protect the identity of sexually abused persons, publishing conventions include images that are in profile, or darkened, from the back, or obscure part of the face. Photos should not be manipulated except to protect identity and privacy of the subject.
- In photos, children and adults should be adequately clothed and not in sexually suggestive poses.

- World Vision does not pay or otherwise compensate subjects for telling their stories, taking their pictures, or securing their signatures on a consent form.

**B. When communicating about people living with AIDS (and this will include stories for print, scripts, publications, photos and video footage), adhere to the following guidelines:**

- Do not use the phrase “AIDS orphans.”
- Do not imply blame or judgment (or that HIV exclusively targets certain groups).
- Do not reveal anyone's HIV status without informed -- preferably written -- consent (including permission from children or their parents or guardians – see “Written permission” section above).
- In communications about AIDS prevention, stress World Vision’s emphasis on abstinence and fidelity, noting that condoms are promoted only in high-risk situations and for sero-discordant couples.

**C. Storage of story and photo material:**

- Copies of signed photo/story consent forms should be submitted with the photos and/or stories to the WVI Photo Library. Relevant file numbers from the Photo Library, Video Library and Scribe News & Features packets should be attached to the forms.
- The original signed forms should be retained in the office that commissioned the photo, video or story.
- Stories and photos, whether stored together or apart electronically or in hardcopy, should highlight the sensitivity for those who will use the resources.
- Stories or photos carrying sensitivity reminders must NOT be made available for the use of organisations outside World Vision.
- Pseudonyms should accompany photos in WV photo libraries, so that a "Johnny" in one WV magazine doesn't end up as "Freddy" in another.
- Editors should verify the status of people living with AIDS and others for whom imminent death is likely. If the person has died, photos and stories should indicate so.

**D. Internet use of story and photo material:**

- World Vision websites are also subject to these standards, and efforts should be made to copyright and watermark all photos of children on them. The Partnership Minimum Internet Standards document approved by the Strategy Working Group in 2002 (for example, see the Policies and Protocols section of the Style Book database) contains standards on child dignity and protection to be followed.

**E. Dissemination of standards:**

- New staff in the marketing, media, publications, advocacy and communications areas as well as staff who escort visitors to World Vision projects should be briefed and given a copy of these standards.

- Any staff or consultants seconded to, or commissioned by, World Vision offices to gather story and photo resources should be briefed and given a copy of these standards before resource gathering trips.
- Regional communications managers must include these standards in their training for national office communicators and Area Development Programme staff in their regions.
- National communications staff members are responsible for implementing these standards and informing other relevant staff (including marketing, media, advocacy, operations) about their use to protect human dignity and the right to personal privacy.
- Public policy and advocacy networks must disseminate these standards to their members.
- These standards should be read in conjunction with the World Vision Child Protection Policy.
- If there is doubt about interpretation of these standards in specific instances, publishers and editors should consult further with the office of the WVI Vice President for Communications and Public Affairs and/or the WVI Child Protection Director.

**Contact Details**

John McCoy, WVI Vice President, Communications & Public Affairs

Phone: I 626 301 7781; john\_mccoy@wvi.org

Michael Hegenauer, Director, Child Protection

Phone: I 253 815 2136; michael\_hegenauer@wvi.org

## WVI Photo/Story Informed Consent Form

***This form establishes that subject(s) gave informed consent to a story, photo or video recorded by or for World Vision. It does NOT require any signature by the subject(s).***

***The reporter, photographer or videographer should complete this top section on the day consent is given, then file the form with the story or photo/video material.***

Name of reporter, photographer or videographer (print):

\_\_\_\_\_

Office and phone number: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Story, video or photo(s) related to this consent form:

\_\_\_\_\_

\_\_\_\_\_

When written consent is required, the subject(s) should complete this section:

I voluntarily grant World Vision International, Inc. permission to publish photographs, videotapes or recordings taken of me and/or comments I expressed in our interview on

\_\_\_\_\_, 200\_\_\_\_ at \_\_\_\_\_

for editorial, advertising and promotional purposes for use in any print, television, radio, electronic media and/or the Internet, without the payment of compensation of any kind.

I agree that World Vision International, Inc. will own the copyrights to these materials.

By signing below, I acknowledge that I have read and/or understand the terms of this consent, and it shall be binding upon me as well as my heirs.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print  
name: \_\_\_\_\_

Address, phone number (if applicable):

---

Parent/guardian of children age 17 or younger must sign below:

Parent/guardian signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print  
name: \_\_\_\_\_

## Appendix G

### Working With Children Check - Victoria

The following information is taken from the Department of Justice, Working with Children Check website <http://www.justice.vic.gov.au>

#### Introduction

The Working with Children (WWC) Check is an initiative of the Victorian Government and is administered by the Department of Justice. The WWC Check helps to protect children from sexual or physical harm by checking a person's criminal history for serious sexual, serious violence or serious drug offences and the person's history with specific professional disciplinary bodies for certain findings. The introduction of the WWC Check creates a mandatory minimum checking standard across Victoria for adults to engage in child-related work as defined in the *Working with Children Act 2005*.

#### Who needs to apply

Under the *Working with Children Act 2005*, only people engaging in 'child-related work' must apply for and pass the Working with Children (WWC) Check. Not everyone whose work brings them into contact with children will need to apply for a WWC Check.

You need to apply for and pass the WWC Check if you meet **all** of the following criteria:

- your **work** or **volunteer** duties involve contact with children in connection with one of the 20 listed child-related occupational fields (**provide list**)
- you volunteer or do this work on a **regular** basis
- you have **direct contact** with **children under 18 years of age** and are **not directly supervised**
- you do not qualify for an exemption from the need for a WWC Check.

#### Is your work or volunteer work included in the WWC Check?

Your work is included in the WWC Check if you are:

- a volunteer (this does not include unpaid work done for a private or domestic purpose, such as driving a neighbour's children to school)
- performing unpaid community work under a court order
- an employee or an independent contractor (self-employed person)
- a minister of religion or performing duties of a religious vocation
- an officer of a body corporate
- a member of a committee of management (unincorporated body or association) or partnership

- a person doing practical training as part of an educational or vocational course, for example, a student teacher.

Your work is not included in the WWC Check if you are undertaking a work experience arrangement organised by your educational institution or a structured workplace learning arrangement as part of your course at school, TAFE or universities with TAFE divisions.

### **Does your work or volunteering usually (or is likely to) involve regular, direct contact with a child where that contact is not directly supervised?**

To help you answer this question, you should discuss the nature of your role with your employer, agency or volunteer organisation. 'Direct contact' is any contact with a child that involves any of the following:

- physical contact
- talking face-to-face
- physically being in view – this means you can see them.

Direct contact does not include telephone, email or internet contact with a child. To be considered 'directly supervised', your supervision must be:

- undertaken by a person who has the role of supervising your 'child-related work'
- immediate and personal.

Direct supervision does not require constant physical presence. For example, a person who is directly supervising a worker may leave the room in which they are engaging in the work to make a phone call.

### **What is checked**

The Working with Children Check involves:

- a national police records check
- a review of relevant findings from prescribed professional disciplinary bodies (currently only the Victorian Institute of Teaching, but other professional bodies will be included in the future).

Broadly, relevant criminal offences under the *Working with Children Act 2005* are:

- serious sexual offences
- serious violent offences
- serious drug-related offences.

### **Do I need a Working with Children Check if I have had a police records check?**

The WWC Check is not the same as a standard police records check. If the *Working with Children Act 2005* requires that you apply for a WWC Check, you need to do so even if you have had a police records check.

## How the Check is different from a police records check

- While a standard police records check gives information about a person's past criminal record, the WWC Check's system of **ongoing checking** enables the Department of Justice to become aware of any new relevant offences or findings from professional bodies. The department will re-assess whether the person should continue to hold an Assessment Notice and WWC Check card when it is notified of new relevant charges, convictions, findings of guilt or findings made against a person by a professional disciplinary body (currently the Victorian Institute of Teaching).
- A new WWC Check is not required when you change your employer or volunteer organisation (except if moving from a volunteer to a paid position) as the WWC Check is **valid for five years**, unless it is revoked or surrendered in that time.
- **Not all offences are relevant** to the WWC Check. Broadly, the WWC Check considers serious sexual, violent and drug offences.
- The WWC Check also considers any **relevant findings made against a person by a prescribed professional body** (currently the Victorian Institute of Teaching).

## Exemptions from applying for a check

An exemption means that you do not need to apply for a Working with Children (WWC) Check, even if you undertake 'child-related work'. If an exemption applies, a person is not prevented from applying for a WWC Check.

The WWC Check exemptions are:

- **people under the age of 18 years**
- **parent volunteers whose child ordinarily participates in that activity**  
This exemption only applies to volunteer parents who participate in their children's activities.
- **people 'closely related' to each child they have contact with in their 'child-related work'**  
'Closely related' means you are the child's: parent, spouse, step-parent, mother-in-law or father-in-law, grandparent, uncle or aunt, brother or sister (including half-siblings and step siblings, brother-in-law or sister-in-law). 'Closely related' also includes de facto relationships. 'Spouse' includes domestic partners, as defined in the *Crimes (Family Violence) Act 1987*.
- **18- or 19-year-old student volunteers where the volunteer work is at or has been organised by the student's educational institution**
- **visiting workers who do not ordinarily live and perform 'child-related work' in Victoria**
- **sworn police officers (who are not suspended from duty)**
- **teachers who have current registration with the Victorian Institute of Teaching**

## **World Vision Australia - policy & procedures**

You need to apply for a WWC Check in the course of performing your duties at World Vision Australia if your work or volunteering usually involves regular, direct and unsupervised contact with persons under 18 years of age.

To help you determine this, please discuss the nature of your work with your manager and/or contact PCL.

### **1. Staff**

All full time, part time and casual staff performing work in Victoria must determine whether they need to apply and pass this check, based on the specific requirements of their role. It is the responsibility of the manager to ensure that the staff member holds a current check or applies for one, if they are required to do so. The application can be arranged through PCL.

### **2. Volunteers**

It is important to assess the person's volunteer duties to determine whether they need to apply and pass the check. This should be reviewed on commencement or whenever a person undertakes a new volunteering role. It is the responsibility of the Volunteer Manager to ensure that a volunteer, including interns, holds a current check or applies for one if they are required to do so. The application can be arranged through PCL.

### **3. Other temporary workers**

All contractors and consultants, performing work for WVA in Victoria, are also required to fulfil the requirements of the WWC Check. It is the responsibility of the recruiting WVA manager/supervisor to determine whether a temporary worker needs to apply and pass this check, based on the specific requirements of their work being offered. It is the responsibility of the manager to ensure that the temporary employee holds a current check or applies for one, if they are required to do so. The application can be arranged through PCL.

The WVA manager should also ensure that any recruiting agency used in providing staff for WVA, is similarly compliant.

## **World Vision Australia - administration process**

### **1. Application**

- Application forms can be obtained from PCL and the cost (\$70) will be borne by PCL for paid staff. Volunteer applications are free. The cost of other applications is to be covered by the individual department (e.g. consultants).
- The application form must be submitted in person at a participating Australia Post outlet with the relevant documents and payment.
- A person can commence paid or volunteer work while their application is in process. However, the person must show proof of application to PCL (or the relevant department manager/supervisor) by providing a receipt issued by Australia Post.

- Bob Mitchell, Director Legal, Risk & Governance, as the Child Protection Officer, is the person who is to receive all Assessment Notices.
- If you hold a current WWC Check, please provide this card to PCL for all personnel excluding volunteers. Volunteers holding a WWC Check should present it to the Volunteers Manager.
- It is an offence to use a volunteer WWC Check if you are now engaged in paid employment with WVA. You must re-apply for another check.
- WVA will still perform a Criminal record check even when the person holds a WWC Check. This policy will be reviewed again in 12 months.

## **2. Record keeping**

Once the Assessment Notice is received, the information is recorded and kept on the personnel file (hard copy) and on the HRIS or Volgistics for volunteers.

## **3. Negative Notice**

If you have been issued with a Negative Notice, that is, the Department of Justice believes that you should not pass the WWC Check, World Vision Australia will also receive a copy of the notice. However, details of your criminal record will not be provided to WVA unless you have given consent. Should this occur,

- WVA cannot employ you or your employment with WVA is immediately terminated.
- Information of your Negative Notice is recorded.

Other child-related work assessments include the Working with Children Check (Western Australia) and Positive Notice Blue Card (Queensland). Please check with your manager to understand your responsibilities and obligations.

We will continue to update as requirements change in each state.