



Casual Staff Policy and Child Protection

This information is relevant to Stand Up casual staff and has been extracted from 'Section 4: Human Resource Management Policy' and 'Section 8: Child Protection Policy'.

Introduction

STAND UP is committed to providing a positive and safe work environment in which employees feel that they are valued, treated fairly and given recognition for their contribution to the organisation's success. STAND UP aims to provide an environment that fosters good working relationships at all levels and offers flexible and supportive work practices.

STAND UP is committed to providing employees with working conditions that comply with relevant legislation and which are comparable with industry standards. All STAND UP Staff work under the conditions contained in the STAND UP Employment Contract, which is registered with the NSW and VICTORIA Industrial Relations Commission, and covers all standard working conditions such as salaries, superannuation, and leave entitlements. A copy of the agreement is made available to all prospective employees when they are offered a position at STAND UP. In the event of a conflict between the agreement and this manual, the agreement prevails.

STAND UP Culture

- Friendly;
- Supportive;
- Fun;
- Healthy
- Diverse;
- Positive Energy;
- Building Community;
- Comfortable;
- Inclusive;
- Flexible;
- Pluralistic;
- Generous;
- Proudly Jewish;
- Hard Working;
- Thoughtful;
- Inspiring;
- Passionate;
- Innovative;
- Non-Judgmental.



STAND UP's Employee and Board Code of Conduct

The purpose of this policy is to apply a code of professional ethics to the workplace, consistent with the mission, values, and objectives of STAND UP.

Staff and Board responsibilities

Commit to STAND UP values

- Have an understanding of and a commitment to upholding the vision and values of STAND UP;
- Respect the beliefs, religion and culture of the communities we work with;
- Maintain a positive and non-judgmental attitude.

Comply with relevant checks and ongoing training

- Undertake mandatory national police checks and working with children checks as required;
- Undertake training, evaluation and participate in support groups as required;
- Be willing to accept direction and feedback from supervisors;
- Ask for support when needed.

Commit to the organisation:

All employees are expected to:

- Work within priorities identified by STAND UP's Board and senior management and actively participate in STAND UP planning and consultative processes (where appropriate).
- Act in accordance with all policies and procedures set out by STAND UP provided during staff induction, and in particular:
- Employees are encouraged to report suspected corrupt or fraudulent practices of others;
- Employees are expected to minimise adverse environmental effects of their actions in accordance with the Workplace Health and Safety (WH&S) Policy;
- Employees are expected to observe the relevant provisions for conditions of employment and safety as described in STAND UP's WH&S Policy;
- Employees are expected to actively identify and mitigate risks, and follow the procedures regarding risk reduction in accordance with the Risk Policy;
- Employees are not to offer or accept gifts on STAND UP programs unless explicitly permitted by their supervisor (See Gift Policy in Section 3, Stakeholder Relationships and Services);
- Fully familiarise and abide by the procedures outlined in STAND UP's Child Protection Policy (See Section 8, Child Protection Policy);
- STAND UP strongly discourages all involved personnel from adding or accepting friendship requests on facebook from community members of STAND UP programs;
- STAND UP forbids all involved personnel over the age of 18 from adding or accepting friendship requests from community members under the age of 18 on social media (See Social Media Policy);
- Employees are not to engage in harassment or bullying behavior in any form with employees, volunteers, or people receiving service from STAND UP (See Discrimination, Harassment & Bullying Policy)
- Employees are not to engage in sexual behavior with any community member or involved personnel of STAND UP.

Employees are expected:

- To be respectful, honest and courteous. Employees are expected to behave in a way that creates a co-operative and equitable workplace;
- To recognise that STAND UP is a smoke and drug free workplace;
- To put safety first and report newly identified risks;
- To follow the complaints procedure (See Complaints in Stakeholder Relationships and Services), provided to resolve any conflict with other employees.



Use of Resources

- Employees are to use STAND UP's materials, facilities, funds, human resources and equipment for authorised purposes and take responsible steps to prevent misuse by others;
- Employees conserve and efficiently use resources through recycling, energy saving and waste minimization and observe STAND UP's procurement policy (See Environment Policy & Procurement Policy).

Information

- Employees are to be aware of STAND UP's policy regarding privacy and confidentiality, and observe this policy and related procedures when disclosing sensitive or confidential information. They are to provide access to information when required by law or to assist other employees in their duties; (See Website Policy & Email and Internet Policy);
- Employees are not to misuse information obtained at work either for financial reward or gain, or for taking advantage of another person;

Attendance

- Employees are to attend work at times agreed with supervisors;
- Employees must notify supervisors of their absences;
- Employees must report and account for all leave taken, record attendance and obtain approval before changing their work times.

Conflict of Interest

Employees may occasionally encounter conflicts of interest when participating in STAND UP decision-making processes, as other professional or personal roles intersect. Potential areas where a conflict of interest may arise include:

- o recruitment of staff or contractors;
- o proposing to undertake projects or enter into partnerships with other agencies;
- o representing STAND UP in other forums.

STAND UP encourages and supports employees becoming involved in community activities and volunteer work in their personal lives. However, it is possible that some roles outside STAND UP may give rise to a conflict of interest, or a perception of conflict.

As a result, STAND UP expects that all employees declare their involvement in external activities related to the work of STAND UP when they are employed Staff Members taking on other (new) work outside STAND UP need to inform their supervisor.

Personal use of STAND UP resources

Staff Members are permitted to use STAND UP computers and ipads for personal use within reasonable limits. STAND UP employees that are doing computer-based work from home must have adequate virus protection software installed on their computers at home. Using the internet for personal use is acceptable within reasonable limits; however, using STAND UP computers to access pornographic or gambling-related material is strictly not permitted.

Compliance with the code

Failure to comply with STAND UP's code of conduct can lead to disciplinary action being taken. In the case of a suspected breach of conduct a meeting between the employee and management will be organized and signed off on by both parties. Management is obligated to provide relevant feedback and steps necessary for the STAND UP member to take in order to ensure the issue is dealt with and all parties involved have the ability to ensure they are not associated to any such behaviour again in the future.

In the case of serious misconduct however, the employee may be dismissed. Such decisions will be made by the CEO and Board of Directors.



Travel with Community Members and Youth

STAND UP strongly discourages transport of community members in personal vehicles. STAND UP prohibits the transport of community members and other involved personnel under the age of 18 in personal vehicles unless expressly permitted by the parent/guardian and CEO or senior management.

Transport of community members will be permitted in special circumstances if:

- the Staff Member/volunteer's drivers license is current;
- the car is registered;
- the car is comprehensively insured;
- the car is safe and appropriate for the community member to travel in;
- the community member agrees to wearing a seat belt and the Staff Member ensures that the belt is adjusted to fit the community member;
- the community member is assessed prior to the journey as fit to travel that day;
- the Staff Member drives safely in accordance with the Roads & Traffic Authority Laws;
- STAND UP has a current record of Staff Member's:
 - driver's license;
 - car registration;
 - comprehensive insurance.

Please keep in mind the following:

- there is no such thing as safe speeding;
- you must carry your license when driving;
- keep a safe distance between your car and others, allowing you room to stop;
- slow down in wet weather;
- never take risks by rushing between community members;
- if you are likely to be unacceptably late to a community member, contact the office. They will let the community member know;
- do not answer your mobile phone when driving unless you have hands free equipment;
- do not risk a fine and the loss of 3 demerit points;
- always make sure you have a sufficient amount of petrol in your car before working;
- drive your car in a relaxed manner when you are transporting community members.

Injuries and Critical Incidents

STAND UP aims to provide a workplace which is safe and without risks to health and safety. However, it is not impossible that an injury or critical incident may take place in the workplace.

Recording Injuries

Staff Members are requested to record all accidents and incidents that occur to Staff and visitors while on the premises, and any journey accidents and incidents involving Staff and volunteers. All incidents should be reported within twenty-four (24) hours of occurrence to the CEO and recorded in the 'Stand Up Risk Register' for the relevant department.

Procedures for action when injury occurs

- It is the Staff's responsibility to notify the CEO of any injury and to make a record in the 'Stand Up Risk Registry' for the relevant department;
- Once an injury is notified, STAND UP's representative will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation of the accident in order to prevent a recurrence;
- When the CEO becomes aware of an injury, STAND UP's representative will notify its workers compensation insurance company. For a 'significant injury', STAND UP will notify the insurance company within forty-eight (48) hours. For other types of injury the insurance company will be notified within seven (7) days. The decision about whether the claim is accepted or not rests wholly with the insurance provider;
- For a 'significant injury', as defined in the Act, a Injury Claim Form will be completed and



sent to the nearest WorkSafe (VIC) or WorkCover (NSW) office.

Workers Compensation and Return to Work

STAND UP complies with all statutory requirements in relation to the provision of insurance against work related injury. STAND UP ensures that participation in a return-to-work program will not, of itself, prejudice an injured worker. Refer to Workcover and Return to Work policy.

Procedure for Filing a Workers Compensation Claim

- The accident/incident should be reported in the manner described above;
- If medical treatment is required, the Staff Member will be directed to the nearest doctor or hospital depending on the severity of the injury;
- If the Staff Member requires time off as a result of their injury, a 'Certificate of Capacity' (which is similar to a medical certificate) from WorkSafe (VIC) or WorkCover (NSW) must be obtained from their doctor, so that a workers compensation claim may be lodged;
- The certificate must be forwarded to the CEO so that the appropriate paperwork may be completed for STAND UP'S insurer. The workers compensation claim must be lodged within seven (7) days of the injury occurring. The decision about whether the claim is accepted or not rests wholly with the insurance provider;
- In accordance with the STAND UP Employment Contract, Staff may be eligible to receive accident pay.

WorkSafe Website (VIC) – Insurance Claims

<http://www.worksafe.vic.gov.au/wps/wcm/connect/wsinternet/WorkSafe/Home/Injury+and+Claims/>

WorkCover Website (NSW) – Insurance Claims

<https://www.workcover.nsw.gov.au/workers-compensation-claims>

Critical Incidents

A critical incident could include:

- death or serious injury to a Staff Member;
- violence in the workplace (e.g. assault);
- emergency evacuation of the workplace (e.g. a fire).

In the event of a critical incident, the CEO may need to:

- ensure the immediate safety of Staff Members;
- ensure the provision of first aid;
- call emergency services as necessary;
- contact the family of Staff Members affected;
- remove workers/volunteers from their duties;
- arrange a debriefing;
- respond to media queries;
- notify worker's compensation;
- organise a debriefing for Staff Members, if they wish to participate. It may be necessary to engage external professionals to conduct debriefing or follow-up counseling.

Car Accidents

If involved in a car accident, STAND UP asks Staff and volunteers to follow this 7-step procedure:

- 1) **Stop and help.**
Stop immediately, protect the area to prevent another accident, help any injured person, call an ambulance on 000 if anyone is seriously injured.
- 2) **Call the police.**
The police must be called if:
 - anyone is killed or injured;
 - the other person fails to stop or exchange details;



- one or more vehicles need to be towed away;
 - a driver appears to be under the influence of alcohol or drugs;
 - damage to property – other than vehicles – is over \$500.
- 3) **Details to collect:**
- accident details;
 - witnesses;
 - police officer details;
 - other vehicle details;
 - other driver's details;
 - other car owner's details;
 - other car owner's insurance details.
- 4) If your car needs to be towed make sure you take your personal belongings out of the vehicle before.
- 5) **Contact the CEO** as soon as possible to inform them of the accident.
- 6) **Complete an accident/incident form** at the office within 24 hours of the accident and track it in the office's Register of Injuries located next to the First Aid Station in the CEO's office.
- 7) **Claiming from insurance.**
Staff Members must notify and claim from their own insurance company. Any excess that is stipulated in their Comprehensive Vehicle Insurance policy must be paid out of their own funds. STAND UP will not accept responsibility nor pay for any damages.

Risk Management

The nature of STAND UP's core activities, in working with vulnerable communities, poses an inherent level of risk. Risk and innovation go hand in hand as STAND UP continues to pursue initiatives that have uncertain outcomes and does not shy away from trying new things. However, although STAND UP is comfortable with some risk, STAND UP is committed to delivering its services with a 'zero harm' approach:

- zero harm to Staff and volunteers;
- zero harm to the communities with which we work;
- zero harm to partners and other stakeholders;
- zero harm to the environments in which we work.

Therefore, the effective and consistent management of risk is critical in minimising harm and achieving STAND UP's purpose. Through this consistent understanding and management of risk, we provide greater certainty and surety to our employees, volunteers, communities, partners, and other stakeholders.

The objectives of effective Risk Management at STAND UP are to:

- maintain a safe and healthy working environment for our Staff, volunteers, partner organisations and other stakeholders;
- manage risk in regards to STAND UP initiatives, the environment, STAND UP finances and STAND UP's reputation such that STAND UP can achieve its purpose;
- maintain effective governance.

The above objectives are achieved by the following processes:

Initiative Risk

STAND UP Staff assess the risk involved in STAND UP initiatives in relation to STAND UP's goals, risk management and financial viability. This is achieved during through documenting risk at program planning phase at the beginning of each year and compiling a risk management matrix¹.

Volunteer Risk

Volunteers consider and document the risk associated with their placement prior to and once they arrive on their placement. It is the responsibility of the relevant program

¹ Please refer to the Risk Register, held on JAA dropbox – Risk Management



director/supervisor to ensure risks reported by volunteers are recorded in the STAND UP risk management matrix.

Corporate Risk

Identified risks are added to the registry by Board Members or the CEO and are then addressed. The Board reviews the risk management matrix and the incident report register² at every board meeting.

Safeguarding Children

STAND UP Australia is committed to professional conduct and to safeguarding children and young people in its care. As part of this commitment, we have developed practice and behaviour guidelines for our organisation, guidelines that are approved and endorsed by our Board of Directors. Please refer to Section 8, Child Protection Policy.

At the CEO's discretion, any incident that has a significant reputational, legal or financial risk should be informed to the Chair within 24 hours.

Gender Policy

Gender equality is at the heart of economic and social progress and is widely accepted as essential to sound development practice. It is a critical component of efforts to eradicate poverty, enhance economic growth and democratic governance and achieve sustainable development.

STAND UP has a commitment to:

- providing equal access to employment, promotion and leadership roles for (both) genders both in terms of employment and volunteer opportunities;
- ensure that all Staff and volunteers are aware of the importance of gender issues in the context of international development;
- ensuring gender is considered separately and acted upon accordingly by mainstreaming gender within all areas of STAND UP's operation;

STAND UP encourages our partner organisations to:

- provide equal access to employment, promotion and leadership roles for (both) genders both in terms of employment and volunteer opportunities;
- consider ways of ensuring an equitable gender representation at all levels of the organisation (examples: hiring, promotion, positions of authority including in the board level);
- ensure that all Staff and volunteers are aware of the importance of gender issues in the context of international development;
- consider the gender impact of proposed projects (and methods to improve or impact upon in collaboration with the partner).

Environment Policy

STAND UP is absolutely committed to minimising our environmental footprint. STAND UP's employees, Members and volunteers continuously strive to reduce our overall environmental footprint, expressed through the following commitments to:

- reduce waste and the consumption of resources;
- adhere to all elements of our environmental procurement policy;
- ensure our Staff are aware of their environmental responsibilities and provide them with proper guidance and/or training;
- minimise the adverse environmental effects of new and ongoing initiatives through strategic planning;
- comply with all relevant regulatory requirements;
- expect high environmental standards from all stakeholders in STAND UP.

² In refer to the incident report folder, held on dropbox; JAA/Risk Management



Fair Trade Food Consumption Policy

STAND UP makes a concerted effort to purchase only Fair Trade food products in the office. (See Procurement Policy).

Procurement Policy

Involved personnel will:

- minimise unnecessary purchasing;
- decrease waste (avoid, reduce, reuse, recycle);
- minimise impact in all purchases and activities to promote human and environmental health;
- support sustainable, ethical, industries;
- consider the ecological footprint of all products and purchases;
- purchase paper for printers and photocopiers that is either recycled or from sustainable resources;
- set printers to double sided print (if possible) as default;
- seek the best possible quote for the purchase of goods and services.

Where possible, involved personnel will:

- purchase products that have minimal packaging, are energy and resource efficient, and contain high recyclable content;
- purchase local (within 100km) goods and services;
- distribute newsletters and notices online;
- purchase equipment and furniture made from recycled materials;;
- choose products that are durable and repairable;
- choose biodegradable products that are non-toxic;
- recycle used goods (computers, printers, furniture, lighting, etc);
- purchase fair trade products.

Event Management

STAND UP holds several events throughout the year, including:

- Fun Run
- Ron Castan Award
- Volunteer end of year event
- End of year celebrations in both States.
- Two outings a year in Melbourne and Sydney with the Sudanese community.

Acknowledgement of Land

STAND UP acknowledges the traditional owners of the land at all public events that it conducts and includes it on our email signature.

For conferences and seminars, STAND UP seeks a representative from the host Local Aboriginal Land Council to welcome the visitors. If no representative is available, STAND UP nonetheless acknowledges the traditional owners of the land.

STAND UP's Calendar Schedule

STAND UP is officially closed on all Australian public holidays and Jewish holidays. Employees are permitted to work on these days if they so choose.

Religion and STAND UP

STAND UP fosters a welcoming and inclusive environment for Jewish expression and identity. This policy is not intended to require all participants to meet the highest level of



observance, but rather respect and do our utmost to accommodate for all levels of Jewish observance.

The religious-affiliation of staff or volunteers is of no consideration in eligibility for working or volunteering at STAND UP. An appreciation of the connection between Judaism and STAND UP's work is necessary, as well as a willingness to promote that connection in the public sphere.

Kashrut

STAND UP events will be respectful of the laws of Kashrut and will do our utmost to cater for any person to participate in the event regardless of their level of observance.

Shabbat and Yom Tovim (Jewish holidays)

'Yom Tov' is used for the festivals of Biblical origin during which work is prohibited. These are Rosh Hashanah, Yom Kippur, the first two days of Sukkot, Shemini Atzeret-Simḥat Torah, the first and last two days of Passover, and Shavuot.

STAND UP offices are officially closed on Shabbat and Yom Tovim. Any formal correspondence including email or official STAND UP activities, other than those relating directly to events that cannot be postponed, are not to occur during Shabbat or Yom Tovim.

STAND UP events held on Shabbat or Yom Tovim will be respectful of the chag and will do our utmost to allow each attendee to participate in the event regardless of their level of observance.

Child Protection

Safeguarding children and young people statement

Stand Up is a non-profit organisation dedicated to pursuing social justice for disadvantaged communities in Australia.

Our current community-based programs are Refugee Support, Indigenous Partnerships and Education. We believe that creating long-term, meaningful partnerships is the most effective way of facilitating change. We aim to empower the communities with which we work by supporting them to develop the skills and networks to take action on their own behalf.

Our organisation operates in Victoria and New South Wales and provides several programs that involve children and young people between the ages of 0-18 years old. These include (but are not limited to): school holiday programs and outings; the provision of childcare during community group workshops; running educational programming in Jewish schools, and providing tutoring and mentorship.

We take seriously our responsibility to deliver our programs within a service environment that is caring, nurturing and safe. STAND UP is committed to the safety and well being of all children. We support the rights of children and will act without hesitation to ensure a child safe environment is maintained. This policy applies to all Involved Personnel¹ and others².

The Board of Directors is committed to the protection of children from harm, abuse and exploitation³. Children have a right to survival, development, protection and participation as stated in the United Nations Convention on the Rights of the Child (UNCRC). STAND UP will uphold these rights.

STAND UP takes its duty of care seriously and will aim at all times to provide the safest possible programs and environments for children. This will be achieved by identifying and managing risks that may lead to harm (Please refer to Section 4, Risk Management).



- The Child Protection Policy (CPP) has been developed to provide a practical guide to prevent child abuse in STAND UP's programs. It outlines a range of risk management strategies (please refer to Section 4, Human Resource Management Policy, Risk Management) which will reduce the risk of children being harmed;
- The CPP aims to educate all involved personnel and others about child abuse and promote a child safe and a child friendly culture where everyone is committed to keeping children safe;
- The CPP aims to create an open and aware environment where concerns for the safety and well being of a child can be raised and managed in a fair and just manner, which protects the rights of all;

¹ Involved personnel includes: 'Staff' - full time, part time, volunteers, board Members and Staff in partnership agencies (where relevant).

² 'Others' include those participating in one-day events such as Fun Runs and fundraising events, consultants, researchers and photographers etc. 'Others' are expected to comply with the standards set by the STAND UP Child Protection Policy (CPP), made readily available on the STAND UP website. Children and young people are defined as between 0-18 years.

STAND UP is obliged to adhere to local and international child protection criminal laws, which prohibit the abuse and exploitation of children. These include local laws where STAND UP programs exist, and international laws and Conventions in relation to all forms of child abuse and child exploitation, including: child sex tourism, child sex trafficking, child labour and child pornography;

Context

Child abuse is a global problem that affects both boys and girls. Children are abused physically, sexually, emotionally and through neglect. Children are forced to endure the most hazardous forms of child labour including sweatshops and prostitution. In some countries boys are kidnapped and forced into armed conflict as soldiers. In many countries children experience severe corporal punishment in schools. Children living in poverty are more at risk of child abuse and exploitation.

- According to the World Health Organisation (2001) forty million children below the age of 15 suffer from abuse and neglect and require social and health care.
- An estimated 1.2 million children are trafficked every year. (Every Child Counts, New Estimates on Child Labour, International Labour Organisation April, 2002; UNICEF 2007).
- 250 million children are involved in child labour, more than 180 million are working in hazardous situation or conditions. (A Future without Child Labour, International Labour Organisation, 2002).

Definitions of Abuse

In particular, STAND UP is committed to safeguarding the children in our care from:

Sexual abuse

Sexual abuse is any act in which a person with power or authority over a child (female or male) uses a child for sexual gratification. An abuser can be an adult, adolescent or other child.

Sexual abuse spans a range of contact and non-contact behaviour. Non-contact behaviour includes:

- making sexual comments (in person, in letters, by telephone, text messages or email)
- voyeurism – including commenting on physical attractiveness
- exposing a child to pornography



- nudity – an abuser exposing parts of their body or the child’s body

Contact behaviour includes:

- fondling or kissing
- sexual penetration
- exploiting a child through prostitution

Physical abuse

Physical abuse occurs when a parent or caregiver subjects a child to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning and kicking.

Emotional or psychological abuse

Emotional or psychological abuse occurs when a caregiver or parent repeatedly rejects or threatens a child. Often there is a pattern of emotional or psychological abuse, rather than a single incident. Such abuse may involve humiliating, terrorising, name-calling, belittlement, inappropriate symbolic acts or continual coldness from the caregiver or parent, to an extent that results in significant damage to the child’s physical, intellectual or emotional wellbeing and development.

Neglect

Neglect occurs when a parent or caregiver fails to provide a child with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, medical attention or supervision to the extent that the child’s health and development is, or is likely to be, significantly harmed.

Witnessing family violence

Witnessing family violence is a specific form of emotional or psychological abuse. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person’s life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.

We expect all within our organisation, regardless of their role or level of responsibility, to act to safeguard children from such harm by:

- adopting the practices and behaviour we have set as our standard when carrying out their roles, and
- reporting any abuse or neglect of which they become aware to our management and/or to external authorities responsible for child protection or to police, regardless of whether that abuse is being perpetrated by personnel within our organisation, or by those outside our organisation including those from the child’s family, extended family, their family’s extended network or strangers.

Our organisation’s commitment to providing a safe environment for the children and young people to whom we provide services is endorsed and approved by the highest levels of our organisation, represented by the Board of Directors (October, 20) Practice and behaviour guidelines relating to children and young people

Purpose

Stand Up aims to provide children and young people involved with our organisation with a positive and enriching programs environment that promotes their social and emotional development.



We are committed to safeguarding children and young people in our care and ensuring that they feel and are safe. Accordingly, we wish to ensure that our personnel strive for the highest possible standards with respect to safeguarding children and young people from abuse. To that end we have developed these practice and behaviour guidelines to identify, and so prevent, behaviour that may be harmful to the children and young people in our care.

Application

All personnel, from our Board of Directors, management, program directors, to casual staff and volunteers, are required to observe these practice and behaviour guidelines. Developed to protect children and young people engaged in our Education Youth and Schools programs; Refugee Support and Indigenous Partnerships programs, and other related services, these guidelines have been formally approved and endorsed by our Board of Directors (October, 2015)

Commitment

You should read these practice and behaviour guidelines in conjunction with:

- the specific requirements of your role as defined in your 'position description' statement
- our relevant policy and procedure documents, including our:
 - 'safeguarding children and young people' statement
 - 'responding to child abuse reports and allegations' policy
- all applicable laws
- general community expectations in relation to appropriate behaviour between adults and children.

As part of your commitment to observing these practice and behaviour guidelines you will be required to sign a commitment statement.

We consider a failure to observe these guidelines as misconduct, and will take appropriate disciplinary action. Such disciplinary action may, depending on the seriousness of the misconduct, include suspension while matters are investigated and/or dismissal. In addition to any internal disciplinary proceedings, we will report to the police all instances in which a breach of the law has or may have occurred.

Exceptions

There may be exceptional situations where these guidelines do not apply, for example, in an emergency situation. However, it is crucial that, where possible, you seek management authorisation prior to taking action that contravenes these guidelines or that you advise management as soon possible after any incident in which these guidelines are breached.

The guidelines

Our practice and behaviour guidelines address the major areas where you interact with the children and young people who take part in our Education, Refugee Support and Indigenous Partnerships programs and all other relevant programming. We have developed these practice and behaviour guidelines to help you to safeguard those children and young people from abuse or neglect.

Sexual misconduct

Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of, children or young people participating in any of our programs. Engaging in sexual behaviour while participating in our service is prohibited even if the young persons involved may be above the legal age of consent.

'Sexual behaviour' needs to be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, including but not limited to:

- 'contact behaviour', such as sexual intercourse, kissing, fondling, sexual penetration or



exploiting a child through prostitution;

- 'non-contact behaviour', such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

Positive guidance [Discipline]

We strive to ensure that children and young people participating in our programs are aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants. However, there are times when personnel may be required to use appropriate techniques and behaviour management strategies to ensure:

- an effective and positive environment
- the safety and/or wellbeing of children, young people or personnel participating in our programs.

We require our personnel to use strategies that are fair, respectful and appropriate to the developmental stage of the children or young people involved. The child or young person needs to be provided with clear directions and given an opportunity to redirect their misbehaviour in a positive manner.

Under no circumstances are our personnel to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

Adhering to role boundaries

Our personnel should not, of their own volition or at the request of a service user, act outside the confines of their duties (as specified in their position description) when helping to deliver our programs.

All involved personnel:

- must not provide unauthorised transportation, outside of the boundaries of our 'travelling with clients' policy (see Section 4, Travel with Community Members and Youth policy);
- must not engage in activities with children or young people who are community members/volunteers of our organisation outside authorised programming, such as babysitting or social events;
- must not provide any form of support to a child or young person or their family, unrelated to the roles and responsibilities as defined in their position description, for example, informal counselling or financial support;
- must not seek contact with children or young people (or former participants under the age of 18) outside our programming;
- must not accept an invitation to attend any private social function at the request of a child or young person - or at the request of their family - who has participated, or is participating, in our programming without express permission by senior management at STAND UP.

If any of our personnel become aware of a situation in which a child or young person requires assistance that is beyond the confines of that person's role, or beyond the scope of our organisation's usual service, they should at the earliest opportunity:

- seek advice from their immediate supervisor/management who will:
- refer the child or young person to an appropriate support agency or
- contact the child or young person's parent or guardian to deal with the matter.

Use of language and tone of voice

Language and tone of voice used in the presence of children and young people should:

- provide clear direction, boost their confidence, encourage or affirm them
- not be harmful to children – in his respect, avoid language that is:



- discriminatory, racist or sexist
- derogatory, belittling or negative, for example, by calling a child a 'loser' or telling them they are 'too fat'
- intended to threaten or frighten
- profane or sexual.

Supervision

Personnel are responsible for supervising the children and young people to which our organisation provides programming to ensure those participants:

- engage positively with our programming for example, tutoring, mentoring and holiday programs;
- behave appropriately toward one another, for example, by maintaining the appropriate role boundaries and professional conduct at all times;
- are in a safe environment and are protected from external threats, for example, feeling unsafe under the supervisor of their volunteer/mentor.

Our personnel are required to avoid one-to-one unsupervised situations with children and young people to whom we provide services, and (where possible) to conduct all activities and/or discussions with service recipients in view of other personnel.

Use of electronic communications

Wherever possible, email and text messages sent to a child or young person should be copied to their parent or guardian.

Where a parent is not included in the communication:

- Restrict such communication to issues directly associated with delivering programming such as advising that a scheduled event is cancelled;
- Limit the personal or social content in such communications to what is required to convey the service-related message in a polite, friendly manner. In particular, do not communicate anything that a reasonable observer could view as being of a sexual nature;
- Do not use such communication to promote unauthorised 'social' activity or to arrange unauthorised contact;
- Do not request a child or young person to keep a communication a secret from their parents;
- Do not communicate with children or young people using Internet chat rooms or similar forums such as social networking sites, game sites or instant messaging.

Personnel are not to communicate with children outside our services, such as siblings or friends who are known to personnel via a child participating in the service.

All our personnel, and the children and young people to whom we deliver our programs are required to follow our 'acceptable use' policy in relation to browsing websites on our organisation's computers.

Our personnel are required to ensure appropriate monitoring of children and young people when they use our organisation's electronic communication equipment to ensure that they do not inadvertently place themselves at risk of abuse or exploitation via social networking sites, gaming sites or web searches, or through inappropriate email communication.

Giving gifts

Unless expressly permitted, STAND UP does not permit involved personnel to providing gifts, as they can result in unintended and often negative consequences (See Gift Policy in Section 3, Stakeholder Relationships and Services).



Photographs of children and young people

STAND UP will at all times portray children in a respectful, appropriate and consensual way. Our guidelines on the use of children's images are in line with the following:

- A child should always be portrayed in a dignified and respectful manner and not in a vulnerable or submissive manner;
- Children should be adequately clothed and not in poses that could be seen as sexually suggestive;
- Where appropriate, a child and its family must always be asked for consent when using their images using the photo consent form provided;
- When asking for consent to use the image, details should be given as to how and where this image will be used;
- At large events and forums where the photo consent form may not be obtained by all attendees a verbal disclaimer must be made. This disclaimer should make attendees aware that photos will be taken throughout the event/forum, and if a person should not wish their photo to be used for promotional purposes, to contact the relevant STAND UP staff;
- There should be no identifying information of the child used in the publication of images with their location;
- Local cultural traditions should be assessed regarding restrictions for reproducing personal images;
- Images should be an honest representation of the context and the facts;
- When sending images electronically, images are not distributed (including as an attachment to an email) to anyone outside our organization other than the child photographed or their parent, without management knowledge and approval;
- When sending images electronically, file labels should not reveal identifying information;
- All photographers will be screened for their suitability, including police checks where appropriate.
- Volunteers are not to put any photos on facebook or other forms of social media or use them for any commercial/promotional purposes.
- If you have any photos taken at a STAND UP program or event and wish them to be used, please send them to STAND UP so we can share these (where permission is granted).

Physical contact with children and young people

Any physical contact with children and young people must be appropriate to the delivery of our programming such as appropriate play during child-care sessions, and the necessary physical contact to supervise children during programming and based on the needs of the child or young person (such as to assist or comfort a distressed young person) rather than on the needs of our personnel.

Under no circumstances should any of our personnel have contact with children or young people participating in our programming that:

- involves touching:
 - of genitals;
 - of buttocks;
 - of the breast area (female children)
that is other than as part of delivering medical or allied health services
- would appear to a reasonable observer to have a sexual connotation
- is intended to cause pain or distress to the child or young person – for example corporal punishment
- is overly physical – as is, for example, wrestling, horseplay, tickling or other roughhousing
- is unnecessary – as is, for example, assisting with toileting when a child does not require



assistance

- is initiated against the wishes of the child or young person, except if such contact may be necessary to prevent injury to the child/young person or to others, in which case:
 - physical restraint should be a last resort
 - the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the child or young person to prevent harm to themselves or others
 - the incident must be reported to management as soon as possible.

Our personnel are required to report to management any physical contact initiated by a child or young person that is sexual and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the child or young person, our personnel and any other participants.

Overnight stays and sleeping arrangements

Overnight stays are to occur only with the authorisation of the CEO and of the parents/guardians of the children or young people involved.

Practices and behaviour by our personnel during an overnight stay must be consistent with the practices and behaviour expected during delivery of our programming at other times.

Standards of conduct that must be observed by our personnel during an overnight stay include:

- providing children and young people with privacy when bathing and dressing;
- observing appropriate dress standards when children and young people are present – such as no exposure to adult nudity;
- not allowing children or young people to be exposed to pornographic material, for example, through movies, television, the Internet or magazines;
- not leaving children under the supervision or protection of unauthorised persons such as hotel staff or friends;
- not involving sleeping arrangements that may compromise the safety of children and young people such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a child or young person;
- the right of children to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay;
- parents expecting that their children can, if they wish, make contact.

Change room arrangements

Personnel are required to supervise children and young people in change rooms while balancing that requirement with a child or young person's right to privacy. In addition:

- personnel should avoid one-to-one situations with a child or young person in a change room area;
- personnel are not permitted to use the change room area to, for example, undress, while children and young people are present;
- personnel need to ensure adequate supervision in 'public' change rooms when they are used;
- personnel need to provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, or general misbehaviour, while also respecting a child's privacy;
- female personnel are not to enter male change rooms and male personnel are not to enter female change rooms.

Use, possession or supply of alcohol or drugs

While on duty, personnel must not:



- use, possess or be under the influence of an illegal drug;
- use or be under the influence of alcohol;
- be incapacitated by any other legal drug such as prescription or over-the-counter drugs;
- supply alcohol or drugs (including tobacco) to children and young people participating in our programming.

Use of legal drugs other than alcohol is permitted, provided such use does not interfere with your ability to care for children involved in our service.

Transporting children

Children and young people are to be transported only in circumstances that are directly related to the delivery of our programs (please see Section 4, Travel with Community Members and Youth policy).

Children are to be transported only with prior authorisation from our CEO and from the child's parent/guardian. Gaining approval involves providing information about the proposed journey, including:

- the form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane or boat
- the reason for the journey
- the route to be followed, including any stops or side trips
- details of anyone who will be present during the journey other than our personnel who are involved in delivering our programs.

Witnessing family violence

Witnessing family violence is a specific form of emotional or psychological abuse. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.

We expect all within our organisation, regardless of their role or level of responsibility, to act to safeguard children from such harm by:

- adopting the practices and behaviour we have set as our standard when carrying out their roles, and
- reporting any abuse or neglect of which they become aware to our management and/or to external authorities responsible for child protection or to police, regardless of whether that abuse is being perpetrated by personnel within our organisation, or by those outside our organisation including those from the child's family, extended family, their family's extended network or strangers.

Our organisation's commitment to providing a safe environment for the children and young people to whom we provide services is endorsed and approved at the highest levels of our organisation, represented by the Chairperson of the Board of Directors.

Child Abuse Reporting Process

STAND UP considers the abuse and exploitation of children to be completely unacceptable. We will take all concerns and reports of child abuse seriously and act on these reports immediately (same day). Failure to report any concerns of abuse or neglect by involved personnel is a serious misconduct.



It is mandatory for all STAND UP Staff, volunteers and others to report concerns or allegations of child abuse. These concerns may relate to a child or a Staff Member / Volunteer involved in the organisation or a concern about a child or person/s outside of the organisation's programs. If you do have a concern you should immediately follow STAND UP's child abuse reporting procedures outlined below. Any personnel involved in an incident relating to child protection will meet with the Program Director and/or CEO for debrief. If further counseling is required, a qualified professional will provide it.

Who should report?

- All STAND UP Staff, volunteers, management, Board, and others including people in the community and partner organisations.

What should be reported?

- Any disclosure or allegation from a child, community member, volunteer or Staff regarding the safety, abuse or exploitation of a child;
- Any observation or concerning behaviour exhibited by a STAND UP Staff, volunteer or other relevant stakeholder that breaches the STAND UP Practice and Behaviour Guidelines;
- Inappropriate use of the organisation's photographic equipment or computers including evidence of child pornography;
- Staff engaging in suspicious behaviour that could be associated with sexual exploitation or trafficking.
- Personnel are not to assess the validity of an allegation or concern and are to report all allegations or concerns to the Program Direction or CEO.
- If immediate harm to the child is apparent, the police/ child protection services must be called.
- Personnel reporting the allegation must disregard the authority of the people involved in the incident.

Who to report to?

- Child abuse reports should be made to the relevant Program Director or CEO in writing by filling out the "Reporting of Abuse" form available on request.
 - If the child's immediate safety or wellbeing is considered to be of concern, the Program Director or CEO will report directly to the police/ child protection services.
 - All our personnel retain the right to report directly to relevant authorities, such as police, any concerns they may have in relation to the safety and welfare of a child or young person, even if they have also reported that matter internally, in line with this policy.
 - While our personnel retain the right to report any concern or allegation directly to the relevant authorities, we ask that they also inform our CEO of any report they make to the relevant authorities, to enable our organisation to best provide support to the child or young person and their family, where appropriate.
-
- Program Direction/ CEO will inform the appropriate authorities of any reports or allegations of serious child abuse, or neglect, without disclosing personal details.

Responding to Disclosure by a Child

- If a child/young person tells you that he or she has been abused, they may be feeling scared, guilty, ashamed, angry and powerless. You, in turn, may feel a sense of outrage, disgust, sadness, anger and sometimes disbelief;



- If a child discloses abuse, whatever the outcome, the child must be taken seriously;
- It is important for you to remain calm and in control and to reassure the child/young person that something will be done to keep him or her safe;
- When a child or young person's discloses they are being harmed you can show your care and concern for the child/young person by:
 - listening carefully;
 - telling the child/young person you believe him or her;
 - telling the child/young person it is not their fault and he/she is not responsible for the abuse;
 - telling the child/young person you are pleased he/she told you.
- You will not be helping the child/young person if you:
 - make promises you cannot keep, such as promising that you will not tell anyone;
 - push the child/young person into giving details of the abuse. Your role is to listen to what the child/young person wants to tell you and not to conduct an investigation (beware of asking any leading questions as this may prejudice any subsequent investigation);
 - indiscriminately discuss the circumstances of the child/young person with others not directly involved.
- Try and obtain some details such as where the abuse is taking place, school, home, work etc; is it currently occurring or did occur in the past, name of perpetrator if possible but not necessary;
- It is possible that some children or young people will make a disclosure and then ask you not to tell anyone. It is important you seek guidance from the Programs Director to discuss how the child or young person can be supported and the disclosure managed.

Other actions to take

Protect the child

Once an allegation is made there should be an immediate response that protects the child from further potential abuse or victimization. The child may require medical assistance or counseling support. Where possible the child should remain in the place of residence or relevant program. Exceptions may be made where the child is deemed to be at risk of victimisation by peers as a result of the allegation or because the alleged abuse has occurred in home-based care. If the child is in immediate danger you should make arrangements for the child to go to a safe place.

Distance the alleged perpetrator

The best interest of the child may warrant the standing down of a Staff Member or volunteer. Any Staff Member stood down in this manner continues to receive full pay - this measure recognises that that the Member is entitled to a just process that does not pre-judge guilt or innocence. Any volunteers who are stood down should similarly receive any reasonable reimbursement of costs.

Confidentiality

All reports, the names of people involved and the details will remain confidential. Only the Programs Director, CEO, and the people involved will be informed of the report. Details will be released on a "need to know" basis or when required by relevant local or Australian law or a notification to police or child protection authorities is made.

Guidelines for volunteers, short-term appointees and minors



Sensitivity is required in relation to asking parents of the children or young people to whom we deliver services to undergo 'working with children' or 'national criminal history record' checks.

We emphasise to these parents the importance our organisation places on protecting the children and young people to whom we deliver services, informing them that, while rare, there have been instances of parents using their volunteer status within organisations such as ours as a path to abusing children. At the same time we also state that we appreciate that the vast majority of parent volunteers find the idea of abusing or neglecting a child abhorrent and that parents make a considerable contribution to delivering our services and thereby to the wellbeing of the children and young people to whom we provide services.

We inform prospective parent volunteers that, in the light of the above, our organisation's approach is to take every precaution to protect the children and young people in our care. Thus we required that any parents to undergo a 'working with children' check and 'national criminal history record' check.

Short-term appointments

Where our organisation makes use of the services of personnel for short periods we comply with the requirements under the legislation that applies in our jurisdiction(s) with respect to 'working with children' checks. If personnel who works with us for a short period are exempt from 'working with children' check legislation we have set a maximum period for such people to work with our organisation before they are required to undertake a 'national criminal history record' check. Where such checks are not undertaken, it is imperative that those working with our organisation for short terms are supported, closely supervised and monitored by a STAND UP staff member or volunteer who has undergone all recruitment and screening procedures while they assist with delivering our services. This is in line with our commitment and procedures to safeguard children and young people at all times.

Any appointment longer than three (3) months is considered an ongoing arrangement, for which our organisation's policy and procedures regarding police checks and all other recruitment matters are followed.

Minors

We have adopted a policy applying to minors who work with children and young people in our care, which:

- requires our organisation to comply with any 'working with children' check legislation that specifically exempts minors from undergoing such checks and so we require those minors to undergo a 'national criminal history record' check.
- Minors will always be accompanied by a STAND UP staff member or volunteer who has undergone all recruitment and training procedures during whilst they assist in delivering our services.

Children's rights assessment

STAND UP believes that children who come to holiday programs, camps, and education programs should:

- feel comfortable
- be cared for
- feel safe and be safe



All STAND UP staff and volunteers do their best to make sure children here are protected from any harm. It is not okay for anyone to hurt your feelings or your body.

It is okay for you to say NO to your leader or mentor if they ask you to do something that makes you feel unsafe or uncomfortable. If you ever feel unsafe or uncomfortable we will listen to you and act to help you.

It is always okay to tell someone if you are not feeling comfortable or safe or if you have been hurt. If you are unhappy with the way you are being treated please tell a leader, mentor or a parent.

Guidelines to parents

Stand Up is committed to creating an environment where all children and young people can participate in our programming, for example by volunteering, participating in educational sessions, or attending our events. Our programs operate from in Victoria and New South Wales, providing varied services that involve the interaction of children and young people with adults.

We call on all parents associated with our programs to:

- Observe our organisation's guidelines for parents (see below).
- When necessary, politely and respectfully remind others of their obligations under these guidelines.
- In the event of serious or ongoing breaches of these guidelines by another person, to report the matter to our program coordinator so that appropriate action can be taken.

Your and other children and young people's participation in the program is for their enjoyment. As parents your role is to support these outcomes by:

- Encouraging your child's participation in a positive and respectful manner
- Advising our Program Coordinator of any special needs that your child may have, or develop, during the course of the program (for example, they may suffer from asthma or allergies, or have hearing difficulties), so that we can assist in their safe participation in the program.
- Engaging with the mentors positively, not criticising the mentor in the presence of your child, and reporting any concerns to our program coordinator.
- Ensuring that your child is picked up on time at the conclusion of a program session
- Arranging with our Program Coordinator prior to a session if your child is to be picked up by a person unknown to the program – and completing an authorisation form
- Advising our coordinator if your child is unable to attend the program, or is no longer interested in participating in the program
- Reporting any concerns to our program coordinator and not directly to a mentor, other child or parent involved in the program
- Not requesting contact with the mentor outside the mentoring program or venue

- Not asking the mentor to provide any other support or service outside the boundaries of our mentoring program, such as asking for babysitting services or for lifts home for your child
- Not engaging in behaviour that discriminates against any other person on the basis of gender, ability, race, colour, religion, language, politics or national or ethnic origin.
- Engaging with other participants in a positive and respectful manner and not engaging in behaviour designed to belittle, insult or intimidate others.
- Not engaging in, or threatening to engage in, violent or physical confrontations with any other person
- Not encouraging or inciting your child to commit violent acts or to breach program rules



- Advising our program coordinator of any changes in contact information for use in the event of an emergency.

Serious or ongoing breaches of these guidelines are not tolerated. Parents who breach our guidelines may:

- be asked to leave the program
- provided with advice and/or a warning to encourage positive participation
- jeopardise their future participation in this program.

Supporting a child safe culture

STAND UP is committed to maintaining and improving its policies, procedures and practices to safeguard children and young people from abuse and neglect.

Our policies and procedures are reviewed annually. The CEO is responsible for ensuring that the reviews take place each year and that all involved personnel are made aware of any changes. The next review is due in October, 2016. On the basis of the review if changes are implemented and endorsed by senior staff/Board, all staff and involved volunteers will get a copy of the amended P&P. Our HR system will ensure every employee receives a copy and the system will also keep track of personnel reading the updated documents. For further information on how the formal review process occurs, please refer to Appendix 8 'Policy and Procedure Review Process'.

The responsibility of continual safeguarding children risk management (Sec 4, Human Resource Management Policy, Risk Management) is that of the CEO.

If you have any feedback or questions regarding our safeguarding children policies, please contact Gary Samowitz, CEO on gary@standup.org.au or 0413 525 592.

Commitment to practice and behaviour guidelines

Introduction

STAND UP Australia is committed to professional conduct and safeguarding children and young people in its care. As part of this commitment, we have developed practice and behaviour guidelines for our organisation, guidelines that are approved and endorsed by our Board of Directors.

All our 'involved' personnel, from our Board of Directors and senior managers to casual employees and volunteers, are required to observe our practice and behaviour guidelines.

Management considers a failure to observe our guidelines to be misconduct, and will result in appropriate disciplinary action. Depending on the seriousness of the misconduct, disciplinary action may include suspension while matters are investigated and/or dismissal. In addition to any internal disciplinary proceedings, any breaches of law will be reported to police.

[Please sign your commitment here.](#)