

	Child Protection Policy and Procedure	
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1.0 INTRODUCTION

The problem of child abuse and exploitation is a global one. Around the world children are forced to endure the most hazardous forms of child labour, girls are subjected to early enforced marriage, children are kidnapped and forced into armed conflict as soldiers or sexually exploited by combatants. Children are trafficked into commercial sexual exploitation (including online) and experience severe corporal punishment in schools.

The following facts and statistics highlight particular areas of concern in Zambia¹:

- Corporal punishment practices are high in Zambia and violence in schools has been widely recognized as a concern.
- Among young people aged 18-24 years in Zambia, 20 per cent of women and 10 per cent of men reported experiencing sexual violence before they were 18 years of age, while 34 per cent of women and 40 per cent of men reported experiencing physical violence.
- An estimated 1.3 million children aged 5-14 years are engaged in child labour, reinforcing the inter-generational poverty cycle, which undermines the national economy and impedes progress.
- Birth registration is one of the first means of protecting a child's rights, and is compulsory in Zambia, as one of the most powerful instruments in ensuring equity in a broad array of services and interventions. Unfortunately, only 14 per cent of children under the age of 5 are registered with 5.9 per cent having birth certificates.
- Children are marrying children in an effort to improve their lives and to enhance their status within the community.

While most child abuse occurs within families and communities, children also experience abuse and exploitation in organisations which provide them with support and services. Experience has found that physical abuse, emotional abuse and neglect in child focussed organisations is less systematic and unplanned. It is usually the result of poor conditions, bad work practices and negligent manner. However, child sexual abuse in organisations is often planned and premeditated. Child sex offenders target organisations working with children in order to gain access to children. They seek work in organisations that provide opportunities to make contact with children and an environment where their abuse may go undetected. Child sex offenders are attracted to organisations with inadequate child safeguarding policies and procedures and may seek to work overseas in developing countries and development programs where child protection laws and law enforcement is weak and where children and their families are vulnerable to exploitation.

Our Rainbow House is committed to protecting the children we work with from harm, abuse and exploitation. In line with our mission to support our Zambian community in the care and education of their

¹ Source: <https://www.unicef.org/zambia/child-protection>

orphaned and vulnerable children, Our Rainbow House strives to address the denial of children's rights and ensure that children are not harmed in any way as a result of their involvement in our work.

We recognise that our operations, and the nature of the work we do, places our personnel in a position of authority and trust in relation to the children we work with. We recognise our students and their families are especially vulnerable, due to the intersecting factors of poverty, gender, health, socioeconomic status and family situation, and are at a higher risk of abuse and require a high degree of protection. The nature of our work means we are potentially at risk of being targeted by people who seek access to vulnerable children through our programs.

Our Rainbow House also recognises that not all children involved in our activities have the same protection needs, (for example, Australian children involved with fundraising through local schools), however all children must be granted the same rights and protection regardless of age, gender, religious or political beliefs, sexual orientation, socioeconomic status, physical or mental health, family situation or nationality and cultural background. We believe each child has a right to actively participate, develop to their full potential and be protected.

Our Rainbow House takes its duty of care very 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 of children. We expect all Our Rainbow House personnel to demonstrate high standards of personal and professional conduct at all times (both at work and outside of their official duties). The position of trust and authority must not be abused in order to exploit, manipulate or abuse another person, including children.

The intent of this document is to set out:

- Our Rainbow House's commitment to the safeguarding of children
- The responsibilities of our stakeholders who interact with children
- Processes for reporting, dealing with complaints and disciplinary procedures.

Our Rainbow House adheres to national, local and international child protection criminal laws, which prohibit the abuse and exploitation of children. These include Australian laws, Zambian laws and international laws and Conventions in relation to all forms of child abuse and exploitation.

2.0 DEFINITIONS

Adult of Influence shall mean any adult associated with the Our Rainbow House community. This includes staff members, board members, volunteers, visitors, sponsors and donors.

Child shall mean any student of Our Rainbow House School regardless of age, any sponsored high school student regardless of age, or any other person under the age of 18 years that has any form of contact with Our Rainbow House.

Child Abuse includes physical, sexual, emotional, psychological, neglect, bullying, child labour and domestic violence. Abuse can happen to male and female children of all ages, ethnicity and social backgrounds, abilities, sexual orientation, religious beliefs and political persuasion. Abuse can be inflicted on a child by both men and women, as well as by young people themselves. In some cases, professionals and other adults working with children in a position of trust also abuse children.

- Physical abuse occurs when a person purposefully injures or threatens to injure a child. This may take the form of slapping, punching, shaking, kicking, burning, shoving or pinching or grabbing. The injury may take the form of bruises, cuts, burns or fractures.
- Emotional abuse occurs when a child is repeatedly rejected or frightened by threats. This may involve name calling, being put down or continual coldness from a parent, guardian or any adult, to the extent that it affects the child's physical and emotional growth and behaviour.

- Neglect is the persistent failure or the deliberate denial to provide the child, where possible, with clean water, where possible, food, shelter, sanitation, supervision or care to the extent that the child's health and development are placed at risk.
- Sexual abuse occurs when a child or young person is used by an older or bigger child, adolescent or adult for his or her own sexual stimulation or gratification - regardless of the age of majority or age of consent locally. These can be contact or non-contact acts, including sexualised language, voyeurism, physical touch and molestation, threats and exposure to, or involvement in, pornography.
- Exploitation refers to the use of the child in work or other activities for the benefit of others that are to the detriment of the child's physical and mental health, education, or moral and social development. It includes, but is not limited to, child labour, child trafficking and child sexual exploitation.

Child Protection is the term used to describe the responsibilities and activities undertaken to prevent or stop children being abused or exploited.

Child Safeguarding means actions, policies and procedures that create and maintain protective environments to protect children from exploitation, harm and abuse of all kinds.

Duty of Care is a common law concept that refers to the responsibility of an organisation to provide children with an adequate level of protection against harm. It is the duty of Our Rainbow House to protect children from all reasonably foreseeable risk of injury and harm.

Employee shall mean any board member, employee, student placement, apprentice, contractor, sub-contractor or volunteer.

Informed Consent means contributors (the people sharing their stories) understand why you want to document stories about them, how the stories might be used, and who the audience of their story is likely to be. Once they understand this, they are better able to consent (or not consent) to sharing their story.

(Source: ACFID Factsheet: Informed Consent -

https://acfid.asn.au/sites/site.acfid/files/resource_document/ACFID-Factsheet-Informed-Consent.pdf).

Our Rainbow House Inc. Community shall mean all board members, employees, students, parents, guardians, caregivers, volunteers, sponsors, donors and visitors. I.e. any person who is caused to undertake tasks or duties on behalf of Our Rainbow House Inc.

Our Rainbow House School shall mean the school operated by Our Rainbow House Inc. in Zambia.

Vulnerable People means those who, due to their gender, age, mental or physical health, disability, ethnicity, religious identity, sexual orientation, economic or social status, or as a result of disasters and conflicts, are deemed to be at risk.

Working with Children is defined as being engaged in an activity with a child where the contact would be reasonably expected as a normal part of the activity and the contact is not incidental to the activity. This includes both in-person activities and remote activities.

3.0 SCOPE

This policy applies to:

- all employees, including full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors, volunteers and partner organizations
- all donors and student sponsors
- all persons visiting Our Rainbow House School
- all media representatives undertaking work with Our Rainbow House
- all children involved in Our Rainbow House programs or fundraising and publicity activities.
- how Our Rainbow House Inc. deals with matters relating to the safeguarding of children.

Breaches of this policy may result in disciplinary action under Our Rainbow House's Disciplinary Procedures. For partner organisations, breaches may lead to cancellations of contracts, agreements or Memorandums of Understanding.

4.0 PURPOSE

The purpose of this policy is to protect the children who come into contact with Our Rainbow House from all forms of child abuse. Our Rainbow House believes that any form of abuse is unacceptable and should not be tolerated.

This policy outlines Our Rainbow House's commitment to:

- Ensuring children are safe from deliberate or inadvertent harm.
- Zero tolerance of inaction towards incidents of abuse.
- Accepting responsibility for the protection of children who access our services.
- Ensuring that Our Rainbow House board members and employees, children, and their families understand our protective practices and the critical roles they play in keeping children safe.
- Ensuring that all concerns or allegations of abuse, bullying and/or harassment are responded to in a timely, confidential and appropriate manner.
- Vigilantly maintaining the highest professional and ethical standards.

This policy also provides a practical guide to prevent child abuse and outlines Our Rainbow House's systems and mechanisms for:

- Raising awareness of child protection.
- Preventing child abuse and exploitation through risk management strategies
- Reporting and responding to child protection issues.

The standards of conduct outlined in this document formulate the basis of our expectations for non-discriminatory and respectful behaviour where misconduct is not accepted, where power is not abused and vulnerabilities and power inequality are not exploited. This also includes the following policy documents:

- *Bullying, Harassment and Anti-Discrimination Policy/Procedure*
- *Whistleblower Policy/Procedure*
- *Equal Opportunity Policy/Procedure*
- *Code of Conduct*
- *Child Protection Code of Conduct*
- *Safeguarding Vulnerable People Policy/Procedure*
- *Publications Policy*

5.0 RESPONSIBILITIES

All members of the Our Rainbow House Inc. community contribute to the creation of a safe and healthy workplace. Each member of the school community has a responsibility to ensure:

- everyone has the right to learn, work and socialise in a friendly, safe and supportive environment;

- each person is encouraged and supported in being accountable for their own behaviour;
- their actions and behaviours mirror those outlined in the *Code of Conduct* and appropriate action is taken to prevent and respond to reports of abuse.
- the school is represented in a positive manner;
- school rules, policies and procedures are followed.

To foster positive, respectful and appropriate relationships between all members of the school community, each person is also responsible for ensuring:

- they positively contribute to the creation and maintenance of a culture that prevents abuse of children.
- any concerns, (either real or apparent), regarding abuse, or any form of humiliating, degrading or exploitive behaviour are reported in accordance with this policy/procedure.

It is the responsibility for any other organisation that Our Rainbow House chooses to partner with, through funding or delivery of an activity, to abide by this policy. In any formal partnership agreement, Our Rainbow House will ensure that our implementing partners are made aware of these standards, and are bound by this policy as reflected through an MOU or partnership agreement.

It is the responsibility of the board, and their nominated persons, to ensure this policy and related procedures are communicated, implemented and enforced.

6.0 POLICY STATEMENT

1. Our Rainbow House will consider all risks posed to children in any new projects and partnerships and will strive to minimize any potential risks.
2. Our Rainbow House will seek to work with students, as primary stakeholders, to include their voices in shaping the projects that affect them, and to develop child-safe and child-friendly ways for their voices to be heard in order to monitor our project.
3. The recruiting process for staff and volunteers will prevent the appointment of any person suspected (by way of reference checks, prior or ongoing investigations, prior allegations), or proven (by way of police clearance checks) to have offended against children.
4. All staff and board members will have an induction so that they know exactly what Our Rainbow House expects of them regarding child protection.
5. All volunteers will have an induction before arriving at the school by an appointed Volunteer Coordinator. The Project Coordinator will conduct a cultural orientation on arrival at the school.
6. Visitors to the school, including sponsors of students, will not have unsupervised access to the children.
7. Communication between adults of influence and sponsored students may only occur through the board, the Student Sponsorship Coordinator and the Project Coordinator. The exchange of personal contact information between children and adults of influence is strictly forbidden.
8. Regarding fundraising and promotion of the charity:
 - a. Any publication of children's images will be done only with free, prior and informed consent from a guardian/parent, and as per the *Our Rainbow House Publications Policy and Permission to Photograph Agreement*.
 - b. Children participating in fundraising events (as volunteers or organizers) for Our Rainbow House must have written permission from a parent or guardian and be supervised at all times.

Communication between Our Rainbow House and children involved in fundraising and publicity events must only occur through the child's parents or guardians, or organisation leaders.

9. Our Rainbow House will establish clear reporting procedures on child protection to report suspected or known instances of abuse to relevant authorities. All reports of breaches of this policy/procedure will be met with a swift response including investigation and possible disciplinary measures or referral to law enforcement agencies. All concerns must be reported to Our Rainbow House through appropriate reporting channels as soon as possible. (See *Reporting Procedures below – page 12*).
10. Our Rainbow House is responsible for communicating this policy to all stakeholders, partners and members of the public, and is to be held accountable for upholding this policy.

7.0 PROCEDURE STATEMENT

Programme Planning, Implementation and Monitoring:

Our Rainbow House recognises that there are a number of potential risks to children in the delivery of our programs. In recognising these risks, Our Rainbow House proactively assesses and manages risks to children in order to reduce the risk of harm. This is achieved by examining each activity and program and its potential impact on children. Activities and programs that involve direct work with children are considered a high risk, and therefore require more stringent child safeguarding procedures.

(For a more detailed description of Our Rainbow House practices, please refer to the *Planning, Monitoring, Evaluating and Learning Policy*.)

1. Our Rainbow House will conduct a risk assessment of any new projects to ensure child safety is prioritized, using the *Project Planning Tool* and *Risk Register*.
2. Our Rainbow House will continuously monitor current projects to ensure they comply with this *Child Protection Policy*. We will do this by:
 - Regularly communicating with all students, staff and volunteers.
 - Regularly reviewing all publications, fundraising materials and training guidelines, to ensure this *Child Protection Policy* is available to all stakeholders.
 - Conducting regular training in the *Child Protection Policy*, *Safeguarding Vulnerable People Policy* and *Complaints Handling Policy*.
 - Conducting an annual self-audit of our programs to monitor identified risks and child protection implementation in order to review adherence to our child safeguarding standards.
 - Reviewing this policy and associated documents every two years to ensure they are current and relevant.

Working With Partners:

Our Rainbow House has a responsibility to ensure that any implementing partners are child safe organisations, and that all partners have robust child safeguarding measures in place. We will do this by:

3. Conducting a risk assessment of any new partnerships to ensure child safety is prioritized, using the *Project Planning Tool* and *Partnership Assessment Criteria*.
4. Recognising that the notion of child protection is understood in different ways in the Zambian culture, and by undertaking extensive collaboration with partners and stakeholders to support their understanding of this *Child Protection Policy*.

5. Recognising that partner organisations will most likely have direct contact with children in their work, and therefore may have their own child protection policies. However, all partner organisations are included in the scope of this policy.
6. Providing a copy of this *Child Protection Policy* and the *Child Protection Code of Conduct* to all partner organisations, support them in their understanding and implementation of this policy, and formalise their compliance with the policy through formal agreements.
7. Drawing up partnership agreements with all partners outlining their specific responsibilities, such as providing police checks (where required) and signing the *Child Protection Code of Conduct*. Reference should be made to the risks associated with child protection in all partnership agreements. (See *Partnership Agreement Template*).
8. Monitoring the implementation of agreed child safeguarding measures and external compliance obligations with our partner organisations on an ongoing basis via project reports, visits and annual audits.

Involving Children:

Our Rainbow House is committed to child and youth participation. We recognise the unique insight, experiences and contribution of children and work with them to help identify any potential child protection risks in all programs that affect children. Our Rainbow House will provide opportunities for children to share their views and ideas on the running of the Project, how it affects their lives and future plans.

9. Children will be consulted in the development and review of all programs that affect them, including the development of this *Child Protection Policy* and the *Child Protection Code of Conduct*. It is important to know what they consider to be appropriate and inappropriate behaviour. This will be done through group discussions, or written surveys, at a time convenient to the teachers and Project Coordinator.
10. Regular interviews with students will be conducted, in small groups, to allow them to air their views on the school and report any concerns. These interviews should be conducted by; a visiting Australian volunteer, where possible; a local Zambian volunteer, (not a member of staff); or via Zoom with Australian Board members. A witness must also be present. It is noted that the students speak English as a second (or third) language so a local volunteer who speaks both English and Nyanja may need to be present.
11. A child-friendly complaints handling procedure will be provided and fully explained to all students regularly, using simple, clear and understandable language. (See *Complaints Handling Policy* and *Complaints Poster*). Where necessary, visual materials or images may be used, so that younger children understand. If necessary, the documents should be translated into Nyanja.
12. Students will be educated about their rights to a safe environment using various resources, including the *United Nations Convention on the Rights of the Child*. Students will also be taught about their responsibility to report anything unsafe or any problems to a trusted adult, including problems with other children (e.g. bullying, stealing or any behaviour that has a direct impact on Our Rainbow House School).

Recruitment of Staff and Volunteers:

Our Rainbow House is committed to child safe recruitment, selection and screening practices. Our Rainbow House will not knowingly engage – directly or indirectly- anyone who poses a risk to children.

These practices aim to recruit the safest and most suitable people to work in our programs.

13. Our Rainbow House will publicly state a commitment to child protection on our website, in other promotional materials and in all job advertisements. This will help applicants self-assess and deter persons who may not share our values on child protection.
14. Job descriptions are required for all positions, including volunteer positions, which describe key selection criteria and outline tasks and accountabilities. This clarifies boundaries and assists in the management of staff.
15. All positions will be assessed for the level of risk in relation to contact with children. Positions which work with children will require the highest level of screening. Working with children includes volunteering or other unpaid work.
16. All applicants for staff and volunteer positions will receive a copy of this *Child Protection Policy* and be informed of screening requirements when they are sent an application form.
17. Applicants will be required to submit a detailed application form when applying for a position. This form will ask for extensive information about the applicant's background such as dates and places of employment, education and other activities. It is important to examine background information carefully to identify patterns or unexplained gaps in their employment history.
18. Applicants to positions working directly with children should possess relevant qualifications and experience.
19. All applicants for staff or volunteer positions at the school in Zambia must provide:
 - Suitable forms of identification (passport, driving licence or National Identity Card). Original documents are required.
 - A minimum of three verbal referee checks. The applicant's most recent employer must be one of these referees. Our Rainbow House will verify the identity of the referees, make direct contact with each of these referees and clarify the relationship between the applicant and the referee. Written references will followed up and checked verbally. For positions working directly with children, reference checks should include questions about the applicant's suitability to work with children.
 - A current police clearance check from each country the applicant has lived for 12 months or longer in the last 10 years, and for the applicant's country of origin. In countries where police checks are unavailable or unreliable statutory declarations or local legal equivalent may be used. People with a criminal history of child abuse, violence to adults or children and internet offences involving children would pose an unacceptably high risk to children in our programs and potentially in the community in which we work.
 - Any volunteers travelling with accompanying friends or family members are also required to provide this documentation for all adults in their party.
20. Applicants will be asked behaviour based questions during a face to face interview. Behavioural based questions give interviewers additional information about the applicant's suitability to work with children. In positions working directly with children, the interviewers will explore the candidate's motivation for working with children, which will include value-based questions seeking information about the applicant's attitudes to children, professional boundaries, accountability, teamwork and how they have responded to concerns about children and other ethical dilemmas. Past behaviour is the best predictor of future actions.
21. All new staff (both in Zambia & Australia), volunteers who come into contact with the children at the school, and volunteers in Australia who hold a responsible position on the Our Rainbow House team - are required to:
 - Read this Child Protection Policy and related documents, as provided in their induction pack.

- Discuss it with their Project Coordinator (Zambia) or Volunteer Coordinator (Australia).
- Sign the Our Rainbow House *Child Protection Code of Conduct*.
- Be continually aware of potential risks to children as well as to be actively minimising opportunities and situations where children can be harmed.

22. Employment contracts for all staff that come into contact with children will contain:

- provisions for the prevention of a person from working with children if they present an unacceptable risk to children;
- dismissal or suspension for any employee who breaches the *Child Protection Code of Conduct*.

Our Rainbow House reserves the right to refuse employment or terminate any person's employment that may pose a risk to children.

23. Screening is an ongoing process and should continue throughout the orientation process and the probationary period.

24. All positions will be subject to a probationary period depending on the length of contract.

25. Child protection will be included as a key performance indicator in staff performance reviews.

Day visitors to the School:

Our Rainbow House recognises the need to implement specific guidelines to manage the child protection risks from visitors to the school, (other than board members or approved volunteers). Please see *Visitors Information Pack* and *MOU for Visitors* for further details.

26. All visits should be arranged in advance through the Project Coordinator.

27. All visitors who come through the gate (other than staff or volunteers) will be given a copy of *Visitors Information Pack*, outlining child safety procedures whilst visiting the school. Group leaders will also be provided with the *Child Protection Policy* and *Child Protection Code of Conduct* and will be required to sign that they have received and read these. All visitors are required to sign the *MOU for Visitors to the School*. (Included in the *Visitor Information Pack*).

28. Visitors will have no unsupervised access with the children and must be accompanied by a member of staff, board member or caregiver at all times.

29. Volunteers and visitors may be invited into the homes of students and their families. A member of staff, board member or caregiver must be present at all times during these visits.

30. Tradesmen or Trades people must be supervised at all times and not be left alone with any students.

31. Return visits to Our Rainbow House School without the facilitation of the board and Project Coordinator will be considered a breach of this policy and follow up action will be taken, including reporting to the authorities if deemed necessary.

Communications between children and adults of influence:

Our Rainbow House recognises that the relationships between adults of influence (such as staff members, sponsors, volunteers and visitors), and children in our programs can be complex, and potentially pose a child protection risk. Harm to children can be caused intentionally by offenders who target organisations that work with children, or unintentionally by well-meaning supporters who don't understand the boundaries required to keep children safe.

We recognise the need to implement specific guidelines to manage the child protection risks involved with ongoing communication between children and sponsors, volunteers and visitors.

32. All sponsors, volunteers and visitors are expected to abide by the *Child Protection Policy* and the *Child Protection Code of Conduct*.
33. All correspondence from sponsors to students must be addressed to the Director; a copy sent to the Sponsorship Co-ordinator and then passed on to the Project Co-ordinator with a request for it to be delivered to the student. (A mailing address is available upon request to the Student Sponsorship Co-ordinator).
34. All mail addressed to students will be opened, checked and censored where necessary. Letters which contain political or religious comments or any other content which could cause offence or be inappropriate are not permitted.
35. All correspondence from students to sponsors must go firstly to the Project Coordinator to be checked, then to the Student Sponsorship Co-ordinator, or another Board Member, who will deliver it to the sponsor.
36. Adults associated with Our Rainbow House must not exchange phone, email or address details, or accept or extend social media invitations to befriend any student of Our Rainbow House School, any sponsored high school student, or any former student of Our Rainbow House regardless of age. This includes Facebook, Skype, Twitter, Instagram, Google+, blogs, Flickr, LinkedIn, and other similar forums.
37. Any instances of unauthorised contact between any children involved in our programs and fundraising activities and representatives of Our Rainbow House (either from the child, or from an adult to a child) should be reported immediately to the Project Co-ordinator, Director or a board member. (Please see *Reporting Procedures – page 12*).
38. Sponsors and volunteers are requested to consult the Student Sponsorship Coordinator or Project Coordinator before buying any gifts for the students. Any gifts given to students must be:
 - Small and given equally to all students or;
 - Given to the school for use of all students. (It may also be appropriate to provide storage for items);
 - Approved by the Project Coordinator;
 - Infrequent and earned by behaviour that is possible for all students or;
 - Limited to "Hello" or "Goodbye" gifts;

- Non-monetary. It is prohibited for any Australian volunteer or sponsor to give money directly to students or staff at Our Rainbow House School. Monetary donations may be made through the Our Rainbow House office (admin@ourrainbowhouse.org.au).

Fundraising and Promotion (including the use of personal information and photographs):

Our Rainbow House often uses children's images and stories to promote our charity. We are mindful of how children's images and information can be used, adapted and viewed and recognise that specific guidelines are necessary to protect the privacy of children, and not to create opportunities where children can be identified and contacted by potentially harmful people.

39. Personal information (including contact details, health status, family situation), of any children will be held securely in the Zambian and Australian offices, and disclosed only to board members, teachers at Our Rainbow House School or the Project Coordinator.
40. Free, prior and informed consent will be sought from the Guardians of students for the use of photographs of students in promotional material, using the *Permission to Photograph Agreement*.
 - This form is to be translated and explained at a meeting of the Parents, Guardians and Friends Association annually and signed by the Guardians giving, or withholding, their consent. It is noted that Guardians may withhold their permission for any reason.
 - When asking for consent, details should be given as to how, where and for how long the image will be used. Our Rainbow House can provide examples of how images will be used. It will be explained that Our Rainbow House cannot control the use of images once they are loaded onto the internet and that they can be viewed by anyone with internet access at any time.
 - Photographers are to enquire if any guardians have not given permission for their children to be photographed.
41. Free, prior and informed consent should also be obtained from the children themselves when taking photographs. While this may not be appropriate for very young children, most children should have the right to provide informed consent.
42. Any children involved in fundraising or publicity activities in Australia (as volunteers or organizers):
 - Must have written permission from a parent or guardian allowing them to participate.
 - Should be advised, along with their parents or guardians, on how to conduct their fundraising or publicity activity safely.
 - Should always be supervised by a parent, teacher or other known, responsible adult.
 - Will only be contacted by board members or approved representatives of Our Rainbow House, and only through their parents or guardians, or coordinating organisation.
43. Any images of students, or children involved in fundraising or publicity activities, will only be used with prior and informed parental consent and as per the *Publications Policy*.
 - Our Rainbow House will, at all times, portray children in a respectful, appropriate and consensual way. 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.
 - There should be no identifying information of the child used in the publication of images. This includes the child's name, family names and community.
 - 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, file labels should not reveal identifying information such as family names. Only first names of children are to be used when sending images by email or through a shared drive.
- All photographers will be screened for their suitability, including police checks where appropriate.
- A risk assessment will be conducted (with the child and their family) prior to the publishing of any information/story about an especially vulnerable child. A story about an especially vulnerable child will not show their face or any other identifying factors.
- Children should not be portrayed as weak, isolated and vulnerable. Images of children should portray them as resilient human beings, members of a community and as partners in the development process.

44. Any members of the Our Rainbow House community that undertake fundraising or publicity activities involving children in any way, (for example, school presentations, meetings, fundraising events, receiving donations in person etc.) are to abide by this policy, or the relevant corresponding policy provided by another organization, in all instances.

Reporting Procedures:

Our Rainbow House 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. Our Rainbow House is committed to a reporting process which is truthful, fair and professional.

45. All members of the Our Rainbow House community have a moral and legal duty of care to report any witnessed, suspected or alleged incidents of child exploitation and abuse, or any breach of this *Child Protection Policy* and *Child Protection Code of Conduct*.
46. Any disclosure, concern or allegation from a child, community member, staff or volunteer regarding the safety, abuse or exploitation of a child should be reported. This includes actual, suspected, or risk of abuse or harm to a child.
47. If a child discloses abuse, whatever the outcome, the child must be taken seriously. It is important to remain calm and in control and reassure the child that something will be done to keep them safe.

DO:

- Listen Carefully
- Tell the child that you believe him/her
- Tell the child that it is not their fault and he/she is not responsible for the abuse
- Tell the child you are pleased he/she told you
- Record the details immediately in writing. Include date, time, what was reported to you.
- Remember the best interests of the child must always be prioritised in the actions you take.

DON'T:

- Make promises you cannot keep, such as promising that you will not tell anyone. Explain that you want to protect them and what you will do next, that you may need to tell someone else who will be able to help (the child may be fearful of getting in trouble for telling, but it's important not to lie to them, they need to be able to trust you)

- Push the child into giving details of the abuse. Your role is to listen to what the child wants to tell you. Leave it to the authorities to conduct a full investigation. (Beware of asking any leading questions as this may prejudice any subsequent investigation).
- Confront the child’s parents or abusers.
- Indiscriminately discuss the circumstances of the child with others not directly involved.

48. All suspected or known instances of child abuse, or violations of children’s rights, should be reported immediately. It is the decision of those involved in reporting claims of child abuse, whether to report first to Our Rainbow House or directly to the appropriate authorities.

When reporting to Our Rainbow House, contact either the Project Co-ordinator in Zambia, the Director, or another member of the Board.

- Director Alison Ray - phone: +61 407 040 251 or email to alisonjray@ourrainbowhouse.com.au
- Australian office: admin@ourrainbowhouse.org.au
- Project Co-ordinator – phone: +260 971 594 160 or email to orh-projectassistant@live.com or placed in their letter box/ pigeonhole

To report directly to the appropriate authorities contact:

AUSTRALIA (Queensland)

Phone Triple Zero (000) if it’s an emergency or if you believe a child is in immediate danger or in a life-threatening situation.

- If there is an allegation or suspicion of child sexual abuse, these matters should be reported to the state police:

Child Protection and Investigation Unit (CPIU) **131 444**

- Concerns about the welfare of a child in relation to neglect and/or emotional abuse should be reported to child protection authorities.

Child Safety Services:

During business hours (Mon- Fri 9am-5pm):

Contact local Regional Intake Service

Central Queensland **1300 703 762**

Other local service contact details can be found at <https://www.cyjma.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services>

Outside of business hours:

Contact the Child Safety After Hours Service Centre on **1800 177 135**

- Concerns about people engaging in child sex tourism, child sex trafficking and child pornography should be reported to the Australian Federal Police Transnational Sexual Exploitation and Trafficking Team (TSETT) using the online form found at

https://forms.afp.gov.au/online_forms/cst_form.

tsett@afp.gov.au

- Visit <https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/child-abuse/reporting-child-abuse>

or <https://www.cyjma.qld.gov.au/protecting-children/reporting-child-abuse> for more information about how to report child abuse.

ZAMBIA

Phone 991 LUSAKA if it's an emergency or if you believe a child is in immediate danger or in a life-threatening situation.

- If there is an allegation or suspicion of child sexual abuse, these matters should be reported to the local police.

Lusaka Province Police **0979-810007, 0950-180007, 0969-180008**

Or visit your local police station, which may have a Victim Support Unit.

- Concerns about the welfare of a child in relation to neglect and/or emotional abuse should be reported to the Ministry of Community Development and Social Services: Mother and Child Health.

Private Bag W252 Community House, Sadzu Road Lusaka, Zambia

+260211225327

info@mcdmch.gov.zm

- Online child abuse can also be reported anonymously at <https://report.iwf.org.uk/zm>

49. When a report is received, immediate action will be taken to investigate any allegations as per the *Complaints Handling Policy*

<https://ourrainbowhouse.org.au/wp-content/uploads/2021/05/Complaints-Handling-Policy.pdf>

and *Safeguarding Vulnerable People Policy*.

<https://ourrainbowhouse.org.au/wp-content/uploads/2021/05/Safeguarding-Vulnerable-People-Policy.pdf>

Investigations could include, but are not limited to:

- Involving an independent third party to conduct interviews with those involved and further investigate the matter
- Contacting the police or relevant authorities if necessary

50. All information regarding a child protection concern must only be shared with the designated contact person. The names of the people involved and the details of the report will remain confidential. Information will be released only on a “need to know” basis, when required by Australian or Zambian law, or when a report to police or child protection authorities is made.

51. Reporting child abuse can be a challenging process and it is important to take into account the following challenges:

- How will the child be treated by local authorities? Will they be victimised? Will they be forced to undergo medical checks?
- Is long term support needed for the child and/or their family?
- Will the child be ostracized by their family and/or community as a result of reporting the abuse?
- How will local authorities treat the alleged perpetrator?

- What will the impact be on Our Rainbow House and our staff and volunteers?

Any of these considerations should not be used as reasons to avoid reporting child abuse. Child abuse is a violation of children's rights and Our Rainbow House has a moral and legal responsibility to take action.

52. It may be appropriate to provide support to ensure safety and rights, and/or counselling to victims of abuse, their families and Our Rainbow House staff or volunteers.

Support services in Australia can be found at:

Bravehearts: <https://bravehearts.org.au/> **1800 272 831**

Kids Help Line **1800 55 1800**

Lifeline **13 11 14**

Support services in Zambia can be found at:

Children In Need Network: Plot No. 13 Mungulube Rd, off Makishi Road, Northmead

+260 211 227160

info@chinzambia.org

Tasintha (a nonprofit organization that helps prostitutes reform their lives): Plot 2716/1638, Malambo Road, Industrial Area, Lusaka.

+26011 246760, 0977 780825

Young Women's Christian Association (YWCA): Nationalist Road, Opposite UTH Mortuary, Lusaka, P.O. Box 50115 LUSAKA

+26011 254751/235305/235307

53. Proven cases of child abuse will result in immediate dismissal from Our Rainbow House and legal action will be taken.

54. Where Our Rainbow House policies have been breached, but there is no illegal activity, the board will make a decision as to appropriate consequences for those involved, as per the *Complaints Handling Policy*. This may include:

- Dissolution of any partnership agreements or sponsorship/donor commitments
- Dismissal from the Our Rainbow House community (e.g. membership, any formal position).
- No further communications between Our Rainbow House and the individual(s) involved.

Education and Communication of Policy to all Stakeholders:

Our Rainbow House is committed to education of all of our stakeholders in child protection, how to reduce risks and create child safe environments. We will promote child safe practices which keep children safe in our organisation and in their own community. We will provide information about child protection to the children and communities in which we work. This information will include reporting child abuse if they have concerns about an Our Rainbow House member of staff or volunteer.

55. This *Child Protection Policy* and the *Child Protection Code of Conduct* will be made available on the Our Rainbow House website (<https://ourrainbowhouse.org.au/governance/>), and on request from admin@ourrainbowhouse.org.au.

56. Our commitment to child safeguarding will be made clear on all publications.

57. All staff members, board members, volunteers and visitors will be provided with a copy of this *Child Protection Policy* and all associated documents as part of their induction and training.
58. Board members and all members of staff are required to review the *Child Protection Policy* and *Child Protection Code of Conduct* in the week before school starts, each January, giving detailed feedback on how each aspect of the policy has been implemented in the previous 12 months. Any problem areas should receive special attention. Each board member and member of staff is then required to re-sign the *Child Protection Code of Conduct*.
59. Our Rainbow House commits to undertake capacity building and training in child safeguarding with all development partners who work with us to implement programs that involve or affect children.
60. Relevant sections of this policy will be translated into the local language to ensure it is available to the community in which we work.
61. A child friendly version of this policy will be available alongside our child friendly complaints procedure.
62. All media visiting the school will be expected to undergo a child safeguarding briefing prior to their visit.

7.0 REVIEW

Date of next review: 21/09/2023 or after any serious incident, to determine if the policy and associated procedure has been effective.