

# CAN DO STANDARD OPERATING PROCEDURE FOR PSEAH AND CHILD SAFEGUARDING

## CAN DO

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## Acronyms and abbreviations

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ACFID	Australian Council for International Development
CAN DO	Church Agencies Network for Disaster Operations
CBCPM	Community-based child protection mechanism
CU	Coordination unit
DFAT	Department of Foreign Affairs and Trade
GBV	Gender-based violence
IASC	Inter-Agency Standing Committee
ICLA	In-country lead agency
ICRC	International Committee of the Red Cross
MoU	Memorandum of Understanding
NGO	Non-governmental organisation
PSEA	Prevention of sexual exploitation and abuse
PSEAH	Prevention of sexual exploitation, abuse and harassment
SEAH	Sexual exploitation, abuse and harassment
SPFA	Specific Project Funding Agreement
SOP	Standard operating procedure
SWG	Safeguarding Working Group

# Overview

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The Church Agencies Network Disaster Operations (CAN DO) is a consortium of eight Australian church agencies seeking to collaborate and coordinate in disaster management to enhance community resilience to disasters and conflict.<sup>1</sup> Member agencies are Act for Peace, The Adventist Development and Relief Agency Australia, Anglican Board of Mission, Anglican Overseas Aid, Australian Lutheran World Service, Baptist World Aid Australia / Transform Aid International, Caritas Australia and UnitingWorld.

CAN DO recognises that safeguarding, which includes the prevention of sexual exploitation, abuse and harassment (PSEAH), and child safeguarding, is critical. It recognises that children are particularly vulnerable to sexual exploitation, abuse and harassment (SEAH) and that CAN DO member agencies have a duty of care to ensure the safety of children involved in and impacted by their work. This is articulated in CAN DO's guiding principles<sup>2</sup> and member agencies' codes of conduct. Safeguarding refers to the responsibility that organisations have to make sure their staff, operations, and programs do no harm to children and vulnerable adults, and that they do not expose them to the risk of harm and abuse. PSEAH and child safeguarding come under this umbrella term.<sup>3</sup>

This standard operating procedure (SOP) provides guidance for the CAN DO consortium for preventing and responding to SEAH, and child safeguarding – collectively referred to as safeguarding in this document. It draws on sector best practice (as outlined in Appendix Three),<sup>4</sup> and an independent review of CAN DO member agencies' safeguarding policies, codes of conduct and procedures (including complaints and reporting mechanisms) completed in February 2019.<sup>5</sup>

## Purpose

The objective of this SOP is to provide consortium-wide clarity on procedures for agencies to cooperate in and the prevention of and response to SEAH, and child protection. The SOP articulates how CAN DO member agencies, and partner policies and processes, interface within a CAN DO consortium program.

## About this document

The SOP articulates:

- The roles and responsibilities of CAN DO consortium stakeholders
- Key principles underpinning CAN DO's approach to child protection and preventing and addressing SEAH
- The interaction of the SOP with other core CAN DO documents
- Guidance for CAN DO agencies for preventing and responding to SEAH and child safeguarding
- Procedures for receiving and responding to safeguarding complaints within a CAN DO consortium program.

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<sup>1</sup> CAN DO, Road Map to Resilient Communities, 2016, p. 3.

<sup>2</sup> Ibid.

<sup>3</sup> CHS Alliance, PSEA Implementation Quick Reference Handbook, 2017. <https://www.chsalliance.org/what-we-do/psea/psea-handbook>

<sup>4</sup> Best practice includes: Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13); IASC Guidelines to Implement the Minimum Operating Standards for PSEA, 2013; IASC Global Standard Operating Procedures on Inter-Agency Cooperation in Community-Based Complaint Mechanisms, 2016; Core Humanitarian Standards; Sphere Standards.

<sup>5</sup> Humanitarian Advisory Group, Safeguarding Policy and Culture Review, prepared for CAN DO CU and member organisations, 2019.

## Scope

This SOP is principles-based and provides guidance and tools to allow the consortium members to make decisions in a consistent manner with respect to safeguarding within CAN DO consortium programs.

The SOP guides CAN DO member agency staff, contractors, volunteers and partners, the CAN DO Coordination Unit, CAN DO Coordination Unit Manager, member agency focal points, CAN DO Steering Committee and CAN DO Safeguarding Working Group, who are expected to act in accordance with the principles and reporting requirements outlined herein. They must also abide by their own relevant policies, international declarations, conventions, agreements and domestic legal frameworks that relate to PSEAH and child safeguarding.

The SOP does not:

- Replace or override individual agency policy or procedures
- Cover every possible scenario.

The Safeguarding Working Group (SWG) will review the SOP every 12 months.

## A note on definitions

- **Safeguarding** refers to the responsibility that organisations have to make sure their staff, operations and programs do no harm to children and vulnerable adults, and that they do not expose them to the risk of harm and abuse. PSEAH and child safeguarding come under this umbrella term.<sup>6</sup>
- **PSEAH** refers to measures taken to protect vulnerable people from sexual exploitation, abuse and harassment by their own staff and associated personnel.<sup>7</sup>
- **Child protection** refers to the prevention of and response to abuse, neglect, exploitation and violence against children.<sup>8</sup> It includes actions taken by individuals, countries, governments, communities, families and civil society and is externally facing.
- **Child safeguarding** refers to what organisations do to keep children safe and is internally facing. There is some cross over and differences in how organisation's differentiate between child safeguarding and child protection and this is seen in differences in how policies are named.
- **Protection** refers to all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and the spirit of the relevant bodies of law.<sup>9</sup>
- **Safeguarding** often relates to an organisational level of work, whereas protection is often related to the project level of work and considers risks within the community or context in which the project is operating.
- **CAN DO Member Agency** refers to one of the 8 members of CAN DO
- **CAN DO Partner** refers to the partners of CAN DO member agencies

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<sup>6</sup> CHS Alliance, PSEA Implementation Quick Reference Handbook, 2017. <https://www.chsalliance.org/what-we-do/psea/psea-handbook>

<sup>7</sup> Ibid.

<sup>8</sup> Global Protection Cluster, Minimum Standards for Child Protection in Humanitarian Action, 2012.

[https://resourcecentre.savethechildren.net/node/6819/pdf/cp\\_minimum\\_standards\\_english\\_2013\\_v2.pdf](https://resourcecentre.savethechildren.net/node/6819/pdf/cp_minimum_standards_english_2013_v2.pdf)

<sup>9</sup> IASC IDP Protection Policy 1999. The definition was originally adopted by a 1999 Workshop of the International Committee of the Red Cross (ICRC) on Protection.

# Roles and responsibilities for PSEAH and Child Safeguarding in the CAN DO consortium

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The following paragraphs outline the roles and responsibilities for key CAN DO stakeholders.

**CAN DO member agencies:** Member agencies are responsible for ensuring that their PSEAH and Child Safeguarding policies and procedures meet minimum guidance articulated in this SOP. Agencies are then responsible for upholding and implementing their PSEAH and Child Safeguarding policies and procedures, and for fostering a culture of accountability and protection from SEAH and child abuse and exploitation in their agencies and within engagement with the broader humanitarian system. In addition, all CAN DO member agencies are responsible for socialising the CAN DO Safeguarding SOP with any staff engaged in CAN DO consortium programs.

**CAN DO Coordination Unit:** The CAN DO Coordination Unit (CU) fulfils the central coordination function for the consortium, coordinating programming in collaboration with consortium members, the lead agency, in-country leads, the Steering Committee, Australian non-governmental organisation (NGO) member agencies and the Australian Humanitarian Partnership Support Unit.

The CU ensures PSEAH and child safeguarding is addressed in all joint designs, proposals, contracts and other key CAN DO documents. The CU is also responsible for ensuring the review and any relevant updates of this Safeguarding SOP and other core CAN DO documents.

The CU also supports agencies to prevent and respond to SEAH and child safeguarding incidents. This includes supporting the work of the SWG and joint training and socialisation initiatives.

**CAN DO Coordination Unit Manager:** The CAN DO CU Manager leads the CU and supports CAN DO programming across the consortium, including child safeguarding and prevention of and response to SEAH. The CAN DO CU Manager receives SEAH and child safeguarding reports from member agencies and reports them to the lead agency. The CU Manager also follows up management of incidents and timeframes and ensures privacy and confidentiality protocols – as outlined in best practice – are socialised and upheld across the consortium. Reports on safeguarding incidents are also made to the steering committee.

**Lead agency:** The consortium lead agency hosts the CU. The lead agency is responsible for working with member agencies and the CAN DO CU to ensure that all of the lead agency's contractual obligations are upheld in any response to an investigation of SEAH or a child safeguarding incident within a CAN DO consortium program.<sup>10</sup>

**Member agencies' focal points:** The member agencies' focal points are responsible for initiating, overseeing and coordinating PSEAH and child safeguarding activities for joint program design, and

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<sup>10</sup> As of May 2019, Caritas Australia is the consortium lead agency and host for the CU.

key joint awareness-raising initiatives such as training. Focal points may be responsible for reporting and coordination of a response or investigating an incident. Within each member agency, this person may also be the child safeguarding incident reporting focal point or SEAH focal point, or a separate person may be appointed. This is dependent on the member agency.

**Steering Committee:** The Steering Committee is responsible for governance of the consortium, including endorsing structures and overseeing the development of consortium policies and protocols. The Steering Committee reports any SEAH incidents to the CAN DO CEOs as required and manages any conflict as per CAN DO's Conflict Prevention and Resolution Mechanism.

**Safeguarding working group:** The SWG supports PSEAH and child safeguarding across CAN DO programming. The SWG is comprised of focal points from the CAN DO member agencies. The SWG role includes sharing PSEAH and child safeguarding procedures and protocols on behalf of their agencies, sharing key agency decisions and updates, supporting implementation of accountability and quality standards, and working collectively to develop prevention strategies and mobilise resources to support PSEAH and child safeguarding initiatives. The SWG also works collaboratively with the CAN DO CU on the development and review of the SOP.

**Member agency in-country partners:** Although not part of the consortium, CAN DO agency partners have critical roles and responsibilities in relation to PSEAH and child safeguarding in programming, outlined by individual member agency partnership agreements and policies. In-country partners are responsible for upholding and implementing their policies and procedures around PSEAH and child safeguarding. Partners are also responsible for fostering a culture of accountability and safeguarding within their organisations.

# CAN DO principles and guiding documents

## Principles

CAN DO is guided by six principles.<sup>11</sup> The following table provides an overview of the relationship between CAN DO principles and the guidance articulated in this SOP.

CAN DO principle	Relevance to Safeguarding SOP
Faith matters – CAN DO and its partners are guided by Christian values and identity	Faith underpins the importance of PSEAH and child safeguarding within the CAN DO consortium. Every human being is created in the image and likeness of God and therefore has inherent dignity. No human being should have their dignity or freedom compromised.
It's not about us – CAN DO and its members will focus on the most vulnerable, at-risk communities	CAN DO consortium programs must focus on the most vulnerable and ensure those people are never exposed to further harm as a result of their involvement in CAN DO programming. This requires an active approach to child safeguarding, the prevention of SEAH and strong accountability mechanisms.
Learning and improvement – members will reflect on their work to strengthen CAN DO's effectiveness	CAN DO member agencies adhere to ACFID's Code of Conduct, DFAT's PSEAH Policy and DFAT's Child Protection Policy. The CAN DO consortium strives to meet global best practice and facilitate consortium learning through sharing practices, consortium reviews and training events.
Valuing what each entity brings – members will balance unity with contributing according to capacities, opting in or out as appropriate	Each member agency meets minimum standards for child safeguarding and the prevention of and response to SEAH. <sup>12</sup> Meeting these standards is mandatory for participation in a CAN DO consortium program. On this basis the ability of each member agency to apply their policies and procedures is respected by all members of the consortium.
Trust and respect – members will mutually respect and honour each other's partnerships and church structures	All safeguarding reports and complaints will be addressed by the relevant member agency's policies and processes unless it is unwilling or unable to do so and seeks the assistance of another CAN DO consortium member.
Transparency – members will be open and thoughtful in all representations	Member agencies commit to transparently sharing resources that may support the practices of other member agencies. Member agencies also commit to transparently sharing any problems or risks that arise in the implementation of this SOP or their individual agency's policies and procedures in relation to PSEAH and child safeguarding, and to seek support as required to ensure they meet the expected consortium minimum standards and guidance for PSEAH and child safeguarding.

<sup>11</sup> <http://www.churchagenciesnetwork.org.au/assets/documents/CAN-DO/CanDo-brochure-InHouse-1.pdf>

<sup>12</sup> CAN DO agreed minimum standards and requirements for PSEAH provisions, 2019.



In addition to the above principles, the SOP is guided by:<sup>13</sup>

PSEAH and child safeguarding principle	Relevance to Safeguarding SOP
Zero tolerance of inaction	CAN DO member agencies commit to zero tolerance of inaction with respect to alleged/suspected incidents and risks of SEAH or child abuse or exploitation and commit to act on every report and allegation in a fair and reasonable way with due regard for procedural fairness. CAN DO member agencies will not knowingly engage – directly or indirectly – anyone who poses a risk to children or vulnerable community members.
Clarity and simplicity	CAN DO member agencies and the CU commit to developing PSEAH and Child Safeguarding policies, procedures, standards and guidance that are accessible, clear and use plain English. CAN DO member agencies commit to ensuring that, when necessary, policies and resources are translated and made accessible to staff and partners who do not speak English as a first language. CAN DO members will also socialise these policies with partners.
Prevention	CAN DO member agencies commit to investing in prevention initiatives.
Survivor support	CAN DO member agencies commit to a “do no harm” approach, prioritising the rights, needs, and wishes of the survivor while ensuring procedural fairness to all parties.
Sector minimum standards	CAN DO member agencies commit to staying up to date with sector minimum standards as they relate to PSEAH and child safeguarding and reviewing their policies and procedures regularly.
Localisation	CAN DO member agencies commit in consultation with partners to using and strengthening local mechanisms, including their partner mechanisms, for prevention and response to SEAH and child safeguarding incidents to uphold minimum standards.
Recognition of best interests of the child	Australia is a signatory to the United Nations Convention on the Rights of the Child. CAN DO member agencies commit that in all actions concerning children, the best interests of the child shall be a primary consideration.
Procedural fairness	CAN DO member agencies will apply procedural fairness when making decisions that affect a person’s rights or interests.

<sup>13</sup> These principles were agreed upon in the CAN DO Safeguarding Workshop, March 2019.

## CAN DO Core documents and guidance

CAN DO is guided by several other key consortium documents that are relevant to preventing and responding to SEAH and child safeguarding. The paragraphs below show how the other key documents provide a framework to manage risk, make decisions and guidelines for communication.

- **Memorandum of Understanding:** The MoU articulates how agencies work together, and outlines roles and responsibilities, including responsibility for risk management. It should be referred to in the event of clarifying overarching roles and responsibilities around SEAH and child safeguarding risk management. The MoU contains the contractual agreement (a specific project funding agreement, or SPFA) when a CAN DO member receives funds to deliver a CAN DO project.
- **Conflict Prevention and Resolution Mechanism:** This document outlines the process for preventing and resolving conflict within the consortium. It should be applied in the event of any disagreement with respect to the implementation of this SOP or any concerns about the extent to which an agency is upholding their responsibilities with respect to this SOP. The document also notes that any incident with high-risk implications which includes incidents of SEAH or child abuse or exploitation, must be raised with the Steering Committee.<sup>14</sup>
- **Risk matrix:** The CAN DO risk matrix identifies SEAH and child safeguarding risks within CAN DO programming. The matrix assesses/provides guidance about risks with reference to the likelihood and consequences of a safeguarding incident. The likelihood of a safeguarding incident is categorised as “likely”, with the consequences being “catastrophic”.
- **The Communications and Coordination Framework:** The framework guides ways of working together. It should be referred to when clarification is needed regarding the roles and responsibilities set out in the SOP in relation to governance-level decision-making, such as risk management, accountability and decision-making at a management level, including consortium policies and protocols or proposals and concept notes.
- **The CAN DO Roadmap:** This document articulates CAN DO’s vision and strategy. The Roadmap underpins the approach to safeguarding, namely a commitment to best practice standards including for risk management, implementing quality, accountability and protection standards, and learning.<sup>15</sup>
- **The Emergency Response Framework:** This framework, contained within the Communications and Coordination Framework, articulates clear procedures and strategies for emergency response. In relation to the SOP, the framework outlines the role of the lead agency to manage risk for each response.

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<sup>14</sup> CAN DO, Conflict Prevention and Resolution Mechanism, p. 5.

<sup>15</sup> CAN DO, Road Map to Resilient Communities, 2016, p. 7.

# Guidance: Prevention

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This section provides guidance on how CAN DO member agencies can work together on the **prevention** of sexual exploitation, abuse and harassment and child exploitation and abuse. This section covers policies and procedures, program design, staff induction and training and ongoing support, and approaches to socialising and embedding PSEAH and child safeguarding with partners.

## 1. Policies and procedures



**Guidance one:** CAN DO member agency policies, procedures and codes of conduct meet agreed minimum standards drawn from guidelines and best practice to address prevention of child exploitation and abuse and SEAH, Member agencies have policies/procedures/guides that evidence their commitment to the advancement of an organisational culture that promotes safeguarding, gender equity and non-discrimination of gender identity standards encompass alignment to the ACFID Code of Conduct and DFAT's PSEAH and Child Protection Policies).<sup>16</sup> CAN DO has agreed minimum standards and requirements for PSEAH and child safeguarding provisions, to which CAN DO agencies must adhere.<sup>17</sup> Agencies are expected to have relevant policies and procedures in place and extend these expectations to in-country partners through partnership agreements, MOU or similar.

Where possible, member agencies should seek alignment of policies and procedures to minimise confusion. Importantly, this needs to include aligned policies for reporting and investigation so that all members engaged in CAN DO consortium programs can be assured that SEAH and child safeguarding response mechanisms activated by any agency align with best practice.



### Key actions

- All member agency policies and procedures meet minimum standards<sup>18</sup> and align where possible (member agencies).
- All member agencies' codes of conduct present behavioural expectations for all parties undertaking any form of work for, or on behalf of the agency. The code applies while on duty and off duty and includes references to child safeguarding behaviours, prevention of sexual exploitation, abuse and harassment, transactional sex, prohibition of fraternisation while on field deployment and engaged in the delivery of work for the member agency, anti-bullying, sexual harassment; and an obligation on all parties within scope of the code to report wrongdoing. Member agencies' HR Policies/code of conduct and employment contracts define the consequences of misconduct and non-compliance with code and/or affiliated

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<sup>16</sup> Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019 <https://dfat.gov.au/international-relations/themes/preventing-sexual-exploitation-abuse-and-harassment/Documents/pseah-policy.pdf>; Australian Government, Child Protection Policy, Department of Foreign Affairs and Trade, January 2018 and; Australian Council for International Development, Code of Conduct, 2019.

<sup>17</sup> CAN DO has agreed minimum standards and requirements for PSEAH provisions, 2019.

<sup>18</sup> Ibid.

policies, including grounds for suspension during an investigation and provisions for termination upon conclusion of an investigation.

- All Member agencies make their PSEAH, Child Safeguarding, reporting and relevant supplementary policies accessible to stakeholders, including; in-country partners, regulatory bodies and donors. Information is available through the member agency's website and may include additional access to and dissemination of policies where the member agency deems relevant.
- Map member agency policies and procedures across the consortium every two years to ensure minimum standards continue to be met (CU and SWG).
- Robust recruitment and staff management (including volunteers, contractors and sub partners) policies and practices operate across all member agencies, including on recruitment, selection and screening practices that manage child safeguarding and PSEAH risks, and Codes of Conduct that include child safeguarding and PSEAH obligations (member agencies). Member agencies facilitate (and evidence) staff and volunteer pre-deployment and refresher training on their code of conduct and safeguarding policies, including child safeguarding, prevention of sexual exploitation, abuse and harassment, complaints and whistle blowing.



Text box 1: PSEAH minimum operating standards for CAN DO member agency staff recruitment and management (taken from the ACFID QAF, DFAT CP Minimum standards and IASC Guidelines to Implement the Minimum Operating Standards for PSEA<sup>19</sup>)

- All prospective employees, contractors, board members, volunteers and other personnel are required to sign the code of conduct as a requirement of their employment contract or involvement with the member agency.
- Each organisation commits to a best practice system of verbal reference checking and vetting for former misconduct, including screening and criminal record checks, and incorporating behavioural-based questions in job interviews. Member agencies commit to preventing a person from further engagement with their agency if the perspective employee poses an unacceptable risk to children and/or adults.
- Each organisation takes a risk-based approach to PSEAH and child safeguarding by applying additional screening measures when recruiting personnel depending on the level of contact with communities and the vulnerabilities of the people they will have contact with or work with.
- Supervision and performance appraisals include adherence to participation in code of conduct trainings (or similar) that include PSEAH and child safeguarding.
- Performance management processes for staff and volunteers include adherence to the code of conduct and other codes and standards as relevant to their roles
- Performance appraisals for senior management include adherence to creating and maintaining an environment which prevents SEAH and child abuse or exploitation and promotes the implementation of the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13).

<sup>19</sup> IASC, Guidelines to Implement the Minimum Operating Standards for PSEA, 2016.  
[https://interagencystandingcommittee.org/protection-sexual-exploitation-and-abuse/documents-public/guidelines-  
implement-minimum-operating](https://interagencystandingcommittee.org/protection-sexual-exploitation-and-abuse/documents-public/guidelines-implement-minimum-operating) These standards also align with the Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019.

## 2. Proposals and program design



**Guidance two:** CAN DO designs appropriate programs based on an impartial assessment of safeguarding needs and risks and an understanding of the vulnerabilities and capacities of different groups, including children.<sup>20</sup>



### Key actions

- Include prevention measures for SEAH and child safeguarding, such as community awareness-raising or undertaking an SEAH or child safeguarding risk analysis, in CAN DO joint proposal and funding applications (member agencies and CAN DO CU).
- Include a contextual analysis that applies the perspectives and knowledge of in-country partners, stakeholders and affected communities and an analysis of power dynamics such as gender equity challenges experienced by members of the affected population.
- If the proposal is determined to be ‘working with children’ or to be “contact with children” in a program that is child focused or has poor child safeguarding systems in place, an assessment of the child safeguarding risk is required including the application of all DFAT minimum child protection standards Identify and address potential risks of SEAH and child exploitation or abuse in concept notes and project design documents (ICLA or Project Lead and CU) (see Appendix 3 for guidance on conducting a risk analysis).
- Adopt a child safeguarding and PSEAH risk management strategy that can be integrated into existing risk management processes.<sup>21</sup>
- Include activities on SEAH and child safeguarding awareness and sensitivities in project plans (member agencies).
- Include funding lines specifically for safeguarding, including for activities such as staffing/personnel focal point, capacity-building and communication on PSEAH and child safeguarding in project budgets (member agencies).

## 3. Program implementation



**Guidance three:** CAN DO programs include effective PSEAH and child safeguarding measures and mechanisms appropriate to context.



### Key actions

- Ensure CAN DO programs include community complaints and reporting mechanisms, either by integrating them into an existing community-based complaints mechanism, or establishing new mechanisms where required (ICLA and member agencies).<sup>22</sup>

<sup>20</sup> This assessment could be undertaken through an internal peer review process of the program design, or, where required, an external consultant.

<sup>21</sup> Guidelines for conducting a child safeguarding risk assessment can be found in annexure 1 of the ACFID Code of Conduct Guidelines for the Development of a Child Safeguarding Policy, November 2018.

[https://acfid.asn.au/sites/site.acfid/files/resource\\_document/ACFID%20Code%20of%20Conduct%20Guidelines%20for%20the%20Development%20of%20a%20Child%20Safeguarding%20Policy\\_Nov%2018.pdf](https://acfid.asn.au/sites/site.acfid/files/resource_document/ACFID%20Code%20of%20Conduct%20Guidelines%20for%20the%20Development%20of%20a%20Child%20Safeguarding%20Policy_Nov%2018.pdf)

<sup>22</sup> Suggested resources include: IASC, Inter-agency Cooperation in Community-based Complaints Mechanisms Global Standard Operating Procedures, 2016. <http://www.pseatactforce.org/uploads/tools/1490892363.pdf> and CHS Alliance, PSEA Implementation Quick Reference Handbook, 2017. <https://www.chsalliance.org/what-we-do/psea/psea-handbook>

- Identify relevant PSEAH/child safeguarding/safeguarding focal persons/points for programs within partners and CAN DO member agencies (ICLA and members agencies).
- Ensure the SOP is sent to partners and is discussed, and relevant actions are agreed, with the project team and socialised with partners where relevant (ICLA and member agencies).
- Incorporate awareness-raising and communications on safeguarding, including socialisation of PSEAH and child safeguarding policies and incident reporting forms, into program/project activities (ICLA, member agencies and partners).



#### Text box 2: Example of program proposal, design and implementation

A cyclone has struck Fiji and a call for international assistance has been issued. The Australian Government has pledged \$10 million and called for concept notes from Australian NGOs. Three CAN DO agencies have partners in Fiji and are submitting a joint proposal. The CAN DO CU submits a program design that addresses identified risks (for example, no pre-existing community-based complaints mechanism; high rates of gender-based violence; high level of influence of the church; a remote community). The design includes measures to mitigate the risks and to ensure all those involved in the delivery of program are aware of the risks. The program design also includes costs for prevention, awareness-raising and training on child safeguarding and SEAH prevention and response in program/project budgets.

During implementation, the ICLA identifies that there is no existing community-based complaints mechanism that deals with SEAH or child safeguarding reports or complaints. The ICLA lead agency works with the community, local organisations, partners and other CAN DO member agencies to develop an appropriate mechanism. Entry points for complaints are designed, including through existing structures such as community-based organisations, complaints boxes, or reporting directly to the agency. PSEAH and child safeguarding messaging is also communicated in the local language through theatre and radio broadcasts.

## 4. Training and awareness-raising



**Guidance four:** CAN DO conducts awareness-raising and training for member agencies and partners to strengthen PSEAH and child safeguarding.<sup>23</sup>

<sup>23</sup> As per minimum standard 4 in Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019. <https://dfat.gov.au/international-relations/themes/preventing-sexual-exploitation-abuse-and-harassment/Documents/pseah-policy.pdf>

As per minimum standard 3 in in Australian Government Child Protection Policy, Department of Foreign Affairs and Trade, January 2018, <https://dfat.gov.au/international-relations/themes/child-protection/Documents/child-protection-policy.pdf>



## Key actions

- Collaborate on joint training initiatives for member agencies and partners on PSEAH and child safeguarding (lead agency, SWG).<sup>24</sup>
- Ensure training initiatives include child safeguarding and PSEAH training for personnel and partners, and provision of information on child safeguarding and PSEAH to the communities (including children) in which member agencies are operating.
- Develop country-contextualised approaches for training and support for partners on PSEAH and child safeguarding that align as much as possible (ICLA and member agencies).
- Ensure member agency staff engaging in CAN DO consortium programs are aware of the CAN DO Safeguarding SOP (member agencies and individual agencies focal point).
- Ensure member agencies include familiarisation with the CAN DO SOP in their internal PSEAH and child safeguarding training (member agencies).
- Provide ongoing support to member agencies and partners for prevention and response to SEAH and child safeguarding incidents (CU).



### Text box 3: Example of training and awareness

Three CAN DO member agencies have partners in Vanuatu. One of the agencies is planning a partner training on PSEAH. All three CAN DO member agencies agree that it would be beneficial to develop a joint approach to partner training for Vanuatu, which incorporates child safeguarding training and reporting mechanisms for any incidents of SEAH or child abuse or exploitation. Agencies work together to develop four scenarios to be used in the training to ensure issues are understood in the same way across all partners. The agencies agree on the definitions they will share and the case studies they will use to strengthen partner understanding of PSEAH and child safeguarding. All three agencies are represented at the training.

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<sup>24</sup> Resources for training include: Guidelines to Implement the Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by UN and non-UN Personnel, March 2013. p. 13 and IASC, Inter-agency Cooperation in Community-based Complaints Mechanisms Global Standard Operating Procedures, 2016, p. 83-203 <http://www.pseataaskforce.org/uploads/tools/1490892363.pdf>. The Alliance for Child Protection in Humanitarian Action <https://alliancecpha.org/en>; Minimum Standards on Child Protection in Humanitarian Action, <https://resourcecentre.savethechildren.net/library/minimum-standards-child-protection-humanitarian-action>; The Alliance for Child Protection in Humanitarian Action, <https://alliancecpha.org/en>

## 5. Working with partners, suppliers and contractors



**Guidance five:** CAN DO ensures that PSEAH and child safeguarding is addressed in SPFAs, member agency agreements and/or programs with partners, suppliers and contractors. CAN DO takes a participatory approach to engaging partners with PSEAH and child safeguarding and aligning approaches to assessing partner capacity.



### Key actions

- Discuss with partners how PSEAH and child safeguarding measures can be addressed in specific program contexts and what resources are required to ensure partners can properly mitigate risks of SEAH and child abuse or exploitation (ICLA and member agencies).
- Ensure funding agreements and contracts with partners, suppliers and contractors include specific clauses on PSEAH and child safeguarding for CAN DO programming, including stipulating the expected conduct and responsibilities of the member agency (member agencies).
- Align approaches to assessing the PSEAH and child safeguarding capacity of partners, suppliers and contractors involved in CAN DO consortium programs as much as possible. Include assessing capacity to implement PSEAH and child safeguarding policies and measures, level of contact with affected communities and level of risk (member agencies) (See Appendix 4 for guidance on assessing PSEAH and child safeguarding capacity).
- Socialise approaches to monitoring and reporting of SEAH and child safeguarding incidents amongst partners, contractors and suppliers, including ensuring awareness of mandatory reporting requirements (member agencies).
- Ensure that codes of conduct, including relevant PSEAH and child safeguarding components, translate to the local context and language. This may require spending time discussing different understandings of SEAH, child rights, what constitutes abuse, and developmental needs of children, and possible rewording of elements to ensure their relevance to the local context.



#### Text box 4: Sample contractual clause

Organisation X will uphold the following standards of PSEAH.<sup>25</sup> Organisation X will ensure that all employees, directors, contractors and volunteers understand these standards and commit to uphold them. Violation of these standards by Organisation X or the employees, directors or volunteers of Organisation X must be immediately reported to Organisation Y.

For further examples, see CHS Alliance: [PSEA Implementation Quick Reference Handbook](#).

<sup>25</sup> These include:

- a) immediately reporting any concerns or suspicions they have or violations of these standards by X organisation's staff, directors and volunteers to X organisation's reporting mechanism
- b) not requesting any services or sexual favours from participants of organisation X's programs, children or others in the communities in which X organisation works in return for protection or assistance, and not engaging in sexually exploitative or abusive relationships
- c) not exchanging money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour
- d) not supporting or taking part in any form of sexual exploitative or abusive activities, including, for example, child pornography or trafficking of human beings.



## 6. Engagement with communities



**Guidance six:** CAN DO members engage is sent to partners and with partners to work with communities to identify the most effective approaches for preventing and responding to SEAH and child abuse and exploitation.



### Key actions

- Collaborate on a standardised approach to PSEAH and child safeguarding socialisation with communities that draws on global best practice (ICLA and member agencies).
- Ensure that member agencies are familiar with the standardised approach and use it when relevant (CU and individual agency's PSEAH focal point).
- Where relevant, work with existing networks and structures including creating or integrating PSEAH and child safeguarding initiatives into existing, community-based child protection mechanisms (CBCPMs) for promoting and supporting the wellbeing of children and community-based protection mechanisms.



#### Text box 5: Community socialisation

As part of the prevention work with partners prior to an emergency:

1. Agree on sharing and referring to the code of conduct of the partner working most closely with the community
2. Ensure it is translated into local language
3. Support partners to set up community meetings to discuss the code of conduct, including child safeguarding and PSEAH components, and involve all CAN DO member partners collaborating on the project if feasible
4. Discuss the code of conduct with the community, including areas of agreement, disagreement or additional considerations
5. Make any necessary amendments to the code of conduct as relevant to that community in alignment with the discussion
6. Ensure that the feedback mechanisms are understood and ask if there are other ways that the community would like to provide feedback.



#### Text box 6: The IASC Best Practice Guide on Community Complaints Mechanisms for PSEA<sup>26</sup> outlines that at a minimum, beneficiaries have a right to know:

- The definition of SEAH as per the Secretary-General's Bulletin and that of participating organisations
- The standards of conduct for humanitarian workers
- That they have a right to humanitarian assistance without being subjected to SEAH
- Where and how to report SEAH incidents

<sup>26</sup>[https://interagencystandingcommittee.org/system/files/best\\_practice\\_guide\\_inter\\_agency\\_community\\_based\\_complaint\\_mechanisms\\_1.pdf](https://interagencystandingcommittee.org/system/files/best_practice_guide_inter_agency_community_based_complaint_mechanisms_1.pdf)



#### Text box 7: Minimum Standards for Child Protection in Humanitarian Action

The Minimum Standards for Child Protection in Humanitarian Action describe CBCPMs as “a network or group of individuals at community level who work in a coordinated way toward child protection goals”.<sup>27</sup> Some key actions include:

- Identify existing internal and external methods of supporting children at risk
- Identify and analyse any state-mandated mechanisms for child protection
- Work with adults and children in the community to identify risk scenarios for boys and girls in emergency situations and develop community response plans
- Build on existing processes, resources and capacities to provide child-friendly support and services
- Work with the community to include minority and vulnerable groups in CBCPMs
- Provide training where appropriate
- Support CBCPMs to conduct effective community-level messaging on PSEAH of children.

## 7. Learning



**Guidance 7:** CAN DO facilitates learning on PSEAH and child safeguarding across the consortium to improve Safeguarding approaches.



### Key actions

- Policies and procedures include a commitment to transparency, including requirements for reporting cases to relevant regulatory bodies and donors (member agencies).
- The CAN DO Annual Report includes a summary data of SEAH and child safeguarding incidents (CU)
- Monitor the implementation of child safeguarding and PSEAH policies across the consortium to identify ongoing or new resource requirements (Member agencies and SWG).
- Undertake a lessons learned workshop about reported incidents, investigation processes and outcomes to reflect and learn from policies, processes and the SOP (SWG).
- Share the consortium learning more widely so other consortiums and humanitarian agencies can benefit (CU).

<sup>27</sup> <https://resourcecentre.savethechildren.net/library/minimum-standards-child-protection-humanitarian-action>

# Guidance: Response

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This section provides guidance on how CAN DO **responds** to an incident of SEAH, including child safeguarding incidents. The process defines how CAN DO member agencies cooperate when an incidence of SEAH is witnessed, experienced or suspected. This section includes guidance on reporting, investigations and survivor support in any consortia programs, including when working through partners.

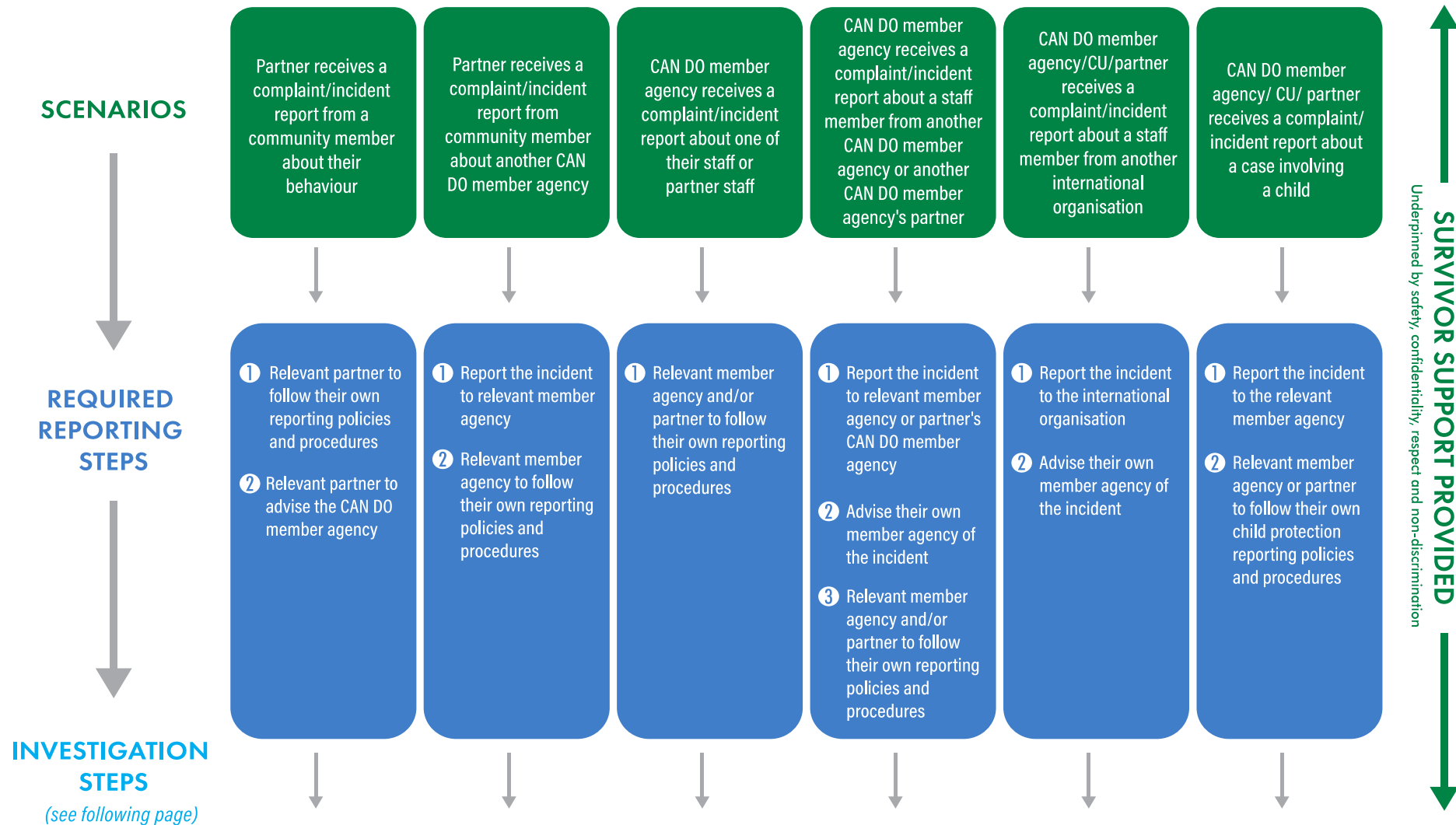
Separate guidelines on responding to concerns and allegations for incidences involving children are included in section 'Response to a child safeguarding concern' (pages 28-31).

Reporting and investigation processes are outlined in the flowchart on pages 20-21. The flowchart provides reporting and investigating steps for a range of scenarios that may arise in CAN DO programming, including for partners. It does not include every possible scenario. The below written guidance and flowchart inform each other and are to be read concurrently.

# REPORTING PROCESSES

**Relevant member agency:** The relevant member agency is the agency that is employing the staff member against whom a complaint has been made.

**Partner:** CAN DO member agency in country implementing partner



# INVESTIGATION STEPS \*

Relevant member agency to advise CU manager

*\*Steps A and B happen concurrently*

**A**

Relevant member agency or partner conducts investigation according to their own policy and provides survivor support.  
This process includes updating the survivor, member agency, and partner where relevant.  
Where the incident involves a child, child protection guidelines are to be followed, with investigations being carried out by those experienced in child SEA. The best interests of the child are to be the primary concern at all times.

**B**

DFAT funded?

YES

- DFAT funded
- 1 CU manager reports to Steering Committee and Lead Agency
  - 2 Lead Agency reports to Whitelum Group
  - 3 Whitelum Group reports to DFAT
  - 4 Liaise with DFAT throughout process
  - 5 Child protection reports are to be made to DFAT via [childwelfare@dfat.gov.au](mailto:childwelfare@dfat.gov.au)

NO

- Non DFAT/other
- 1 CU Manager reports to Steering Committee.
  - 2 Steering Committee makes a decision as to whether report to CAN DO CEOs and/or DFAT



**SURVIVOR SUPPORT PROVIDED**  
Underpinned by safety, confidentiality, respect and non-discrimination



## 1. Reporting



**Guidance 1:** CAN DO meets minimum standards for reporting of allegations of incidents and whistleblowing, including those outlined in the ACFID Code of Conduct and DFAT's PSEAH Policy.

The responsibility for managing the reporting, investigation and outcomes process of a complaint or report within a CAN DO consortium program is the responsibility of the relevant member agency and/or partner who employs the individual against whom a complaint has been made. This means the agency or partner with whom the individual's employment contract is held (see 'relevant member agency' and 'partner' definitions in Appendix 1). Child safeguarding reporting guidance is contained in section 'Response to a child safeguarding concern' (pages 28-31).



### Key actions

The points below are high-level actions to complement the steps for reporting outlined in the flowchart. For detailed steps to take, see flowchart on pp. 20-21.

#### Key reporting actions

- Follow relevant procedures or policies to manage an SEAH report, investigation and any subsequent action according to established individual member agency mechanisms. This includes where the report involves a CAN DO partner. The flowchart on pp. 20-21 outlines guidance for reporting where an incident has been reported by, or to a CAN DO partner.<sup>28</sup>
- Inform the CU Manager in writing that a report about a SEAH incident in CAN DO programming has been made within 48 hours of the report occurring (relevant member agency).
- Careful consideration must be made as to who is cc'd on emails pertaining to the report by all parties in order to limit the spread of information and following privacy and confidentiality obligations.
- Share the following information about SEAH incidents with the Steering Committee (CU Manager):
  - what the incident was
  - date of report
  - incident's timeframe (if known)
  - name of program/location of program
  - report origin (member agency, partner or community member)
  - who the report is about (member agency or partner)
  - how the incident is being managed and timeframes for any investigations and subsequent action.
  - SEA and CP incident reporting is a standard agenda item for Steering Committee meetings; the CAN DO Coordination unit has the responsibility of

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<sup>28</sup> Where the relevant member agency is unwilling, or is considered unable by the CU, to effectively manage the reporting and follow-up, the Steering Committee can decide to use another member agency's policies and procedures. The Conflict Prevention and Resolution Mechanism can also be used as a to resolve a dispute where relevant.

informing and providing ongoing updates on SEAH and CP incidents and investigations (as per the flowchart on pp. 20-21)

#### Key DFAT compliance actions

- Follow relevant reporting procedures regarding DFAT compliance outlined in the flowchart on pp.20-21.
- Report all SEAH incidences within DFAT-funded CAN DO consortium programs to the Managing Contractor, following DFAT's requirements (CAN DO CU/lead agency). The managing director has a responsibility to keep the respective members informed of communications sent to DFAT.<sup>29</sup>

#### Key confidentiality and information management actions

- The CU Manager has appropriate mechanisms for receiving high-level data about SEAH and child safeguarding incidents, including maintaining confidentiality (CU Manager).
- Develop appropriate procedures for the Steering Committee to receive high-level information about SEAH incidents (Steering Committee).



#### Text box 8: Minimum standards on reporting of SEAH<sup>30</sup>

1. Agencies have a reporting policy and procedure that is available to the public
2. Employees are obliged to report any suspicions of SEAH of others
3. Several ways exist to make a report, including an anonymous reporting channel
4. Complaints are dealt with in a timely manner
5. There is a commitment to transparency, including requirements for reporting cases to relevant regulatory bodies/donors
6. Implementing partners have an informed understanding of what behaviours are inappropriate and how to report, investigate, document and manage sexual misconduct incidents
7. If a report has been raised through a complaints mechanism, member agencies will respond to the complainant to let them know how the complaint has been processed and resolved. For confidentiality reasons, more detailed information is not usually provided.

<sup>29</sup> Note that as per verbal guidance received from DFAT, notifications may be sent directly to DFAT, however Whitlam as the AHP Managing Contractor should be informed that such a report has been made.

<sup>30</sup> Drawn from:

IASC Minimum Operating Standards on PSEA by Own Personnel:

[https://interagencystandingcommittee.org/system/files/3\\_minimum\\_operating\\_standards\\_mos-psea.pdf](https://interagencystandingcommittee.org/system/files/3_minimum_operating_standards_mos-psea.pdf)

IASC Guidelines to Implement the Minimum Operating Standards for PSEA: <https://interagencystandingcommittee.org/protection-sexual-exploitation-and-abuse/documents-public/guidelines-implement-minimum-operating>

IASC, Inter-agency Cooperation in Community-based Complaints Mechanisms Global Standard Operating Procedures, 2016 <http://www.pseatastforce.org/uploads/tools/1490892363.pdf>

## DFAT PSEAH Policy

- DFAT expects two kinds of incident reporting:
  1. Mandatory and immediate (within two working days of becoming aware of an alleged incident) reporting by all staff and DFAT partners of any alleged incident of SEAH related to the delivery of DFAT business. This includes any alleged incident that poses a significant reputational risk to DFAT.
  2. Mandatory reporting (within five working days) by all staff and DFAT partners of any alleged policy non-compliance, for example, failure to adhere to the PSEAH Policy Minimum Standards or principles.
- Reporting is necessary for any suspected or alleged cases of SEAH perpetrated by anyone within the scope of the policy in connection with official duties or business.
- All allegations of SEAH incidents should be made using the DFAT SEAH Incident Notification Form ([www.dfat.gov.au/pseah](http://www.dfat.gov.au/pseah)) and emailed to [seah.reports@dfat.gov.au](mailto:seah.reports@dfat.gov.au).
- Where safe to do so, and when in accordance with the wishes of the survivors and whistleblowers, all alleged SEAH incidents that involve a criminal aspect should be reported through the correct local law enforcement channels.



### Text box 9: Role of CU Manager in responding to SEAH incidences

The role of the CU Manager in responding to SEAH in CAN DO programming includes:

- Receiving information from member agencies about SEAH reports and status of investigations
- Following up about management of incidents and timeframes
- Reporting SEAH reports and investigations to the Steering Committee
- Managing instances in which multiple member agencies are involved
- Ensuring privacy and confidentiality protocols as outlined in best practice<sup>31</sup> are socialised and upheld across the consortium
- Collate any SEAH incidents and publish them in the CAN DO Annual Report, in compliance with privacy and confidentiality protocols.

### Role of the Steering Committee

- Report to the CAN DO CEOs as required
- Manage any conflict as per CAN DO's Conflict Prevention and Resolution Mechanism.<sup>32</sup>

<sup>31</sup> All information provided will be treated in accordance with relevant Commonwealth legislation, including the Privacy Act 1988.

<sup>32</sup> CAN DO, Conflict Prevention and Resolution Mechanism for the CAN DO Consortium.



## 2. Investigations



**Guidance 2:** CAN DO ensures investigations of allegations of SEAH meet relevant standards, including those outlined in DFAT's PSEAH Policy. Responsibility for investigation and subsequent action sits with the relevant member agency who employs the individual against whom a complaint has been made. This means the agency or partner with whom the individual's employment contract is held (see 'relevant member agency' and 'partner' definition in Appendix 1.)



### Key actions

The points below are high-level actions to complement the steps for reporting outlined in the flowchart. For detailed steps to take, see flowchart on pp. 20-21.

- Follow relevant procedures or policies to manage an SEAH investigation and any subsequent action according to established individual member agency mechanisms. This includes where an investigation involves a CAN DO partner. The flowchart on pp. 20-21 outlines steps for investigation processes.<sup>33</sup>
- Use experienced and qualified professionals trained to investigate allegations of SEAH and other sensitive matters. If no-one within the relevant member agency has appropriate qualifications and training, external resources should be accessed (relevant member agency and the CU Manager).
- Share status of investigation and subsequent action with the CU Manager in writing, including the following information (relevant member agency):
  - timeframe for investigation
  - who is undertaking the investigation and whether external resources are being accessed for support
  - whether survivor support is being provided
  - outcome of investigation
- Report investigation information to DFAT as per DFAT requirements (CU Manager/Lead Agency).
- Adhere to privacy laws and respect information and confidentiality. Ensure sensitive information is available only to the appropriate and authorised stakeholders<sup>34</sup> (All member agencies, CU and Steering Committee). See confidentiality definition, Appendix 1.
- Relevant support is provided to agencies if needed (CU Manager).

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<sup>33</sup> Where the relevant member agency is unwilling, or is considered unable by the CU, to effectively manage the investigation, the Steering Committee can decide to use another member agency's policies and procedures. The Conflict Prevention and Resolution Mechanism can also be used as a to resolve a dispute where relevant.

<sup>34</sup> Confidentiality helps create an environment in which witnesses are more willing to recount their versions of events and builds trust in the system and in the organisation.



Text box 10: Standards for record-keeping (as adopted from the ICRC Professional Standards for Protection – Chapter 6)

- Before collecting data or designing a protection information management system, actors must determine what data will be required for a specific and defined purpose and its level of sensitivity. They must also identify the risks and proper safeguards to mitigate them.
- Actors must collect and handle information containing personal data in accordance with the rules and principles of international law and relevant regional and national laws on data protection.
- Personal data and sensitive information can only be processed if there is a legitimate basis for doing so.
- Data processing must be transparent to the persons concerned, who must be given a certain minimum amount of information about the processing.
- Protection data and information must be adequate and relevant to the clearly defined, specific purposes for which they are collected and processed. This means that the data processed must not exceed the purpose(s) for which they were collected.
- In order to ensure that personal and/or sensitive data are not kept longer than necessary, a minimum retention period must be set, at the end of which a review must be carried out to determine whether the retention period should be extended or the data erased or archived.
- Personal data and sensitive information must be processed in a manner that ensures an appropriate degree of security for as long as data is retained.
- The confidentiality of personal data and sensitive information must be maintained at all times.
- Data must be transferred to or shared with only those recipients who offer the required level of data security and protection.
- Actors must ensure accountability for the processing of personal data and sensitive information. They must establish formal procedures for the data and information management process, from collection to exchange and archiving or destruction, including coaching of staff and volunteers, monitoring of quality, and supervisory mechanisms.

### 3. Survivor support guidance



**Guidance 3:** CAN DO ensures a survivor-centred approach in preventing and responding to SEAH.



#### Key actions

- Manage all responses in a manner that balances respect for due process with a survivor-centred approach in which the survivors' wishes, safety and wellbeing remain the priorities in all matters and procedures. All actions taken should be

guided by respect for the choices, wishes, rights and dignity of the survivor (relevant member agency and/or partner).<sup>35</sup>

- Develop a CAN DO database of national or regional support services that agencies can access if needed (CU).
- Develop a standardised level of support and assistance that all CAN DO member agencies agree to provide during the reporting/investigation stage, and for ongoing support if the complaint is substantiated. This may include referral to safe health/medical services, psychosocial and legal/justice responses where appropriate, and where required, referral to specialised children's or women's services (relevant member agency).
- Give survivors information on the progress of an investigation and final outcomes (relevant member agency and/or partner).
- Train staff and partners in Psychological First Aid to ensure first responders are appropriately trained and can respond in appropriate ways (member agencies).



**Text box 11: Key Elements of the Survivor-Centred Approach for Promoting Ethical and Safety Standards<sup>36</sup>**

1. **Safety:** the safety and security of the survivor and others, such as her/his children and people who have assisted her/him, must be the number one priority for all actors. Individuals who disclose an incident of SEAH are often at high risk of further violence from the perpetrator(s) or from others around them.
2. **Confidentiality:** confidentiality reflects the belief that people have the right to choose to whom they will, or will not, tell their story. Maintaining confidentiality means not disclosing any information at any time to any party without the informed consent of the person concerned. Confidentiality promotes safety, trust and empowerment. Mandatory reporting requirements are to be followed as outlined in relevant laws and agency and partner policies and processes.
3. **Respect:** the survivor is the primary actor, and the role of helpers is to facilitate recovery and provide resources for problem-solving. All actions taken should be guided by respect for the choices, wishes, rights and dignity of the survivor.
4. **Non-discrimination:** survivors of violence should receive equal and fair treatment regardless of their age, gender, race, religion, nationality, ethnicity, sexual orientation or any other characteristic.

<sup>35</sup> Survivors and complainants entrust CAN DO with their experiences, and in return CAN DO respects this by treating them with confidence and care in recognition that mishandling confidential information can have a serious impact on the safety of affected individuals, including the subject of the complaint.

<sup>36</sup> Adopted from the Inter-Agency Standing Committee Gender-based Violence Guidelines, 2015, page 47.



#### Text box 11: Survivor support example

A young woman makes a complaint against an employee of a CAN DO member agency. During this phase it is determined that the young woman needs medical treatment and CAN DO provides support for her to access this care. The CAN DO member agency reaches out to the CAN DO CU to identify psycho-social support services available in the country and refers the young woman. The complaint is substantiated and the member agency works with the survivor to provide expanded assistance and support to reduce the impact of the incident. The young woman has dropped out of school as a result of the incident, and the CAN DO member agency is assisting her to access alternative educational programs and vocational programs so that she can support herself.

## 4. Response to a child safeguarding concern

This section provides guidance on how CAN DO reports, investigates and provides support when there is an allegation or concern involving a child. These guidelines are designed to intersect with each member agency's child safeguarding policies and codes of conduct, and ensure the coordination of CAN DO agencies in their commitment to safeguarding children throughout their programming. They are derived from the DFAT Child Protection Policy and ACFID's Code of Conduct and are in line with Minimum Standards for Child Protection in Humanitarian Action. It includes a focus on responding to incidents of exploitation or abuse concerning a child.

CAN DO recognises that children living in humanitarian crises are particularly vulnerable to abuse and exploitation, especially children with disabilities, children living in residential care, those who have experienced previous trauma or abuse, children in contact with the law, child sex workers or children who have parents who are sex workers, unaccompanied children or children separated from their caregivers, very young children, orphans, trafficked children and gender-diverse children and young people. CAN DO takes its duty to protect the rights of these children, as enshrined in the Convention on the Rights of the Child, very seriously.



**Guidance 1:** CAN DO member agencies commit to zero tolerance of abuse, including SEAH against children. Member agencies will ensure safeguarding practices are embedded through:

- Agency child safeguarding policies and codes of conduct
- Recruitment and screening and employment practices
- Induction and training
- Program design
- Risk identification, assessment and management
- Communication of policies and reporting mechanisms
- Working with partners.

Any allegation of abuse or exploitation against a child, will be responded to in a fair, transparent and supportive manner, ensuring that:

- The safety, wellbeing, dignity and best interest of the child are of primary concern.
- Every report of child abuse or exploitation is taken seriously, all parties are treated fairly and procedures are transparent and in line with the law.
- Reports are dealt with in a confidential and timely manner.



### Key actions: Reporting

The points below are high-level actions to complement the steps for reporting outlined in the flowchart. For detailed steps to take, see flowchart on pp. 20-21.

- It is mandatory to immediately report any disclosure, concern or allegation regarding the safety, abuse or exploitation of a child by CAN DO member agency personnel, partners and consultants (this includes actual, suspected or risk of abuse or harm). Any breach of member agencies' child safeguarding policies or code of conduct must also be reported. Reports are to be made via established individual member agency child safeguarding reporting mechanisms (all).
- Member agencies should have child-friendly complaint handling processes that address responding to a disclosure by a child (member agencies).
- Each member agency's child safeguarding policy must include a documented reporting procedure for allegations or concerns of abuse or exploitation against a child, or abuse, exploitation or policy non-compliance by personnel and appoint a child safeguarding incident reporting focal person (member agencies).
- Inform the CU Manager in writing that a report about a child safeguarding incident in CAN DO programming, has been made within 48 hours of the report occurring (relevant member agency).
- Any incidents of behaviour that is suspected of being child abuse or exploitation or policy non-compliance occurring within DFAT-funded programming require reporting to DFAT at [childwelfare@dfat.gov.au](mailto:childwelfare@dfat.gov.au). (relevant member agency, CU and Lead Agency)

Reporting should include:

- An assessment of the incident report information
- The specific actions to be taken, a time frame and who is responsible. Actions may include:
  - Reporting to local authorities, in accordance with relevant national law in consideration of the safety of the child
  - Action to be taken by the member agency
  - Action to be taken by the CAN DO consortium.



### Key actions: Investigation

- Address any immediate needs of the survivor and manage any risks (relevant member agency and/or partner).
- Review and assess all allegations on a case-by-case basis, through the relevant member agency's child safeguarding guidelines; some may not need a formal investigation. When required, investigations will be carried out in a timely, fair and objective manner (relevant member agency and/or partner).

- If no-one within the relevant member agency has the qualifications and training required to carry out an investigation of child abuse or exploitation, external resources should be accessed. If the abuse or exploitation constitutes a crime, the case should be referred to the relevant law enforcement agencies if safe to do so and in alignment with DFAT and member agency reporting requirements (relevant member agency and/or partner).
- All information regarding a child safeguarding concern must only be shared with the designated individuals involved in assessing and responding to the allegation. All documentation will be stored securely and the names of those involved will not be shared unless the individual personally authorises this disclosure. Information will only be released on a “need to know” basis or when required by law or when a report to police or child protection support services is made.

### Survivor support

- The best interests of the child must be the primary concern throughout any investigation and follow-up. Country-specific referral pathways are to be designed in consultation with those who are experienced in handling the specific needs of child sexual abuse survivors and who understand the local child protection context (relevant member agency and/or partner).
- Any referrals are to be made in consultation with these child-focused agencies, and children have the right to participate in decisions that will affect them. If a decision is taken on behalf of the child, the best interests of the child must be the overriding guide (relevant member agency and/or partner).
- Support is to be provided to all relevant stakeholders, including those who have made the report (relevant member agency and/or partner).



#### Text box 13: DFAT Child Protection Requirements

- It is mandatory for all DFAT staff and partners to report immediately any suspected or alleged case of child exploitation, abuse or policy non-compliance by anyone within scope of the policy in connection with official duties or business. Members of the community can also report. All reports should be made to [childwelfare@dfat.gov.au](mailto:childwelfare@dfat.gov.au).
- Staff and partners must report any behaviour that is suspected of being child exploitation or abuse (including possession of child exploitation material) or policy non-compliance by:
  - DFAT staff member, including locally engaged staff
  - personnel of a DFAT funded contractor or civil society organisation, including subcontractors
  - Personnel of a DFAT funded multilateral organisation
  - a DFAT funded volunteer
  - an employee of another Commonwealth Government Agency
  - any report made to you by anyone relating to child exploitation and abuse or policy non-compliance by a DFAT staff or DFAT funded partners
  - an Australian Volunteers for International Development Program participant or host organisation
  - a DFAT Scholarship or Fellowship awardee including Australia Awards program recipients
  - a DFAT grant recipient, including under the Direct Aid Program and Public Diplomacy programs
  - any Australian citizen, Australian permanent resident or Australian company

Where an individual or organisation has already reported, but becomes aware of additional information, the individual or organisation must also report that information.

# Appendix 1: Definitions

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## Behavioural-based interview questions

Interview questions that probe the applicant's past behaviour in specific situations relevant to the position. Behavioural-based questions give interviewers additional information about the applicant's suitability to work with children

## Child

In accordance with the United Nations Convention on the Rights of the Child, "child" means every human being under the age of 18 unless under the law applicable to the child, majority is attained earlier. For the purposes of this policy, and in accordance with DFAT policies, a child is a person under the age of 18 years.<sup>37</sup>

## Child abuse<sup>38</sup>

- **physical abuse**—the use of physical force against a child that results in harm to the child. Physically abusive behaviour includes shoving, hitting, slapping, shaking, throwing, punching, kicking, biting, burning, strangling and poisoning
- **neglect**—the failure by a parent or caregiver to provide a child (where they are in a position to do so) with the conditions that are culturally accepted as being essential for their physical and emotional development and wellbeing
- **emotional abuse**—refers to a parent or caregiver's inappropriate verbal or symbolic acts toward a child, or a pattern of failure over time to provide a child with adequate non-physical nurture and emotional availability. Such acts have a high probability of damaging a child's self-esteem or social competence
- **sexual abuse**—the use of a child for sexual gratification by an adult or significantly older child or adolescent. Sexually abusive behaviours can include fondling genitals; masturbation; oral sex; vaginal or anal penetration by a penis, finger or any other object; fondling breasts; voyeurism; exhibitionism; and exposing the child to, or involving the child in, pornography<sup>39</sup>
- **ill-treatment**—disciplining or correcting a child in an unreasonable and seriously inappropriate or improper manner; making excessive and/or degrading demands of a child; hostile use of force towards a child; and/or a pattern of hostile or unreasonable and seriously inappropriate degrading comments or behaviour towards a child

## Child abuse material<sup>40</sup>

Material that depicts (expressly or implicitly) a child under 18 years of age as a victim of torture, cruelty or physical abuse

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<sup>37</sup> Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019.

<sup>38</sup> Australian Government, Child Protection Policy, Department of Foreign Affairs and Trade, January 2018

<sup>39</sup> Fact Sheet No. 12 *What is child abuse and neglect?* National Children's Clearinghouse, Australian Institute of Family Studies.

<sup>40</sup> See n37

### Child exploitation

One or more of the following:

- committing or coercing another person to commit an act or acts of abuse against a child
- possessing, controlling, producing, distributing, obtaining or transmitting child exploitation material
- committing or coercing another person to commit an act or acts of grooming or online grooming
- using a minor for profit, labour, sexual gratification, or some other personal or financial advantage

### Child exploitation material

Material, irrespective of its form, which is classified as child abuse material or child pornography material

### Child pornography

In accordance with the Optional Protocol to the Convention on the Rights of the Child, 'child pornography' means 'any representation, by whatever means, of a child engaged in real or simulated explicit sexual activities or any representation of the sexual parts of a child for primarily sexual purposes.'

### Child protection

Child protection refers to the prevention of and response to abuse, neglect, exploitation and violence against children.<sup>41</sup>

### Child safeguarding

Child safeguarding refers to what organisations do to keep children safe and is internally facing.

### Coercion

Coercion covers a whole spectrum of degrees of force. Apart from physical force, it may involve psychological intimidation, blackmail or other threats (e.g. threats of being dismissed from a job or of not obtaining a job that is sought). It may also occur when a person is unable to give consent (e.g. while drunk, drugged, asleep or mentally incapable of understanding the situation).<sup>42</sup>

### Complaint

A specific grievance of anyone who has been negatively affected by an organisation's action or who believes that an organisation has failed to meet a stated commitment.<sup>43</sup>

### Complainant

The person making the complaint, including the alleged survivor of the sexual exploitation and abuse or another person who becomes aware of the wrongdoing.<sup>44</sup>

### Confidentiality

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<sup>41</sup> Global Protection Cluster, Minimum Standards for Child Protection in Humanitarian Action, 2012.

<sup>42</sup> World Health Organization, World Report on Violence and Health, 2002.

<sup>43</sup> CHS Alliance, PSEA Implementation Quick Reference Handbook, 2017.

<sup>44</sup> Ibid.



Confidentiality is an ethical principle that restricts access to and dissemination of information. In investigations on sexual exploitation, abuse, fraud and corruption, it requires that information is available only to a limited number of authorised people for the purpose of concluding the investigation. Confidentiality helps create an environment in which witnesses are more willing to recount their versions of events and builds trust in the system and in the organisation.<sup>45</sup>

### Gender based violence

An umbrella term for violence directed toward or disproportionately affecting someone because of their actual or perceived gender identity. The term gender-based violence (GBV) is primarily used to underscore the fact that structural, gender-based power differentials around the world put women and girls at risk of multiple forms of violence. This includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty, whether occurring in public or in private life. While women and girls suffer disproportionately from GBV, men and boys can also be targeted. Some actors use the term to describe targeted violence against lesbian, gay, bisexual, transgender, and intersex populations, in these cases when referencing violence related to norms of masculinity/femininity and/or gender.<sup>46</sup>

### Partner

A CAN DO member agency's in-country implementing partner.

### Perpetrator

A person (or group of persons) who commits an act of SEAH, child abuse or exploitation or other type of crime or offence.<sup>47</sup>

### Alleged perpetrator

A person (or group of persons) who is (or are) alleged to have committed an act of SEAH, child abuse or exploitation or other type of crime or offence.

### Protection in humanitarian action

Protection refers to all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and the spirit of the relevant bodies of law.<sup>48</sup>

### Preventing SEAH (PSEAH)

Measures taken to protect vulnerable people from sexual exploitation, abuse and harassment by their own staff and associated personnel.<sup>49</sup>

### Relevant member agency

The relevant member agency is the agency that is employing the staff member against whom a complaint has been made. This means the agency with whom the individual has an employment contract.

### Safeguarding

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<sup>45</sup> Ibid.

<sup>46</sup> United Nations Glossary on Sexual Exploitation and Abuse, July 2017.

[https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English\\_0.pdf](https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English_0.pdf)

<sup>47</sup> Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019.

<sup>48</sup> IASC IDP Protection Policy 1999. The definition was originally adopted by a 1999 Workshop of the International Committee of the Red Cross (ICRC) on Protection.

<sup>49</sup> CHS Alliance, PSEA Implementation Quick Reference Handbook, 2017.

The responsibility that organisations have to make sure their staff, operations, and programs do no harm to children and vulnerable adults, and that they do not expose them to the risk of harm or abuse. PSEAH and child safeguarding come under this umbrella term. Generally the term does not include sexual harassment of staff by staff, which is usually covered by organisations' bullying and harassment policies.<sup>50</sup>

### Sexual abuse

The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. It covers sexual offences including (but not limited to) attempted rape (which includes attempts to force someone to perform oral sex) and sexual assault (which includes non-consensual kissing and touching). All sexual activity with someone under the age of consent (in the law of the host country or under Australian Capital Territory law [16 years], whichever is greater) is considered to be sexual abuse.<sup>51</sup>

### Sexual exploitation

Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes. It includes profiting monetarily, socially, or politically from sexual exploitation of another.<sup>52</sup>

### Sexual violence

Acts of a sexual nature against one or more persons or that cause a person or persons to engage in an act of a sexual nature by force, or by threat of force or coercion, such as that caused by fear of violence, duress, detention, psychological oppression or abuse of power, or by taking advantage of a coercive environment or such person's or persons' incapacity to give genuine consent.

Forms of sexual violence include rape, attempted rape, forced prostitution, sexual exploitation and abuse, trafficking for the purpose of sexual exploitation, child pornography, child prostitution, sexual slavery, forced marriage, forced pregnancy, forced public nudity and forced virginity testing.<sup>53</sup>

### Sexual harassment

A person sexually harasses another person if the person makes an unwelcome sexual advance or an unwelcome request for sexual favours, or engages in other unwelcome conduct of a sexual nature, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated. Sexual harassment can take various forms. It can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by any person of any gender towards any person of any gender. Sexual harassment can be perpetrated against beneficiaries, community members, citizens, as well as staff and personnel.<sup>54</sup>

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<sup>50</sup> Ibid

<sup>51</sup> Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019.

<sup>52</sup> Ibid.

<sup>53</sup> United Nations Glossary on Sexual Exploitation and Abuse, July 2017.

[https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English\\_0.pdf](https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English_0.pdf)

<sup>54</sup> Australian Government, Preventing Sexual Exploitation, Abuse and Harassment Policy, Department of Foreign Affairs and Trade, 4 April 2019. <https://dfat.gov.au/international-relations/themes/preventing-sexual-exploitation-abuse-and-harassment/Documents/pseah-policy.pdf>

Some examples of behaviour that may be sexual harassment include:

- Staring or leering
- Unnecessary familiarity, such as unwelcome affection or touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- Intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be considered to be an offence under criminal law such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

### Survivor

A person who is, or has been, sexually exploited, harassed or abused.<sup>55</sup>

“Victim” is a term often used in the legal and medical sectors, while the term “survivor” is generally preferred in the psychological and social support sectors to refer to a person who has experienced sexual or gender-based violence because it implies resilience.<sup>56</sup>

### Whistleblower

A whistleblower is a type of complainant (not the survivor) who is a humanitarian aid worker making a report of SEAH. Organisational whistleblowing policies encourage staff to report concerns or suspicions of misconduct by colleagues by offering protection from retaliation for reporting, and clarify the rules and procedures for reporting and addressing such cases. Therefore, the definition, scope, and protection measures may differ between organisations.<sup>57</sup>

### Witness

A person who observed, or has direct knowledge of, something under investigation.<sup>58</sup>

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<sup>55</sup> Ibid.

<sup>56</sup> United Nations Glossary on Sexual Exploitation and Abuse, July 2017.

<sup>57</sup> IASC Global Standard Operating Procedures on Inter-Agency Cooperation in Community-Based Complaint Mechanisms, 2016.

<sup>58</sup> United Nations Glossary on Sexual Exploitation and Abuse, July 2017.

# Appendix 2: Sector guidance and best practice

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## 3.1 Available Resources

- Bond Safeguarding Support for NGOs - <https://www.bond.org.uk/ngo-support/safeguarding>
- PSEA Task Force - <http://www.pseataskforce.org/en/tools>
- IASC PSEA Working Group - <https://interagencystandingcommittee.org/product-categories/protection-sexual-abuse-and-exploitation>
- CHS PSEA Conference 2016 - <https://www.chsalliance.org/what-we-do/psea/psea-conference-2016>
- UN PSEA - <https://www.un.org/preventing-sexual-exploitation-and-abuse/>
- A working group on Prevention of Sexual Harassment, Violence, and Abuse is working independently to formulate a “model” PSEA policy (not yet available).
- Trainings available
  - DisasterReady.org
    - PSEA (InterAction)
    - PSEA (UNHCR)
    - Child Safeguarding (Save the Children)
  - Kaya
    - Introduction to Child SEA
    - Managing SEA Investigations
  - CHS
    - SEA Investigations (in person) - <https://www.chsalliance.org/our-events/events>
  - InterAction - <https://www.interaction.org/resources/training>
    - SEA "101"
    - Management of SEA Investigations
    - Workshops on addressing SEA

## 3.2 Guidelines and Sector Standards

- Guidelines
  - DFAT PSEAH Policy, 2019 <https://dfat.gov.au/international-relations/themes/preventing-sexual-exploitation-abuse-and-harassment/Documents/pseah-policy.pdf>
  - DFAT Preventing Sexual Exploitation, Abuse and Harassment – Risk Guidance Note, 2019. <https://dfat.gov.au/international-relations/themes/preventing-sexual-exploitation-abuse-and-harassment/Documents/guidance-on-assessing-the-risk-of-seah.pdf>
  - CHS Alliance, PSEA Implementation Quick Reference Handbook: <https://www.chsalliance.org/what-we-do/psea/psea-handbook>
  - Bond, Quick reference: measures to prevent sexual exploitation and abuse (adapted from CHS Alliance handbook): [https://www.bond.org.uk/sites/default/files/quick\\_reference\\_measures\\_to\\_prevent\\_sexual\\_exploitation\\_and\\_abuse.pdf](https://www.bond.org.uk/sites/default/files/quick_reference_measures_to_prevent_sexual_exploitation_and_abuse.pdf)
  - Recommendations in paper by Dyan Mazunara (Tufts Feinstein International Center) - “STOP the Sexual Assault Against Humanitarian and Development Aid Workers” - <http://fic.tufts.edu/publication-item/stop-the-sexual-assault-against-humanitarian-and-development-aid-workers/>

- Best Practice Guide: Inter-Agency Community-Based Complaint Mechanisms PSEA: <http://www.pseataaskforce.org/uploads/tools/1490964201.pdf>
- Protection Mainstreaming Toolkit: [http://www.globalprotectioncluster.org/assets/files/aors/protection\\_mainstreaming/gp-c-pm\\_toolkit-2017.en.pdf](http://www.globalprotectioncluster.org/assets/files/aors/protection_mainstreaming/gp-c-pm_toolkit-2017.en.pdf)
- Sector standards
  - IASC Minimum Operating Standards on PSEA by Own Personnel: [https://interagencystandingcommittee.org/system/files/3\\_minimum\\_operating\\_standards\\_mos-psea.pdf](https://interagencystandingcommittee.org/system/files/3_minimum_operating_standards_mos-psea.pdf)
  - IASC Guidelines to Implement the Minimum Operating Standards for PSEA: <https://interagencystandingcommittee.org/protection-sexual-exploitation-and-abuse/documents-public/guidelines-implement-minimum-operating>
  - IAST PSEA: Inter-agency cooperation in community-based complaint mechanisms Global Standard Operating Procedures (May 2016): <http://www.pseataaskforce.org/uploads/tools/1490892363.pdf>
  - Core Humanitarian Standard - <https://corehumanitarianstandard.org/files/files/CHS-Guidance-Notes-and-Indicators.pdf>
    - Key Actions that refer to SEA: 1.2, 3.6, 3.7, 3.8, 4.1, 5.3, 5.4, 5.6, 5.7, 8.7
  - Sphere Standards - <http://www.spherehandbook.org/>

### 3.3 Child Safeguarding

- Guidelines and policies
  - Australian Council for International Development (ACFID), Code of Conduct Guidelines for the Development of a Safeguarding Policy [https://acfid.asn.au/sites/site.acfid/files/resource\\_document/ACFID%20Code%20of%20Conduct%20Guidelines%20for%20the%20Development%20of%20a%20Child%20Safeguarding%20Policy\\_Nov%202018.pdf](https://acfid.asn.au/sites/site.acfid/files/resource_document/ACFID%20Code%20of%20Conduct%20Guidelines%20for%20the%20Development%20of%20a%20Child%20Safeguarding%20Policy_Nov%202018.pdf)
  - Australian Government, Department of Foreign Affairs and Trading (DFAT), [Child Protection Policy](https://dfat.gov.au/international-relations/themes/child-protection/Documents/child-protection-policy.pdf), <https://dfat.gov.au/international-relations/themes/child-protection/Documents/child-protection-policy.pdf>
  - Australian Government, Department of Foreign Affairs and Trading (DFAT), Child Protection in Emergencies, <https://dfat.gov.au/international-relations/themes/child-protection/Documents/Child%20Protection%20in%20Emergencies.pdf>
  - Australian Government, Department of Foreign Affairs and Trading (DFAT), Child Protection Guidance Note: Reporting and Notifications, <https://dfat.gov.au/international-relations/themes/child-protection/Documents/child-protection-notification-guidance-note.pdf>
  - Keeping Children Safe, Management of Child Safeguarding Allegations, [https://resourcecentre.savethechildren.net/node/13709/pdf/kcs\\_guidance\\_managementsafeguarding\\_2016.pdf](https://resourcecentre.savethechildren.net/node/13709/pdf/kcs_guidance_managementsafeguarding_2016.pdf)
  - UNICEF Australia, Child Safeguarding Policy, <https://www.unicef.org.au/Upload/UNICEF/Media/1806-CS-Policy-UA.pdf>
- Standards
  - Minimum Standards on Child Protection in Humanitarian Action, <https://resourcecentre.savethechildren.net/library/minimum-standards-child-protection-humanitarian-action>
- Resources
  - The Alliance for Child Protection in Humanitarian Action, <https://alliancecpha.org/en>

## Appendix 3: Designing safe programs and projects – analysing safeguarding risks<sup>59</sup>

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- Assess the context in which the program is to take place – identify risks and issues related to SEAH and child safeguarding in communities.
- Map the patterns of behaviour within families and communities when designing programs and projects – for example, who fetches water, who manages household income, do the children attend school, etc. These patterns of behaviour might make certain family members more vulnerable to SEAH and incidents of child abuse or exploitation, such as adolescent girls whilst fetching water from remote sources.
- Identify how the program might exacerbate the risk of SEAH and child abuse or exploitation by staff and associated personnel. Will certain groups within the community not be receiving goods and services? Are the goods and services likely to be inadequate for the beneficiary population, or delivered unpredictably? Beneficiaries who desperately need goods and services will be more vulnerable to exploitation.
- Design programs to address any risks identified – ensure all those involved in the delivery of goods and services are safe; include costs for prevention, awareness-raising, training on SEAH and child safeguarding and response in program/project budgets.
- Incorporate awareness-raising and communications on PSEAH and child safeguarding into program/project activities.
- Monitor, with the communities you are working with, whether the program/project is safe.
- Adapt, or redesign, any program/project that is presenting a risk of SEAH and incidents of child abuse or exploitation by staff or associated personnel.
- Identify and document existing local and national child protection mechanisms and related support services for referral.

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<sup>59</sup> This is based on best practice outlined in CHS Alliance, PSEA Implementation Quick Reference Handbook, 2017 and Global Protection Cluster, Minimum Standards for Child Protection in Humanitarian Action, 2012.

## Appendix 4: CAN DO standard checklist for assessing PSEA and child safeguarding capacity of partners

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- What is the status of the partner's PSEA and child safeguarding measures?
- Does the partner have PSEA and child safeguarding policies?<sup>60</sup>
- Does the partner have a code of conduct?<sup>61</sup>
- How well have the policies been implemented throughout the organisation?
- How does the partner recruit, screen and induct staff?
- What are the partner's reporting/complaints mechanisms?
- How are child protection measures embedded in its operations and program interventions?
- What arrangements exist for monitoring the measures that prevent harm?
- Does the partner understand when and how to report PSEAH and child safeguarding incidents or issues to the CAN DO member agency?
- Does the partner understand the contractual arrangements in the agreement/contract related to safeguarding? How does the partner work with communities to bring awareness of SEAH and child safeguarding?
- Does the partner have a referral network for supporting survivors?

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<sup>60</sup> CAN DO agreed minimum standards and requirements for PSEAH provisions, 2019

<sup>61</sup> Ibid.