

2.0 Policy on Development and Values

2.1 Policy on Child Protection

2.1.1 Introduction

Protecting children is one of the reasons Hagar Australia exists. It is at the heart of all we do. Children make up a significant number of the clients we support directly through our programs; we also work to bring about systemic changes that advance child protection in the countries in which we work; and we proactively engage with children here in Australia, for example through our community education and engagement with schools.

Hagar Australia is committed to demonstrating leadership and best practice in protecting the rights of children, not simply complying with minimum child protection standards and laws, which we see as a starting point.

Hagar Australia endorses and supports the *United Nations Convention on the Rights of the Child (1989)*, which states in article 19:

“State Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.”

We also endorse and support the *ILO Minimum Age Convention No 138* and the *UN Protocol To Prevent, Suppress And Punish Trafficking In Persons, Especially Women And Children, Supplementing The United Nations Convention Against Transnational Organized Crime (the “Palermo Protocol”)* (2000), including the provisions in Article 6, relating to the protection of the victims of trafficking and guarding the “privacy and identity” of victims.

Hagar Australia is committed to engaging with child clients in accordance with the Hagar International *Client Protection Policy*. Children who have been abused and had their rights violated are particularly vulnerable and may be impacted by both physical and mental health issues, a fear of adults, destructive behaviour towards themselves or others, and inappropriate sexual attitudes and behaviour. Hagar’s *Client Protection Policy* has been developed to address the specific protection needs of children who have experienced trauma.

Beyond our clients, Hagar Australia owes all children we engage with a duty of care to protect them from reasonably foreseeable harm.

Hagar Australia is a signatory to the ACFID Code of Conduct and therefore has agreed to have policies and procedures to promote the safety and wellbeing of children accessing our services and programs, particularly to minimise the risk of abuse of children.

Child protection is both an individual and a corporate responsibility. Every person engaged in the work of Hagar Australia, including Board members, staff, volunteers, contractors, partner

organisations and supporters, shares a responsibility to take all appropriate measures to protect children.

2.1.2 Purpose, Scope, Responsibility and Definitions

<p>Purpose of Policy</p>	<p>The purpose of this policy is to ensure that Hagar Australia protects the rights of children in all of its operations and programs.</p> <p>It is intended to provide guidance to all personnel of Hagar Australia to understand and implement their child protection responsibilities.</p> <p>Consistent with Hagar International’s <i>Client Protection Policy</i>, there is a particular focus on protecting the rights of our child clients, who are especially vulnerable. However, the policy applies to all children who may be engaged in or impacted by Hagar Australia’s operations in any country.</p>
<p>Scope:</p> <p>Who does this policy apply to?</p>	<p>This policy applies to all personnel of Hagar Australia, meaning;</p> <ul style="list-style-type: none"> • its Board members • its employees (permanent, casual, contracted, interns and volunteers) • its contractors, partner organisations and their personnel, to the extent that their work with Hagar Australia involves contact with children or having access to information held by Hagar Australia about children. • Any person who participates in a project visit or has contact with children through Hagar Australia or Hagar Australia events.
<p>Who is responsible for child protection at Hagar Australia?</p>	<p>The Program and Outreach Officer is accountable to the Hagar Australia Board for all aspects of child protection at Hagar Australia. The Program and Outreach Officer’s accountabilities include:</p> <ul style="list-style-type: none"> • Regularly reviewing the Child Protection Policy and the processes that support its implementation to ensure they are culturally sensitive, legally sound and in line with external funder requirements and the Hagar International <i>Client Protection Policy</i>. • Ensuring that the Policy and processes are properly implemented, including when managing child protection incidents. • Ensuring personnel are appropriately trained. • Caring for and supporting personnel who are working on difficult child protection issues • Supporting Program Offices to ensure they have appropriate complaints and response mechanisms. • Actively contributing a Hagar Australia child protection perspective to Hagar International policies, processes and discussions.
<p>Review</p>	<p>This policy and the Child Protection Code of Conduct will be reviewed at least once every two years.</p>

<p>Definitions</p>	<p>Child: Any person under the age of 18.</p> <p>Client: Any person (child or adult) who is engaged in Hagar program activities. This includes clients from the community when they are on Hagar project sites.</p> <p>Abuse: non-accidental injury or mistreatment caused by the acts or the omissions of a child’s parents or caretakers, or any other person, including Hagar personnel or other Hagar clients.</p> <p><i>Examples: physical abuse, mental and/or emotional abuse, verbal abuse, sexual abuse, spiritual abuse, exploitation and neglect.</i></p> <p>Physical Abuse: The use of physical force against a child that results in harm to the child; causing a child to become sick; or fabricating symptoms of sickness in a child.</p> <p><i>Examples: shoving, hitting, slapping, shaking, throwing, punching, kicking, biting, poisoning, burning, scalding, strangling, drowning, suffocating or otherwise causing physical harm to a client. The injury may take the form of bruises, cuts, burns or fractures.</i></p> <p>Mental and/or Emotional Abuse: sustained, repetitive, inappropriate responses to a child’s expression of emotion and emotional needs. This may include a person’s inappropriate verbal or symbolic act towards a child or a pattern of failure over time to provide a child with adequate nurture and emotional availability. It includes discrimination on the basis of race, nationality, culture and social background, place of origin, age, gender, sexuality, disability, illness, skin color, religion or beliefs.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Telling a child that he or she is worthless, unloved or inadequate;</i> • <i>Causing a child to feel frightened or in danger.</i> • <i>Rejection of a child;</i> • <i>Punishing normal, social behavior;</i> • <i>Lacking or discouraging, caregiver-infant attachment;</i> • <i>Depriving a child of security;</i> • <i>Corrupting a child;</i> • <i>Isolating or ignoring a child; and</i> • <i>Discouraging child’s self-esteem or depriving a child of opportunities to develop as an individual.</i> <p>Verbal abuse: any communication by words (i.e. offensive name calling or criticism), vocal tones, body language or attitudes that belittle a client’s appearance and worth.</p>
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Examples: offensive name calling or criticism; using derogatory terms or classifiers for clients, referring to their race, nationality, culture and social background, place of origin, age, gender, sexuality, disability, illness, skin color, religion or beliefs.

Sexual Abuse: the use of an individual for sexual gratification without the individual's consent. Any sexual contact with a child (as described in legislation of each separate state and territory) is automatically considered sexual abuse as children are legally too young to give consent to sex.

Examples: touching an individual's breasts or genital; masturbation; forcing a client to look at, listen to, read, watch or take part in pornography; coercing the client to have sex (oral sex or penetration by penis, finger or any other object); or engage in sexual acts, voyeurism or exhibitionism.

Spiritual Abuse: where a spiritual leader, caregiver or system tries to control, manipulate or dominate a child's spiritual views or wellbeing.

Examples: the implicit and explicit offering of, or, withholding of services to a client based on the spiritual views of the caregiver rather than the needs of a client. Where there is a power imbalance, such as a client/caregiver relationship there is a particular risk that a caregiver will perceive they know the spiritual needs of a client better than the individual.

Neglect: a person's failure to provide an individual (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 well-being.

Examples: Failure to protect a client from exposure to any kind of danger, including cold or starvation; or extreme failure to carry out important aspects of care, like withholding medical attention, affection and the basic necessities of life, resulting in significant harm to a client's health and development. Signs of possible neglect include under-nourishment, failure to grow, constant hunger, untreated illnesses and inadequate care.

Exploitation: the use of a person in work, other activities or exploitative material for the benefit of others.

Exploitative material: any material that describes or depicts someone in a sexual context, including for example, engaging in a sexual activity; or in an offensive or demeaning context; or being subjected to abuse, cruelty or torture.

Protection: defending, shielding or guarding from abuse, neglect and exploitation.

2.1.3 Policy

Hagar Australia:

- (a) Will proactively protect and respect the rights of children in all of its programs and operations, and remedy violations of those rights.
- (b) Opposes all forms of abuse, neglect and exploitation of children and believes that all children have an equal right to protection from abuse, regardless of race, social background, place of origin, age, gender, sexuality, disability, skin colour, religion or beliefs.
- (c) Will not permit Hagar Australia personnel to work with children, visit children or have access to information held by Hagar about children if, in Hagar Australia's, opinion, they pose an unacceptable risk to children's rights, safety or wellbeing.
- (d) Will recruit suitable personnel, provide them with training on child protection, and ensure they understand and comply with this policy and Hagar Australia's Child Protection Code of Conduct.
- (e) Has a responsibility to provide a safe environment for children and prevent children within its programs being abused, neglected or exploited. If Hagar knows that a child is being abused, neglected or exploited, it will not keep silent.
- (f) Will make all decisions concerning each child client's care on the basis of the best interests of that child.
- (g) Believes that a family environment is the best place to be for a child, provided that family environment is safe and the child is protected.
- (h) Will analyse the legal, social, cultural, welfare and child protection context in all program countries in order to develop locally meaningful policies, consistent with the rights of children.
- (i) Will work and communicate with children in ways that empower them, respect them, protect their safety and promote their wellbeing.
- (j) Will protect the privacy, confidentiality and dignity of children when communicating about them.
- (k) Will screen and monitor visitors to its programs, provided them with training on child protection, and ensure they understand and comply with this policy and Hagar Australia's Child Protection Code of Conduct.
- (l) Will advocate for the rights, safety and wellbeing of children.

- (m) Will manage incident reporting and complaints appropriately, including by providing mechanisms for personnel and others to report incidents or make complaints anonymously.
- (n) Will develop a code of conduct and procedures to ensure it:
- i. Incorporates child protection into all aspects of Hagar's work
 - ii. Chooses suitable personnel
 - iii. Supports and provides guidance to personnel to understand and implement their child protection responsibilities
 - iv. Protects children's privacy and confidentiality
 - v. Communicates respectfully about children
 - vi. Communicates respectfully with children
 - vii. Empowers and protects children when working with them
 - viii. Screens and monitors visitors to programs
 - ix. Advocates for children
 - x. Manages incident reporting and complaints appropriately.

Child Protection Code of Conduct

1. PURPOSE

The purpose of this Code of Conduct is to ensure Hagar Australia:

- Implements its Child Protection Policy and incorporates child protection into all its work
- Chooses suitable personnel
- Supports and provides guidance to personnel to understand and implement their child protection responsibilities
- Protects children's privacy and confidentiality
- Communicates respectfully about children
- Communicates respectfully with children
- Empowers and protects children when working with them, including protecting their confidentiality and privacy
- Screens and monitors visitors to programs
- Advocates for children
- Manages incident reporting and complaints appropriately.

2. WHO DOES THIS CODE OF CONDUCT APPLY TO?

This Code of Conduct applies to all personnel of Hagar Australia, meaning:

- its Board members
- its employees (permanent, casual, contracted, interns and volunteers)
- its contractors, partner organisations and their personnel, to the extent that their work with Hagar Australia involves contact with children or having access to information held by Hagar Australia about children
- any person who participates in a project visit or has contact with children through Hagar Australia or Hagar Australia events.

3. WHO IS RESPONSIBLE FOR CHILD PROTECTION AT HAGAR AUSTRALIA?

The Program and Outreach Officer is responsible for child protection at Hagar Australia, as set out in the Child Protection Policy.

4. DEFINITIONS

The definitions set out in 2.1.2 of the Child Protection Policy apply to this Code of Conduct.

5. **INCORPORATING CHILD PROTECTION INTO ALL ASPECTS OF HAGAR AUSTRALIA'S WORK** Child protection is about being responsible and taking steps to protect children from foreseeable harm, including empowering children to protect themselves and promoting a child safe organisation.

5.1 Responsibility is achieved by:

- Adopting best practice is recruitment and selection

- Screening staff and all visitors to our programs
- Ensuring everyone understands their legal responsibilities

5.2 Protection is achieved by:

- Understanding child abuse, neglect and exploitation
- Developing and maintaining an open and aware culture
- Identifying and managing risks and dangers to children in our programs and activities
- Ongoing development of the Child Protection Policy and Code of Conduct and adherence to them.

5.3 Empowerment is achieved by:

- Having clear boundaries when dealing with children
- Respecting children and encouraging their participation in our programs and activities
- Ensuring that there is a clear procedure for reporting concerns and complaints, and following the procedure
- Supporting and supervising staff and visitors to our field programs to ensure that all interactions with children are respectful and appropriate.

Hagar Australia expects you to:

5.4 Take responsibility to protect children from harm

- Ensure that you understand your legal responsibilities
- Participate in education and training on how to help protect children
- Contribute to the ongoing development of the Child Protection Policy and Code of Conduct
- Adopt best practice when recruiting and selecting staff
- Screen staff and all visitors to our programs

5.5 Know and follow the relevant requirements

- Build an understanding of the Child Protection Policy and Code of Conduct and follow them
- Be diligent about completing probity checks about yourself:
 - When you receive notice that it is time to update a criminal record check and working with children check, you must complete them within the specified time.
 - The Program and Outreach Officer may waive this requirement if you have undergone an additional check within the last six months.
 - You may be required to complete additional probity checks if you have:
 - Taken leave for more than six months (such as maternity leave, leave without pay, or extended sick leave);
 - Been offered a new role where you will have increased contact with children or information about children;
 - Applied to visit a country program.
- Notify Hagar Australia immediately if you are charged with or convicted of a criminal offence relating to children.

5.6 Report any concerns

If you have any concerns that someone is not following the Child Protection Policy or this Code of Conduct, you must promptly report that to the Program and Outreach Officer.

5.7 Develop appropriate guidelines for staff, volunteers or donors visiting projects that you manage

- If you are responsible for managing personnel, including volunteers or donors visiting projects, you must thoroughly assess their potential engagement with children, identify any child protection risks, and develop and follow an appropriate risk management plan to mitigate any child protection risks.
- You should discuss and assess child protection in performance appraisals for any staff you manage.

6. CHOOSING SUITABLE PERSONNEL

Hagar Australia is committed to preventing a person from working with children or having access to information about children if they pose an unacceptable risk to children's safety or wellbeing.

6.1 Recruitment

- When you write a position description for a role that involves working with children or information about children, include clear and detailed information about relevant child protection responsibilities.
- When you write a recruitment advertisement or request for tender, include an explicit statement about Hagar Australia's commitment to child protection, and provide access to a copy of our Policy and Code of Conduct.
- At the start of the recruitment or engagement process, provide prospective personnel with a copy of our Policy and Code of Conduct.

6.2 Screening

- When interviewing prospective personnel, you must ask them about any previous work with children as relevant.
- The proven act of providing false or incomplete information by a candidate during the recruitment and screening process may be considered a ground for immediate exclusion from the recruitment process or dismissal if the candidate has already been employed at the time the act is proven.
- Before offering anyone a position, you must:
 - Conduct all legally required checks, including working with children checks.
 - Conduct a criminal record check in appropriate jurisdictions, wherever possible (for example, this is not always possible if the applicant is under 16).
 - Require the candidate to read and sign Hagar Australia's Child Protection Policy and Code of Conduct, a copy of which will be kept in their employment file.

- Conduct at least three reference checks, including one from the most recent employer, and specifically ask referees about any previous work the candidate has done with children and the referees' view about whether the candidate poses any risk to children.
- Review all checks and form a view about whether the person poses an unacceptable risk to children's safety or wellbeing.
- If you offer a position to a person before conducting all the proper checks, you must inform them that the offer is subject to the outcome and review of the proper checks, which you must conduct as soon as possible.
- When offering a position, you must ensure that the Employment Contract includes a clause relating to the employee's obligations under the Child Protection Policy and Code of Conduct.

6.3 Inducting new personnel

- During induction, you must review Hagar Australia's Child Protection Policy and Code of Conduct with new personnel, explaining the different forms of abuse and providing an overview of how child protection issues might come up in Hagar Australia's day to day work.
- You must ensure new personnel undertake child protection training as soon as possible.
- You must monitor new personnel carefully during their period of probation.

7. SUPPORT AND MONITOR PERSONNEL

7.1 Train and support existing personnel

The Child Protection Officer must:

- Notify personnel of any changes to the Child Protection Policy and Code of Conduct in a timely manner.
- Ensure that all personnel are reminded of their child protection responsibilities and undertake ongoing training at least once every two years.
- Ensure that personnel undertake further relevant training if their role changes.
- Encourage personnel to take part in additional external training and workshops relating to child protection.

7.2 Train and support personnel who are working overseas

As personnel working or visiting Hagar's projects overseas are more likely to have contact with children who are particularly vulnerable, including Hagar's clients, the Child Protection Officer must ensure those personnel are thoroughly trained and up-to-date with respect to their obligations under the Child Protection Policy and Code of Conduct, and reporting mechanisms they should use if they observe or suspect abuse.

7.3 Obligations of all personnel

- You have a continuing obligation to report any incident that would affect your working with children or police background checks.
- You have an obligation to report to the Child Protection Officer any abuse of children that you observe or suspect, or any reason why you believe any Hagar personnel pose an unacceptable risk to children.

7.4 Monitor contractors and consultants

If you have engaged a contractor or consultant, you must carefully monitor their work. If you form the view that a contractor, consultant or the employee of a contractor or consultant, poses an unacceptable risk to children's safety or wellbeing, you must immediately notify the Child Protection Officer.

8. PROTECT CHILDREN'S CONFIDENTIALITY AND PRIVACY

8.1 Information about children

Children interact with Hagar Australia in many ways, some are clients within our programs, some participate by being photographed or filmed for our marketing campaigns, some support the work of Hagar Australia through fundraising, donating, volunteering or participating in advocacy and campaigning.

As a result, Hagar Australia collects, receives and stores information about children and this information must be protected.

Examples of child information include

- Photographs and footage
- Name
- Address
- Date of birth
- Information about how they came to be Hagar clients
- Information about their health and mental health status
- Information about their education.

8.2 Informed consent

Informed consent means the child or their carer has a general understanding of the purpose of the reporting or photography, and provides written permission or, if that is not possible, verbal permission.

Consent should be obtained from the child wherever possible. However, if the child is too young or otherwise unable to understand what they are consenting to, consent may be sought from their carer.

You may only take pictures, audio, or videos of clients:

- With their, or their carer's, informed consent, using the relevant consent form in Appendices 1 -7 to the Policy Manual.
- With the permission of a responsible representative of the relevant program office.
- With the opportunity for the client to have a chaperone of their choice with them during the collection of the information, including photographs and filming.
- With the opportunity for the client or their chaperone to withdraw consent or stop participating in the collection of information, including photographs, audio or film, at any time without any negative repercussions.

All media representatives visiting Hagar Australia's programs must sign the Media Code of Conduct (Appendix 9 to the Policy Manual).

8.3 Managing information about children

You must manage the collection, storage, use and disclosure of that information:

- in accordance with the Hagar Australia Child Protection Policy and Code of Conduct;
- in accordance with Hagar Australia's policy on Privacy and Confidentiality (2.9 in the Policy Manual), ensuring the privacy and confidentiality of that information, subject to any informed consent given by children and their carers to the disclosure of that information.
- in a way that does not put any client at risk of identification where they or their carer have not consented to identification, or identification could lead to harm or retribution. This includes ensuring the GPS tracking function is turned off on any device used to obtain the information. It also includes ensuring that images of and information about children are stored in a secure location accessible only by authorized personnel.

8.3 Providing information about children to others

- Do not provide to others any information about children that could compromise their care and protection without ensuring that adequate safeguards are in place.
- Ensure that personal information about children that is captured, stored or sent through electronic, online or mobile devices is password protected.
- Ensure that the other person is obliged to use the information in accordance with this Code of Conduct.
- Be especially careful with information about child clients, as these children are particularly vulnerable to harm and Hagar holds or have access to sensitive information about them, such as their state of health, or harm they have suffered.

8.4 Handling information about a child protection incident

- If you have information about a child protection incident, you must be particularly vigilant about how you store, manage and distribute that information.
- Only provide information about the incident to other people as instructed by the Child Protection Officer; this will be on a “need or right to know” basis only.
- If sending an email about the incident, use an innocuous subject line and flag the email as confidential.

9. COMMUNICATE RESPECTFULLY ABOUT CHILDREN

9.1 Communicating to others about a child

When communicating about a child, you must:

- respect the privacy and dignity of the child
- respect the breadth of the consent given by the child or their carer
- observe any limitations imposed by program offices.

9.2 Communications, Social Media and Digital Technology

In all forms of communication, including verbal communication by phone, in person or at public events, as well as marketing campaigns, media and digital communication, you must ensure:

- The portrayal of children is consistent with the consent given by them or their carer.
- The communication is consistent with permission given by the relevant program office.
- Children are represented in a signified and respectful manner in accordance with Hagar Australia’s Core Values.
- Children are adequately clothed.
- Children are not portrayed as helpless victims or in a sexually evocative way.
- The communication highlights the empowerment of child clients and does not use images, footage, audio or language that implies a relationship of power.
- The communication does not contain the child’s family name, their location or address, or the location or address of their family, including embedded location information through the use of GPS tracking functions.

10 COMMUNICATE RESPECTFULLY AND APPROPRIATELY WITH CHILDREN

This section applies particularly to communication with children who are not Hagar's clients, for example speaking with school children about Hagar's work or engaging children as volunteers. Communication with clients is addressed in other sections.

The issues Hagar works on and the trauma experienced by some of our clients can be quite confronting, including examples of severe sexual and physical abuse. Some of these issues and stories are not appropriate for children, especially younger children.

Whenever communicating with children about Hagar's work, you must:

- Ensure what you communicate and the way in which you communicate it is appropriate to the age of the children.
- Be respectful in how communicate with children.
- Endeavour to involve the parents or carers of the children where necessary or appropriate.

11 EMPOWER AND PROTECT CHILDREN WHEN WORKING WITH THEM

11.1 Working directly with children

When working directly with or among children, whether clients in our programs or anywhere, you must:

- Communicate with and behave respectfully around children in accordance with Hagar Australia's Core Values, Child Protection Policy and this Code of Conduct.
- Take all reasonable steps to protect children from reasonably foreseeable harm.
- Avoid entering situations where you will be alone in a private place that cannot be seen by other Hagar personnel, with a child who is not your biological offspring. This especially applies when visiting a child at home.
- Not touch a child in a way that is culturally or locally inappropriate, such as kissing, hugging, tickling or any other form of contact that goes against the *UN Convention on the Rights of the Child*. As a general rule, avoid touching children in areas that would normally be covered by shorts or t-shirts. The exceptions to this are in the context of providing professional care, such as medical care, or as a direct caregiver. Any form of touch should be related to the client's needs, not your needs. This should be initiated by the client not by you. You should seek permission before touching a child and any touching should be age-appropriate.
- Report any sexualised behaviour among children.
- Not pursue the fostering or adoption of any child who is a client or beneficiary of a Hagar project.

11.2 Program planning and implementation

Where you are involved in or responsible for program planning, you will ensure that program plans, where relevant:

- Analyse the legal, social, cultural, welfare and child protection context in all program countries in order to develop locally meaningful policies, consistent with the rights of children.
- Promote the prevention of harm to children by exploring the causes and implementing responses to support family and community responsibility for the wellbeing of children.
- Respect children and encourage their participation in our programs and activities.
- Plan for the protection, recovery and reintegration of children who have been abused and exploited and, develop programs in the best interest of the child by enhancing and maintaining their safety and security in order to ensure risks to further harm are reduced.
- Involve children in programs designed to protect them, through mechanisms which provide them a voice and skills for protecting themselves.
- Ensure the hopes and aspirations of children are respected and their welfare is of paramount importance.

11.3 Working with partners

Prior to any program or new partnership commencing, you should work with partner staff to:

- Ensure they understand the requirements of all Hagar policy documents.
- Assess child protection in partner appraisals, including of areas of risk for each program and mitigation strategies.
- Require them to develop their own Child Protection Policy and Code of Conduct.
- Provide them with or ask them to obtain any additional training they may require to build their child protection capacity to the appropriate level.
- Include child protection clauses in partnership agreements.

During the term of any partnership, you should work with partner staff to:

- Encourage two-way exchanges of examples of best practice child protection.

- Provide them with or ask them to obtain any ongoing or refresher training their may require to build or maintain their child protection capacity to the appropriate level.
- Regularly monitor areas of risk relating to child protection and ensure mitigation strategies remain relevant and adequate.
- Monitor and evaluate the impact of child protection strategies.

12 SCREEN AND MONITOR VISITORS TO PROGRAMS

Hagar balances the importance of hosting visitors to our programs with the valuable time and resources these visits require, while always keeping the safety, security and well-being of our clients our first priority. Child protection is paramount when planning these visits. More broadly, Hagar plans visits in such a way that everyone – visitors, clients and Hagar Personnel – is treated with dignity and respect.

12.1 Hagar personnel responsible for organising visits to programs

If you are responsible organising a visit to a Program country, you must, no later than 2 weeks before the start of the visit:

- Screen each visitor by requiring them to provide a Working with Children Check
- Ensure each visitor is provided with, understands and signs a copy of Hagar Australia’s Child Protection Policy and Code of Conduct.
- Provide appropriate orientation and training about national and local sensitivities and any Program Office requirements.
- Ensure that a designated Hagar staff member accompanies the visitors at all times during their visit to a Hagar program.
- Ensure that the relevant Program Office has approved the field visit.

If there is an allegation of inappropriate behaviour of a visitor to Hagar’s programs, you must:

- Notify the Child Protection Officer immediately, who will work closely with the relevant Program Office to conduct an investigation.
- Work with the Child Protection Officer and Program Office to ensure Hagar Australia complies with its Child Protection Policy and Code of Conduct, and all relevant laws in Australia and in the country in which the alleged behavior took place, including assisting with criminal investigation and prosecution.

12.2 Obligations of visitors

When visiting a Hagar Program, you must:

- Not engage in any acts that fall within the definitions of “abuse”, “neglect” or “exploitation” of any child, whether a Hagar client or not, and not engage in any

act or omission that could pose an unacceptable risk to a child.

- Immediately report any protection incident, suspicion or allegation relating to the actual or potential abuse of any client within Hagar's care, including abuse of a client by another client.
- At all times, adhere to Hagar Australia's Child Protection Policy and Code of Conduct, including the provisions that apply to working directly with children, when interacting with any child.

13 ADVOCATE FOR CHILDREN

Hagar Australia is committed to advocating for the rights, safety and wellbeing of children. If relevant to your role, you should proactively contribute to Hagar Australia's efforts to:

- Promote the rights of children and seek their protection through advocacy initiatives at community, national, regional and international levels.
- Press for changes in laws and policies that have an adverse effect on children or do not adequately address their needs.
- Raise supporters' awareness of issues relating to the exploitation of children and measures being taken to protect children.
- Collaborate with relevant professionals and other agencies to ensure that its knowledge, policies, and practices are kept up to date.
- Seek a two-way exchange of best practice examples of child protection with Hagar partners.
- Ensure staff are kept well informed of child protection issues through education and campaigns.
- Provide financial support and resources to support advocacy on child rights, including child protection.

14 MANAGE INCIDENT REPORTING AND COMPLAINTS APPROPRIATELY

14.1 When to make a report

You must report within 24 hours if:

- You observe, suspect or for any reason believe a child has been, or could potentially be, at risk of abuse, neglect or exploitation.
- You observe, suspect or for any reason believe there has been or potentially will be a breach of this Code of Conduct.

A failure to make a report in these circumstances, or making false allegations regarding child protection incidents, will be considered a breach of this Code of Conduct and will be managed in accordance with 14.3 below.

14.2 Who to report to

You should report to the following Child Protection contacts in this order:

- The Child Protection Officer, who can be contacted directly as follows:
Name: Sara Webster
Email: sara.webster@hagar.org.au
Phone: +61 3 9257 2369
- If it is not possible or practical to contact the Child Protection Officer, or if the report is about the Child Protection Officer, you should contact Hagar Australia's CEO, who can be contacted directly as follows:
Name: Jo Pride
Email: jo.pride@hagar.org.au
Phone: +61 414 254 344
- If it is not possible or practical to contact the Child Protection Officer or the CEO, or the report is about the CEO, you should contact Hagar Australia's Chair, who can be contacted directly as follows:
Name: Bill Hurditch
Email: bill@fifthestate.com.au
Phone: +61 403 067 776
- There will be a box for lodging anonymous reports or complaints in Hagar Australia's office and all Program offices.

14.3 How the report will be managed

- The process for dealing with complaints will be fair and transparent and includes a right of appeal.
- Where necessary, Hagar Australia will involve an independent expert third party to, amongst other things, conduct investigations, undertake consultation and provide advice and recommendations on a response or appropriate course of action.
- If necessary, the complaint will be referred to the appropriate authorities if criminal offences are suspected or reported.
- In the event of any protection incident, suspicion or allegation relating to the

actual or potential abuse of a child client, or any child by Hagar personnel, an Incident Report will be sent to the Hagar Australia CEO, the Executive Director of any relevant Program Office, and the Hagar International CEO.

- Hagar Australia personnel found to be in breach of the Child Protection Policy and Code of Conduct, including failure to report a child protection incident or falsely alleging such an incident, will be dealt with promptly, including disciplinary action, up to and including dismissal from employment, the ending of a relationship or contract with Hagar Australia, or the cancellation or ending of a visit to Hagar's programs, and the incident – if criminal – will be reported to relevant law enforcement agencies, both in the country where it occurred, and in Australia.
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