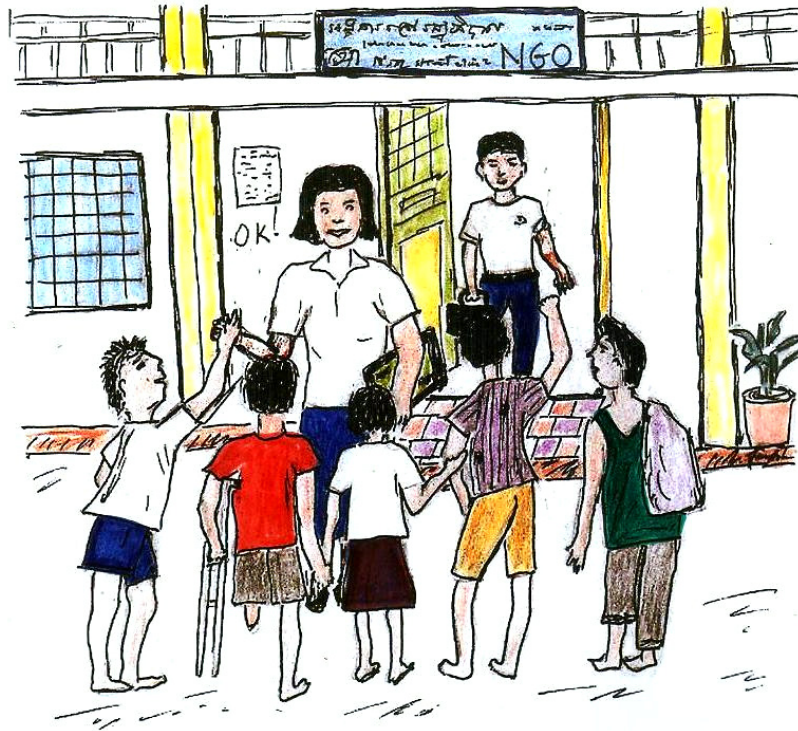




Save the Children
Australia



The 10 Steps to a Child Safe Organisation



A Handbook on Child Safety in Organisations in Cambodia



Australian Government
AusAID

The 10 Steps to a Child Safe Organisation

A Handbook on Child Safety in Organisations in Cambodia

**Developed by Save the Children Australia and
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Government**

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Illustrations by SCA and youth at Women Organisation for Modern Economy and Nursing
(WOMEN)

Cover picture by Mr. Meas Sambath, SCA

Glossary

Action Plan	A detailed list of goals for an organisation to put in place with a timeline, evidence of goal completion and persons responsible
Child abuse	Any harm inflicted on children which affects their physical and/or emotional development
Child friendly	Respecting and valuing children by welcoming their ideas, involving them in making decisions which directly concern them, and listening to them
Child safe	A preventative and participatory approach to protecting children from any harm (adapted from <i>Choose With Care</i> , Organi, 2004)
Child protection	Child safety; ensuring that children are safe and protected from harm
Child protection audit	An internal evaluation of your organisation which determines the effectiveness of measures you take in child protection
Child protection policy	A set of rules and regulations which describes in detail your commitment to, and implementation of, child safety measures in your organisation
Child safety	See child protection
Children	Refers to children and young people up to the age of 18 years as defined by the UN Convention on the Rights of the Child (UNCRC)
Children at high risk	See vulnerable children
Confidentiality	When an organisation keeps a person's identity or message private or secret; trust is required for confidentiality to occur
Facilitator	A person who helps child abuse to happen, e.g. finding children for adults to have sex
Grooming	The preparation of children before sexual abuse; involves the gaining of trust from the child and from the caregivers around the child, becoming 'friends' with the child, etc.
Harm	Physical, sexual, emotional or psychological abuse and neglect of children. See child abuse .
Neglect	The lack of care for a child; when a caregiver has the capability of providing basic care for a child but denies it
Organisation	A generic term to cover a wide range of agencies and groups. An organisation can be a non-government organisation, an international organisation, a governmental organisation, a private company, a school, etc.
Psychological safety	When children feel they are safe
Recruitment	The process of hiring new staff for an organisation
Risk	The potential for something to go wrong

Risk management	Taking steps to reduce the possibility of something wrong happening; the attempt to control and minimise the possible harm that can happen to a child and to staff in an organisation
Transparency	In an organisation, when staff are informed of processes and decisions; when policies are carried out and adhered to with no special arrangements made on the side
United Nations Convention on the Rights of the Child (UNCRC)	A series of Articles which describe the rights and responsibilities of children around the world. Most countries in the world are signatories to this Convention making them responsible for the protection of all children within their country
Vulnerable children	Orphans, street children, poor children, disabled, girls, etc.; children who are the most underprivileged in society

Contents:

Glossary	1
Introduction	4
Who is this Handbook for?	4
Aims	4
How This Handbook Can Help You.....	4
The 10 Steps to a Child Safe Organisation.....	5
Case Study	5
What is a Child Safe and Child Friendly Organisation?	6
C-PACT.....	7
Step One: Understanding Children in Cambodia.....	10
Child Abuse in Cambodia.....	12
How and Who do People Abuse?	16
Sexual Child Abuse: the Myths and the Facts.....	17
Why Children do not Speak Up.....	19
Case Studies of Child Abuse	20
Step Two: Understanding Cambodian Law and Your Legal Responsibilities	22
International Agreements	22
Prime Minister of the Royal Government of Cambodia.....	23
Cambodian Law and Child Protection.....	23
Step Three: Identifying and Managing Risks to Children	25
The 3 Steps to Child Safety Risk Management.....	256
<i>CASE STUDY</i> – Child Safety Risk Assessment.....	27
Step Four: Developing a Child Protection Policy	28
<i>CASE STUDY</i> – Child Protection Policy.....	30
Step Five: Establishing a Code of Conduct	31
<i>CASE STUDY</i> – A Code of Conduct.....	35
Step Six: Choosing Suitable Staff and Volunteers.....	36
<i>CASE STUDY</i> – Guidelines for Recruiting Staff and Volunteers.....	37
Step Seven: Ensuring a Clear Procedure for Reporting Complaints.....	39
<i>CASE STUDY</i> – Child Safety Reporting Flow Chart	42
Step Eight: Encouraging and Promoting Child Participation	43
Strategies for Child Participation.....	44
Step Nine: Assessing Child Safety in Your Organisation.....	45
<i>CASE STUDY</i> – Child Protection Audit	47
Step Ten: Creating an Action Plan with Education and Training	50
<i>CASE STUDY</i> – Action Plan.....	51
Appendices.....	52
Appendix 1 Child Protection Audit	52
Appendix 2 Checklist of Child Safe and Child Friendly Evidence.....	54
Appendix 3 Contact Details of Support Organisations	57
References	62

Introduction

Who is this Handbook for?

This Handbook is for organisations working in Cambodia. These organisations range widely in their interactions between staff/volunteers and children. They may work directly with children; for example, your organisation might provide health care to children; work against child labour, or, help street children. Or they may work indirectly with children; for example, your organisation might work in small village communities providing HIV and AIDS awareness; or, it might provide funding for an organisation(s) that works directly with children.

Regardless of these variations, each organisation has a responsibility to minimise the risk of potential harm to the children it provides support to. Your organisation does not need to work directly with children to establish and implement the standards for child protection set out in this Handbook.

Aims

This Handbook aims to:

- **Support your organisation in becoming child safe.** It will help you meet your responsibility to protect children from any possible future risk of injury or harm by providing the basic tools to develop, implement, monitor and evaluate your own child protection policies and procedures
- **Support your organisation in becoming child friendly** by encouraging the full and active participation of children and young people within the organisation
- **Provide case studies and useful examples** so that your organisation understands how children living in Cambodia are at risk and what you can do to prevent them from being harmed

How This Handbook Can Help You

This Handbook was written to assist you in taking the necessary steps to ensure that the children in your care are fully protected. It includes strategies, advice and examples to guide your organisation towards building and maintaining an organisation that is both child safe and child friendly.

Implementing the steps suggested in this Handbook will either get you started or enhance your existing child safe practices.

The 10 Steps to a Child Safe Organisation

This Handbook takes you through 10 steps to support you on your journey to establishing appropriate and acceptable child safe standards in your organisation.

- 1 UNDERSTANDING CHILDREN IN CAMBODIA**
- 2 UNDERSTANDING CAMBODIAN LAW AND YOUR LEGAL RESPONSIBILITIES**
- 3 MANAGING THE RISKS TO CHILDREN IN YOUR ORGANISATION**
- 4 DEVELOPING A CHILD PROTECTION POLICY**
- 5 ESTABLISHING A CODE OF CONDUCT**
- 6 CHOOSING SUITABLE STAFF AND VOLUNTEERS**
- 7 ENSURING A CLEAR PROCEDURE FOR REPORTING COMPLAINTS/CONCERNS**
- 8 ENCOURAGING AND PROMOTING THE PARTICIPATION OF CHILDREN**
- 9 ASSESSING CHILD SAFETY IN YOUR ORGANISATION**
- 10 CREATING AN ACTION PLAN WITH EDUCATION AND TRAINING**

Case Study

The Handbook uses a ‘case study’ of a fictitious NGO to demonstrate how some of the *10 Steps to Child Safety* can be undertaken and implemented. It begins with an example of how an organisation can be faced with a child abuse problem and the consequences that occur. The subsequent Case Studies describe how a typical organisation in Cambodia might go through the process of becoming more child safe and child friendly.

Please be reminded that the events that occurred are fictitious (not real) and the NGO does not really exist.

What is a Child Safe and Child Friendly Organisation?

A **Child Safe organisation** is an organisation which takes a preventative and participatory approach in protecting children from harm (*Choose with Care*, 2004).

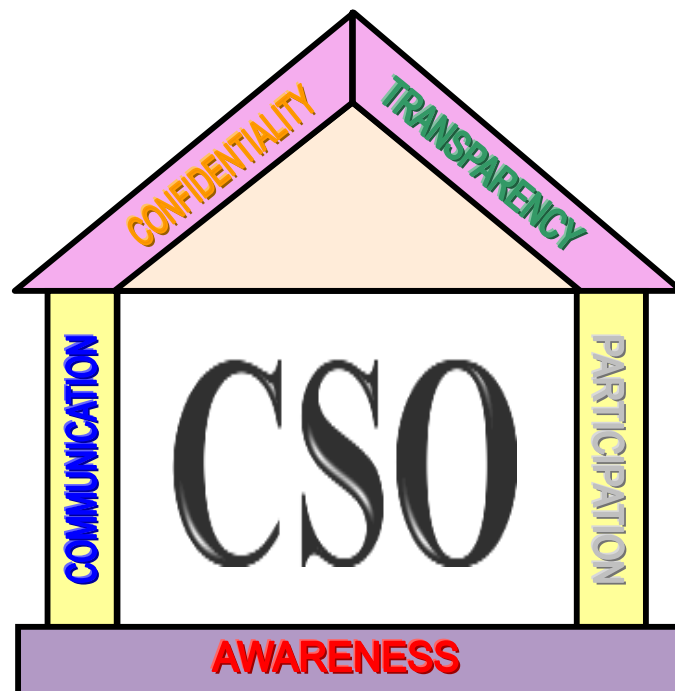
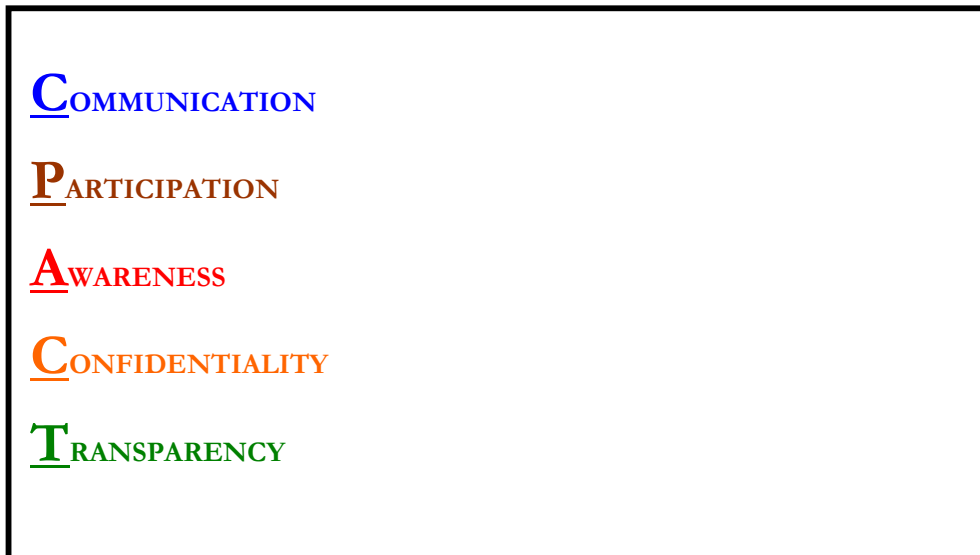
A **Child Friendly organisation** is an organisation which respects, protects and values children, welcomes their ideas and listens to them. This type of organisation is much more likely to protect children than one where children are not valued and respected. Article 12 of the UN Convention on the Rights of the Child states that children have the right to speak up, and to be listened to, when adults are making decisions that might affect them.

When we combine these two types of organisations, we have a **Child Safe and Child Friendly organisation**. This kind of organisation welcomes children's ideas and opinions and incorporates them into their preventative approach to protecting children from harm. Such an organisation will coordinate all aspects of its environment to ensure that their programs are protective, that they enrich the lives of its children and their families, and that the organisation is clear about the boundaries between the personal and professional lives of its staff.¹

**DO NOT WAIT FOR AN INCIDENT
OF CHILD ABUSE BEFORE YOU
INTRODUCE CHILD SAFETY
MEASURES AT YOUR
ORGANISATION**

¹ Kiralay, 1999

There are five basic characteristics that all child safe and child friendly organisations have. Each characteristic has guiding principles.



A key objective in creating a child safe organisation is for these characteristics to be reflected in your work environment and practices. This will take time; it is a continuous process. However, when the 10 Steps are followed and reviewed regularly, the opportunities for harm to occur to children are likely to be reduced.

The real strength of a child safe organisation resides in the capacity and willingness of the people in the organisation - children and their families, along with staff and volunteers - to bring their Child Protection Policy to life through a clear understanding of children's rights and responsibilities, open communication and active participation.

COMMUNICATION

THE ORGANISATION COMMUNICATES ITS COMMITMENT TO CHILD SAFETY TO THE PUBLIC AND ALL STAKEHOLDERS.

- Job advertisements indicate the organisation is child safe
- Staff are recruited with an understanding that the organisation is child safe
- All staff/volunteers sign a Child Protection Policy, Code of Conduct
- There are internal posters and/or pamphlets advertising the commitment to child safety

PARTICIPATION

ESTABLISHING A CHILD SAFE ENVIRONMENT IS AN ACTIVE AND PARTICIPATORY PROCESS.

- If everyone is involved in making policies and procedures, everyone will believe in them and want to make them work
- People involved are service providers (e.g. management, staff and volunteers) and service users (e.g. children and their families)
- Child safety practices continue to be implemented and reviewed by old staff and new staff

AWARENESS

A CHILD SAFE ORGANISATION IS AWARE OF THE EXISTING RISKS TO CHILDREN LIVING IN CAMBODIA.

- Understanding the vulnerability of children in Cambodia, especially those most disadvantaged, helps to inform the creation of a Child Protection Policy and its procedures
- The organisation recognises the importance of, and need for, sensible and simple systems to be put in place which are specific to the needs of that organisation.

CONFIDENTIALITY

A CHILD SAFE ORGANISATION ENCOURAGES AN ATMOSPHERE OF TRUST

- All staff/volunteers/children feel safe and listened to; they are encouraged to speak up at any time when they have concerns
- Expressing a concern about a colleague is not viewed as an accusation
- Staff know that, by speaking up, the organisation will not put them in any danger and will keep their identity confidential; information is managed professionally with respect for all participants

TRANSPARENCY

STAFF SEE POLICIES AND PROCEDURES IMPLEMENTED

- Effective strategies are more than words on paper; they need to be practised
- Staff believe in the systems that have been created

Child safe organisations do not assume that their programmes will never be targeted by child abusers. Rather, they take action to consistently ensure that the best practice is undertaken in all activities in order to minimise the risk of abuse from occurring.

Step One: Understanding Children in Cambodia

One in every two people you meet in the market, at the Wat, at a restaurant or on the way to work in Cambodia is under the age of 18². It is not uncommon to see children contributing to a household income. UNESCO estimates that there are 700,000 economically active children between the ages of 5 and 17 in the country. Nearly three quarters of these children have either dropped out of school or never attended one in the first place. In Cambodia, there are over 1,000 children who live on the street and an estimated 10–15,000 who regularly work or beg on the streets.³ Factors as to why children are on the streets include poverty, domestic violence, rapid population growth, and rural-urban migration.⁴ Further, weaknesses in the education system encourage the supply of child labor and incidence of street children.⁵ According to the National AIDS Authority (NAA), there are 80,000 orphans and vulnerable children living in Cambodia as a result of the AIDS epidemic.

Culturally, the issue of sexuality remains a sensitive topic despite many initiatives by social workers and health care workers linked to the areas of sex, such as HIV and AIDS, sexual child abuse and commercial sex work. Early and arranged marriages, misunderstandings of the meaning of consent, and aspects of community life such as a lack of supervision in the home can all lead to various forms of abuse. Rape of girls and boys remains a socially stigmatised event within many families and children and a family's reputation is highly valued.⁶

The legacy of a violent past and a lack of education are contributing factors to the state of children in Cambodia. Consequently, the issue of child abuse in Cambodia faces many cultural, social and economic barriers. Children coming from lower socio-economic status families and those living in poverty are commonly reported to experience a higher percentage of abuse. However, poverty alone does not explain why some are experiencing abuse and others not. For example, children are more likely to experience abuse if they live in a household in which there is domestic violence, an unemployed parent or parents, alcohol and drug abuse and isolation from social support and networks.⁷ What is evident, however, is that many Cambodian children are vulnerable and at risk of abuse. Protecting their rights to the best of our ability is the moral and legal obligation of all organisations working directly or indirectly with children in this country, no matter how great the challenge.

² National Institute of Statistics, Ministry of Planning (2004)

³ Gray, L. (2003). *Children at Risk*. World Vision.

⁴ Keane, K. (2006). *Street-based Child Sexual Exploitation in Phnom Penh and Sihanoukville: A Profile of Victims*. Action Pour Les Enfants.

⁵ S.Marot, Mith Samlanh/Friends. Paper presented

⁶ Grillot, C. (2005). "Street Pedophilia" in Cambodia. Action Pour Les Enfants.

⁷ Save the Children Australia (2007) *Child Abuse, Prevention and Protection Strategies in Cambodia*



Illustration by: Noun Rumdul (F) Volunteer WOMEN Organisation

Child Abuse in Cambodia

Child abuse can be broadly defined as any harm inflicted on children physically, emotionally, and/or sexually and which interrupts or endangers their development and well-being. Abuse can also include neglect (lack of care), harassing behaviours like bullying, and witnessing domestic violence.

Understanding child abuse is the foundation of a child safe environment. It is important for employees in all organisations who work directly or indirectly with children in Cambodia to recognise the signs of abuse in order to know how to react to it and what procedures need to be in place.

A common characteristic of all types of child abuse is **the abuse of power of authority and the breaking of trust**

Physical abuse

Physical abuse is any action that causes physical harm or possible physical harm to a child. It can occur from adult to child, and also from child to child. Examples of physical abuse are: beating, hitting, slapping, kicking, pulling hair, burning, etc. A common example of this type of abuse in Cambodia is the beating of a child either by a parent or by a teacher as a form of punishment or discipline. According to recent research carried out in Kandal Stung district⁸, teachers and parents admit to using physical violence to discipline children. 56% of boys and 19% of girls from 12-18 years old said that their teachers had beaten them. Despite boys and girls claiming their fathers had beaten them frequently, both reported that they receive more beatings from their mothers, boys at 76% and girls at 60%. Boys tend to receive more physical forms of punishment.⁹



Violence against a child = Physical abuse

Illustration by: Ly Sineth (M) Volunteer WOMEN Organisation

⁸ *Wise Before their Time*. (Nov. 2005). World Vision report

⁹ *Children's View on Domestic Violence* (2005). Save the Children Norway.

Emotional abuse

Emotional abuse is any action that is not physical but that has a negative effect on the social, intellectual or emotional development of a child. Examples of emotional abuse are: witnessing domestic violence, humiliating, ridiculing, threatening and intimidating etc. An example of this is when adults laugh at and humiliate a child, often in front of others, because of something they have done wrong, typically due to the deed being outside the capability of the child. In the home, girls tend to receive this form of punishment more than boys.¹⁰

Sexual abuse

Sexual abuse is forced sexual relations and other types of sexual assault and sexual intimidation; when an adult, peer or another young person sexually abuses a child. Examples of sexual abuse are: fondling of the child's genitals; masturbation; oral sex; vaginal or anal penetration; exposure of the child to pornography, taking pornographic pictures of a child etc. A common form of sexual abuse in Cambodia is between a relative or a good friend of the family and child. Often very young girls are subject to sexual abuse within the home or extended family. Of 198 cases of child abuse investigated by LICADHO in the first 10 months of 2002, 133 (or two thirds) were cases of alleged rape or indecent assault. In 2005, the number reported had risen to 304 cases of child rights abuse and exploitation with rape representing the highest incidence of abuse, at almost 70% of total reported cases.¹¹

Neglect (or lack of care)

Neglect can be a form of physical or emotional abuse. Neglect occurs when children are denied their basic rights to life, such as food, clothing, shelter, medical attention or supervision, to the point where the child's health and development is or is likely to be significantly harmed or endangered. A common example of this is when parents do not give their child food as a form of punishment or when parents leave their children at home alone without appropriate supervision.

Bullying

Bullying can be a form of physical or emotional abuse. It is the harming or intimidation by adults of children, or by children of other children, in order to have power over them. Examples of bullying are: pushing, shoving or otherwise exerting physical, emotional or financial power over another; keeping certain people out of a social group; teasing, etc. Common examples are when children are threatened by other children with weapons such as guns, sticks, clubs, knives, etc.; children pressuring other children to join gangs; teachers demanding money or food in exchange for preferential treatment in class, etc.

Domestic violence

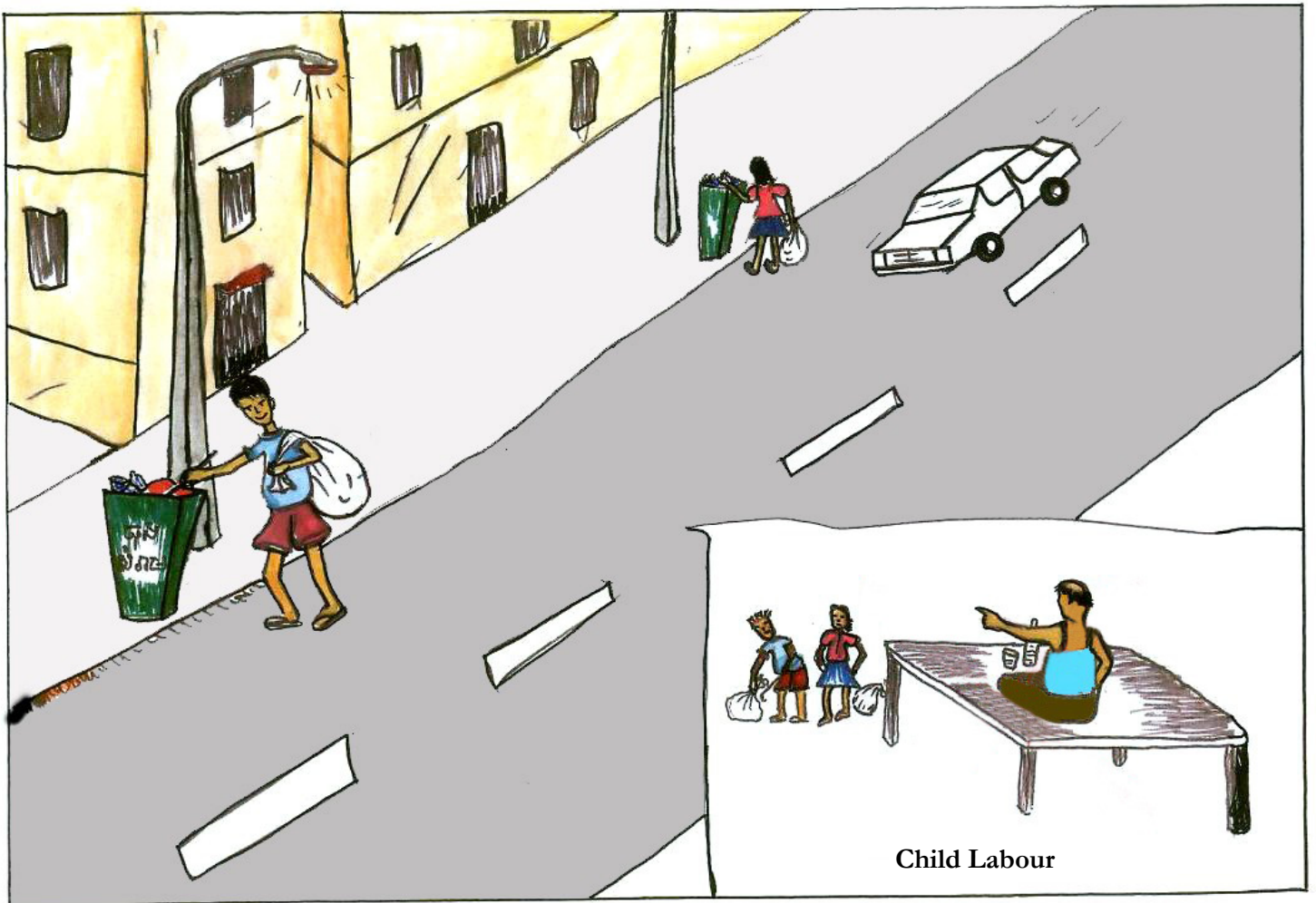
Domestic violence can be a form of physical or emotional abuse. It is any action that a person uses to control another person in the setting of the home. Examples of these actions are: hitting a child, cursing or blaming a child, witnessing parents physically fighting, etc. A common form of domestic violence in Cambodia is when a child watches the father hit the mother.¹²

¹⁰ Children's View on Domestic Violence (2005). Save the Children Norway.

¹¹ Licadho Press Release June 1, 2006.

¹² *Stop the Violence Against Us. 2 Summary Report.* Tearfund.

Child labour is a very common form of child abuse in Cambodia. This involves the various activities that exploit children for their commercial value. It can include begging, hard domestic labour on farms, or commercial sex work among other activities. Children are not only abused but a financial gain is made arising from the abuse.



Long Term Effects of Child Abuse

Child abuse damages children physically, emotionally and behaviourally for most of their lives. It has long-term effects which impact on children, on their family and on the community. These include but are not limited to:

- Low self-esteem
- Depression
- Mental health problems
- Drug or alcohol abuse
- Suicide
- Eating disorders
- Emotional instability as an adult
- Overly aggressive or overly passive behaviour
- Poor school performance
- Poor school attendance
- Difficulty forming positive, trusting relationships
- Promiscuity, commercial sex work

Early identification and effective intervention of child abuse can help to lessen its long-term effects and help promote the recovery of victims.

**CHILD ABUSE DAMAGES CHILDREN
PHYSICALLY, EMOTIONALLY AND
BEHAVIOURALLY FOR MOST OF THEIR
LIVES.**

How and Who do People Abuse?

Child sexual abuse can be planned or not planned. Sex offenders often prepare their victims. This preparation is called 'grooming'; it occurs before the sex offence in order to access the child, and after the offence to keep access to the child as well as to ensure the child's silence and the parents/caregivers' continued trust.

Grooming has two functions:

1. The offenders try to create the opportunity to abuse a child by manipulating people and situations in order to gain and maintain access to their child victims. Offenders not only need to train the children they abuse but also the people who protect the children. They build trusting relationships with children and their caregivers.
2. By isolating the child, offenders are able to abuse him/her. They make sure that the child will not tell anyone of the abuse or that the abuse is not discovered¹³. They ensure that the child will go along with the abuse and will not tell anyone about what has happened.

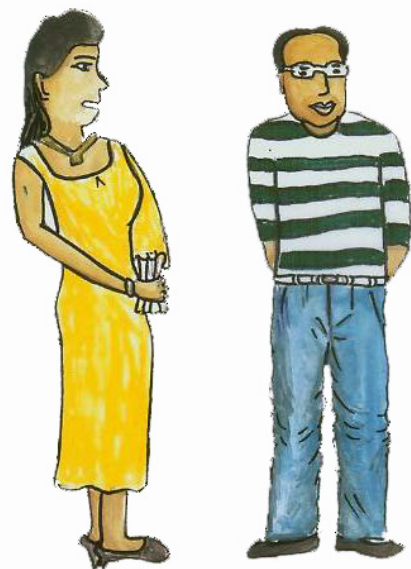
¹³ Sullivan, 2002

Sexual Child Abuse: The Myths and the Facts

There are many common beliefs about sex offending which are simply not true. Some of these myths surrounding sexual child abuse involve blaming the child victims and/or their caregivers for the offence. They minimize the responsibility of the offender. It is important to remember that responsibility for sexual offences *always* rests wholly with the person who commits the crime.

Myths also exist which suggest a child sex offender is somehow identifiable, that they are creepy or weird looking. Unfortunately, there is no single profile of people who may abuse or exploit children. There is no single reason or cause that prompts child sexual offending and there is no test or easy diagnosis that predicts people's behaviour. People who abuse children range in age, gender, class, race, and religion.¹⁴ The following are some examples that will help clarify some dangerous misunderstandings that can easily be exploited by a child sex offender looking to access children.

IT IS NEVER THE CHILD'S FAULT. WHILE THERE ARE REASONS WHY SEX OFFENDERS CARRY OUT THESE CRIMES, THERE ARE NEVER ANY EXCUSES.



¹⁴ *Chose with Care* 2001

“Child sex offenders are high-ranking, rich and powerful men.”	Child sex offenders usually present themselves very normally. Most will go to work and participate in community life without drawing attention to themselves. While some may be rich, some may be poor as well. They can be old, young, short, tall etc.
“Child sex offenders are gangsters or drug users.”	While some are gangsters and/or drug users, as stated above, child sex offenders can appear quite normal. They do not necessarily use drugs or belong to gangs.
“Strangers are the biggest threat to children.”	The traditional image of ‘stranger’ as the child sex offender is mistaken. The vast majority of offenders come from the same community and are usually known to the child.
“Women never sexually abuse children.”	Although the majority of child sex offenders in Cambodia are men, women are also known to sexually abuse children. Women can be the facilitators in obtaining the children for the sex offender, who is often a new husband or boyfriend.
“It only happened once, and he promised it would never happen again.”	It is rare for the sexual abuse of a child to occur only once. Generally sex offenders have committed more abuses than they are charged with. Sex offenders usually do not change their behaviour and most often repeat their crimes again. Treatment for adult sex offenders, while important, has proven to have had limited success in preventing re-offending. Treatment for adolescent sex offenders, however, has had results that are more positive. ¹⁵
“Child commercial sex work is tolerated in Cambodia because it is so common.”	Cambodia is a conservative country, with strong traditional values of respect. Many children are victims of commercial sex work due to socio-economic factors, not because it is accepted by the Cambodian society. Child commercial sex work is not a Cambodian tradition.
“Sex with a young virgin girl is good for your health and will cure you from HIV/AIDS.”	Raping a young girl DOES NOT cure you from HIV and AIDS. In fact, it is most likely due to this myth, along with the growing sense of impunity and lack of desire to convict sex offences that the rape of sexually immature girls is increasing. ¹⁶ Moreover, this purpose for rape of young girls increases the risks to girls of HIV and AIDS.

¹⁵ Above myths and facts are taken from *Chose with Care* 2001

¹⁶ *Rape and Indecent Assault: Crimes in the Community* LICADHO Special Report (2001)

Why Children Do Not Speak Up

International research has found that children rarely ever tell about their abuse. Children usually know that they have a lot to lose by telling someone about it. They are fearful of the consequences for themselves, their family and the offender. Others will either have been trained into thinking no one would ever believe them; or, they are silenced by the thought that they deserved what happened to them and so are not entitled to help. Some victims carry this guilt and responsibility throughout their lives and it has devastating effects on their ability to trust and form healthy relationships with others.

In general, sex offenders will frequently justify their crimes by saying that the victim did not say 'no'. The assumption that children will resist the abuse, preferably violently, is based both on ignorance about the power relationship between adults and children and an underestimation of the skillfulness of offenders.¹⁷

In Cambodia, children rarely speak up about sexual child abuse. According to the LICADHO 2004 report on Rape and Indecent Assault, reasons for not reporting such crimes include "shame and embarrassment; fear of revenge by the perpetrator; distrust of the justice system; and the unofficial costs of filing a complaint." As stated before, when families find out their child has been sexually abused they can become socially stigmatized.¹⁸ The children are often trafficked or encouraged into a life of sex work. Some girls are even forced to marry their rapists. Many female children that are raped are threatened by their abuser. The female child is told not to tell anyone about the incident and if she informs her family or the authorities she will be killed.¹⁹

When it comes to domestic violence, children tend to overwhelmingly admit to punishment they have received. In a recent study by Save the Children Norway²⁰, 86,6% of boys and girls interviewed confess to experiencing domestic violence. However, unfortunately many young people view this violence as acceptable.²¹

It is important not to pressure a child when you have reason to believe that an abuse may have occurred. Some children will experience many of the barriers to telling someone about their abuse. Some may also be experiencing guilt for *not* telling. People working with children need to acknowledge that sometimes children are placed in a situation in which they cannot say no and get help. Support the child and affirm their strength and courage, but encourage them nevertheless to get help from a trusted adult.

REMEMBER: All child abuse grows and develops because of secrecy. Communicating openly and honestly with children will assist them in speaking up when something is worrying them.

¹⁷ Salter, 1995

¹⁸ *Cambodia annual report* (2005) ECPAT

¹⁹ *Child Abuse, Prevention and Protection Strategies in Cambodia* (2007) Save the Children Australia

²⁰ *Children's View on Domestic Violence* (2005). Save the Children Norway.

²¹ "Wise" *Before their Time* (2005). World Vision.

5 STEPS TO PREVENTING CHILD ABUSE IN YOUR ORGANISATION

1. **Listen** to children.
2. **Believe** children.
3. **Learn** about child abuse and protective behaviours for children and young people.
4. **Teach** children about their rights and protective behaviour strategies.
5. **Create** a culture of safety and awareness in your organisation.

Case Studies of Child Abuse in Cambodia

There has been a rise in reports of child sexual abuse by both national and foreign child sex offenders residing in many South east Asian countries.²² This is why organisations working with children must always do reference checks on all staff carefully when they recruit. They must examine the person's background very carefully and speak directly to their previous employers, even if they are overseas. Organisations must check the person's identity and qualifications and ensure they are supervised carefully in their work with children.

²² *Rape and Indecent Assault: Crimes in the Community* LICADHO Special Report (2001)

Case Studies of Child Abuse in Cambodia

Man Sentenced to 75 Years for Multiple Rape

BY KUICH NAREN
THE CAMBODIA DAILY

In what may be the toughest sentence of its kind, Kompong Chhnang Provincial Court on Friday sentenced a 24-year-old man to 75 years in prison for the multiple rape of five underage girls, officials said.

Bech Bou, who was arrested in July in Kompong Tralach district's Ta Ches commune, was also ordered to pay \$2,500 in compensation to his victims, lawyer for the prosecution Srey Sary said.

Presiding Judge Le Sithun sentenced Bech Bou to five terms of 15 years in prison, one term for each of his five victims, who ranged in age from four to 12 years, Srey Sary said.

"The rapist was sentenced to a total of 75 years in jail," he said.

Bech Bou's lawyer, Mam Nhem, said he will appeal the court's decision, Srey Sary said. Mam Nhem could not be contacted for comment.

Soum Chankea, provincial coordinator for local rights groups Adhoc, said the sentence was not

severe enough and that a century in prison would have been more fitting for Bech Bou.

"Those victims were all under 13 years old, so the rapist should have been sentenced to 100 years in jail," he said.

The lengthy prison sentence will deter other would-be rapists, said Hong Yin, deputy chief of the province's anti-human trafficking police department.

Hong Yin also said that his officers would be bolstered in their work by the successful prosecution of Bech Bou.

US Man Arrested on Sexual Abuse Charges: Police

BY SAING SOENTHRITH
AND DOUGLAS GILLISON
THE CAMBODIA DAILY

Police in Phnom Penh have arrested a US national on suspicion of sexually abusing young girls, police and NGO officials said Sunday.

Following the apprehension Wednesday of Myron Maboris, 46, four Cambodian suspects were arrested for allegedly procuring the US tourist two underage girls, said Keo Thea, deputy director of the Municipal anti-human trafficking office.

"Two underage girls, who are Vietnamese-Khmer aged 13 and 14, were sent to the World Hope organization for care," he said.

Police believe that brothers Ek Sok, 44, and Ek Thea, 33, allegedly

acted as brokers for the girls; that motorcycle taxi driver Ros Ban, 48, drove them; and that Lay Seng, 49, escorted them to Maboris' room, Keo Thea said.

When Maboris was arrested at the Pov Sokhom guesthouse in Russei Keo district's Prek Liep commune, he had one of the girls with him in his room, Keo Thea said.

Two of the other suspects were arrested Wednesday as they were bringing the second girl to Maboris at the guesthouse, said Beatrice Magnier, director of the anti-pedophile NGO Action Pour Les Enfants, which collaborated in the investigation.

Information from Wednesday's three arrests led to the arrest of the other two suspects, she said.

"It was rather quick," Magnier said, adding that the investigation lasted only a few days. "The police got word of the matter and asked us to work with them."

The five suspects are in police custody pending charges by the court, Keo Thea said.

Jeff Daigle, a spokesman for the US Embassy, said US privacy laws prevented him from discussing the case. But he added that the US is very satisfied with cooperation from Cambodian police in prosecuting US sex offenders who travel to Cambodia.

Guesthouse owner Pov Sokhom said that he had rented the room by the hour and that he had not known that the girl found with Maboris was underage until told by police.

National Briefs

Police Seek 2 Women Accused of Selling Girls for Sex

Police in Pursat province are seeking two women accused of selling two teenage girls to a 50-year-old man for sex, authorities said Wednesday. The provincial court issued a summons Aug 11 for Leng Sophoan, 25, and Leng Gich, 51, to answer allegations from two girls aged 15 and 16, said Pol Chamroen, deputy director of the provincial anti-trafficking police bureau. "[The two women] escaped from their houses after the court issued its summons. They are hiding in the provinces," Pol Chamroen said. The two women allegedly promised the girls' parents that they would find work for their daughters as maids to a wealthy man in Pursat province. But instead they took the girls to a hotel where a middle-aged man was waiting for them July 25, Pol Chamroen said. The girls wept when they were told to have sex with him and tried to leave the room, but the two suspects forced them back inside, said Nget Theavy, provincial coordinator for local rights group Adhoc. The man molested one of the girls and had sex with the other, she added. "They should all be punished seriously as they are trafficking humans for sex," she said. Police said they were also looking for a 50-year-old man, but did not know his name. (*The Sambath*)

Child Porn Market Is Thriving in Phnom Penh

BY PRAK CHAN THUL
AND JAMES WELSH
THE CAMBODIA DAILY

Child pornography depicting children possibly as young as 7 years old is freely available at shops and stalls around Phnom Penh's Phsar Thmei, a two-day investigation by The Cambodia Daily has found.

The VCDs, which include

Khmer-language titles as "Luring Underage Child," "Old Grandfather Forced Underage Child To Have Sex," and "70-Year-Old Grandfather Rapes 9-Year-Old Girl."

At O'Russei market, two VCD vendors said they sold child pornography, while on Street 169 opposite Baktouk High School, two computer stalls offered child porn

One of the VCDs purchased at the Phnom Penh CD shop opposite Phsar Thmei, which was apparently shot at the Svay Pak brothel village on the outskirts of Phnom Penh, was handed over to anti-pedophile NGO International Justice Mission on Monday.

The footage depicts several very young girls with two Western men and includes

Step Two: Understanding Cambodian Law and Your Legal Responsibilities

One of the first steps in moving towards a child safe and child friendly organisation is to understand and inform your organisation of children's rights and of the laws to which they are held. Children have a range of rights which must be met in order to reach their full potential. These are enshrined in the UN Convention on the Rights of the Child.

Briefly, all children, regardless of ethnicity, socio-economic background, language, religion, political opinion, race or sex have the following basic human rights:

Physical rights: Children have the right to a physically safe environment where they can grow and develop and where there is no risk of danger

Emotional rights: Children have the right to love and acceptance in order to grow to be confident and independent

Intellectual rights: Children have the right to education; to be stimulated and to exercise their intellectual potential to the best of their ability

Social rights: Children have the right to belong, to have friends and family

Cultural rights: Children have the right to speak their own language, and be able to participate in traditional rituals and activities

Recreational rights: Children have the right to physical health; to have the space to play because they have a lot of energy and their muscles are growing

International Agreements

The Royal Government of Cambodia (RGC) is committed to protecting children's rights and welfare. By signing the UNCRC and enshrining the UNCRC in the 1993 Constitution of Cambodia, children in Cambodia are protected by international and national laws. Organisations working with children in Cambodia are obliged to abide by this Convention and the constitution of Cambodia as well.

Article 19 of the UN Convention on the Rights of the Child:

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

In addition to the CRC, Cambodia has also supported the following international agreements, consenting to abide by them:

- **The Beijing Declaration and Platform for Action**
- **The Stockholm Declaration**
- **The International Labour Organisation (ILO) Conventions on Child Labour**

Prime Minister of the Royal Government of Cambodia

The Prime Minister of the RGC gave a speech to Ministry of Social Affairs Veterans and Youth (MOSVY) in 2006 demonstrating his support for child protection:

“Cambodia has ratified a number of other International Conventions such as the Conventions of the International Labour Organisation (ILO) – the Convention No. 138 on Minimum Age for Admission to Employment, and the Convention No. 182 on Prohibition and Immediate Elimination of the Worst Forms of Child Labour, The United Nations Protocol on Prohibition of Using Children in Armed Conflict and Prohibition of Child Sexual Exploitation and Child Pornography.

In addition, the RGC consider child issues as a priority in its Social Affairs Development Programme. This means that child issues have always been thought of and included in national policies, plans and strategies...I would like to call for continued attention, and to stress major stakeholders’ responsibility to fulfil their obligations in order to ensure the child’s physical and mental development and higher education, and that the child is living peacefully, in dignity and happiness in their family and society...[T]he rights and wellbeing of children will be promoted and rigorously respected... ***“We all support and promote the implementation of the rights of the child”***.”²³

Cambodian Law and Child Protection

The government has made some progress in responding to protecting the rights of children as outlined in the CRC and the Cambodian police force has become better trained to take action when cases are reported. The legal term for sexual abuse of children is debauchery. In recent years numerous offenders have been arrested and prosecuted for this crime in

²³ *Policy on Alternative Care for Children*, (April 2006). Ministry of Social Affairs, Veterans and Youth Rehabilitation.

Cambodia, including those who facilitate and organise the access to children (see **Myths in Step One: Understanding Children in Cambodia**).

The international community is actively involved in the protection of Cambodian children. Many countries have extra-territoriality laws that are being effectively implemented. This means that if a foreigner commits a sex crime in Cambodia they will be extradited to and prosecuted in their own country. Many non-governmental organisations (NGOs) in Cambodia provide psychological and social support to sexually abused children to break the cycle of exploitation and re-integrate them into society.

As a partner in child protection, the Constitution of Cambodia includes the following articles:

Article 31:

“The Kingdom of Cambodia shall recognize and respect human rights as stipulated in the UN charter, the UNCHR, the covenants and conventions related to human rights, women’s and children’s rights.”

Article 46:

“The commerce of human beings, exploitation by prostitution and obscenity which affect the reputation of women, shall be prohibited.”

Article 48:

“The State shall protect the rights of children as stipulated in the Convention on Children, in particular, the right to life, education, protection during wartime, and from economic or sexual exploitation.”

The government of Cambodia has established laws against child exploitation:

- | | |
|-------------|---|
| 1996 | Laws on the Suppression of the Kidnapping, Trafficking and Exploitations of Human Persons were adopted |
| 2000 | The Five-Year National Plan of Action (NPA) against Trafficking and Sexual Exploitation of Children (TSEC) was officially adopted by the Royal Government |
| 2000 | The Inter-ministerial Commission for the Suppression on the Exploitation or Performing and Selling of Pornographic Video Cassette in Phnom Penh was created |
| 2002 | The Anti-Human Trafficking and Juvenile Protection (AHTJP) Department at the Ministry of Interior was established |
| 2002 | The two Optional Protocols to the Convention on the Rights of the Child on the Involvement of Children in Armed Conflict and on the Sale of Children, Child Prostitution and Child Pornography were ratified by the National Assembly |
| 2005 | A draft law on the Prevention of Domestic Violence was adopted, breaking new ground into this important area |

Step Three: Identifying and Managing Risks to Children

When starting on the road to becoming a child safe and child friendly organisation, it is important to consider the possible risks to child safety within the working practice and environment. Developing strategies to prevent or minimise as much as possible any harm to children will allow you to manage those risks effectively and to the best of your ability. This is called **risk management** and it is something that you should do automatically every day.

MAJOR CHILD ABUSE RISK FACTORS		
1	THE AGE/VULNERABILITY OR SPECIAL NEEDS OF THE CHILD	CHILDREN WHO ARE VERY YOUNG, WHO HAVE DISABILITIES, OR WHO HAVE BEEN ABUSED BEFORE ARE MORE VULNERABLE TO ABUSE
2	WHERE THE ACTIVITY TAKES PLACE	RISK ACTIVITIES INVOLVE THOSE THAT OCCUR AWAY FROM THE ORGANISATION, AWAY FROM PUBLIC VIEW, IN A CLOSED ROOM OR THAT INCLUDE OVERNIGHT STAYS
3	THE LEVEL OF SUPERVISION OF ACTIVITY	IF THERE IS MINIMAL OR NO SUPERVISION THEN THERE IS A RISK OF CHILD ABUSE OCCURRING



The 3 Steps to Child Safety Risk Management²⁴

The following table outlines three simple steps to help you begin to assess the risk to child safety in your organisation.

Assessing the Risk to Child Safety		
1.	Make a list of all services, programmes or activities you offer that involve children or young people.	<p>Consider the following factors:</p> <ul style="list-style-type: none"> • The age/vulnerability/special needs of the children or young people • The setting or environment: is it open? in a house? one on one? at night? • What is involved in the program or activity: Do clothes need to be changed? Is it an outside trip? • The level of supervision and ratio of adults to children • Any other risk factor you can identify
2.	Evaluate the possible consequences of the risk.	<p>What if something <i>did</i> happen to a child in your organisation during one of the particular activities you identified? What would the affects be on the child? On the organisation? On the family and community surrounding the child? Individuals should be held accountable for their own actions as well as the organisation</p>
3.	Develop strategies to minimise the risk in order to reduce the likelihood of harm or abuse occurring.	<p>What can you do to prevent the possible harm you have identified from happening in your organisation? How can you improve your work environment and practice so that children are safe at all times? How can you prepare staff to act in the most appropriate way to ensure child abuse does not happen?</p>

²⁴ Adapted from *Choose with Care* (2001).

CASE STUDY – Child Safety Risk Assessment*

Case Study

For the purposes of this Handbook, we have created several fictional case studies to illustrate possible and realistic child abuse situations which might happen in your organisation.

The organisations in these case studies do not exist, nor do any of the people described.

Case Study One:

Chantha works for organisation XYZ, which is a shelter for street children. Lina is a 12 year old girl. She first came to the shelter 6 months ago and three years after her mother was killed in an accident. In the beginning she was sad but within weeks she had found friends and was happy to have regular meals and a place to sleep that was off the streets.

Now she does not talk to the social workers anymore. She no longer smiles and does not participate in any activities. She is very shy, tries to hide and seems to want to be invisible. Chantha notices that she does not want to play with Thong anymore, a volunteer. On the contrary she runs away when she sees him. Thong always showed Lina special attention and had a particular interest in her when he first arrived. He used to take Lina out for a walk and the last time he did it only the two of them went and stayed out for a long time. The changes in Linas behaviour make Chantha wonder what has happened to her in the past few weeks and if any of this has to do with Thong. She decides to speak confidentially to the orphanage's child protection officer.

In our fictional case study, the senior management wanted a risk assessment done of all their programmes after this case happened. In a staff meeting they listed all the activities they performed and the risk that each involved. They then brainstormed ideas of how they could minimise these risks. Unfortunately they did not get a chance to complete it. Try to finish the rest of the Risk Assessment for them. The completed columns are examples. There are many other effective child protection strategies that need to be developed and implemented.

*Remember that this is an example. This organisation does not really exist.

Activity	Risks	What We Need to Do to Reduce the Risk to Children
New volunteers recruited in a hurry to work in the provinces in the Health Unit	<ul style="list-style-type: none"> • References of the volunteers not checked. • Volunteers unaware of how to work safely and effectively with children • No experience working with children 	<ul style="list-style-type: none"> • Ensure all volunteers attend an introduction / orientation session. • Have the volunteers sign a Code of Conduct. • Carry out reference checks on the volunteers.
Training run in the villages with children attending; usually 2 staff attend with at least 50 children	<ul style="list-style-type: none"> • Risk to safety of children. • The ratio of adults to children is too high. • Bullying could occur • The adults cannot properly supervise the children at all times. 	<ul style="list-style-type: none"> • Make a set ratio for adults: children in order for supervision to be appropriate e.g. 1:10. • Train staff in supervisory techniques, especially during night time • Increase parent involvement • Ensure that children are aware of the Reporting Procedure if there are any complaints or concerns
A Code of Conduct exists but it is not actively implemented	<ul style="list-style-type: none"> • Risk to child safety • Difficult to fire an employee without a Code indicating clear behaviour violations especially with children 	
Sometimes a child might miss the bus taking groups to a workshop outside the organisation; so a driver takes the child alone in one of our vehicles.		
Sometimes employees felt concern about possible harm to a child but have either not identified it because they were afraid of losing their jobs, especially if the concern is about a senior member of staff.		
Some concerns were reported two weeks or even a month after the event happened.		

Step Four: Developing a Child Protection Policy

One of the most effective ways for organisations to demonstrate their commitment to child safety is to document how it will meet its responsibilities to children. This is called a Child Protection Policy.

A Child Protection Policy:

- Needs to be clear and simple so everyone can understand its purpose
- Describes the organisation's intention to provide the highest level of protection to the children in its care
- Outlines the steps the organisation will take to create a Child Safe environment
- Pays special attention to developing awareness and communication strategies for children who may be unable to speak up or communicate when organisations work with particularly vulnerable children
- Provides information and guidance on any aspect of child safety within the organisation
- Needs to include the consultation of staff, volunteers, families and children in the development stage
- Must be approved by the Board or senior management
- Requires information sessions and trainings to ensure everyone knows the Policy and its procedures
- Must be signed by all employees to show their commitment to it, including senior staff members
- Must be rigorously implemented by **all** staff
- Needs to be reviewed annually

It is important when writing the Child Protection Policy that children and caregivers be consulted along with staff and volunteers. Their input is valuable and will provide a sense of ownership to your organisation's goals for child protection.

Save the Children Australia, WorldVision and ChildWise are available to offer you assistance.

CASE STUDY - Child Protection Policy

The organisations in these case studies do not exist, nor do any of the people described

Case Study Two:

Thida works for organisation ZZX and takes frequent visits into rural communities. ZZX is running a performance workshop with some children from the community. It is the end of a series of workshops and everyone is excited for the party at the end. As the children are preparing for a performance they will give to the rest of the participants, they are getting excited and laughing. Chhuon, a staff member, picks up a piece of bamboo and hits the children on the back of their legs with it in order to get them to calm down, focus and not be so noisy. Thida observes this and makes a complaint to the Child Protection Officer that very day.

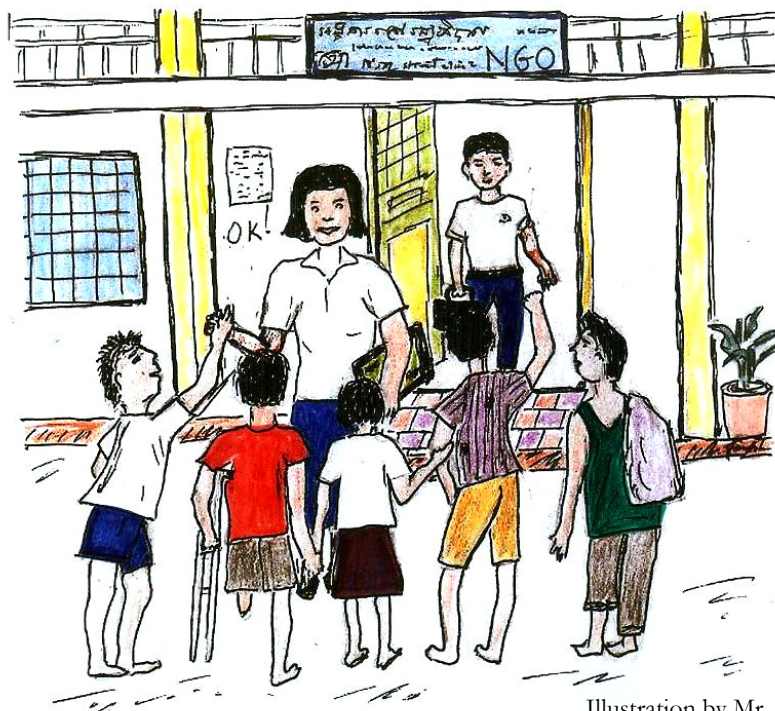


Illustration by Mr. Meas Sambath, SCA

The organisation understood they needed a good quality Child Protection Policy to guide its staff to better practice and they followed the basic criteria for writing a Child Protection Policy and included the essential requirements. This is what they produced. You can use this policy as a guide to making your own Child Protection Policy.

*Remember that this is an example. Each organisation should develop their own Code of Conduct

Model of Child Protection Policy	
<p>1. Statement of Commitment to Child Protection</p>	<p>All children have a right to feel safe and participate in programmes. Their welfare will always be our first priority. We aim to create a Child Safe environment where children feel safe and have fun. Our commitment will be shown through:</p> <p>Awareness: all staff will be aware of the problem of child abuse and the risks to children.</p> <p>Prevention: through awareness and practice, staff and others will minimise the risks to children.</p> <p>Reporting: staff and others will be clear about what steps to take when concerns arise regarding child safety.</p> <p>Responding: action will be taken to support and protect children when child safety concerns arise regarding possible abuse.</p>
<p>2. Purpose of Child Protection Policy</p>	<p>This Child Protection Policy aims to outline the organisation(s) responsibility to provide children with an environment that is physically safe and to protect children from any harm. The Policy applies to all staff, volunteers, children and individuals involved with the organisation. The Policy provides a practical guide to what to do to keep the children safe</p>
<p>3. Children's Rights to Protection and Participation</p>	<p>The organisation values and respects all children. We will encourage children to express their views and listen to their suggestions especially on matters that directly affect them</p>
<p>4. Employment of Staff and Volunteers</p>	<p>In order to promote the safest possible environment, the organisation will apply best practice standards in the recruitment and reference checking of staff and volunteers</p>
<p>5. Support for Staff and Volunteers</p>	<p>To attract to and maintain the best staff and volunteers in the organisation, we will provide support and supervision, so that people feel valued, respected and fairly treated. When staff and volunteers enjoy their work, the children benefit. Staff will receive training on child protection and will have a clear understanding of the Code of Conduct (refer to step 5)</p>
<p>6. Reporting a Child Protection Concern</p>	<p>A Reporting Procedure (refer to step 7) is attached to the Child Protection Policy so people know what to do if they are concerned about a Child Protection matter. A Child Protection Officer is appointed and it is his/her responsibility to respond to any complaints made by staff or volunteers</p>
<p>7. Review and Update of Policy</p>	<p>In order to ensure this Policy is still relevant and meets all Child Protection requirements, it will be reviewed by the Child Protection Officer and senior management annually. Staff, volunteers, parents and children will be consulted</p>

When the Child Protection Policy has been approved by the senior management of your organisation and staff, volunteers and children have been consulted for feedback on the draft, your policy will be finalised. All staff must have a copy of the Child Protection Policy and are bound to implement and comply with it fully.

Save the Children Australia, WorldVision and ChildWise can assist in the development of a Child Protection Policy.

Step Five: Establishing a Code of Conduct

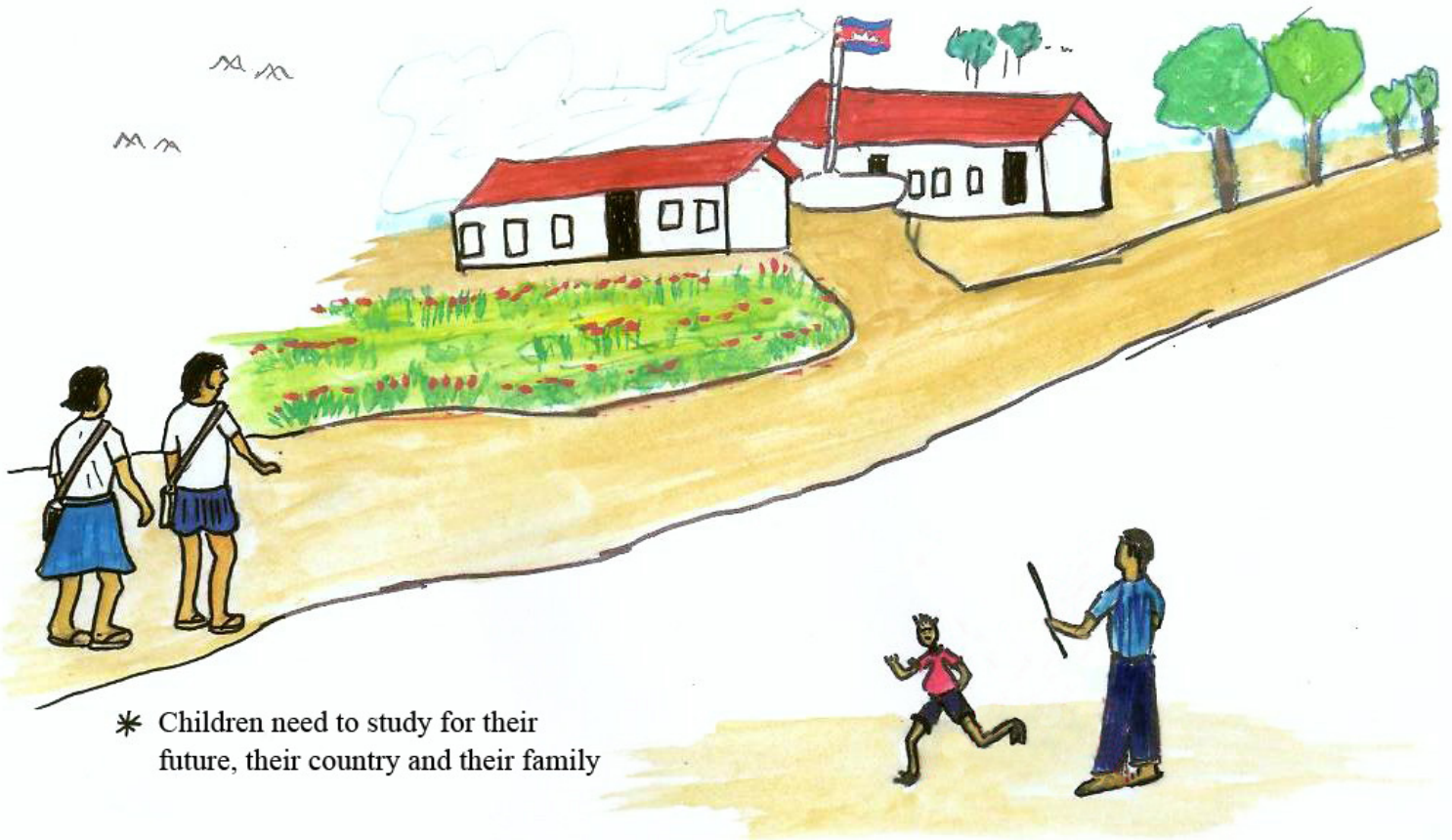
One of the most effective Child Safe strategies an organisation can put in place is to develop a Code of Conduct. Simply put, it is a list of behavior patterns towards others that are appropriate and inappropriate. It describes professional boundaries, ethical behaviour and acceptable and unacceptable relationships. When staff, volunteers, parents and children are clear about these expectations people are much more likely to act appropriately around each other and around children.

When everyone is educated about the Code of Conduct and the reason for which it is important to uphold, the environment will become much more transparent and people will be accountable for their behaviour. If people behave in ways that are unacceptable, the Code of Conduct will enable the organisation to take action. If the employee does not comply with the expected standard of behaviour, disciplinary action can be taken which may result in the person being asked to leave the organisation. Without a Code of Conduct it can be very difficult to raise behavioural issues with people associated with the organisation. Unacceptable behaviour can continue which will seriously compromise the safety of the environment and the reputation of the organisation.

**THE CODE OF
CONDUCT ENABLES
THE ORGANISATION
TO TAKE ACTION**

It is also important that adults model appropriate behaviour if we expect children to act in appropriate ways. Quick action must be taken when the Code of Conduct is broken otherwise people will continue to feel unsafe. A quick response also shows other staff that policies and procedures are put into action; they are not just words on paper, but principles which must always be abided by.

Your Code of Conduct needs to specify who it covers. For example, will it cover everyone? or are there separate Codes of Conducts for staff and children? It also needs to use the relevant language and information about behaviour relevant to your organisation. Children may wish to write their own Code of Conduct which can be more meaningful to them. A Child Friendly organisation will create and facilitate opportunities for children to do this.



* Children need to study for their future, their country and their family

* You must not use violence towards children

***Remember that this is an example. Each organisation should develop their own Code of Conduct**

CASE STUDY - A Code of Conduct*

To complement the Child Protection Policy, we established this Code of Conduct. Your organisation can use as a guide.

Code of Conduct

This Code of Conduct outlines appropriate standards of behaviour for all staff and volunteers, long term or temporary, towards children. The Code serves to protect staff and volunteers to avoid allegations being made. It also serves to protect children and reduce any opportunities for abuse or harm to occur. All staff and volunteers are expected to comply with the Code of Conduct.

WE WILL:

- Treat children and young people with respect, listen to and value their ideas and opinions
- Welcome all children and include them in activities
- Listen to children and take action to protect their well-being
- Report any violations of these standards of behaviour
- Be aware of situations which may present risks and manage them effectively
- Be visible when working with children, as far as possible
- Talk to children about their contact with staff or others and encourage them to raise any concerns
- Ensure that a sense of accountability exists between staff so that bad practices or potentially abusive behaviour does not go unchallenged

WE WILL NOT:

- Hit or otherwise physically assault or abuse children
- Behave physically in a manner which is inappropriate or sexually provocative
- Seek to use children in any way to meet adult needs
- Use prejudice, oppressive behaviour and language with children
- Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality
- Develop 'special' relationships with specific children for your own needs
- Develop physical/sexual relationships with children
- Give gifts or show favouritism
- Have contact with children outside of the organisation's programmes
- Have a child/children with whom we are working to stay overnight at a staff/volunteer's home unsupervised
- Never be alone with a child in a room with the door closed
- Spend excessive time alone with children away from others (this includes drivers of vehicles belonging to the organisation)

*This is **not** a complete list. The basic understanding is that staff should avoid actions or behaviour which may constitute bad practices or potentially abusive behaviour.*

I have read this Code of Conduct and agree to abide by it at all times

Signature _____

Witness _____

Date _____

Step Six: Choosing Suitable Staff and Volunteers

Selecting suitable and appropriate people to work with children is vital to children's safety. Everyone benefits when the best people are chosen who also share the organisation's values about keeping children safe.

The organisation needs to invest time and resources when recruiting staff that will work closely with children, particularly if the children are vulnerable or have special needs. Staff and volunteers who work with children in organisations and have regular unsupervised contact may pose a risk to children if we do not take care in the recruitment phase. It is essential to prevent anyone who is a risk to children from being employed.

We can reduce the opportunities for harm to occur by deterring the particular wrong people from applying. One of the first steps is to promote the fact that your organization is a **Child Safe organisation**. This must be publicised in advertisements, mission statements and all organisational materials. This will discourage some unsafe people from applying.

What am I looking for in a child friendly candidate?

The important areas you need to assess when recruiting new staff or volunteers include:

- Motivation to work with children
- Relevant experience which can be verified
- An understanding of children's physical and emotional needs
- Attitudes to children's rights and how they can be upheld
- Values, such as honesty, integrity, reliability, fairness, non-discrimination
- Responses from referees.

Why do we need to do so many checks?

REFERENCE CHECKS ARE ESSENTIAL

Reference checks are essential. Checking the background of potential staff and volunteers is vital and failure to do proper reference checks can result in negative outcomes for children and the organisation. When you contact referees, it is important to verify who you are talking to so that you can ensure the people are genuine. It is also important that you have a clear understanding of their relationship to

the applicant.

Employers should insist that one reference must be the current or most recent employer regardless of the applicant's willingness. A recent assessment of performance is invaluable. It is also important to ask if the referee has directly supervised the applicant and observed directly their work with children. Staff who knows the applicant well, should not be included in the recruitment process if possible.

When interviewing and conducting reference checks, the staff responsible need to be confident and assertive. At least one person on the interview panel should be experienced in interviewing. An independent outsider may provide objectivity as well particularly when internal applicants are applying to work directly with children.

Once staff and volunteers have commenced their work with children, the organisation needs to provide them with ongoing support, supervision and training. When staff and volunteers receive support from the organisation they are more likely to 'do the right thing'. If they experience problems or have concerns, they are more likely to report them to a supervisor or manager. People responsible for the supervision of staff and volunteers need to provide adequate guidance as well as monitoring staff/volunteer performance on the job. An ongoing commitment to this is a key component of a child safe organisation.

CASE STUDY - Guidelines for Recruiting Staff and Volunteers*

The fictional organisations in the case studies already had some guidelines for recruiting but they realised they needed to improve them by including reference checks and publicising a statement of their commitment to child safety in all advertised positions. The following are a suggestion of the new recruitment criteria.

You can use this as a model when establishing or enhancing your own.

* Remember that this is an example. Each organisation should develop their own recruitment criteria

Criteria for Choosing Safe Staff and Volunteers	We will:
Develop Selection Criteria and Roles and Responsibilities	<ul style="list-style-type: none"> • Identify experience and qualifications required • Have documentation of accountability <p><i>in order to:</i></p> <p>→ Recruit the most suitable staff/volunteers</p>
Advertise the Position externally	<ul style="list-style-type: none"> • Include that we are committed to child protection and have a Child Protection Policy. <p><i>in order to:</i></p> <p>→ Encourage the best qualified people to apply</p>
Interview Applicants	<ul style="list-style-type: none"> • Prepare interview questions about the candidate's motivation to work with children in advance • Ask questions on real life experience • Seek examples of their previous experience • Have 3 people on the interview panel, with a mix of gender • Appoint an interview chairperson • Conduct a second interview if we are not sure, or find additional information <p><i>in order to:</i></p> <p>→ Conduct a fair, transparent interview process which allows reasonable opportunity to assess candidates' skills and suitability.</p>
Conduct Reference Checks (minimum 2)	<ul style="list-style-type: none"> • Undertake at least two reference checks by phone or in person • Not only accept written letters of reference • Insist on the current/most recent employer as a reference <p>Useful Questions</p> <ul style="list-style-type: none"> ★ "Would you employ [the candidate] again?" ★ "Do you have any concern about [the candidate's] interaction with children?" <p><i>in order to:</i></p> <p>→ Do thorough reference checks which will reveal accurate information enabling us to make informed decisions to be made on a candidate's suitability</p>
Identity Checks	<ul style="list-style-type: none"> • Insist that evidence of identity be provided e.g. driver's licence, passport, identity card • Demand original qualifications <p><i>in order to:</i></p> <p>→ Employ genuine and suitable employees/ volunteers</p>
Background Check	<ul style="list-style-type: none"> • Try to do as thorough a background check as possible <p><i>in order to:</i></p> <p>→ Unsuitable people are rejected</p>
Supervision, Support and Monitoring of Staff/Volunteers	<ul style="list-style-type: none"> • Meet regularly with staff/volunteers • Support them in their role • Provide training/resources • Raise performance issues and required improvements • Treat staff/volunteers with respect • Probation period for all <p><i>in order to:</i></p> <p>→ Employ staff and volunteers who enjoy their job and feel valued by the organisation</p>

Step Seven: Ensuring a Clear Procedure for Reporting Complaints

A crucial factor for child protection in your organisation is establishing a transparent, easy-to-follow procedure for reporting child abuse complaints and/or concerns. With a well-publicised reporting process both inside and outside the organisation, your organisation achieves several things:

- It demonstrates your commitment to child protection
- The procedure can be referred to anonymously if need be
- It may deter potential offenders

To begin putting such a procedure in place, you first need a designated Child Protection Officer or someone within the organisation who is given the responsibility of handling child concerns.

What is a Child Protection Officer?

A Child Protection Officer is an employee at your organisation who is given the responsibility of managing reported concerns which arise from and pertain child safety from beginning to end. If your organisation is small and it needs to clearly advise all staff, volunteers, parents and children who they can report concerns to, if someone is not designated in the specific role of Child Protection Officer. Staff and volunteers generally report to their supervisor or line manager, so this person may assume these responsibilities, but this may not be the best person.

The Child Protection Officer (or designated staff member) must be:

- Trustworthy, caring, and accessible
- Respectful of all people involved in a concern
- Be appropriately checked for suitability of the position
- Be provided with training in child protection issues
- Able to maintain confidentiality throughout all reports

How do I report a concern?

The best interest of the child must always be the primary consideration of the people reporting a concern. Staff are encouraged to speak to someone and to take action rather than wait until it is too late. People are much more likely to report concerns about children if there is a clear and effective reporting procedure to follow. It can be very difficult for an employee to report a child safety concern, *especially if it involves another staff member*. Employees and volunteers need to feel that they will not lose their jobs or that their personal safety will not be in danger if they raise a concern about a colleague. This is why **confidentiality** is one of the key values underlying a reporting process. People who raise concerns will not have their names made public, keeping the concern and the person's identity from the person accused a secret, unless the case ends up going to court and they might be called as witnesses. Another key value underlying the reporting process is **fairness**. The same respect must be shown to the accused as to the staff who raise the concern. This means that the accused person will be supported to the best of the organisation's ability. People who are accused should not be treated as guilty until an investigation (by the organisation or the court of law depending on the offence) has been undergone to determine this.

**STAFF MUST
BE TREATED
FAIRLY.**

Examples of child safety concerns include:

- Concerns regarding the physical environment which may pose a risk to children, e.g., limiting access to fire, ensuring balconies and roof tops are appropriately fenced in, etc.; physical safety also includes health and hygiene issues, e.g. clean drinking water, providing male/female toilets, etc.
- Inappropriate or special relationships developing between staff, volunteers or children e.g. one member of staff may have a favourite child OR a member of staff might find a 17 year old child attractive and want to start a relationship with him/her
- Inadequate staff/child supervision ratios e.g. 10 children:1 adult is appropriate; 20 children: 1 adult might be too many for one adult to properly supervise depending on the age of the children
- Breaking of the Code of Conduct
- Suspicions of beliefs that children are at risk of abuse or observations of change in behaviour indicating concern
- Children telling a member of staff of abuse which must be reported to the appointed Child Protection Officer

**THE PHYSICAL AND
SEXUAL HARM OF
CHILDREN IS A
CRIME**

The physical and sexual harm of children is a crime and must be reported to the senior management of an organisation if it occurs in an organisational setting. If you suspect a child may be at risk of abuse from their parents/caregivers, then

**IT IS IMPORTANT TO
LISTEN TO
CHILDREN'S
EXPERIENCES AND
MAKE THEM FEEL
HEARD.**

it must be reported to an employee at your organisation. If a child tells a staff member of any abuse or harm, the staff member has the responsibility to report it. The organisation must listen, respond and support the child by reporting to

and contacting the relevant authorities and support network (see Appendices.) It is important to listen to children's experiences and make them feel heard. This means taking them seriously and responding and acting on the experience. Children, parents, staff and volunteers must be encouraged and supported in their efforts to protect themselves and others. Everyone, including children, needs to be made aware of the obligation to report serious matters involving child abuse to external authorities. Privacy and sensitivity in handling the matter must be ensured and only those who need to know shared the information with.

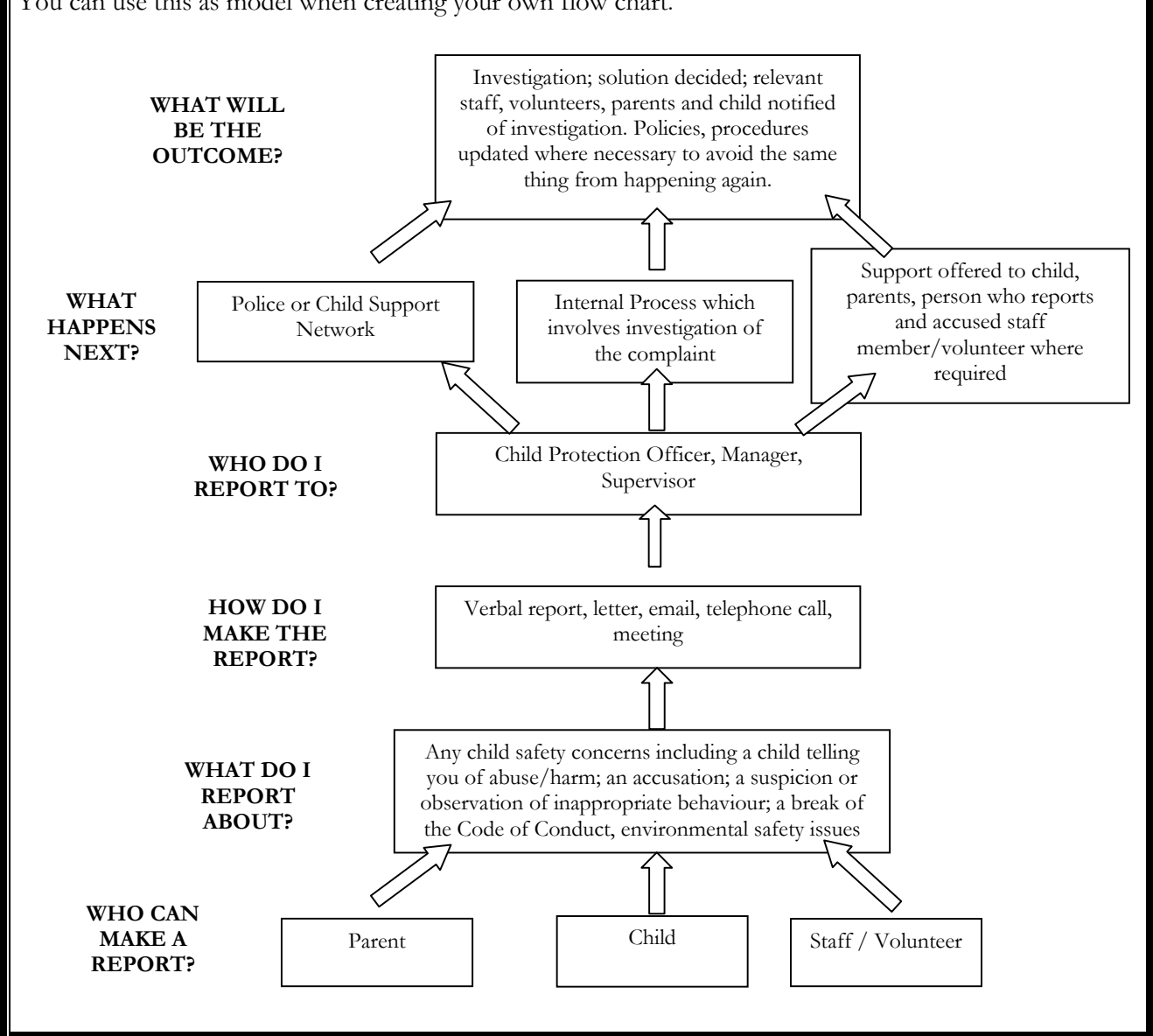
Creating a procedure for *how* a concern will be dealt with in an organisation is required. A flowchart outlining the process for reporting child safety concerns helps the staff visualise and understand the procedure clearly. It will convey a clear message to everyone that their concerns will be handled fairly, confidentially and efficiently. This should be attached to the Child Protection Policy.



*Remember that this is an example. This organisation does not really exist.

CASE STUDY - Child Safety Reporting Flow Chart*

In implementing their Child Protection Policy, the organisation organized a flow chart to inform staff clearly of how to report a concern and the process of a report. The organisation printed up poster-sized copies of this procedure and displayed them around the organisation and at activities they hosted offsite. You can use this as model when creating your own flow chart.



There are various ways you can communicate what your organisation does when a complaint is made. In addition to this flow chart, you can create a brochure that could be available in the main office area of your organisation which outlines the reporting procedure. You can also hand it out when you go on visits off-site. Remember, your organisation will more effectively implement your Child Protection Policy if you develop the brochure with all staff.

Step Eight: Encouraging and Promoting Child Participation

When the physical environment of an organisation is as safe as we can make it, children may still not feel safe. This idea of feeling safe is what is called psychological safety. In a Child Safe environment we want to promote *psychological safety*. We do this by making children feel valued, respected and cared for. Children are psychologically safe when they know they can speak to people if they feel unsafe or unhappy about something. Knowing these things increases a child's self-esteem which boosts their confidence. It empowers them to speak up when necessary.

Organisations which consult children and listen to their ideas and opinions demonstrate their commitment to child safe environments. They do what they say they will do and they do it well. When children and young people are respected and valued, they become committed to these principles and feel empowered to advocate for everyone's rights to safety. Their relationship and connection to your organisation is strengthened and they are much more likely to speak up about matters of safety, preventing risk to themselves and others.

The following table offers some suggestions for how you can include children's ideas and opinions into your Child Protection Policy.

Tools / Resources

Choose With Care or Building Child Safe Organisations, Child Wise 2004

Websites > www.kids.nsw.gov.au/childfriendly www.kids.nsw.gov.au/

United Nations Convention on the Rights of the Child

Child Participation References

United Nations





UNICEF <http://www.unicef.org/uk/tz/rights/index.asp?nodeid=childrights§ion=6> (information on children's rights)

UNICEF <http://www.unicef.org/uk/tz/resources/index.asp?nodeid=browsers§ion=6>

<http://www.unicef.org> (leaflet on children (leaflet on children's rights)

UNICEF http://www.unicef.org/uk/tz/resources/resource_item.asp?id=35
(wants vs. needs activity)

Strategies for Child Participation

Consulting and Talking to Children	Practical Suggestions		Good Outcomes
<p>Establish what Safety means to children</p>	<ul style="list-style-type: none"> • Ask them to draw pictures of when they are safe and when they are unsafe. • Ask them to write down or draw a picture of the person in the organisation they feel they could go to if they have a problem. • Ensure the physical environment is safe, warm and friendly towards children. 		<ul style="list-style-type: none"> • Children's insights and responses will contribute to the development of the Child Safe Policy, Code of Conduct and Complaints Management Process. • You will be alerted to any physical or psychological danger in the environment.
<p>Educate Children About Their Rights</p>	<ul style="list-style-type: none"> • Run informal education sessions on the Convention on the Rights of the Child. • Teach children that with every right they enjoy they need to meet its corresponding responsibility. • Do activities on <i>rights</i> vs. <i>wants</i> 		<ul style="list-style-type: none"> • Children understand their basic human rights, and feel they need to meet their responsibilities. • Children know the difference between a 'Right' and a 'Want'
<p>Include Children in Policy Development</p>	<ul style="list-style-type: none"> • Explain what the organisation is attempting to do and ask the children for their ideas, opinions and suggestions. • Run small discussion groups, provide activities. Give regular breaks. 		<ul style="list-style-type: none"> • A Child Safe Policy that children understand and which represents their suggestions.
<p>Encourage Children to Develop their own Code of Conduct</p>	<ul style="list-style-type: none"> • Ask children what is: Acceptable Behaviour Unacceptable Behaviour This includes Adults > Children Children > Adults Children > Children • Formulate a Code of Conduct using WILLs and WILL NOTs 		<ul style="list-style-type: none"> • A Child Friendly Code of Conduct written by children, for children. • Guidelines for staff and volunteers on their interactions, expected behaviour and relationships with children.

Step Nine: Assessing Child Safety in Your Organisation

The information about risk and child safety requirements you discovered in Step Three will provide the starting point to a Child Protection Action Plan. **An audit** of existing child safe policy and practices will expand on this. **A Child Protection Audit** is when you examine your organisation to evaluate or improve it in some way. In this case, your organisation is evaluating its appropriateness, safety and efficiency for being child safe and child friendly. The more people in the organisation who are involved in this audit the better the outcomes will be. Creating a Child Safe Organisation cannot be achieved in one exercise or one activity. It requires an ongoing commitment to improvement but does not have to be a complex process.

By completing the following Child Protection Audit²⁵ honestly, you will quickly identify your organisation's strengths and weaknesses in keeping children safe. With the information you get from this exercise, you can learn from mistakes and try to predict risks to children before they happen. Moreover, it shows you exactly what area you need to strengthen or change in the organisation.

Even if your organisation already has child protection strategies in place, it is important to regularly review policies and procedures (every three months is recommended). This audit along with the Risk Assessment will establish the structure of your Action Plan to develop and implement child safe procedures. Remember to keep in mind at all times children's safety and well-being when you are filling out the audit.

This Child Protection Audit is intended for multiple use. You can repeat the Audit quarterly once your Action Plan has had a chance to be implemented. Comparing your Child Protection Audits should indicate the progress your organisation has made in becoming child safe.

Some of the statements included in the Child Protection Audit may not be so relevant to your organisation; others might be very important. This depends on the kind of work your organisation does with children and the environment that you work in. You can take out or add criteria to make sure they suit your organisation. Customising the child protection audit to your organisation will have more meaning for you.

²⁵ Adapted from *Keeping Children Safe*. (2006). Keeping Children Safe Coalition.

The Child Protection Audit will make you think about 6 aspects of your organisation:

- 1. Children and Your Organisation** – How your staff come into contact with children and how they behave around them
- 2. Policies and Procedures** – What systems you have in place to make a child-safe organisation
- 3. Keeping Children Safe** – How your organisation protects the children it comes into contact with
- 4. Implementation and Training** - How your organisation uses the policies and procedures; the usefulness of staff training on child safety
- 5. Information and Communication** – How your organisation informs the staff/volunteers/visitors and the children it comes into contact with about what to do if there is a problem
- 6. Monitoring and Evaluation** – How you monitor and evaluate your organisation to continually improve the systems and procedures

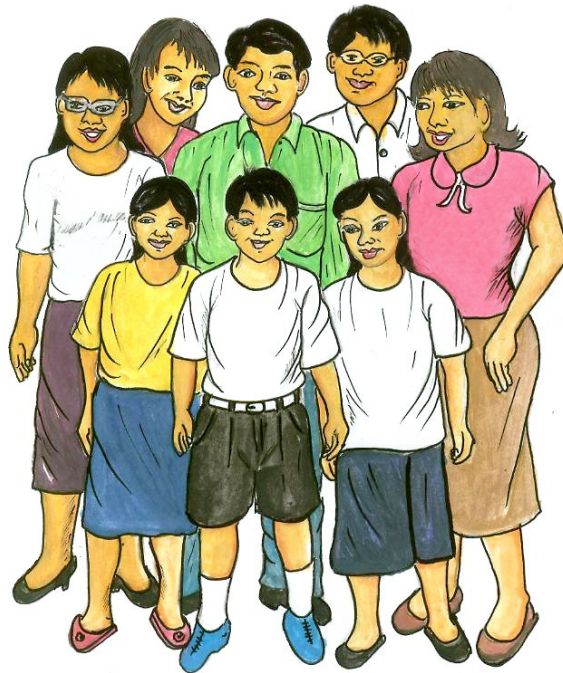


Illustration by Hem Chanthou, SCA

The Child Protection Audit also takes into account the five features of a child safe organisation discussed earlier. These are indicated in each section.

A blank version of the Child Protection Audit can be found in the Appendices. Read the following Case Study to see how it can be used.

*Remember that this is an example. This organisation does not really exist.

CASE STUDY - Child Protection Audit

After the incidents the fictional organisations decided to do a Child Protection Audit to measure where they were in terms of being child safe. The following is the result of their Audit. They used the comments they gathered from Column D to create their Action Plan.

Child Protection Audit

Date: August 15, 2006

1	Children and organisation (Communication, Participation, Awareness)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1	Your organisation is very clear about its responsibility to protect children. The organisation informs everyone who comes into contact with it about its commitment to protect children.		✓		The staff are aware but visitors and the children we protect are not aware
2	The way staff and other representatives behave towards children shows that they are committed to protecting children from abuse.		✓		Some staff do not behave appropriately
3	There is good awareness of the UN <i>Convention of the Rights of the Child</i> (UNCRC). Your organisation uses this as the foundation for child protection.			✓	We are not aware of this and don't really know what it is.
4	Children are welcomed, consulted and respected. The organisation does not degrade or humiliate children.			✓	We don't consult children but we do treat them well and respect them.
5	The organisation makes it clear that all children have equal rights to protection.			✓	
6	The programs/activities that you offer make children feel safe, allow them to feel successful and include children with disabilities and children from different cultural backgrounds.		✓		Our programs are successful but we do not know if the children feel safe; we also don't include many minority groups
2	Policies and Procedures that Help Keep Children Safe (Communication, Participation, Transparency)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	The organisation has a written child safety policy or procedures to protect children within the organisation.			✓	We don't have anything official. Some people behave appropriately but procedures are very loose and not consistent. There has never been an incident until this particular case arose so we were very unprepared. Our senior management is very interested that a Child Safety policy be established though. We don't have a child protection officer.
2.	The policy or procedures are approved and supported by the highest form of management (e.g. senior management board, executive, or committee).			✓	
3.	The policy or procedures are signed by all employees, including the most senior people in the organisation, indicating their responsibilities to the organisation and the children it protects.			✓	
4.	There are clear child safety procedures that provide step-by-step advice on how to manage concerns about a child's safety or welfare with an appointed member of assuming the role protection officer.			✓	

3	Keeping Children Safe (Communication, Confidentiality, Transparency)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	Your organisation has policies and procedures of recruiting new or temporary staff which assesses their suitability to work with children, including at least 2 reference checks, and police checks if possible.		✓		The system of recruiting is not written out and so is not consistent. Sometimes reference checks are made and sometimes they are not, especially for volunteers
2.	There is a Code of Conduct (written guidelines for behaviour) which describes to staff/volunteers and children what adult behaviour is acceptable and unacceptable, especially when they come into contact with children.		✓		We have a Code of Conduct but it does not include acceptable behavior <i>with children</i> ; children need one for themselves as well as we have had difficulty with children behaving poorly with each other.
3.	The consequences of breaking the guidelines on behaviour are clear and linked to disciplinary procedures in your organisation.		✓		Disciplinary action is clear but only for behavior that doesn't involve children.
4.	Support and guidance exists on appropriate use of information technology such as the internet, websites, digital cameras, etc. to make sure that children are not put in a vulnerable situation.			✓	We haven't considered this. We have allowed visitors to come with cameras frequently without taking any precautions
5.	In organisations that have direct responsibility for providing activities, including those where the organisation provides a place for the children to live, sleep and eat (e.g. orphanages, shelters, etc.), children are adequately supervised and protected at all times.			✓	Among other things, sometimes our drivers are alone with a child when transporting them from one place to another.
6.	It is very obvious how staff can raise concerns, confidentially if necessary; about unacceptable behaviour by other staff or representatives (e.g. there are posters around the organisation).			✓	Child complaints procedures need to be put in place.
4	Implementing and Training (Participation, Awareness)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	When they join the organisation, all staff and volunteers have training on how children are protected in the organisation , which includes an introduction to the organisation's child safety policy and procedures by the child protection officer who receives regular training.			✓	We have orientation of new staff for our programs but none of it includes child safety procedures as we don't have anything officially documented. If there are any concerns we ask staff to discuss with their line managers. There is no one appointed with child protection responsibilities.
2.	There is a written action plan showing what steps your organisation will take to improve on child safe procedures.			✓	We don't have an Action Plan for child safety. Our organisation knows very little about child abuse. We don't know what our partner organisations do regarding child safety.
3.	All members of staff, full-time and part-time, have been given training on how to recognise child abuse and how to respond to child abuse concerns.			✓	
4.	Workshops and training have been held for partner organisations on how children will be kept safe.			✓	
5.	Your organisation has done work with partner organisations which shows that you agree on good child-safe practice.			✓	

5	Information and Communication (Communication, Awareness)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	The children your organisation comes into contact with are made aware of their right to be safe from abuse.			✓	We don't use the CRC and are not really aware of it
2.	Everyone in your organisation is responsible for protecting children and has received training. Staff know who to contact with a concern.		✓		Staff are supposed to go to their line manager if they have concerns but this is not made very clear, especially with respect to concerns about children
3.	Your organisation has accessible contact details for local child protection organisations, safe places, national authorities and emergency medical help.			✓	We could probably find this information somewhere but it would take a few days of contacting people.
4.	Children are provided with information on where and how to get help and advice within the organisation about abuse.			✓	This does not happen.
6	Monitoring and Evaluation (Communication, Participation, Awareness)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	Your organisation has an action plan which allows for the regular monitoring and evaluation of the child safety requirements you have created.			✓	
2.	Steps are taken towards regularly asking children and parents/caregivers their ideas and opinions on policies and practices at your organisation which are aimed at keeping children safe.			✓	We consult with children about our programs but not about their safety within our programs.
3.	Your organisation uses its own experience with child safety concerns to strengthen its policy and development of procedures.			✓	We do now! Our own experience has made us realise how weak our organisation is regarding child safety. We are doing this audit as a first step in establishing the necessary procedures we need.
4.	All incidents, allegations of abuse and complaints are recorded, monitored and followed up.			✓	
5.	Children and parents/caregivers are consulted as part of a review of protecting and maintaining in practice its policies and practices.			✓	

Step Ten: Creating an Action Plan with Education and Training

By working through the Child Safety Risk Assessment and the Child Protection Audit, you will have discovered specific tasks that need implementation in your organisation for it to be more child safe and child friendly. These can be organised by making an **Action Plan**. An Action Plan provides a sense of direction and purpose to establishing a child safe and child friendly organisation. In short, it is a list which identifies tasks to be completed, with deadlines and persons responsible for completing the task.

The goals in the Action Plan should follow the SMART principle.

- S** **Specific.** The tasks must be clear, specific and detailed
- M** **Measurable.** You must be able to demonstrate or prove the task has been achieved. (e.g. you will have a written Child Protection Policy)
- A** **Achievable** and **agreed to.** Everyone must be committed and want to work towards a child safe organisation. There should be no organisational obstacles to achieving these tasks
- R** **Realistic.** The tasks must be realistic. While we all want to make our organisation a model of child safety, we must realise that this cannot happen in one night or in one workshop session. It takes time, and our Action Plan must reflect that
- T** **Time-related.** Without set due dates and time frames, work can often go on and on and people will lose interest. Due dates will provide the pressure needed to get work completed

SMART tasks produce results. You will be able to see evidence of a more child safe organisation if the Action Plan is carefully prepared.

*Remember that this is an example. This organisation does not really exist.

CASE STUDY - Action Plan*

Drawing on their Risk Assessment and Audit, the organisations began creating an Action Plan for making the organisation more child safe and child friendly. This is what it looks like so far. Note the inclusion of continuous monitoring and evaluation of the Action Plan.

Date: August 30, 2006

Implementation				Evaluation	
What needs to be done	Due Date	Persons Responsible	Supervisor	Evidence of task completion	Review date
Write Child Protection Policy	Oct 15/06	Management team		A written Child Protection Policy	Apr 15/07
Appoint Child Protection Officer	Sept. 20/06	Senior management team		Name of person; all staff/volunteers know this person	Mar 22/07
Outline key roles and responsibilities for the Child Protection Officer	Sept. 20/06	Senior management team		Written role and responsibilities	Mar 22/07
Revise Code of Conduct	Sept 30/06			Written Code of Conduct	Dec 15/06
Publicise our commitment to child safety inside the organisation	Nov 1/06	Trainers, Human Resource team		Posters, flow charts, displays in Khmer and English	Jan 19/07
Publicise our commitment to child safety outside the organisation		Human Resource team		Easy to read documents for children in Khmer – picture-based	Jan 7/07
Write a training program	Dec. 1/06	Trainers		Written training program on child safety including training for: understanding child abuse in Cambodia, new staff, complaints procedure and Code of Conduct, child safe procedures, children	
Revise staff/volunteer recruitment procedures	Dec 15/06			Document of recruitment procedure; copies of references contacted; job advertisements	June 15/07
Establishing a procedure for child involvement	Dec 10/06			Resources about how to listen to children, to encourage their involvement; picture-based information for children	June 10/07
Revise employee induction	Nov 20/06			Written induction process; training	May 20/07
Action Plan evaluation and revision	Apr 20/06			New Child Safety Revision and Action Plan	July 17/07

With their Action Plan in place, **XYE** and **ZZX** feel much more confident in their ability to create a safer environment for the children they come into contact with. They are beginning to approach their work with more vigilant child friendly eyes as they become more aware of child safety concerns. Don't make their mistake by allowing a case like theirs to happen before your organisation becomes child safe.

Appendices

Appendix 1 Child Protection Audit

Date: _____

1	Children and Your Organisation (C-PACT : Participation, Communication, Awareness)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1	Your organisation is very clear about its responsibility to protect children. The organisation informs everyone who comes into contact with it about its commitment to protect children.				
2	The way staff and other representatives behave towards children shows that they are committed to protecting children from abuse.				
3	There is good awareness of the UN Convention of the Rights of the Child (UNCRC) . Your organisation uses this as the foundation for child protection.				
4	Children are welcomed, consulted and respected. The organisation does not degrade or humiliate children.				
5	The organisation makes it clear that all children have equal rights to protection.				
6	The programs/activities that you offer make children feel safe, allow them to feel successful and include children with disabilities and children from different cultural backgrounds.				
2	Policies and Procedures that Help Keep Children Safe (C-PACT : Participation, Communication, Transparency)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	The organisation has a written child safety policy or procedures to protect children within the organisation.				
2.	The policy or procedures are approved and supported by the highest form of management (e.g. senior management board, executive, or committee).				
3.	The policy or procedures are signed by all employees, including the most senior people in the organisation , indicating their responsibilities to the organisation and the children it protects.				
4.	There are clear child safety procedures that provide step-by-step advice on how to manage concerns about a child's safety or welfare with an appointed member of assuming the role protection officer.				
3	Keeping Children Safe (C-PACT : Communication, Confidentiality, Transparency)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	Your organisation has policies and procedures of recruiting new or temporary staff which assesses their suitability to work with children, including at least 2 reference checks, and police checks if possible.				
2.	There is a Code of Conduct (written guidelines for behaviour) which describes to staff/volunteers and children what adult behavior is acceptable and unacceptable, especially when they come into contact with children.				
3.	The consequences of breaking the guidelines on behaviour are clear and linked to disciplinary procedures in your organisation.				
4.	Support and guidance exists on appropriate use of information technology such as the internet, websites, digital cameras, etc. to make sure that children are not put in a vulnerable situation.				

5.	In organisations that have direct responsibility for providing activities, including those where the organisation provides a place for the children to live, sleep and eat (e.g. orphanages, shelters, etc.), children are adequately supervised and protected at all times.				
6.	It is very obvious how staff can raise concerns about child abuse (e.g. there are posters around the organisation).				
4	Implementing and Training (C-PACT: Participation, Awareness)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	When they join the organisation, all staff and volunteers have training on how children are protected in the organisation , which includes an introduction to the organisation's child safety policy and procedures by the child protection officer who receives regular training.				
2.	There is a written action plan showing what steps your organisation will take to improve on child safe procedures.				
3.	All members of staff, full-time and part-time, have been given training on how to recognise child abuse and how to respond to child abuse concerns.				
4.	Workshops and training have been held for partner organisations on how children will be kept safe.				
5.	Your organisation has done work with partner organisations which shows that you agree on good child-safe practice.				
5	Information and Communication (C-PACT: Awareness, Communication)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	The children your organisation comes into contact with are made aware of their right to be safe from abuse.				
2.	Everyone in your organisation knows which staff member is responsible for protecting children , and how to contact them.				
3.	Your organisation has accessible contact details for local child protection organisations, safe places, national authorities and emergency medical help.				
4.	Children are provided with information on where and how to get help and advice within the organisation about abuse.				
6	Monitoring and Evaluation (C-PACT: Awareness, Participation, Communication)	A Yes, we do this	B We sort of do this	C We don't do this	D Comments
1.	Your organisation has an action plan which allows for the regular monitoring and evaluation of the child safety requirements you have created.				
2.	Steps are taken towards regularly asking children and parents/caregivers their ideas and opinions on policies and practices at your organisation which are aimed at keeping children safe.				
3.	Your organisation uses its own experience with child safety concerns to strengthen its policy and development of procedures.				
4.	All incidents, allegations of abuse and complaints are recorded, monitored and followed up.				
5.	Children and parents/caregivers are consulted as part of a review of protecting and maintaining in practice its policies and practices.				

Appendix 2 Child Safe and Child Friendly Evidence

Evidence that your organisation is child-safe	What does it show?
<input type="checkbox"/> Your organisation has a written child protection policy. <input type="checkbox"/> The policy is written in Khmer as well as any other language your organisation uses. <input type="checkbox"/> A list of names with signatures that shows who has received the policy. <input type="checkbox"/> A copy of the policy that has been approved and signed by the senior management team or board of the organisation. <input type="checkbox"/> A flow chart of how abuse is managed within your organisation.	CHILD SAFETY POLICY A policy and systems and procedures have been created; The policy has been approved and supported by the senior management so that the policy is mandated from the top down
<input type="checkbox"/> A copy of how new staff and volunteers are recruited. <input type="checkbox"/> Examples of reference forms, application forms. <input type="checkbox"/> A copy of how concerns about child abuse within the organisation can be raised confidentially with senior staff; information about this procedure <input type="checkbox"/> Tools or systems that help your organisation identify risks to children in planning activities; guidelines for keeping children safe <input type="checkbox"/> A copy of a plan for the transportation of children on activities or any other kind of trip <input type="checkbox"/> Copies of references being contacted for job applicants	RECRUITMENT AND RISK MANAGEMENT Your organisation recruits carefully and thoroughly; your organisation has a system for raising concerns that maintains the anonymity of the person making the complaint, even if the accusation is for a person in a high management position; Your organisation has systems in place for managing risk, recruiting and managing complaints
<input type="checkbox"/> Written guidelines on how staff behaves with children and how children behave with each other <input type="checkbox"/> Written guidelines on physical contact <input type="checkbox"/> A list of staff signatures indicating all staff and volunteers have received the guidelines	CODE OF CONDUCT Your organisation has a code of conduct for behaving with children and each member of staff or volunteer is accountable to it
<input type="checkbox"/> Guidelines of behaviour include sections on issues of equality and potential discrimination in child protection <input type="checkbox"/> Training include issues of equality across children <input type="checkbox"/> Violations of equal treatment will follow disciplinary procedures and complaints can be made by staff <input type="checkbox"/> A copy of complaint form <input type="checkbox"/> A system for managing complaints that is transparent	EQUALITY AMONG ALL CHILDREN Your organisation is committed to equal rights for all children; Your organisation has systems in place that protect particularly vulnerable children from prejudice and discrimination based on disability, ethnicity, gender, and sexual orientation
<input type="checkbox"/> Your organisation has resources and materials that teach about how to listen to children and how to encourage child participation, including children with different communication methods e.g displayed posters clearly throughout the organisation <input type="checkbox"/> Picture-based information for children about who they can contact and where they can go to, for help or concerns e.g. colourful pictorial posters that children would like to look at and be able to understand if they cannot read; these would be different from the system of complaints for adult staff and volunteers <input type="checkbox"/> Training programs for children which include empowering children to keep themselves safe and information on rights to protection from abuse and exploitation	COMMUNICATING TO STAFF AND CHILDREN Your organisation communicates its commitment to preventing children from harm publicly throughout the organisation; it helps to empower children by providing training for children on their rights to protection

<input type="checkbox"/> Your organisation has in-house training programs on child protection that include: <ul style="list-style-type: none"> ◇ an introductory training for new staff and volunteers on your child protection policy, behaviour guidelines, and systems and procedures for managing complaints ◇ training for staff and volunteers who have responsibilities to keep children safe ◇ training for staff who deal with child abuse complaints and resulting disciplinary procedures, and inappropriate behaviour with children ◇ training for safe recruitment practice ◇ training for children on how to keep themselves safe 	<p style="text-align: center;">EDUCATION AND TRAINING</p> <p>Your organisation has a wide range of training and education plans which are regularly updated and reviewed; The training covers all aspects of the systems and procedures required for a child-safe organisation</p>
<input type="checkbox"/> Records of course attendance	
<input type="checkbox"/> Course monitoring and evaluation	
<input type="checkbox"/> You have information for children about how they can get support and help on issues related to abuse and bullying; the information is both written and in pictures in case children do not know how to read.	<p style="text-align: center;">SUPPORT AND INFORMATION</p> <p>Your organisation provides basic support and information on how to keep children safe; it has established contacts with other organisations which support and inform about child abuse and exploitation</p>
<input type="checkbox"/> Your organisation has lists of contacts for specialist advice for staff and volunteers with special responsibilities for protecting children, as well as with organisations that provide support, information and assistance to children and staff.	
<input type="checkbox"/> Your organisation has a monitoring and evaluation process which assesses the effectiveness of its Child Protection policy.	<p style="text-align: center;">MONITORING AND EVALUATION OF THE CHILD SAFETY POLICY</p> <p>Your organisation has a child protection policy and a plan for implementation which includes regular reviews and improvement strategies</p>
<input type="checkbox"/> An Action Plan for ensuring the review of policy.	
<input type="checkbox"/> A record/summary of the number of complaints and incidents, how each was managed including outcomes	
<input type="checkbox"/> Your organisation has copies of partner policies on child protection	<p style="text-align: center;">PARTNER ORGANISATIONS</p> <p>Your organisation ensures your partner organisations have systems and procedures in place that are child-safe</p>
<input type="checkbox"/> Written agreements with partners include child protection accountability and establishing child protection strategies which are child-safe	



Illustration by: Ly Sineth (M) Volunteer WOMEN Organisation

Appendix 3 Contact Details of Support Organisations

Organisations in Cambodia working in child protection

No	Name Organisation	Contact person	Website/Email/Phone	Address	Shelter	Medical	Education	Legal help	Counseling	Skills training
1	International Organization for Migration (IOM)	Vincent Keane Chief of Mission 012 900 245	www.iom.int iomphnompe@iom.int 023 216 532 Phnom Penh	#46 street 310, Boeung Keng Kang Khan Chamkarmon Phnom Penh	✓	✓	✓		✓	
			053 730 334 Battambang	#004E group 12 Paleylay village Poipet Bantheay Meanchey						
			054 967141 Banteaymeanchey							
2	Protection of Juvenile Justice (PJJ)	Sim Souyeang Director 011 959 516	pjj@online.com.kh 023 726 446	St 99 Boeung Trobek Chamkarmorn Phnom Penh Prey Veng, Siem Reap				✓		
3	Cambodian Women's Crisis Center (CWCC)	Oung Chanthol 012 840 507	cwccpp@gmail.com 023 982 158	#42F Street 488 PsarDeum Thkov Phnom Penh	✓	✓	✓	✓	✓	✓
		Son Lypao 011 976 839								
4	Action Pour Les Enfants (APLE)	Thierry Darnaudet	protect@globalhumanitaria.com PP: directoraple@yahoo.com 012 584 194	#78B Street 135 Phnom Penh				✓	✓	
			Sihanoukville: zhunter@globalhumanitaria.com							
5	Damnok Toek Poipet (DT)	Malai Suo Director 012508764	www.gouttedeau.org poipet@gouttedeau.org 054 394 104	Palelai Village, Poipet, Banteay Meanchey	✓	✓	✓		✓	✓
6	Hagar	Mr Talmage Payne Chief Executive Officer 023 220 127	www.hagarproject.org info@hagarproject.org 023 219 045 023 220 127	#53D St 242 Veal Vong 7 Makara Phnom Penh	✓	✓	✓			✓
7	Damnok Toek Neak Loeung (DTNL)	Savannarith Sam Director 092 258 326	www.gouttedeau.org neakloeung@gouttedeau.org 092 258 326	Prek Khsay village Peam Ro District, Prey Veng Province	✓	✓	✓		✓	✓
8	Legal Aid of Cambodia (LAC)	Mr Ouk Vandeth Director 012 859 691	www.lac.org.kh lac@online.com.kh 023 215 274/ 216 896 Fax: 023 212 206	#43 St. 306, Sangkat Boeung Keng Kang I, Khan Chamkarmon, Phnom Penh				✓	✓	

		Mr Chim Darra(lawyer)	012 367 554	Siem Reap						
9	World Education -Cambodia (WE/C)	Ms Sok Kimsroeng Program manager 016 753 205	www.worlded.org worldedcam@online.com.kh	#37 St. 105-242, Sangkat Boeung Prolit, Khan 7 Makara, Phnom Penh Prey Veng Kompong Cham Banteay Meanchey			✓			
10	Wathnakpheap	Bora Nuy Director 012 653 937	www.online.com.kh/uses/wp wp@online.com.kh	#3 St. 323, Boeung Kork 2, Khan Toul Kork, PO Box 90 Phnom Penh Siem Reap Pursat	✓	✓		✓	✓	
		Mr Ros Va (Project manager)	092 27 64 03							
11	NYEMO	Ms Kanary Co-Director	www.nyemo.com.kh nyemo@everyday.com.kh	#14 St. 334 (Branch1) St 310 (Branch2) Boeung Keng Kang 1 Phnom Penh	✓	✓	✓		✓	✓
12	Health Center for Children (HCC)	Ms Ly Sotheary Director 012 252 779	hcc@forum.org.kh www.sccf-hcc.com	# 115 Aeo,St 141, Veal Vong, Khan 7 Makara, Phnom Penh Svay Rieng, Koh Kong Kampot, Kandal Ratanakiri	✓	✓	✓		✓	✓
		Mr Bour Vannak	CD worker 012 714 467	Prey Veng						
13	Don Bosco Foundation Cambodia (DBFC)	Fr VISSER John Country Representative 012 989 031 Mr Suy Chheng School Director 011 899 481	www.boscohall.org/cambodia/index.htm donboscol@online.com.kh	P.O.Box 47 Phum Chress, Khum Phnom Penh Thmey, Russey Keo District, Kandal Kg Som, Kg Speu, Kg Cham, Kg Thom, Kampot, Takeo, Prey Veng , Svay Rieng, Battambang, Poipet	✓	✓	✓			✓
14	Agir Pour les Femmes en Situation Precaire (AFESIP)	Mrs Somaly Man (President)	www.afesip.org afesip@afesip.org 023 884 123	#23 St. 315, PO Box 2089 Boeung Kork 1 Toul Kork, Phnom Penh						
		Mr Ou Sophan Head of Center	011 90 75 56	Siem Reap	✓	✓	✓		✓	✓
		Mrs Sochenda Khngeng Head of Center	012 33 15 48	Kompong Cham						

15	World Vision Cambodia (WVC)	Ms Esther Halim Director Warren Climenhaga 012 820 081 Mr Ly Khoom Operation Manager	www.wvi.org cambodia@wvi.org 023 216 854/217 923 Fax: 023 216 220 012 755 248	#20 Street 71, Tonlebasak Chamkarmorn Pnom Penh Takeo	✓	✓	✓		✓	✓
16	Mith Samlanh	Sophat Ly Program Director 012 852 406	www.streetfriends.org friends@everyday.com.kh 023 426 748/220 596	#215 St. 13,Sangkat Cheycomneas, Khan Daun Penh Phnom Penh	✓	✓	✓		✓	✓
17	LICADHO	Mr Thav Kimsan 012 813 581	www.licadho.org contact@licadho.org 023 360 965/ 364 901	#16 St 99, Sangkat Boeung Trabek Chamkamorn, Phnom Penh						
		Mr Kum Unique Provincial Coordinator	012 773 591	Kompong Cham		✓		✓	✓	
		Mr Hun Seang Hak	012 403 050	Siem Reap						
18	Cambodian Human Rights and Development Association (ADHOC)	Mr Thun Saray President 016 880 509	www.adhoc.org.kh adhoc@forum.org.kh 023 218 653 / 99 05 44	# 1 St 158 Okhna Troeung Kang Boeung Rieng Daun Penh Phnom Penh				✓	✓	
		Ms Mao Yin Provincial Coordinator	012 944 606	Siem Reap						
		Mr Neang Sovath Training coordinator	011 776 621	Kompong Cham						
		Mr Chhay Reth Provincial Coordinator	012 268 205	Prey Veng						
19	Cambodian Women's Development Association(CWDA)	Kien SereyPhal Executive Director	CWDA@online.com.kh 023 210 449	# 19 St 242 Sangkat Boeng Prolit Khan Prampi Makara Phnom Penh	✓		✓		✓	✓
20	Transcultural Psychosocial Organization (TPO)	Chhim Sotheara Managing Director	www.camnet.com.kh/tpo tpo@forum.org.kh 023 219 182 / 023 218 478	#209 St 63 Boeung Keng Kang 1 Phnom Penh					✓	
21	Cambodia Center for the protection of Children s Right(CCPCR)	Mr Yim Po Executive Director	ccpcr@forum.org.kh 012 967 385	Pong Peay Village, Phnom Penh Thmey Commune, Russey Keo, Phnom Penh	✓	✓	✓		✓	✓

22	Cambodia Children against Starvation and Violence (CCASVA)	Mr Phok Bunroen Executive Director	ccasva@camintel.com 023 993 615 /012 888 613	# 13c St 430 Phsa Doem Thkov Chamka Morn Phnom Penh	✓	✓	✓		✓	✓
				Prey Veng						
23	Sacrifice Family and Orphans Child Development Association (SFOCDA)	Mr Pen Sophan Director	pensophan@hotmail.com 012 842 495	2 village Group 2 Chroy Changwa Russey Keo Phnom Penh	✓	✓	✓		✓	✓
24	Street Children Assistant and Development Program (SCADP)	Ms Yim Sokhary Executive Director 012 845 965	www.angelfire.com/ca6/scadp scadp1992@online.com.kh 023 217 754	#159 St 51 Boeng Raing Daun Penh Phnom Penh	✓	✓	✓		✓	✓
25	The Center for Children to Happiness (CCH)	Mr Mech Sokha Executive Director	mechsokha@hotmail.com 023 995 023 /012 832 330	#413 St. 371 Stoeung Meanchey Mean Chey Phnom Penh	✓	✓	✓		✓	✓
26	Children and Poor Communities Development Organization (CPCDO)	Mr Meas Yuth Executive Director 012 892 541	cpcdoyouth@yahoo.com	# 32 St 1019 Rong Chark Phnom Penh Thmey Russey Keo Phnom Penh	✓	✓	✓			
		Mr Men Thavrith Branch Chief	011 25 03 36	Svay Reing						
		Mr Pich Sam Ang Chief	012 888846	Battambang						
		Mr Som Veasna Chief	092 29 53 88	Kampot						
27	International Christian Mission (ICM)		naringsm@camnet.com.kh 023 211 465/016 636 931	#41-43 St 322 Boeng KangKang 1 Chamkarmorn Phnom Penh	✓	✓	✓		✓	✓
28	KHEMARA	Ms Koy Phallany Executive Director 012 927 279	khemara@camnet.com.kh 023 430 620	Ottaravatei Pagoda National road 5 Mithapheap Village Russey keo Phnom Penh		✓	✓		✓	✓
29	Anti-Child and Women trafficking Organization (ACWTO)	Mr Meas SunSaravuth Executive Director	www.colt-cambodia.org saravuthcoltdir@yahoo.com 012 434 303	Koth 16 St 19 Chaktumok Daun Penh Phnom Penh			✓	✓	✓	✓
30	Cambodian Defenders Project (CDP)	Mr Sok Sam Oen Executive Director	www.cdpcambodia.org cdp@cdpcambodia.org 023 362 524/720 032	# 12 St 282 Boeng KengKang 1 Chamkamorn Phnom Penh				✓		
		Mr Bun Rithy Provincial	012 85 33 40	Battambang						

		Officer								
		Mr Teng Vanarith Provincial Officer	012 94 06 23	Kompong Thom						
		Mr Kim Veasna Lawyer	011 22 42 24	Kampong Cham						
		Mr Huy Vanara Provincial Officer	012 89 08 06	Siem Reap						
31	Help for the Poor (HP)		012 948 925	# 121 St 357 Chba Ampao 2 Meanchey Phnom Penh	✓		✓		✓	
32	Komar Rikreay Association (KMR)	Mrs Prom KimChheng Executive Director 012 732 307	kmercambodia@yahoo.com 012 610 490	Group 27 Chamkasamroung 1 village Chamkasamroung Commune, Battambang District, Battambang Province	✓	✓	✓		✓	✓
33	Meatho Phom Komah /Homeland (MPK)	Ms Mao Lang Director 012 881 784	mpkbtb@camintel.com 053 952 911	Dam Spey Village Slaket Commune Battambang Province	✓	✓	✓		✓	✓
34	SABOROS	Mr Ok Kong Executive Director	www.saboras.org saboras_a@camintel.com 053 952 435/952 436	Wat Romdul Village Chamka Samroung Commune Battambang District Battambang Province						✓
35	Pteah ToukDong (PTD)	Mr Siev Lay Hoy Director 012 372 561	ptdcambodia@yahoo.com 053370 278	Chamkar samroung 1Village Chamkar Samroung Commune Battambang Province	✓	✓	✓		✓	✓
36	Kokkyo Naki Kodomotachi-Children Without Borders of Japan (KNK)	Ms Kadokura Wakana Country Representative	www.knk.or.jp knkcambodia@online.com.kh 053 952 759	Chamkar Russey Village Prek Preah Sdach Commune Battamabng	✓	✓	✓		✓	✓

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UNESCO <http://www.unescobkk.org/index.php?id=3370>

UNICEF www.unicef.org.uk

Street Children Consortium

<http://www.streetchildren.org.uk/resources/details/?type=country&country=44>

National hotline for reporting
Child abuse:  **023 720 555**

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