



**Save the Children**  
Australia

# **Inquiry into Handling of Child Abuse by Religious and other Non-Government Organisations**

Save the Children Australia  
Submission

September 2012



Applicable to all Save the Children Australia offices.

## **I.0 ABOUT SAVE THE CHILDREN**

Save the Children is the world's leading independent international organisation for children. The organisation works in more than 120 countries towards a world in which every child attains the right to survival, protection, development and participation. Work focuses on the areas of: child protection; education; health; emergency response; disaster risk reduction; and climate change adaptation and aims to deliver immediate and lasting improvements to children in Australia and overseas.

The first Save the Children Australia branch was established in Melbourne the same year that it began in Europe in 1919. The organisation then began programming in Australia in 1951, primarily focussing on health and education for Australia's indigenous children. Today, Save the Children has offices, branches and supporters in every Australian State and Territory and operates programs at more than 100 sites around the country.

Australian programs focus on: school attendance; early childhood care and development; youth engagement; parenting support; reconciliation; and multicultural early learning. The organisation also maintains Australia's largest NGO emergency team, and has been at the forefront of coordinating an integrated emergency response to recent natural disasters that have confronted humanity both here and abroad.

Save the Children Australia is committed to protecting children, regardless of gender, race, country of origin or religious belief. The organisation's work is underpinned by the United Nations Convention on the Rights of the Child (UNCRC), which states that children should be protected from all forms of physical and mental violence, injury, abuse, neglect, maltreatment and exploitation, including sexual abuse.

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

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

## **2.0 SUBMISSION BACKGROUND**

Save the Children understands that the Family and Community Development Committee is requested to inquire into, consider and report to the Parliament on the processes by which non-government organisations respond to the criminal abuse of children by personnel within their organisations. This includes the practices, policies and protocols in such organisations for the handling of allegations of criminal abuse of children, including measures put in place by various organisations in response to concerns about such abuse within the organisation or the potential for such abuse to occur. The following submission details Save the Children's practices, policies and protocols designed to assist staff and associates in reporting any concerns regarding allegations of child abuse.

## **3.0 SAVE THE CHILDREN'S CHILD PROTECTION REPORTING**

### **3.1 Context and guiding principles**

Save the Children has detailed Child Protection Guidelines to protect children from abuse or exploitation, promote the rights of children and work with children to ensure their best interests are promoted. They also aim to protect staff and associates by setting clear boundaries for their work with children and communities.

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

- Establish a proactive culture of child protection.
- Maintain a child safe and child friendly environment.
- Clarify roles and responsibilities to meet these standards in all Save the Children programs and activities through the use of a user-friendly document.

### **3.2 Identifying and responding to signs of child abuse**

To assist staff in reporting suspected child abuse, Save the Children provide informative literature detailing to be concerned about a child. Guidance is also given regarding responding to a child who discloses abuses.

### **3.3 Child protection reporting process**

It is mandatory for Save the Children staff and associates to report immediately any concerns regarding allegations of child abuse against a staff member or associate (staff/volunteers of partner organisations) of Save the Children or the safety and/or wellbeing of a child in accordance with the organisation's established reporting process. Failure of a Save the Children staff member or associate to submit a report in either of these instances is regarded as a breach of the Save the Children Child Protection Policy & Code of Conduct (see Attachment 1).

Staff are advised to report any of the following situations:

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

Other situations may come to light through disclosures, allegations and/or direct observation of abuse or of signs displayed in the child's physical or emotional behaviour. Actions must be taken in any of those events to ensure concerns or allegations are investigated.

Any child abuse allegations against staff/associates must be reported to State Manager/Program Manager and Save the Children's Child Protection Focal Point (CPFP) and Child Protection Technical Unit (CPTU). Concerns for the safety or wellbeing of any child must be reported to Program Manager and the CPFP. The CPFP/State Manager/Program Manager will make a confidential report using the Child Protection Reporting Form (see Attachment 2) and, in consultation with the person who made the report, decide upon the next step which will involve either:

- Report made to local police and/or child protection authorities.
- Report made to the Australian Federal Police Australian Federal Police for reports concerning Australian citizens.
- A referral is made to a local child counselling, family support service, NGO or church organisation offering child abuse or counselling support.
- Concern handled internally by HR, State Manager/Program Manager and CPTU (e.g. breach of Code of Conduct).
- Notification of details of incident to AusAID where required for compliance purposes
- No further action taken.

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

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

- Discussion between the State Manager/Program Manager, HR and CPTU and the person involved.
- Disciplinary measures in line with Save the Children's Grievance Handling Workplace Policy.
- Performance review.
- Conflict resolution procedures.

When responding to reports of child abuse, Save the Children is guided by the following commitment:

- Save the Children will treat all concerns raised seriously and ensure that all parties will be treated fairly and the principles of natural justice will be a prime consideration.
- All reports will be handled professionally, confidentially and expediently. Confidentiality in this context means that reports will only be made to designated child protection points or other delegated officers within the organisation including Directors and Managers.
- All reports made in good faith will be viewed as being made in the best interests of the child regardless of the outcomes of any investigation.
- Save the Children will ensure that the interests of anyone reporting child abuse in good faith are protected. Any employee who intentionally makes false and malicious allegations will face disciplinary action.
- The rights and welfare of the child is of prime importance. Every effort must be made to protect the rights and safety of the child throughout the investigation.
- The rights and welfare of any accused person will also be upheld during the investigation process.
- Storage of reports will be securely filed. If the incident involves a Save the Children staff member or volunteer the report will be filed with HR.
- Children and community members with whom Save the Children works will be provided with information about how to report any child protection concerns about employees and others.

As follow up, the State Manager/Program Manager and HR will inform the person who made the report of the outcome and offer further support if needed, such as debriefing or counselling. The person against whom an allegation was made will be kept fully informed of the process. The child/ren involved, family members and local community members will also be kept informed of the process and referred to appropriate authorities or services if required. Where the allegations involve a staff member, HR will document the investigation process and outcomes and store this confidentially on the staff member's file.

It is of paramount importance that the child is safe at all times and, if required, referred to hospital for any medical treatment. The child and/or family members will also be provided details of agencies, NGOs and others that offer counselling and support services.

The child protection reporting process is illustrated in a flowchart contained in Attachment I (Ref: I.8 Child Protection Reporting Process).

### **3.4 Dissemination**

The Save the Children Child Protection Policy, Code of Conduct and Guidelines are made widely available and publicised to all staff and associates as well as being provided in a child friendly format to children and young people. This includes the use of translation into local languages and pictorial images where required. Copies of the Child Protection Policy, Code of Conduct, Reporting Process and message are visible on the Save the Children website and Intranet and, where relevant, reproduced on brochures, posters and other promotional material. The Child Protection Reporting process is displayed publicly and it is the responsibility of the State Managers/Program Managers and the Child Protection Focal Points to ensure these are placed in a prominent position for all to see.

### **3.5 Child protection risk management**

All activities within Save the Children Australia (whether humanitarian or emergency responses, programmatic/policy/campaigning work or other work involving child participation) are assessed to make sure that any child protection risks are identified and adequate controls developed.

Each State and Country office must conduct a Child Protection Risk Assessment when designing a program or activity or review each program from a child protection perspective and identify risk interventions appropriate to the level and nature of risk. To support this process, a Child Protection Risk Management Matrix is completed. The Matrix complies with AusAID recommended Risk Management Guidelines and summarises the context, risk analysis, rating and risk responses as they relate to each program's current operations and projects. The Risk Assessment and Risk Management Matrix is reviewed annually at the Program Review time. Particular activities which are deemed 'high risk' are subject to additional monitoring and reporting procedures.

Identifying and managing risk is an integral part of Save the Children's approach to decision making and accountability. Whilst it is never possible to eliminate all risk, the aim of child protection risk management is to create awareness of the specific risks to children's safety and wellbeing and ensure any opportunities for children to be abused or exploited are minimised. Assessing and managing any child protection risks ensures that a proactive and preventative approach underpins Save the Children's programs and activities.

### **3.6 Child protection in emergencies**

Children are often at much greater risk of violence, abuse and exploitation, during and after emergencies particularly due to their age and developmental stage. In emergencies children face increased risks of the following:

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

The risks to health and wellbeing of children increase significantly for those that are displaced. Disasters and emergencies also disrupt children's schooling and lead in turn to associated protection issues. Children out of school are increasingly vulnerable to physical and sexual abuse.

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

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

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

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

During an emergency response the Save the Children Child Protection Policy and Code of Conduct applies to all staff, volunteers and consultants engaged by Save the Children for deployment. The Child Protection Reporting Process is also to be used by staff in situations of abuse or suspected abuse of a child.

To respond to the rapid recruitment needs and relocation of staff, Save the Children ensures the pool of staff available for emergency response have been recruited in advance using the child safe recruitment, selection and screening procedures for positions working with children. Where it is not possible to check backgrounds of people who offer help and assistance during the emergency, these people are not allowed to work alone with children.

All staff and volunteers involved in Emergencies receive a child protection pre-departure briefing to ensure compliance with Save the Children's Child Protection Policy & Code of Conduct and Reporting Process during the emergency/disaster response.

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

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

#### **4.0 CONTACT DETAILS**

For more information or any questions regarding this submission, please contact:

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**Save the Children**  
Australia

# **Attachment I**

## **Child Protection Policy**

### **& Code of Conduct**

Effective Date: June 2011



Applicable to all Save the Children Australia offices.



## Definitions

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

**Child Protection:** The term used to describe the responsibilities and activities undertaken to prevent or stop children being abused or neglected.

**Staff:** This includes all employees.

**Associates:** This includes all consultants, board members, researchers, volunteers, partner organizations, interns and students.

**Child Abuse:** Child abuse includes physical, sexual and emotional abuse and neglect, bullying, child labour, domestic violence and exploitation including commercial sexual exploitation. Both boys and girls can be the victims of child abuse. Child abuse can be inflicted on a child by men or women, or by young people themselves. In some cases, professionals and other adults working with children in positions of trust abuse children.

**Working With Children:** Working in a position that involves regular contact with children, either as part of the person's position description or due to the context of the work that brings the person into regular contact with children.

**Screening:** This term includes criminal record checks (often called "police checks") which are conducted to determine if a person has any known criminal history. Additional screening measures may include: "working with children" checks, identity checks, verbal referee checks and targeted, behavioural-based interview questions.

### Published by

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# Child Protection Policy

## 1.1 Save the Children Australia

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

### *Our Vision*

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

### *Our Purpose*

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

## 1.2 Our Commitment to Protect Children

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

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

In line with Save the Children's commitment to end all corporal punishment of children, Save the Children Australia will provide awareness-raising and training for all staff and associates regarding positive parenting and behaviour management strategies. We will assist staff and associates to refrain from using any form of physical punishment in their own lives.

## 1.3 Purpose of Child Protection Policy

Child abuse is a serious violation of children's rights. Save the Children Australia will minimize the risk of child abuse occurring in its programs and activities through the implementation of this Policy. The Child Protection Policy and Code of Conduct provide a practical guide to prevent child abuse occurring within the organisation and incorporate risk management strategies.



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

Save the Children Australia's recruitment process includes rigorous screening of staff and associates to minimize the risk of a person who poses a risk to children being employed by the organisation.

These strategies will assist everyone to understand their child protection responsibilities, maintain a positive work environment for staff and also create safe environments where children are protected and enabled to survive and thrive.

## 1.4 Guiding Principles

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

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

## 1.5 Scope of the Policy

This Policy applies to the following:

- Staff
- Board Members
- Volunteers
- Consultants
- Partner organizations of Save the Children Australia
- Government department and agency staff in regular contact with Save the Children Australia programs, and
- People visiting programs, including journalists and donors



## I.6 Child Protection Policy Implementation Strategy

The Child Protection Policy and Code of Conduct will be implemented through:

- Child protection capacity building – the Child Protection Specialist will enhance awareness of child protection issues among staff and associates through policy promotion, collaboration, advocacy and ongoing education and training
- Child Protection Code of Conduct – outlines acceptable and unacceptable behaviour – for people to whom the Code applies – in relation to children with whom we work. A breach of the Code may result in termination of employment
- Compliance – staff and associates are required to sign a written statement agreeing to comply with the Child Protection Policy and Code of Conduct
- Mandatory reporting of alleged or suspected cases of child abuse – reports will be handled professionally, confidentially and as quickly as possible and will meet country, state or territory-specific legislative requirements. Any employee who intentionally makes a false or malicious allegation will face disciplinary action.
- Child Protection Focal Points (CPFP) – CPFPs will be appointed and supported in the organisation’s Australian and overseas offices to promote child protection and respond to any reports of child abuse.
- Risk management – effective child abuse prevention strategies will be incorporated in all Save the Children Australia program designs, activities and emergency responses
- Recruitment and staff management practices – prospective and current staff will be screened and monitored to ensure the organization does not employ or retain people who pose a risk to children. Criminal record checks (police checks) will be conducted – where available – particularly for positions working directly with children. Additional screening measures will include “working with children” checks, identity checks, verbal referee checks and interview questions.
- Child Protection Guidelines – Detailed guidelines will be available to assist staff to implement and meet specific requirements of the Child Protection Policy

## I.7 Statements to be Signed by Staff and Associates

All staff must sign a Statement in the form set out in Section 2.2 prior to commencing employment, or at the commencement of this Policy.

All Associates must sign a Statement in the form set out in Section 2.3 prior to commencing their role as an Associate, or at the commencement of this Policy.

*Statements signed by Staff and Associates must be returned to the Project Officer, People & Organisational Development Department at Save the Children Australia, for safekeeping.*

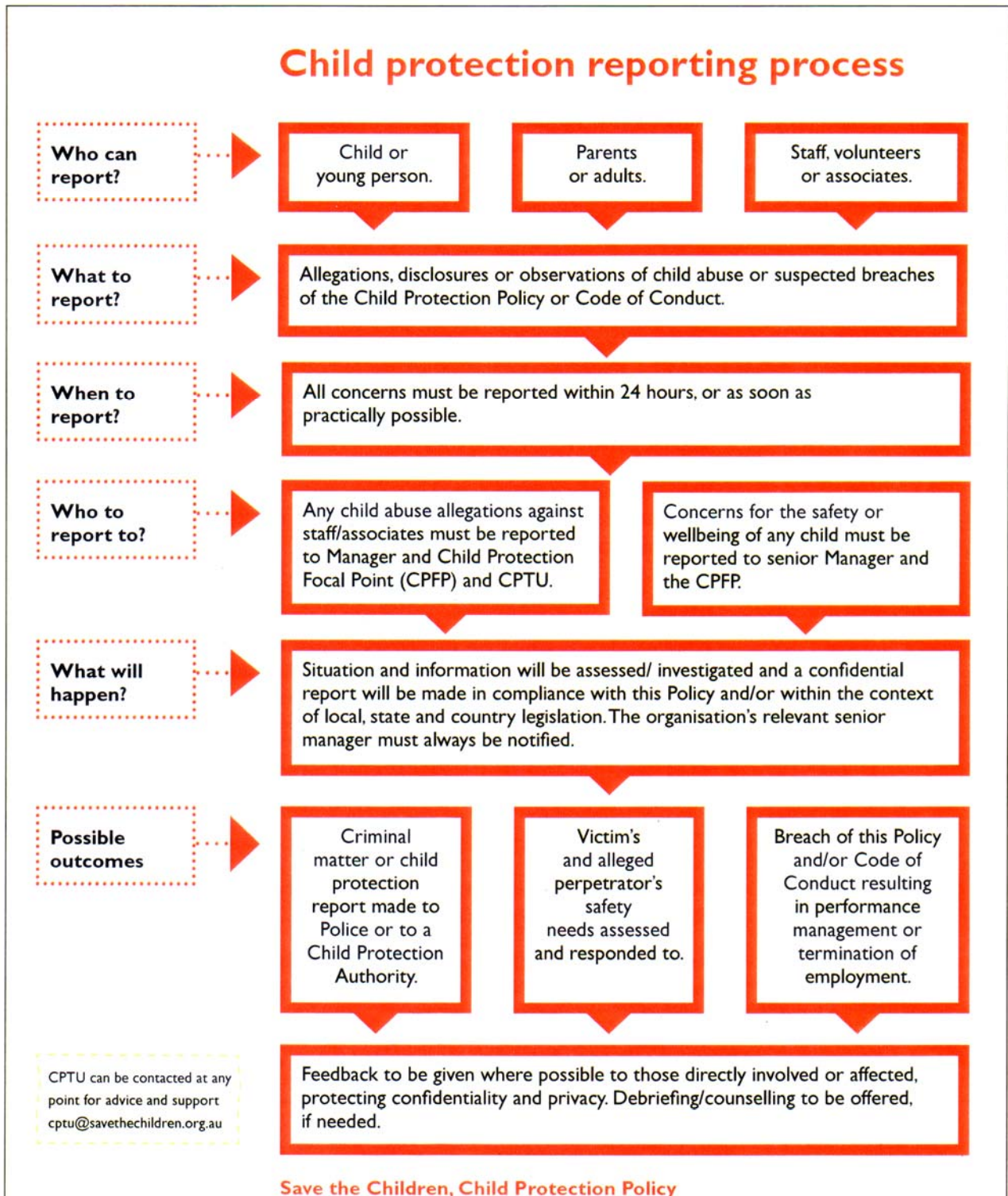
### **Review**

The Policy will be monitored on an ongoing basis and reviewed at least every two years.



## I.8 Child Protection Reporting Process

- Please print this off and display in a prominent position



## 2 Child Protection Code of Conduct

### 2.1 Child Protection Code of Conduct

I, \_\_\_\_\_ (insert name) agree that in the course of my association with Save the Children Australia,

#### **I will:**

- Treat all children and young people with respect regardless of race, colour, sex, language, disability, religion, political or other opinion, national, ethnic or social origin, birth or other status
- Provide a welcoming, inclusive and safe environment for all children, young people, parents, employees and volunteers
- Encourage children, young people, parents, employees and volunteers to speak up about issues that affect them
- Refrain from using corporal punishment on children
- Immediately report concerns or allegations of child abuse in accordance with Save the Children Australia's reporting process
- Comply with local, national and international child protection laws
- Ensure that, whenever possible, another adult is present when I am working with children, or in the proximity of children
- Advise my supervisor/manager of my involvement in any situation where my actions could be misinterpreted
- Advise my supervisor/manager if I am involved in any situation which would be likely to bring the organisation into disrepute, and
- Advise my supervisor/manager if I am investigated for any crime or charged with any criminal offence

#### **And I will not:**

- Use inappropriate language – whether of an offensive, discriminatory, demeaning, abusive or sexual nature – when speaking with or whilst in the presence of a child or young person
- Engage in behavior to shame, humiliate, belittle or degrade a child or young person, or otherwise emotionally abuse a child or young person
- Marry a person under the age of 18
- Act in a sexually provocative manner or engage children in any form of sexual activity, including paying for sexual services



- Hold, kiss, cuddle or touch a child in an inappropriate, unnecessary or culturally insensitive way
- Condone or participate in, behaviour with children which is illegal, unsafe or abusive
- Discriminate against or in favour of particular children to the exclusion of others
- Spend time outside work requirements with any child or young person connected with Save the Children Australia's programs
- Hire children for domestic or any other labour which is inappropriate for their age or development, interferes with their education or play, or places them at risk of injury
- Do things for children of a personal nature that they can do for themselves such as toileting them or changing their clothes
- Sleep in close proximity to any children unless it is absolutely necessary, in which case I will keep my supervisor/manager informed and ensure another adult is present, where possible (noting that this does not apply to my own children)
- Access or create sexually abusive images of children, and
- Use computers, mobile phones, video or digital cameras or any other technology for the purpose of exploiting or harassing children

## Use of Children's Images

Before photographing or filming a child for work related purposes, I will:

- Assess and comply with local traditions or restrictions on reproducing personal images
- At a minimum, obtain and document verbal consent from children and/or their parent or guardian and explain how the photograph or film will be used. Written consent should be obtained, where possible.
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be perceived as sexually suggestive.
- Ensure images are honest representations of the situations and the facts
- Ensure the identities of children and young people in photographic and electronic images are not disclosed
- Ensure these files are stored securely and access is limited on a needs basis to relevant staff only



## 2.2 Statement to be Signed by all Save the Children Australia Staff

I confirm that I have read and understood Save the Children Australia's:

- Child Protection Policy, and
- Child Protection Code of Conduct

### **I agree to comply with the Policy and Code of Conduct.**

I understand that a breach of the Policy or Code may provide grounds for my employment with Save the Children Australia to be terminated. I also understand that a breach of the Policy or Code could result in criminal prosecution.

I understand that it is my responsibility, as a person engaged by Save the Children Australia, to use common sense and avoid actions or behaviours that are abusive or exploitative of children or young people, or could be construed as such.

I authorize Save the Children Australia to undertake any necessary inquiries, including criminal record checks and reference checks, as part of my appointment or recruitment process.

I confirm my willingness to participate in Save the Children Australia training sessions on child protection.

Name of Staff Member \_\_\_\_\_

Position: \_\_\_\_\_

Signed: \_\_\_\_\_

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





## 2.3 Statement to be Signed by all Save the Children Australia Associates

I have read and understood Save the Children Australia's:

- Child Protection Policy, and
- Child Protection Code of Conduct

### **I agree to comply with the Policy and Code of Conduct.**

I understand that a breach of this Policy or Code may provide grounds for my appointment or association with the organisation to be terminated. I also understand that a breach of the Policy or Code of Conduct could result in criminal prosecution.

I understand that it is my responsibility, as a person associated with Save the Children Australia, to use common sense and avoid actions or behaviours that are abusive or exploitative of children or young people, or could be construed as such.

I authorize Save the Children Australia to undertake any necessary inquiries, including criminal record checks and reference checks, as a part of my appointment by or association with the organisation.

I confirm my willingness to participate in Save the Children Australia training sessions on child protection.

Name of Associate: \_\_\_\_\_

Capacity: \_\_\_\_\_

Signed: \_\_\_\_\_

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



# **Attachment 2**

## **Child Protection**

### **Reporting Process**



Applicable to all Save the Children Australia offices.

# Child Protection Reporting Form

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

1.	Name of Complainant (person making the report):	
	Address/Contact details:	
	If under 18 years of age provide age: _____	Female <input type="checkbox"/> Male <input type="checkbox"/>
2.	Name of child/young person who has been harmed/abused (if different from Complainant):	
	Nationality:	
	Date of birth of child/young person: ____ / ____ / ____	Age of child/young person: _____
	If child/young person participates in a Save the Children program please state which program:	
	Address/Contact details:	
	Name and address of parents/guardians/ care provider:	
	Have you informed the child about completing this form and how the information will be used? Yes <input type="checkbox"/> No <input type="checkbox"/>	
3.	Date of Incident(s):	
	Time of Incident(s):	
	Location of Incident(s):	
	Physical and Emotional state of child/young person (describe any cuts, bruises, lacerations, behaviour and mood):	
	Witnesses' Names and Contact Information:	
	<b>Brief</b> Description of Incident(s) and type of abuse/harm/exploitation:	



4.	Name of person(s) against whom the Complaint is made:	
	If staff member or associate of Save the Children state Office/Department and position:	
	Has he/she signed the Child Protection Policy & Code of Conduct?: Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes date signed: ____ / ____ / ____
	If not staff member of associate of Save the Children provide details of organisation/partner organisation person works for (if known):	
	Address/contact details of person (if known):	
	Age: _____	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/>
	Any other details to identify or locate the person:	
	Has the person been informed of the Save the Children CP Reporting Process and their rights in regards to the complaint made against them? Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.	Have the police been contacted by the child/young person or their parents/guardian/care provider? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	If yes, what happened?	
	If no, does the child/young person want police assistance, and if not, why not?	
	If you have made a report to the police about this incident please provide details below:	
	Date report made: ____ / ____ / ____	
	Name of police office:	
	Contact details of local police station/AFP:	
6.	If available, has the local child protection authority/welfare or counselling service been contacted by the child/young person or their parents/guardian/care provider? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	If you have made a referral to the local child protection authority/welfare or counselling services please provide details below:	
	Date made referral: ____ / ____ / ____	
	Name of person spoke to:	
	Contact details of authority or service:	



7.	Has the child/young person been informed about available medical/legal/counselling assistance? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	If yes, has the child/young person sought assistance for the incident? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	If yes, who provided the assistance?	
	Any follow up required? Yes <input type="checkbox"/> No <input type="checkbox"/>	
8.	If necessary, what immediate security measures have been undertaken for the child/young person and their family?	
	Who is responsible for ensuring safety plan?	
	Any other relevant information:	
9.	Form completed by (Name, Position, Office/Department):	
	Date Form completed: ____ / ____ / ____	
	Has the Complainant been informed of Save the Children's CP Reporting Process? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Date Form sent to CFPF, State Manager/Program Manager, State Manager, CPTU. ____ / ____ / ____	

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

**For all reports a record of the Form must be sent to the CFPF and State Manager/Program Manager.**

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

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

