



## Volunteer Policy and Child Protection

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This information is relevant to Stand Up volunteers and has been extracted from 'Section 5: Volunteer Management Policy' and 'Section 8: Child Protection Policy'.

### STAND UP's Responsibilities towards a Volunteer

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STAND UP recognises its responsibilities toward volunteers, and undertakes to:

- treat volunteers with respect as co-workers - not just free help;
- provide the volunteer with information about the organisation and its policy on volunteers;
- provide the volunteer with work that is appropriate to their skills, abilities, availability and individual interests;
- provide volunteers with the resources, information, training and support they need in order to do their work;
- provide continuing education on the job as a follow up to initial training, providing information about new developments;
- provide sound guidance and direction – from someone who is experienced and who has the time to invest in giving guidance;
- provide the volunteer with opportunities to offer feedback and express concerns that arise during their work with STAND UP;
- provide the volunteer with adequate insurance cover;
- ensure volunteers are aware of the boundaries/limits of the service;
- provide financial reimbursement to volunteers for out-of-pocket expenses where appropriate.

### Supervisor's Responsibilities towards a Volunteer

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All volunteers recruited to STAND UP have a specific supervisor appointed to them. The supervisor acts as a primary point of contact between the volunteer and STAND UP.

The supervisor is responsible for:

- assessing the volunteer's training needs and arranging training where necessary;
- providing information about the organisation and its volunteer policy;
- providing orientation to the workplace;
- providing work that is appropriate to the volunteer's skills, capabilities, availability and wherever possible to their personal interests;
- undertaking administrative tasks related to volunteering (e.g. liaising with volunteer agencies);
- providing feedback to the volunteer about their work and resolving any issues that arise.

### Volunteer Code of Conduct

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STAND UP Australia is an organization powered by volunteers, with over 150 volunteers each year. To facilitate effective accountability, all volunteers assisting STAND UP on an ongoing basis will have a written agreement with STAND UP. This agreement will refer to the commitments that STAND UP makes to the volunteer, and expectations that STAND UP has of volunteers. The agreement will refer to an individual volunteer description.

### Volunteer Responsibilities

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Volunteers are required to represent STAND UP in a positive manner at all times. When working for STAND UP, volunteers are required to act according to the following Code of Conduct:

#### *Commit to STAND UP values*

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



#### *Comply with checks and ongoing training*

- Undertake mandatory National Police Checks and Working with Children Checks;
- Undertake training, evaluation and participation in support groups and team meetings as required;
- Be willing to accept direction and feedback from your supervisor, ask for support when it is needed and respect and abide by the decisions made by your supervisor.

#### *Act in accordance with the following procedures set out by STAND UP:*

- Be accountable, reliable, punctual, and notify your supervisor as soon as possible with respect to any change in availability;
- Start the program or activity at the scheduled time (if you cannot attend, notice is required at least one (1) week in advance except in unforeseen circumstances);
- Accept the privacy and dignity of staff, clients and fellow volunteers;
- Agree to work in a safe and healthy way and not jeopardise the health or safety of others;
- Remain alcohol and drug free, and not smoke, while performing your duties as a volunteer;
- Advise STAND UP of any personal or health limitations (e.g. bad back – no lifting) that may affect one's ability to undertake particular tasks;
- Do not offer or accept personal gifts on STAND UP programs unless explicitly permitted by your supervisor (See Section 3 Stakeholder Relationships, Gifts Policy);
- Do not engage in harassment or bullying behavior in any form with employees, volunteers, or people receiving service from STAND UP;
- Do not engage in sexual behavior with any client of STAND UP;
- Fully familiarise and abide by the procedures outlined in STAND UP's Child Protection Policy (See Section 8, Child Protection Policy);
- Wear appropriate clothing and footwear that is not offensive to people receiving a service from STAND UP, employees or volunteers;
- Respect the property, equipment and resources of STAND UP, ensuring it is secured against theft or misuse and not used for personal purposes unless permission has been granted by STAND UP's senior staff;
- Always put safety first and report newly identified risks to your direct supervisor;
- Contribute to the continuous improvement of the volunteer program by identifying problems, making suggestions for improvements and listening and acting on feedback about performance;
- Carry out the work legally, responsibly, ethically and to the best of your ability;
- Give constructive feedback, communicating relevant and important information;
- Follow the complaints procedure provided to you to resolve any conflict with other employees or members of STAND UP.

Failure to comply with the standards of volunteering outlined above may result in disciplinary action or dismissal of a volunteer. If you have any questions regarding the above code of conduct or policies related to points within, please contact your supervisor.

#### **Volunteer Agreement**

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Refer to the individual position description.

#### **Confidentiality**

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STAND UP upholds the rights of volunteers to dignity, privacy and confidentiality of information regarding their background, health status and other personal information and will take steps to ensure that privacy is maintained under all reasonable circumstances.

All volunteers should be aware of and understand the STAND UP policy on privacy and confidentiality.

#### **Occupational Health and Safety**

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All volunteers are covered by the Occupational Health and Safety Act (2004). All volunteers are



covered by necessary personal accident insurance. (See Work Health & Safety policy).

For every STAND UP program, STAND UP conducts a risk assessment before commencing and undertakes one every six (6) months thereafter. (See Section 4. Human Resource Management, Risk Policy).

### Grievances of Volunteers

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Volunteers who have a complaint or grievance should raise the matter with their immediate supervisor in the first instance. If this is not appropriate or not successful, the volunteer should approach the CEO via the complaints procedure provided in the induction process.

STAND UP operates within an equal opportunity and anti-discriminatory work environment that is free from all forms of abuse or harassment for both existing and prospective Staff Members and volunteers;

- STAND UP is committed to resolving any conflict to the satisfaction of all parties. Conflicts in the first instance will be directed to the Program Director. If the conflict involves this person, then it will be directed to a Board Member. The issues discussed and resolution achieved will be recorded in writing and a letter confirming the outcome of the meeting will be sent to all parties;
- STAND UP is a community organisation and it is hoped that all disputes can be solved through discussion with concerned parties. It is advisable that all disputes are dealt with in a timely fashion.

### Performance Review of Volunteers

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All volunteer roles come with certain expectations and skill levels that are required to perform the role. We match each volunteer to the appropriate role but we also expect each volunteer to comply with certain expectations. Each role has expectations about the skills required to perform the role, tasks and behaviour.

### At Commencement of the Role

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The expectations of each volunteer role are relayed to the volunteer at two (2) interviews. Initial interviews may be with the Program Director but more in-depth interviews about the role are conducted with the immediate supervisor. The role is clearly delineated in a position description, which is developed prior to the position being offered.

The volunteer is asked to trial the role so that the supervisor can gauge their skills and the volunteer can also determine whether they are going to enjoy and adequately perform the role. After 6–12 weeks (depending on the frequency the volunteer is performing their role: weekly or monthly), they are formally interviewed to ensure they are satisfied with their work. This may be done with their immediate supervisor.

### Performance Reviews

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The supervisor of the volunteer regularly reviews the performance of the volunteer. Once this is completed, the supervisor informs the volunteer how they are progressing and whether the placement is appropriate. This could be done either informally with a brief chat or, in confidence in a longer, more formal style of performance review, which is conducted annually.

If a volunteer has a role in which they are unsupervised and work with children, they are considered involved personnel must have a supervision and performance review process that is equivalent to that of a staff member. Please refer to Section 4 – Human Resource Management for how this is undertaken.

Annual performance reviews are conducted by the supervisor on the anniversary of the volunteer's appointment with STAND UP. The review covers such topics as the volunteers' personal satisfaction with the role, their feelings on level of support, training needs, other roles they might like to try at STAND UP, and confirmation on day/time availability.



Volunteers who perform in an excellent manner are told of this and their behaviour might be brought to the attention of the CEO.

Underperforming volunteers are made aware of issues as soon as problems are identified. The supervisor discusses how to improve their performance with them as soon as problems are identified. This is to ensure that all volunteers are successful in their roles and their levels of enjoyment and satisfaction are maintained. STAND UP's reputation for the highest quality of work is also important to maintain.

For volunteers who are unable/unwilling to alter their work behaviour, another role may be offered to them either within the same department or, in another area of the STAND UP. To offer volunteers other roles, the supervisor could be involved. Volunteers may also be supported in their roles by pairing them with other volunteers (e.g. mentoring or support role). It is also possible that roles outside STAND UP may be recommended.

Examples of underperforming in the workplace include (but are not confined to):

- those who are medically unfit to perform duties;
- unreliability;
- inappropriate behaviour;
- cognitive / intellectual decline;
- physically unfit;
- inappropriate attitudes towards staff, volunteers, community members or philosophy;
- criminal activity;
- bullying;
- inappropriate use of equipment etc.

### Completing the role

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Volunteers who are unable/unwilling to adapt to change their performance, or perform another role may be asked to leave STAND UP or referred to an organisation that is more in line with their skills/philosophy/etc.

For volunteers who appear to be experiencing a cognitive decline and are unaware and/or unable to adapt/learn new techniques, the following strategies may be used to support them:

- the supervisor discusses the problem with a close family member, confidentially;
- the volunteer is offered another role within STAND UP;
- the volunteer is asked to finish performing their duties at STAND UP;
- the volunteer referred for assessment (such as via GP) to ensure all support community services are accessible to them.

### Volunteer Termination Policy

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If the volunteers' skills and/or behaviour are not deemed to be suitable for the role, and if the volunteer is unable/unwilling to adapt to change their performance, termination will be considered:

- where the conduct or behaviour of a volunteer in the opinion of STAND UP places the health or safety of another person at risk or seriously contravenes the volunteer code of conduct, or is illegal, that volunteer's involvement may be immediately terminated by STAND UP. This decision will be made by a program director in conjunction with the CEO;
- volunteers are an invaluable resource to STAND UP but it is recognised that due to changing circumstances the volunteer may need to resign from their voluntary position. STAND UP asks all volunteers to give timely notice to their supervisor and/or the Program Director before leaving;
- STAND UP is committed to constantly improving the volunteer program and all feedback regarding the volunteer's experience at STAND UP would be appreciated. If the volunteer is leaving due to problems encountered at STAND UP or dissatisfaction with STAND UP it would be beneficial to be notified as to the reasons. STAND UP will deal with the volunteer's observations in a confidential manner;
- Volunteers who resign or are terminated must not represent to participants in STAND UP's programs or activities that they remain a STAND UP volunteer.

### Reimbursement of Out-of-Pocket Expenses

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STAND UP recognises that volunteers incur expenses when providing a service. Reasonable



expenses will be reimbursed by prior agreement with their supervisor. This means volunteers anticipating claiming such expenses should discuss the matter in advance and submit receipts for reimbursement.

### Recognition of Volunteers

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STAND UP values individual contributions made by its volunteers. To show such appreciation, we regularly recognise the work of each volunteer by informal and/or formal means.

#### Informal Recognition

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Current (active) volunteers are recognised regularly and in a timely manner by a variety of activities such as (but not limited to):

- 'honourable mentions' in STAND UP's newsletter and website;
- giving a heartfelt 'thanks' by their immediate supervisor;
- by valuing their input and/or suggestions.

#### Formal Recognition

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Those volunteers who have completed a number of years service (i.e. 2 years) may be provided with award certificates.

Those who have made an outstanding contribution to STAND UP may be recognised formally by a recommendation for a JCCV community award.

Those who have played a significant leadership role and/or made a significant contribution to STAND UP over several years may have a special function held in their honour to recognise their efforts.

## Child Protection

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### Safeguarding children and young people statement

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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 Personnel<sup>1</sup> and others<sup>2</sup>.

The Board of Directors is committed to the protection of children from harm, abuse and exploitation<sup>3</sup>. 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;

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

<sup>2</sup> '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*

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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*

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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 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**

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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*

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- 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*

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#### **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*

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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***

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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*

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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

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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](mailto: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.](#)