



Model Safeguarding Policy for members of WeltWegWeiser



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Vorwort Safeguarding Policy

Liebe Entsendeorganisationen,

Im Rahmen von internationalen Freiwilligeneinsätzen entstehen vielfältige Begegnungen und Lernerfahrungen. Freiwillige setzen sich, mit der Vision, dass alle Menschen weltweit ein gutes Leben führen können, gemeinsam mit den Partner:innen vor Ort für soziale Gerechtigkeit, Frieden und ökologische Nachhaltigkeit ein. Jegliche Form von Gewalt steht dieser Vision und dem Engagement dafür im Weg und so gilt es dem entgegenzutreten. Deswegen haben wir als WeltWegWeiser Netzwerk uns das Ziel gesetzt, Gewalt im Rahmen von internationalen Freiwilligeneinsätzen vorzubeugen und unser Safeguarding zu stärken.

Als WeltWegWeiser sind wir eine Servicestelle für internationale Freiwilligeneinsätze, ein Projekt getragen von Jugend Eine Welt und gefördert durch die Österreichische Entwicklungszusammenarbeit. Unsere Aufgabe ist es, Freiwillige und euch Entsendeorganisationen bestmöglich zu unterstützen, die Qualität von Freiwilligeneinsätzen zu verbessern und Freiwilligeneinsätze dabei fair, inklusiv und vielfältig zu gestalten.

2023 haben wir uns daher im WeltWegWeiser Netzwerk den Schwerpunkt Safeguarding gesetzt. Gemeinsam mit *VOLONTARIAT bewegt* hat WeltWegWeiser Fortbildungen und Austauschmöglichkeiten koordiniert und Unterlagen erarbeitet, die allen Entsendeorganisationen im Netzwerk zur Verfügung stehen. Unterstützt wurden wir dabei von der Fachstelle ECPAT Österreich.

In diesem Prozess ist auch diese Safeguarding Policy (Vorlage) entstanden. Sie ist angepasst an die Bedürfnisse internationaler Freiwilligeneinsätze – die trotz ihrer Vielfältigkeit, doch auch ähnlichen Herausforderungen gegenüberstehen. Ihr als Entsendeorganisationen könnt diese Policy für eure Organisation und Strukturen anpassen, um mehr Sicherheit im Thema Gewaltschutz zu haben, präventive Maßnahmen zu setzen und auch auf Gewaltvorfälle reagieren zu können.

Doch klar ist auch: Safeguarding ist mehr als eine Policy. Safeguarding ist eine Organisationskultur und eine Haltung. Safeguarding bedeutet angepasste Prozesse und konkrete Maßnahmen sowie geschulte Personen, die diese umsetzen. Und ja: Safeguarding bedeutet auch Arbeit.

Die Policy ist ein Grundsatzpapier, das nur durch eine durchdachte Implementierung und die gelebte Praxis seine Wirkung entfalten kann. ECPAT hat auch dafür ein tolles Unterstützungstool entwickelt und durch ein E Learning Programm eine Anleitung geschaffen, wie man an diesen Prozess herantreten kann: [E-Learning Kinderschutzkonzepte - Plattform Kinderschutzkonzepte](#)

Je nach euren Erfahrungen und Ressourcen wird die Arbeit, die ihr noch leisten müsst, also anders aussehen. Mit dieser Safeguarding Policy wollen wir sie euch erleichtern, genauso wie mit all den anderen Aktivitäten im Rahmen von WeltWegWeiser. Denn wir wissen: als Netzwerk können wir Ressourcen bündeln und Herausforderungen gemeinsam begegnen. Dennoch bedeutet ernst gemeintes Safeguarding auch organisationsinterne Veränderungen. Wir wollen euch bestärken, diesen Weg zu beginnen bzw. weiterzugehen. Und wir freuen uns, wenn wir Teile dieses Wegs als Netzwerk immer wieder gemeinsam beschreiten können!

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PART I - POLICY: STATEMENT, COMMITMENT AND VALUES

I.1. Introduction and Objective

The objective of this policy is to protect children, adults in situations of vulnerability, and international volunteers from any damage to their physical, psychological or moral integrity, and to respond appropriately to any suspected breach of this protection commitment.

.....name of organisation..... has zero tolerance for any maltreatment or violence that may have been caused due to coming into contact with our organisation. We expect all our staff to act according to the principles laid out in this policy and to take steps to intervene whenever they witness any case of maltreatment or violence.

I.2. Regulatory Framework

The following international documents are the key foundation of our work:

- UN Convention on the Rights of the Child
- UN Convention on the Rights of Persons with Disabilities
- European Convention on Human Rights
- Council of Europe Convention on Violence against Women (Istanbul Convention)
- Austrian Federal Constitutional Act on the Rights of the Child
- Austrian Child and Youth Welfare Act
- Austrian Criminal Code

Being a member of WeltWegWeiser, we respect the network's common quality standards as a key guideline for our work. By designing our work according to the common quality standards, we promote meaningful assignments and the best possible learning experiences for our international volunteers. Moreover we promote partnership and quality in the cooperation between sending organisation and hosting organisation.

Bitte fügt hier ein, was euch wichtig ist, was eure Werte sind, gerade in Bezug auf Safeguarding. Hier passen auch gut Aussagen aus dem Leitbild herein.

I.3. Scope

Groups addressed

Bitte passt die folgenden Passagen an eure Organisation an.

Beschreibt die Gruppen möglichst genau, beschreibt u.a., welche Gruppen mit „adults in situations of vulnerability“ gemeint ist.

By implementing this policy, we want to protect the following groups from any harm:

- all children (under the age of 18) involved in our work, in the work and private lives of our international volunteers
- adults in situations of vulnerability involved in our work, in the work of our international volunteers or during their stay abroad
- the volunteers travelling and working abroad within our programmes (international volunteers)

The following groups are bound to adhere to this policy:

- all employees ofname of organisation
- all free-lancers working forname of organisation
- all members of the board...
Hier sollen die verschiedenen Leitungs- oder Aufsichtsgremien benannt sein.
- all volunteers working abroad within our programmes (international volunteers)
- all volunteers engaged in our work in Austria

This policy includes procedures for safeguarding in cooperation with **external collaborators**.

Forms of violence

With this policy we want to safeguard children, adults in situations of vulnerability and international volunteers from all forms of violence:

- physical violence
- psychological/emotional violence
- neglect
- sexual violence/sexual abuse and harassment
- economic violence and exploitation
- institutional violence
- structural violence
- digital violence

Physical violence:

Any harmful physical impact on others: beating, dragging hair, tearing by ears, shaking, pushing, burning etc.; failure to render assistance in injury or illness; inducing illness etc.

Any physical violence has an emotional impact on the affected person.

Psychological/emotional violence:

Behaviour that conveys rejection, censure or inferiority, such as verbal abuse, intimidation, humiliation, isolation, exclusion from a group, racist statements, statements against minorities, emotional ghosting, emotional extortion, imposing inappropriate expectations, stalking, obsessive or controlling behaviour.

When it comes to children, youth or vulnerable adults, denying them an environment beneficial to their development and adequate for their age or stage of development.

Spiritual misuse of power is a form of emotional violence, where religious content is used to put people under pressure.

Neglect

Denying a child, youth or vulnerable adult the care and provisions necessary for their psychosocial development, for example with respect to health, food, clothing, housing, education, attention or closeness.

Sexual violence/sexual abuse and harassment

Sexual actions harming the other's dignity or personal limits. There are many forms and graduations of sexual violence, from slight touches to forced sexual intercourse ("hands-on"); verbal violence, inappropriate remarks with sexual connotations, showing pornographic material, masturbating in somebody's presence, extorting nude photos in social media ("hands-off").

Economic violence and exploitation

Using a child, youth or vulnerable adult in work or other activities for the benefit of others and to the detriment of the person's physical or mental health, education, or moral or social emotional development. It includes, but is not limited to, child labour.

Structural violence

Structural violence has been formulated by Norwegian peace scientist Johan Galtung as violence inflicted on persons through ongoing poverty, inequality, suppression, social discrimination, exclusion or ongoing disadvantage.

Structural violence represents an avoidable impairment of basic human needs.

Institutional violence

Institutional violence means that an institution exerts its power in a way that significantly restricts the needs of persons within the institution, through formal regulations or through an informal system of regulations (e.g. rigid house rules, prohibition to talk about certain things, rationing water etc.).

An insufficient number of employees can lead to violence (e.g. by overburdening present staff) and thus, can be a factor of institutional violence.

Digital violence

Violence in the digital world is of considerable importance in the life of children, youth, and vulnerable adults, since it is present everywhere the person stays and can have a wide ranging audience.

Children, youth and vulnerable adults can be targeted by digital violence or can see or listen to representations of violence. On the other hand, they can administer such violence on others or produce representations of violence themselves.

This safeguarding policy applies to (suspected) cases of all forms and levels of violence, violations of boundaries, harassment and exploitation. To make this text easier to read, the term "violence" covers all of these forms.

I.4. Definitions / Glossary

Sending organisation

The Austrian body organising the international assignments of volunteers.

Hosting organisation

The organisation where the international volunteer carries out her*his assignment.

International volunteer

An international volunteer carries out voluntary services in a foreign country. The services are meaningful for volunteers and hosting organisations and entail the acquirement of experiences for the volunteer and at the same time contribute to the objectives of the hosting organisation.

The international assignments are organised according to the quality standards for international voluntary services of WeltWegWeiser.

Children

In accordance with the definition used in the UN Convention on the Rights of the Child we refer to persons under the age of 18 as children. In case the laws in the country of deployment state a higher age of majority, persons under this age are considered as children.

Adolescents

According to WHO adolescents are young people in the phase of life between childhood and adulthood, from ages 10 to 19.

Adults in a situation of vulnerability

Adults are in situations of vulnerability when they are at higher risk of experiencing violence due to special circumstances or due to the way society reacts to their circumstances. This can be the case for people with disabilities, people in need of care, LGBTQI+ people, refugees, migrants, people in difficult social circumstances or in poverty, people with mental health problems and many others.

I.5 Communication of our Safeguarding Policy

Name of organisation... informs its employees, volunteers, the public, its clients, beneficiaries, people utilising our services ...bitte anpassen... about our Safeguarding Policy and its key messages and content.

The Safeguarding Policy/a short version of the Safeguarding Policy/the Safeguarding Policy's key messages and content

- is/are published on our website
- is/are regularly communicated to employees and volunteers in (hier die Art der Besprechungen etc. anführen, bei denen über die Umsetzung der Safeguarding Policy gesprochen wird)
- is/are regularly communicated to beneficiaries and people using our services in (hier die Art der Veranstaltungen, Ereignisse etc. anführen, bei denen über die Umsetzung der Safeguarding Policy gesprochen wird), ebenso Folder, Plakate etc.

PART II - PEOPLE: Organisational development & measures for staff and people involved

II.1 Risk Assessment

Die Risikoanalyse ist das Herzstück am Weg zur Safeguarding Policy.

Setzt euch zusammen und analysiert gemeinsam die Risiken auf Übergriffe und Gewalt, denen Kinder, Jugendliche, vulnerable Erwachsene und eure Freiwilligen im Zusammenhang mit Eurer Arbeit und den internationalen Einsätzen eurer Freiwilligen ausgesetzt sein könnten.

Überlegt, welche Maßnahmen – ergänzend zu den in dieser Model Policy angeführten – ihr setzen könnt, um die Risiken zu minimieren oder um gerüstet zu sein, damit ihr gut reagieren könnt, falls doch ein in der Risikoanalyse genannter Fall eintreten sollte.

Denkt in der Risikoanalyse erst einmal frei und in alle möglichen Richtungen. In einem zweiten Schritt könnt ihr überlegen, für welche Risiken ihr (a) sofort Maßnahmen erarbeiten wollt, (b) innerhalb

eines Jahres Maßnahmen erarbeiten wollt und (c) welche Risiken ihr vorerst unbearbeitet stehen lasst und sie erst bei der nächsten Evaluierung des Schutzkonzepts wieder ansehen und analysieren wollt.

Ergänzt ein paar Worte zur Risikoanalyse hier im Text.

As part of the preparation of this policy a risk assessment has been carried out by the Safeguarding Working Group of WeltWegWeiser.

Among others, the following risks have been identified:

- humiliation of children and other forms of psychological violence against them
- physical violence and other forms of violence against children, youth or adults in vulnerable situations being used as a means of education or discipline by the pedagogical team or other personnel
- tolerance of violence against children in societies where volunteers carry out their international assignments
- aggression between children
- sexual abuse or harassment between adolescents
- spiritual misuse of power (e.g. "If you don't do this, God will punish you.")
- international volunteers being sexually harassed by co-workers or by persons outside their working place, whereas female volunteers are at particular risk due to their gender
- International volunteers harassing other volunteers, co-workers or people outside their working place
- international volunteers witnessing violence against children in a location close to but outside of their working place
- pressure on international volunteers by the sending organisation
- international volunteers favouring individual children over others

In addition to the working group's risk assessmentName der Organisation..... has carried out its own risk assessment.

Hier Ergebnisse nennen.

The procedures in this policy have been worked out based on those assessments.

Within the cycles of monitoring and further developing this policy, new risk assessments will be carried out.

II.2 Training

Auch hier ist es notwendig, die Gruppen so genau wie möglich aufzuzählen.

Es soll aus dem Text klar hervorgehen, wer in welchem Zeitraum welche Art von Schulung besuchen muss oder besuchen kann.

Personen, die direkt mit Kindern, Jugendlichen oder vulnerablen Erwachsenen arbeiten, sollen jedenfalls geschult werden.

Ebenso sollen alle geschult werden, die zwar nicht direkt mit Kindern, Jugendlichen oder vulnerablen Erwachsenen arbeiten, aber trotzdem im Zug ihrer Arbeit mit ihnen in Kontakt kommen könnten.

Am besten ist es natürlich, wenn alle Mitarbeitenden an einer Safeguarding-Schulung teilnehmen.

...Name der Organisation... takes responsibility that the following groups within our staff will be provided with safeguarding training within the first year / first two years after this Safeguarding Policy has been adopted, and the following groups will be provided with a safeguarding awareness training:

- Staff working in direct contact with children, adolescents, adults in vulnerable situations and/or with international volunteers
- Staff who can be in contact with the above-mentioned groups through their work, although they do not directly work with them.

II.3 Training and Preparation of International Volunteers

The Quality Standards of WeltWegWeiser specify the way ...Name der Organisation... works with international volunteers, prepares them for and supports them throughout their international assignments.

In addition to the principles set in the Quality Standards ...Name der Organisation... implements the following regulations:

- We provide our international volunteers with orientation and support in all safeguarding issues. Thus, training on safeguarding is mandatory within assignment preparation. This training raises awareness of protection of vulnerable groups from violence. Moreover, it includes thorough information on our safeguarding Code of Conduct.
- International volunteers receive instructions on how to act in case of safeguarding concerns or incidents, including how to report them and detailed information on the respective contact persons.
- All international volunteers are provided with a copy of this Safeguarding Policy and of the Code of Conduct. By signing the Code of Conduct the international volunteers commit to adhering to the Code of Conduct's principles, and thereby to actively contributing to a safe environment for children, adolescents and adults in vulnerable situations.
- International volunteers have to present a criminal record certificate before being accepted for an international assignment. Details as to the criminal record certificate are specified below in section III.1 Recruitment.

II.4 Responsibilities of staff - Code of Conduct

Der Code of Conduct/Verhaltenskodex kann zu einem Teil des Arbeitsvertrags gemacht werden, so dass seine Umsetzung wirksamer eingefordert werden kann. Mit den Personen bzw. der Abteilung, die für das Personalmanagement zuständig sind, ist zu definieren, ob dies in neuen Verträgen so gestaltet werden soll und ob/wie man das in Zusammenhang mit bestehenden Verträgen umsetzen kann.

Sollte es zu grobem Fehlverhalten kommen – was wir uns alle nicht wünschen, aber genau für solche Fälle machen wir die Policy – gibt so eine Regelung in manchen Fällen die Möglichkeit, sich von Mitarbeitenden zu trennen, wenn dies arbeitsrechtlich sonst nicht möglich wäre.

Wichtig ist, in den Verträgen mit den Freiwilligen festzuhalten, dass die Entsendeorganisation das Recht hat, die Freiwilligen bei groben Verstößen gegen den CoC nach Österreich zurückzubeeordern.

All staff involved (staff working in direct contact with children, adolescents, adults in vulnerable situations and/or international volunteers as well as staff working in a location where they may come

into contact with the above mentioned groups) have to sign our Code of Conduct (Annex 1) and thus commit themselves to adhering to its principles.

In order to support them in understanding and acting in line with this Safeguarding Policy and with the Code of Conduct, we provide them with...

- training on safeguarding (see above section II.2 Training and section II.3 Training and Preparation of International Volunteers)
- training and-resources necessary to carry out their tasks to a high standard
- opportunities to reflect on their work (supervision, intervision, case discussions)

II.5 Safeguarding Focal Point

...Nennung des Gremiums (oder ev. der Funktion - wie bspw. Geschäftsführer), die den focal point ernennen... appoint(s) a member of staff as Safeguarding Focal Point as well as a second member of staff as Deputy Safeguarding Focal Point

The **main tasks** of the person named as **Safeguarding Focal Point** (Kinderschutzbeauftragte*/Gewaltschutzbeauftragte* in German) are:

- to promote/organise the implementation of this policy
- to deal with safeguarding concerns and incidents responsibly (see below III.3 Case management)
- to handle minor safeguarding concerns
- to be part of the case management team when medium or severe safeguarding concerns are reported
- to inform WeltWegWeiser about all medium or severe safeguarding concerns
- to make sure that every case is well documented and that documentation complies with data protection procedures
- to increase awareness of safeguarding matters within the organisation
- to make sure all employees and volunteers of the organisation have been informed about their reporting obligation for medium and severe safeguarding concerns
- to be responsible for monitoring and documentation of policy implementation
- to initiate evaluation and adaptation of the safeguarding policy
- to develop their own knowledge of safeguarding through regular further education and training

The **Deputy Safeguarding Focal Point's main tasks** are as follows:

- to act in place of the Safeguarding Focal Point when they are absent,
- to decide on the severity of a report together with the Safeguarding Focal Point: is it a minor safeguarding concern or a medium or severe safeguarding concern?

The tasks within case management, as well as a schematic representation of light, medium and severe safeguarding concerns, are described in detail in Annex 3 "Case Management".

A profile of requirements for Safeguarding Focal Points is specified in Annex 5. (SPÄTER HIER ECHTEN QUERVERWEIS EINFÜGEN)

II.6 Our organisational culture

An **open culture**, where any safeguarding concerns can and will be shared, is a key factor for creating a safe environment. Yet this is a topic where written statements and everyday practice can differ vastly. Nevertheless, we take a lot of steps to cultivate such an open culture: through various kinds of training (be it on specialist topics or on safeguarding awareness), by respectful employee

management, by striving to provide favourable working conditions, by accepting mistakes as opportunities to learn and develop, by criticising in a mindful way and by accepting critique openly. Moreover, we regard our Safeguarding Policy as a process, that will constantly be adapted, improved and updated.

PART III - PROCEDURES and ACCOUNTABILITY

III.1 Recruitment

Our recruitment-screening processes for employed staff as well as for volunteers include...

- reference checks for international volunteers
- paying special attention to periods within CVs that are not accounted for
- employment contract provisions allowing for the dismissal, suspension or transfer of any employee who breaches this Safeguarding Policy (or the application of other legal consequences)
- contract provisions for international volunteers allowing for the dismissal or suspension of volunteers who breach this Safeguarding Policy as well as giving our organisation the right to order them to return to Austria
- check of criminal records:
 - o The following groups have to present the **general criminal record certificate** („allgemeine Strafregisterbescheinigung“):
 - all staff working in direct contact with children, adolescents, adults in vulnerable situations and/or international volunteers,
 - all staff working in a location where they can get into contact with the above-mentioned groups
 - o Staff working with children and adolescents have to present the **criminal record certificate “children and youth”** („Strafregisterbescheinigung Kinder- und Jugendfürsorge“)
 - o Staff working in the medical era or with adults in care have to present the **criminal record certificate “nursing and care”** („Strafregisterbescheinigung Betreuung und Pflege“)

How to proceed in case of entries in the general criminal record certificate:

- o Decisions upon a possible international assignment of a volunteer whose general criminal record certificate has entries on prior criminal convictions have to be taken by at least three persons.
- o The following topics have to be taken into consideration: type and circumstances of criminal offence, details of criminal sentence, type and circumstances of planned assignment.
- o The following topics have to be documented: decision, reasons for decision, if applicable: conditions for international assignment.
- o The process of decision taking and documentation has to comply with data protection rules.

III.2 Reporting

Auch hier muss gut an die eigene Organisation angepasst werden. Wichtig ist, dass mehrere Meldewege zur Verfügung stehen. Wenn es mehr als die hier beschriebenen sind, dann ist das umso besser.

All employees, free-lancers and national as well as international volunteers involved are obliged to report any safeguarding concerns or incidents.

International volunteers:

International volunteers can report safeguarding concerns to one or more of the following people:

- their individual contact person or other staff members of our organisation (These persons have to forward the report to the Safeguarding Focal Point.)
- their contact person in the hosting organisation
- in case the safeguarding concern has to do with our organisation or in case the international volunteer regards our answer to the concern as insufficient, the international volunteer can report to the team or the Safeguarding Focal Point of WeltWegWeiser.

Bitte anpassen, falls es nur die Reporting-Linie zum Focal Point geben soll.

Moreover, international volunteers are obliged to report these concerns or incidents to their local contact person or the local Safeguarding Focal Point.

In case they hesitate to file a report to their hosting organisation, they can discuss their concerns with their individual contact person in ...Name der Organisation... In such a case, the contact person has to involve ...Name der Organisation...’s Safeguarding Focal Point and a common decision can be taken how to proceed in order to establish security for the child or adult affected by the act of violence and to consider the international volunteer’s concerns.

All other employees, free-lancers and volunteers can file their reports directly to our Safeguarding Focal Point or can report safeguarding concerns or incidents to their respective superiors. In the latter case the superior has to forward it to the Safeguarding Focal Point.

Staff of the hosting organisation:

Cooperation agreements foresee a reporting mechanism for any safeguarding concern, safeguarding incident or case of misbehaviour committed by the international volunteers.

The Safeguarding Focal Point/other persons receiving such a report have to act quickly in order to set necessary first steps and to start the case management as described below.

III.3 Cooperation with hosting organisations

Bitte stellt in diesem Abschnitt genauer dar, wie ihr die Kooperation mit den Aufnahmeorganisationen gestaltet. Dies kann je nach Entsendeorganisation unterschiedlich organisiert sein.

Passt, wenn notwendig, auch den Annex 2 an. (Contractual Clause on safeguarding in Cooperation Agreements between sending organisation and hosting organisation)

Stellt auch dar, wie ihr die Informationen über die Safeguarding Policies und die Fallmanagement-Regelungen der Partnerorganisationen tatsächlich einholt und aufbereitet, damit ihr im Krisenfall schnell handlungsfähig seid und die notwendigen Informationen an der Hand habt.

...name or organisation... compiles an overview of the Safeguarding Policies/measures in place at the hosting organisations we cooperate with.

In particular, we compile information

- on the reporting and case management systems in place,
- on reporting procedures for allegations against senior managers,
- on contact persons within the hosting organisation who can be addressed in case of safeguarding concerns.

The Safeguarding Focal Point of ...name or organisation... keeps the compiled information up-to-date and has it at hand should it be necessary for case management.

In cooperation agreements with the hosting organisations of our international volunteers, we include a contractual clause on safeguarding (see Annex 2).

III.4 Case management

The Safeguarding Focal Point registers the report and establishes the internal procedure according to the severity of the violent act (convene the case management team, investigate the case, file a report to the authorities, file a report to the board/head of the hosting organisation etc.).

In the first instance, the Safeguarding Focal Point checks if it is necessary to set initial measures in order to protect the affected child or adult from further situations of violence.

Further on, case management is implemented according to the procedures laid out in Annex 7 (HIER SPÄTER QUERVERWEIS EINFÜGEN).

The case management has the following key principles:

- Support for the affected child or adult is established (e.g. through psychological or social support).
- The responsible person or team implements the consequences of the violent act (disciplinary measures, suspension of the suspected staff member, termination of contract, etc.);
- In case allegations have been false or unjustified, necessary steps are taken to rehabilitate the person formerly accused of misbehaviour.
- The person who has filed the report is informed about the situation and about steps that have been taken.
- The inner community of the partner organisation is informed about steps that have been taken.
- If necessary, the public is informed about the case.

For effective case management it is important, that the Safeguarding Focal Point is competent, trained and can act independently without any pressure of the Board or the Management. Therefore, a profile of requirements for the Safeguarding Focal Point is provided in Annex 5.

III.5 Procedures for safeguarding international volunteers abroad

Within the preparation period international volunteers are thoroughly informed about security issues. They get acquainted with crises plans and emergency plans and have all contact details of their contact persons in the sending organisation and the hosting organisation.

Moreover, international volunteers get acquainted with the crises plans of the hosting organisations and have to act according to these plans in cases of crises.

III.6 Regular Monitoring, Reviews and Updates of Safeguarding Policy

We have procedures in place to regularly monitor the effective implementation of the Safeguarding Policy.

Bitte legt eine Liste oder Formulare an, die die Maßnahmen der Safeguarding Policy enthalten und in der die Umsetzung dieser Maßnahmen sowie die gemeldeten Fälle und das zugehörige Case Management dokumentiert werden!

Moreover, we have established a documentation system for reports of safeguarding concerns or incidents, that covers the first report, steps taken within case management along with their explanation and decisions taken and implemented in consequence.

Based on this documentation, a yearly report to the board/ top management is compiled and discussed within this group.

Documentation, monitoring and the yearly report aim to enable a learning process within the organisation and further development of the Safeguarding Policy.

Our Safeguarding Policy is meant to be a “living document”, that can be adapted whenever necessary.

In addition, we will regularly evaluate and adapt the Safeguarding Policy, namely one year after it came into effect, further on every three years.

III.7 Dissemination of the Safeguarding Policy

...name of organisation's ... employees and international volunteers are informed about this Safeguarding Policy as described above in Part II.

Moreover, we ensure that this Safeguarding Policy is regularly communicated to our partner organisations.

We inform the public about the Safeguarding Policy by publishing it / a summary on important contents on our website.

Bitte erstellt einen konkreten Plan, welche Informationsmaßnahmen für welche Zielgruppe durchgeführt werden sollen und beschreibt das hier auch konkret.

Dieser Punkt ist überaus wichtig für die langfristige wirksame Umsetzung der Safeguarding Policy und verdient viel Aufmerksamkeit!

ANNEX:

- Annex 1: Code of Conduct
- Annex 2: Risk Analysis Tool
- Annex 3: Case Management
- Annex 4: Reporting Form
- Annex 5: Safeguarding Focal Point – Tasks and Requirements
- Annex 6: Article for Cooperation Agreements
- Annex 7: Consent Form Photography-Filming-Audio Recording

SOURCES:

Quality standards for international voluntary services. WeltWegWeiser Servicestelle für internationale Freiwilligeneinsätze, 2017

Kinderschutzrichtlinie von Jugend Eine Welt

Kinderschutzrichtlinie der Katholischen Jungschar Österreichs

<https://www.jungschar.at/kinderschutz#c4959>

COMPENDIUM ON CHILD SAFEGUARDING POLICY DEVELOPMENT AND IMPLEMENTATION, Dr Szilvi Gyurkó, ECPAT Austria, 2021

Rahmenrichtlinie gegen Gewalt der Evangelischen Kirchen A.B. und H.B. Österreichs

This model policy has been developed by ECPAT Austria in cooperation with a Safeguarding Working Group of WeltWegWeiser.

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Annex 1 - Code of Conduct

Code of Conduct for International Volunteers at ...name of organisation...

I have been informed about the Safeguarding Policy of ...name of organisation... and I have made myself acquainted with its contents.

By signing this Code of Conduct I declare that I will contribute to building and maintaining an environment where children, youth and vulnerable adults can be protected and safe from any form of violence. I will comply with the principles and standards of the Safeguarding Policy and with this Code of Conduct.

Declaration of Commitment:

1. My work with children, youth or vulnerable adults is based upon respect, esteem and trust. I respect the personality and dignity of every child, youth and vulnerable adult.
2. I do my best to protect the children, youth and vulnerable adults I work with from any form of violence.
3. I inform myself thoroughly of local regulations on the protection of children and youth, and comply with them.
I inform myself thoroughly about cultural standards for contact with children, youth and vulnerable adults in the hosting country and comply with them as long as they are in accordance with the goals and principles of the Safeguarding Policy.
4. I am responsible for the way I treat children, youth, vulnerable adults and everybody else within my international assignment, therefore I act responsibly at all times. In my role as a volunteer within the hosting organisation I represent a person of trust and a person of authority to the children, youth or vulnerable adults that I work with.
I will never take personal advantage of this trusting relationship.
5. I take care of myself, reflect upon my actions and pay attention to the effect they have on myself, on the persons I work with and on all other persons around me.
6. I respect other people's perceptions of and need for personal closeness and distance, in particular when in contact with children, youth and vulnerable adults. I am particularly mindful when it comes to their private sphere, for example when taking photos, treating minor wounds, at meals, in sleeping rooms or in washing rooms. I also pay attention to my own private sphere and set clear boundaries to protect it.
7. I am aware of the fact that I will work with children, youth and vulnerable adults with difficult social backgrounds, who are in particular need of protection. Maybe their ability to look after themselves and after their private sphere is limited, therefore I pay special attention to safeguarding their integrity.
8. I respect and protect the private sphere of children, youth and vulnerable adults around me, especially of those I work with. When taking pictures or videos of them, when communicating on social media or when writing texts about them I comply with the respective regulations of ...name of sending organisation.... Moreover, I inform myself of the regulations of my hosting organisation regarding these situations and I comply with them.

I obtain the pictured person's approval, as well as the approval of the local manager within the hosting organisation. When it comes to children, I request information from the local manager as to whether the pictured child's parents have given their approval to photos and videos or whether it is still necessary to ask for approval.

9. I adapt my clothes to the cultural circumstances.
I respect cultural norms when it comes to physical contact in situations of greeting, encouraging, consoling or offering a feeling of security. Physical contact in my working environment will never serve my own needs but will be appropriate to the age and needs of the children, youth or vulnerable adults I work with.
10. I avoid situations where I would be alone with a single child, youth or vulnerable adult in a room with closed doors or in a place that is sheltered from the sight of others.
I do not leave the rest of the group or my work's premises with a single child, youth or vulnerable adult unless it is for an important reason and after having agreed upon it with a responsible employee.
In no case do I take children, youth or vulnerable adults to my private rooms.
I do not take the children, youth or vulnerable adults I work with in a vehicle unless in an emergency when agreed upon with the responsible employees.
11. I do not engage in a relationship that goes beyond a working relationship with a child, youth or vulnerable adult I work with. I know that I am forbidden to engage in a sexual or exploitive relationship with the project's beneficiaries, regardless of their age.
12. I know that any sexual activity with a child, youth or vulnerable adult who is a beneficiary of the hosting organisation will result in disciplinary measures or even in criminal charges.
Moreover, I will inform myself of the legislation on the age of consent for sexual contact in the hosting country and I will refrain from any sexual contact with persons under the age of consent. Should there be different legislation on the age of consent in the hosting country compared to Austria, I will act in accordance with the stricter rules.
13. I do not use any emotional or physical violence, in particular towards children, youth or vulnerable adults. In my work with children, youth or vulnerable adults I maintain discipline by acting sensibly and in a pedagogically correct and meaningful way.
14. My language, my choice of words, as well as any interactions and conversations, are appropriate for the age and personal situation of children, youth or vulnerable adults.
I refrain from any derogatory, racist, sexist, intimidating or suggestive remarks or actions.
In my work I do not prefer single children, youth or vulnerable adults over others.
I select materials for work with children and youths (films, software, games, written materials) that are appropriate to their age. This also applies to everything I show to them on electronic devices.
15. I report any safeguarding concern (any observation or suspicion of physical, emotional, sexual or structural violence, neglect, repression, methods of "black pedagogy", humiliation, punishment or intimidation) to the Safeguarding Focal Point of **...name of organisation...**
Having observed a case of violence or having a safeguarding concern I will immediately write down my observations or the reasons for my concerns.

Bitte setzt hier die entsprechende Person/die entsprechenden Personen ein, wie sie in eurer Safeguarding Policy und dem Fallmanagement vorgesehen sind. Häufig werden hier die regulären Ansprechpersonen der Freiwilligen genannt sein oder es gibt verschiedene mögliche Ansprechpersonen.

I, _____, have read this Code of Conduct attentively and have understood its contents and regulations. I will adhere to this Code of Conduct and obey its regulations.

I am aware that I will face disciplinary and legal consequences if I do not comply with this Code.

Place, date, signature

This Code of Conduct has been developed using the Code of Conduct of WeltWegWeiser.

Verhaltenskodex für internationale Freiwillige bei ...Name der Organisation...

Ich habe das Schutzkonzept von ...Name der Organisation... erhalten und mich mit seinem Inhalt vertraut gemacht.

Mit meiner Unterschrift verpflichte ich mich, in meinem Einsatz aktiv ein Umfeld aufzubauen und zu wahren, in dem Kinder, Jugendliche und vulnerable Erwachsene sicher und geschützt sind.

Ich werde die in der Kinderschutzrichtlinie genannten Prinzipien, Standards und Maßnahmen beachten und den Verhaltenskodex befolgen.

1. Meine Arbeit mit Kindern, Jugendlichen und vulnerablen Erwachsenen ist von Respekt, Wertschätzung und Vertrauen geprägt. Ich achte die Persönlichkeit und Würde der Kinder und Jugendlichen.
2. Ich tue alles mir mögliche, um die mir anvertrauten Kinder, Jugendlichen und vulnerablen Erwachsenen vor jeglicher Form von Gewalt zu schützen.
3. Ich informiere mich über lokal geltende Kinder- und Jugendschutzbestimmungen sowie über kulturelle Kodizes in Bezug auf den Umgang mit Kindern und Jugendlichen und beachte sie, sofern sie den Prinzipien und Zielen des Schutzkonzeptes nicht widersprechen.
4. Ich trage selbst die Verantwortung dafür, wie ich Kindern, Jugendlichen und anderen vulnerablen Personen in meinem Handlungsumfeld begegne. Ich handle hierbei stets verantwortungsbewusst. In meiner Rolle als Mitarbeiter:in bzw. Volontär:in stelle ich häufig eine Vertrauensperson bzw. Autoritätsperson für die mir anvertrauten Kinder und Jugendlichen dar. Niemals nütze ich dieses Naheverhältnis aus.
5. Ich achte auf mich selbst und reflektiere meine eigenen Handlungsweisen und deren Auswirkungen auf mich, auf die mir Anvertrauten und auf die Menschen in meinem Handlungsumfeld.
6. Ich nehme die individuellen Grenzempfindungen von Kindern, Jugendlichen und vulnerablen Erwachsenen ernst. Dies bezieht sich insbesondere, aber in keinem Fall ausschließlich, auf ihre Intimsphäre, beispielsweise beim Fotografieren, Verarzten, Essen, in den Schlaf- und Waschräumen. Ich achte auch auf meine eigene Intimsphäre und ziehe gegenüber den Kindern, Jugendlichen und vulnerablen Erwachsenen gesunde und klare Grenzen.
7. Ich bin mir bewusst, dass ich während der Zeit meines Einsatzes viel mit Kindern, Jugendlichen und vulnerablen Erwachsenen aus schwierigen sozialen Verhältnissen arbeiten werde, die besonders schutzbedürftig sind. Häufig sind deren Möglichkeiten, die eigenen Grenzen zu achten und zu schützen geringer als bei anderen, daher achte ich mit besonderer Aufmerksamkeit auf ihre Grenzen.
8. Ich achte und schütze die Privatsphäre der mir anvertrauten Kinder, Jugendlichen und anderer vulnerabler Personen. Wenn ich Bilder, Texte, Filme etc. von den zu Betreuenden anfertige, so beachte ich hierfür die Regelungen der Organisation und hole die Zustimmung der betreffenden Kinder und Projektverantwortlichen ein. Die Projektverantwortlichen geben Auskunft, ob eine Zustimmung der Eltern vorliegt bzw. ob diese eingeholt werden muss.

Darüber hinaus informiere ich mich über die Regeln, die in meiner Aufnahmeorganisation für das Anfertigen von Bildern, Videos und Texten sowie für Kontakte und Kommunikation in den sozialen Medien gelten und halte diese ein.

9. Ich trage den kulturellen Gegebenheiten angepasste Kleidung. Körperliche Berührungen beim Begrüßen, Ermuntern, Trösten (bei Verletzung, Traurigkeit etc.) oder Anbieten von Geborgenheit passe ich den kulturellen Gegebenheiten an. Keinesfalls orientiere ich mich dabei an meinen eigenen Bedürfnissen. Ich achte darauf, dass sie der Altersstufe und Situation der Kinder, Jugendlichen oder vulnerablen Erwachsenen angemessen sind und ihren Bedürfnissen entsprechen.
10. Ich vermeide es, mich mit einzelnen Kindern, Jugendlichen oder vulnerablen Erwachsenen alleine in geschlossenen, nicht einsehbaren Räumen aufzuhalten. Ohne guten Grund und ohne dies vorher abzustimmen entferne ich mich nicht mit einzelnen Kindern von der Gruppe oder verlasse mit einzelnen Kindern, Jugendlichen oder vulnerablen Erwachsenen die üblichen Örtlichkeiten des Projekts. Niemals gehe ich mit Kindern, Jugendlichen oder vulnerablen Erwachsenen in meine Privaträume. Kinder und Jugendliche nehme ich nicht in Fahrzeugen mit, außer im Notfall und nach Abstimmung mit den zuständigen Mitarbeiter:innen gestattet.
11. Beziehungen zu im Rahmen des Projekts betreuten Personen, die über das normale Betreuungsverhältnis bzw. über eine Arbeitsbeziehung hinausgehen, sind zu unterlassen. Sexuelle oder ausbeuterische Beziehungen zu den im Projekt betreuten Personen entstehen zu lassen ist mir unabhängig von der Frage der Volljährigkeit der betreffenden Person untersagt.
12. Ich weiß, dass jede sexuelle Handlung mit mir anvertrauten Kindern, Jugendlichen und anderen vulnerablen Personen disziplinarische und gegebenenfalls strafrechtliche Folgen hat. Ich informiere mich über die Gesetzeslage im Gastland über die erlaubten Altersgrenzen für sexuelle Kontakte und unterlasse jede sexuelle Beziehung zu Personen unter dieser Altersgrenze. Bei unterschiedlichen Altersgrenzen in Österreich und im Gastland halte ich mich an die jeweils strengere Regelung.
13. Ich unterlasse jegliche Anwendung von emotionaler, körperlicher oder psychischer Gewalt, insbesondere an Kindern, Jugendlichen und vulnerablen Menschen. Für die Aufrechterhaltung der notwendigen Disziplin während meiner Arbeit mit Kindern, Jugendlichen und vulnerablen Erwachsenen Sorge ich nur auf pädagogisch sinnvolle und zulässige Weise.
14. Meine Sprache, Wortwahl sowie jede Art von persönlicher Interaktion oder Unterhaltung passe ich dem Alter und den Bedürfnissen der Kinder, Jugendlichen und vulnerablen Erwachsenen an. Abwertende, rassistische, sexistische, einschüchternde oder zweideutige Kommentare, Handlungen oder Andeutungen oder die Bevorzugung einzelner Kinder, Jugendlicher oder junger Erwachsener unterlasse ich.

Bei der Auswahl von Material für die Arbeit und das Spiel mit den Kindern und Jugendlichen (Filme, Computersoftware, Spiele, schriftliches Material) achte ich darauf, dass diese altersadäquat erfolgt und für Kinder und Jugendliche geeignet ist. Dies trifft auch zu, wenn ich Kinder und Jugendlichen Spiele oder Filmmaterial auf elektronischen Geräten zeige.

15. Ich verpflichte mich, jede von mir wahrgenommene Form von Gewalt (physischer, sexueller, emotionaler, verbaler oder struktureller Natur, Vernachlässigung, Repressalien, Methoden „schwarzer Pädagogik“, Demütigungen, Strafen, systematische Einschüchterung) unmittelbar zu dokumentieren und der*dem Kinderschutzbeauftragten von ...Name der Organisation... zu melden.

Ich, _____, habe diesen Verhaltenskodex sorgfältig gelesen und die Inhalte und Vorschriften verstanden. Ich verpflichte mich hiermit dazu, mich entsprechend dieses Kodexes zu verhalten und die Verhaltensregeln zu befolgen. Im Falle einer Nicht-Einhaltung bin ich mir über disziplinarische und rechtliche Konsequenzen im Klaren.

Ort, Datum, Unterschrift

Dieser Verhaltenskodex wurde unter Verwendung des Verhaltenskodex von WeltWegWeiser entwickelt.

Annex 2 - Safeguarding Risk Analysis

Area	Particular risks	High	Medium	Low	Steps for minimizing the risk
Our organisational culture: <ul style="list-style-type: none"> - Is everybody treated respectfully within our organisation? - ... 					
Our attitude towards mistakes: <ul style="list-style-type: none"> - Do we see mistakes as part of our working life? - Do we deal with them responsibly? - Can colleagues tell each other when there was some kind of misconduct? - Do superiors intervene when there was some kind of misconduct? - ... 					
Reflecting closeness and distance in relation to others: <ul style="list-style-type: none"> - Have our employees and volunteers exchanged views on differing attitudes towards closeness and distance in personal interaction? 					

Annex 2 - Safeguarding Risk Analysis

Area	Particular risks	High	Medium	Low	Steps for minimizing the risk
Our organisation's environment: – How does our organisation's environment prohibit or facilitate violence? – How do different working environments during activities, team-events, work-related travels etc. prohibit or facilitate violence?					
Our services, our activities:					
– What are our services and activities? – What kinds of interactions take place between our employees/volunteers and children/youths/vulnerable adults? – What risks could arise there?					
Where have we already had cases of light/medium/severe misbehaviour... – ...by our employees/volunteers? – ...by our clients/the people we work for? –					
Where have we had to deal with situations where we knew or suspected that our clients/the people we work for were subject to violence outside our organisation?					

Annex 2 - Safeguarding Risk Analysis

Area	Particular risks	High	Medium	Low	Steps for minimizing the risk
<ul style="list-style-type: none"> - Where do our employees/volunteers work in sensitive situations with children, youths, vulnerable adults? - Which situations or activities need clarification or rules? 					
<ul style="list-style-type: none"> - To what extent do our employees/volunteers know how to react in situations of misbehaviour or violence between the children/youths/vulnerable adults they work with? 					
<ul style="list-style-type: none"> - To what extent do our employees/volunteers have power over children/youths/vulnerable adults? - How could they misuse it? 					

Annex 2 - Safeguarding Risk Analysis

Area	Particular risks	High	Medium	Low	Steps for minimizing the risk
<ul style="list-style-type: none"> - Is our work designed in a way that prevents all forms of violence? Or are there factors in the design of our work that can facilitate violence against children/youths/vulnerable adults? 					
<p>Our staff:</p> <ul style="list-style-type: none"> - Are our employees/volunteers well prepared and qualified for the work they do? - Do we have an adequate number of employees/volunteers in our activities? - Are there situations where our employees/volunteers are overburdened? 					
<ul style="list-style-type: none"> - Do our employees/staff get the support they need to carry out their tasks well? 					
<ul style="list-style-type: none"> - Do we consider safeguarding risks when selecting our employees? - Do we consider safeguarding risks when selecting our volunteers? 					

Annex 2 - Safeguarding Risk Analysis

Area	Particular risks	High	Medium	Low	Steps for minimizing the risk
<p>Complaints:</p> <ul style="list-style-type: none"> - Can children/youths/ vulnerable adults and their families or legal representatives complain when they have a reason? - Do we deal with complaints in a professional and structured way? 					
<p>Digital World (internet, social media, gaming platforms, messenger services, apps of all kinds...):</p> <ul style="list-style-type: none"> - Have our clients/the people we work with had risky experiences in the digital world? Would we know about that or should we anticipate it? - Are our employees/volunteers well prepared to talk with them about their experiences in the digital world? - Are our employees/volunteers well prepared to support them when they experience difficulties in the digital world (including cyber-mobbing)? 					

Annex 2 - Safeguarding Risk Analysis

Area	Particular risks	High	Medium	Low	Steps for minimizing the risk
<ul style="list-style-type: none"> - Do we have professional regulations on contacts/friendship/following in social media? Could risks arise through mixing professional and private relationships in social media? - Do we have professional regulations on taking pictures and using/sharing them? 					
<ul style="list-style-type: none"> - Is the privacy and dignity of our clients/the people we work with protected at all times in our communication activities, in our PR work and in our fundraising activities? 					
<p>Partner organisations:</p> <ul style="list-style-type: none"> - What are the particular safeguarding risks in our partner organisations? - When going through all above mentioned questions: What are the respective risks when applying the questions to our partner organisations? 					

Annex 3 - Case Management Regulations

Dieses Dokument bietet eine allgemeine Vorlage für den Umgang mit Verdachtsfällen von Gewalt. Es ist jedenfalls im Detail an die Gegebenheiten der eigenen Organisation anzupassen, insbesondere in Bezug auf:

- Fallmanagement Team
- Aufgaben der involvierten Personen
- Verantwortlichkeit bei eventuellen Medienkontakten
- Einbeziehung externer Stellen
- Anpassen an die eigene Struktur, Größe, Streichen aller Teile, die für die eigene Organisation nicht relevant sind.

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A. Overview

For employees and volunteers of ...name of organisation... it is important to...

- Read the guidelines for conversations with affected children/youth/adults (B.4).
- Read the guidelines for conversations with persons reporting a concern (B.5).
- Try to remember them.
- Remember: whenever you conduct a confidential conversation, inform the person you are talking to about the limits of confidentiality!

When someone tells you about a safeguarding concern...

- Keep calm!
- If you don't do everything perfectly, that's ok!
- Write down your observations as soon as possible.
- If you wish to, talk about it with your colleagues. Sollten die eigenen Vorgaben etwas anderes sagen (z.B. Verpflichtung, zuerst die eigenen Vorgesetzten zu kontaktieren), bitte anpassen!
- Inform the Safeguarding Focal Point!

For persons with tasks in case management, it is important to...

- Keep in mind the tasks of the Safeguarding Focal Point and the Case Management Team (B.3).
- Follow the steps as described in "First steps" (C).
- Follow the questions/steps as described in "Case Management Procedures" (D).

B. General notes

B.1 Standards

- In case management **the best interests of the affected child/vulnerable adult** are the top priority in any decision taken.
- We listen to the affected child/vulnerable adult and **take their opinions and wishes into consideration**.
- When children are affected, **we involve their parents or custodians** within the process of case management as long as this does not conflict with the best interests of the child.
- **We offer adequate support** (psychological/therapeutic/social consultation, financial support, legal support) to children/adults affected by violence within ...name of organisation....
- **We treat** the children/vulnerable adults affected, as well as the accused persons, **with respect** throughout the case management process.
- Where allegations have been false or unjustified, we take necessary steps to rehabilitate the person formerly accused of misbehaviour.
- We implement the consequences of the violent act (disciplinary measures, suspension of the accused staff member, termination of contract, etc.)
- **We record all reports** about safeguarding concerns and **deal with all of them**.
- We carry out case management **with a high level of confidentiality**. Information (in particular information about the persons affected by violence and accused persons) is shared within the case management team. In addition, it is only shared with persons who **need to**

know it within the process of case management. We comply with data protection according to the EU-General Data Protection Regulation at all times.

- We keep the person who has filed the report informed about the situation and about steps that have been taken, as long as this is in the best interests of the child/youth/adult affected and the protection of their private sphere.

B.2 Scope

Our safeguarding policy focuses on the protection of children, youth and vulnerable adults from violence, whereas the case management regulations apply to all reports of safeguarding concerns, regardless of whether an affected adult person would be considered vulnerable or not.

The case management regulations apply to safeguarding concerns regarding all forms of violence, harassment and exploitation, as specified in our Safeguarding Policy. In order to make this text less complicated, the term “violence” is used in it to comprise all these forms.

B.3 Safeguarding Focal Point and Case Management Team

Die folgenden Zeilen bis zur Aufzählung der drei Aufgabengebiete des Safeguarding Focal Point sind wortgleich mit der Model Safeguarding Policy. Anpassungen oder Änderungen sollen in beiden Dokumenten gleichlautend erfolgen.

Safeguarding Focal Point

...Nennung des Gremiums (oder ev. der Funktion - wie bspw. Geschäftsführer*in), die den focal point ernennen... appoint(s) a member of staff as Safeguarding Focal Point as well as a second member of staff as Deputy Safeguarding Focal Point.

The **Safeguarding Focal Point** plays a vital part in the implementation of the Safeguarding Policy.

The **Deputy Safeguarding Focal Point** takes over the Safeguarding Focal Point’s tasks when the Safeguarding Focal Point is absent, and plays a specific role in case management.

A detailed schematic representation of minor, medium and severe safeguarding concerns is given below.

The **main tasks** of the person named as Safeguarding Focal Point (Kinderschutzbeauftragte*/Gewaltschutzbeauftragte*r in German) are:

- to promote/organise the implementation of this policy
- to deal with safeguarding concerns and incidents responsibly (see below III.3 Case management)
- to handle light safeguarding concerns
- to be part of the case management team when medium or severe safeguarding concerns are reported
- to inform WeltWegWeiser about all medium or severe safeguarding concerns
- to make sure that every case is well documented and that documentation complies with data protection procedures
- to increase awareness of safeguarding matters within the organisation
- to make sure all employees and volunteers of the organisation have been informed about their reporting obligation for medium and severe safeguarding concerns
- to be responsible for monitoring and documentation of policy implementation
- to initiate evaluation and adaptation of the safeguarding policy

- to develop their own knowledge of safeguarding through regular further education and training

The **Deputy Safeguarding Focal Point's main tasks** are as follows:

- to act in place of the Safeguarding Focal Point when they are absent
- to decide on the severity of a report together with the Safeguarding Focal Point: is it a minor safeguarding concern or a medium or severe safeguarding concern?

Case Management Team

For the investigation of reports on medium or severe safeguarding concerns a Case Management Team is convened. The following persons are members of the case management team:

- the Safeguarding Focal Point
- the managing director
- ...

Hier muss gut überlegt werden, wen man in das Safeguarding-Team beruft. Dies kann je nach Größe der Organisation und nach den sonstigen Gegebenheiten sehr unterschiedlich sein.

In Frage kommen Personen mit psychosozialer Kompetenz, Personen aus dem Personalbereich, Personen mit juristischer Kompetenz. Bei kleineren Organisationen können auch Personen aus einem erweiterten Unterstützer*innenkreis in Frage kommen. Ebenso ist zu überlegen, welche Personen aus der Leitungsebene einbezogen werden. Bei Organisationen kleiner oder mittlerer Größe wird es gut sein, die Geschäftsführung direkt im Fallmanagement-Team zu haben. Bei sehr großen Organisationen kann es besser sein, wenn das Fallmanagement-Team Entscheidungen vorbereitet, und die Geschäftsführung dann die Entscheidungen trifft.

Personen aus dem Betriebsrat oder von der Gewerkschaft haben in Fällen, wo Mitarbeitende beschuldigt sind, eine wichtige Funktion an der Seite und zur Unterstützung der beschuldigten Personen. Deshalb kommen sie meist nicht für die Mitwirkung im Case Management Team in Frage.

Ziel ist nicht eine gewisse Größe des Teams, sondern Ziel ist, ein Team zu haben, bei dem notwendige Kompetenzen vorhanden sind und eine gemeinsame Auseinandersetzung möglich ist.

The Main Tasks of the Case Management Team are:

- first assessment of the case
- discussion of next steps
- division of tasks: contact with affected child/adult; contact with accused person; contact with authorities/media
- ask WeltWegWeiser for support in case management if necessary
- further internal investigation
- contacting authorities (youth welfare authorities; with some groups of vulnerable adults social services, police)
- contacting relevant media if necessary, in cooperation with the public relations officer if applicable
- preparation of decisions to be taken with regard to
 - o the accused person
 - o the area/institution/organisation where the case was reported to have happened,

- the report to the police
- the report to youth welfare authorities or social welfare authorities
- organisational adjustments in order to prevent similar cases in the future
- regularly updating the person who has reported the concern
- having a final conversation with the person who has reported the concern
- for safeguarding concerns within their own organisation:
 - give regular information to the staff involved in the incident
 - have a final conversation with the staff and team involved in the incident
- for safeguarding concerns within the hosting organisation:
 - communicate with the hosting organisation and report to the responsible person where the case was reported to have happened
 - look over the measures taken by the hosting organisation and communicate if they are not adequate
 - possibly organise support if asked for and needed
 - document the most essential outcomes of the hosting organisation's case management
 - prepare decisions about possible consequences for further cooperation

Managing Director (oder andere Leitungsperson/anderes Leitungsgremium)

Hier ist die Person zu nennen, die die Verantwortung für Entscheidungen trägt. Dies ist meist die Geschäftsführung, manchmal gibt es andere Bezeichnungen für die Leitungsperson oder das Leitungsgremium.

Bei großen Organisationen kann möglicherweise eine Bereichsleitung die Verantwortung tragen oder beide Ebenen (Bereichsleitung und Geschäftsführung) sind für verschiedene Entscheidungen verantwortlich. Ebenso kann es sein, dass ein extra Gremium definiert wird, das diese Entscheidungen trifft. Die genannten verantwortlichen Personen sind jedenfalls Teil dieses Gremiums.

The **managing director** takes decisions with regard to

- the accused person,
- steps to be taken within the area/institution/organisation where the case was reported to have happened
- the question of who is to be informed (authorities, colleagues, media etc.)
- possible consequences for further cooperation with the hosting organisation in case of inadequate case management

B.4 Guidelines for conversations with affected children/youth/adults

- Keep calm!
- Let them tell their story.
- Don't ask ANY leading questions! ("Suggestivfragen" in German)
- Don't ask a lot of questions at all.

Keep in mind: The less conversations affected children/youth have had about what has happened to them before being interviewed by a trained and authorised official/psychologist, the more credibility their testimony will have in court proceedings.

- Tell them that it's really courageous to tell their story.
- Tell them that no adult/person is allowed to do to a child/anyone what has been done to them.
- Tell them that it's not their fault.
- Tell them that you cannot keep this conversation secret, because it is something serious and that you have to discuss with someone else what to do best to support them.
- Document your conversation using the documentation form (Annex xx) in as much detail as possible.

B.5 Guidelines for conversations with persons reporting a concern

Make sure, when you have a confidential conversation, to inform the person you are talking to about the limits of confidentiality!

Wenn Gespräche zwischen Freiwilligen und ihren Kontaktpersonen bei der Entsendeorganisation grundsätzlich als vertraulich definiert sind, ist es gut, von Anfang an festzuhalten, dass die Vertraulichkeit Grenzen hat, wenn es um die Information über Fälle von Gewalt oder Grenzverletzungen geht.

- Keep calm!
- Let them tell their story.
- Don't ask ANY leading questions! ("Suggestivfragen" in German)
- Try to find out information necessary to establish where the incident has happened, which department or team is involved etc.
- Tell the reporting person that you cannot keep this conversation secret, tell them with whom you will share the information.
- Explain the next steps that you will take.
- Try to support the person you are talking to in what they need at the moment.
- Document your conversation using the documentation form (Annex xx) in as much detail as possible.

C. First steps

C.1 Obligation to report

All employees of ...name of organisation... have to report any safeguarding concern to the Safeguarding Focal Point. All volunteers of ...name or organisation... have to report safeguarding concerns to ...name of organisation... . The contact person they have reported their concern to must forward the report to the Safeguarding Focal Point.

The Safeguarding Focal Point informs their deputy/the general manager/N.N. about the reported concern.

Es ist wichtig, dass eine zweite Person benannt ist, die jedenfalls zu informieren ist. Dies kann eine Stellvertreterin*ein Stellvertreter der*der Gewaltschutzbeauftragten (Safeguarding Focal Point) sein. Falls keine solche Person vorhanden ist, soll eine andere Person genannt werden, die geeignet ist, die Entscheidung über das weitere Vorgehen (siehe unten C.3) gemeinsam mit der*dem Gewaltschutzbeauftragten zu treffen.

C.2 Protection of child/adult affected by violence

In case of ongoing violence, the Safeguarding Focal Point takes steps for immediate protection of the affected child/adult. To that end they will involve the persons or levels in the organisation required for quickly implementing these steps.

C.3 Decision on severity of report

The Safeguarding Focal Point and their deputy (Stellvertretung) together decide if is a **light safeguarding concern** or a **medium or severe safeguarding concern**.

Medium or severe safeguarding concern:

In case of a medium or severe safeguarding concern, the case management procedure must be started.

Light safeguarding concern:

In case of a light safeguarding concern, the Safeguarding Focal Point manages it on her*his own in direct contact with those involved.

The Safeguarding Focal Point conducts conversations with those involved including the accused person's superior. They agree upon steps to be taken so that no similar safeguarding concern will arise in the future. If necessary, the Safeguarding Focal Point recommends and the superior orders the accused person or the involved team to take part in training or supervision.

When all steps have been taken, the safeguarding officer fills in the final report form.

D. Case management procedures

This chapter describes procedures that have to be taken in specific cases in addition to the tasks of the involved persons as described in chapter A.

The sending organisation will inform WeltWegWeiser in the following situations:

- Where there are severe safeguarding concerns that could have an impact on the WeltWegWeiser network, e.g. through media coverage or when the incident has severe impact on the affected persons. Where the incidents affect WeltWegWeiser significantly, WeltWegWeiser is obliged to inform its donor, the Austrian Development Agency (ADA). WeltWegWeiser will inform the sending organisation about such a report to ADA in advance.
- Additionally, the sending organisation can always contact WeltWegWeiser with questions, suggestions or for consultation. WeltWegWeiser will deal with these issues confidentially.

D.1 Staff of (name or organisation)/employee or volunteer in Austria is accused

When a staff member of **...name of organisation...** is accused of violence, the following questions have to be dealt with:

- Is it necessary to preliminarily suspend the person from work?
- Is it necessary to admonish the person? (Verweis erteilen)
- Is it necessary to cease the working contract at short notice?
- Is it necessary to report the person to the police?
- When a child is affected contact their parents or custodians
- When an adult is affected, is it appropriate and legal to contact their family or other supporting structures? (e.g. for persons with learning difficulties or persons in care it could under certain circumstances be supportive to inform their family.)
- Organise support for the affected child/adult (measures within **...name of organisation...** to help the child/adult feel safe, medical assistance, psychological or therapeutic consultation etc.)
- Organise support for the staff/colleagues involved
- Is it necessary to inform the public about the case?
- With volunteers, will the volunteer work for **...name of organisation...** in the future?

- Will additional training be ordered or offered to the accused person or to the team?
- Will supervision be ordered or offered to the accused person or to the team?
- Is it necessary to agree on additional regulations for the work of the person?
- What steps are necessary to support the beneficiaries within the area where the case has happened?
- Are organisational adjustments necessary in order to prevent similar cases in the future?

In case the accused person is either a member of the case management team or a member of the top management or the board, the case management must be handed over to ... the board/...?.

Bitte hier den Wortlaut anpassen: Wenn es die genannten Personen nicht in Eurer Organisation gibt, dann sollen sie auch nicht im Text erwähnt werden. Wenn es bspw. nur eine Leitungsperson gibt, dann ist „member of the top management“ kein passender Wortlaut.

Es muss jedenfalls für den Fall, dass die Leitung oder eine Person aus dem Fallmanagement-Team beschuldigt wird, ein Bearbeitungsweg definiert werden, der an einem anderen Ort angesiedelt ist.

D.2 International volunteer is accused of violence on the job or outside the workplace

When an international volunteer is accused of violence, the case management team will contact the hosting organisation and cooperate closely with it within case management guidelines.

Moreover, the case must be reported to WeltWegWeiser. If appropriate, WeltWegWeiser will support ...name of organisation...’s case management team.

The following questions have to be dealt with:

- Is it necessary to preliminarily suspend the volunteer from work?
- Is it necessary to order the volunteer to return to Austria?
- Is it necessary to report the volunteer to the police in the hosting country or in Austria?
- Will additional training be ordered or offered to the accused person or to the team?
- Will supervision be ordered or offered to the accused person or to the team?
- Is it necessary to agree on additional regulations for the work of the volunteer?
- What steps are necessary to support the beneficiaries within the area where the case has happened?
- Are organisational adjustments necessary in order to prevent similar cases in the future?

D.3 International volunteer reports...

- a. A safeguarding concern in the hosting organisation
- b. A safeguarding concern involving the head of the hosting organisation as an accused person
- c. A safeguarding concern about children, youth or vulnerable adults experiencing violence outside the workplace
- d. That they themselves been affected by violence, sexual abuse or harassment on the job, in the volunteers’ residence or somewhere else

D.3.a International volunteer reports a safeguarding concern in the hosting organisation

When an international volunteer reports a safeguarding concern in the hosting organisation, the following questions have to be dealt with or the following steps taken:

- Has the hosting organisation been informed about the safeguarding concern?
- What steps have the hosting organisation taken?
- Has the reaction of the hosting organisation so far been adequate?
- Decide:
 - o Is it sufficient to support the international volunteer directly?
 - o Will the hosting organisation be contacted?
- Has support been offered to the international volunteer: supervision, psychotherapeutic consultation etc.
- Could any danger arise to the international volunteer due to their safeguarding report?
- Should the international volunteer be offered or ordered to leave the hosting organisation and continue their international voluntary assignment in some other hosting organisation or return to Austria?
- Contact the hosting organisation (this is usually done by the managing director) and ask:
 - o Is its reaction to the safeguarding concern adequate?
 - o Is the support given to the affected child/adult adequate?
 - o Can any support be offered to improve the hosting organisation's safeguarding structures?
 - o In case contacting public authorities is appropriate, has the hosting organisation contacted public authorities?
- Is the hosting organisation part of a structure/network, where a higher level or parent organisation can be contacted?
- Can a supervisory board of the hosting organisation be contacted?
- Can public authorities in the hosting country be involved?
- How can ...name of organisation... further cooperate with the hosting organisation?
 - o Are there specific steps to be taken?
 - o Is the cooperation to be suspended (=paused until the case is clarified)?
 - o Is the cooperation to be terminated?

D.3.b International volunteer reports a safeguarding concern involving head of hosting organisation as accused person

Within the steps described in C.3.a, special attention must be given to the following questions:

- Does the hosting organisation have a case management regulation covering such a situation? What does it say?
- Is the hosting organisation part of a structure/network, where a higher level or parent organisation can be contacted?
- Can a supervisory board of the hosting organisation be contacted?
- Can public authorities in the hosting country be involved?
- How can ...name of organisation... further cooperate with the hosting organisation?
 - o Are there specific steps to be taken?
 - o Is the cooperation to be suspended (=paused until the case is clarified)?
 - o Is the cooperation to be terminated?

Generally, in this case encouraging the international volunteer to report the concern themselves to the hosting organisation is not recommended.

D.3.c International volunteer reports a safeguarding concern about children, youth or vulnerable adults experiencing violence outside the workplace

When an international volunteer reports a safeguarding concern about children, youth or vulnerable adults experiencing violence outside the workplace, the following questions must be dealt with or the following steps taken:

- Has the hosting organisation been informed about the safeguarding concern?
- Who could support the volunteer in reporting the concern to the hosting organisation?
- What steps have the hosting organisation taken?
- Has the reaction of the hosting organisation so far been adequate?
- Decide:
 - o Is it sufficient to support the international volunteer directly?
 - o Will the hosting organisation be contacted?
- Has support been offered to the international volunteer: supervision, psychotherapeutic consultation, etc.
- Could any danger arise to the international volunteer due to their safeguarding report?
- Should the international volunteer be offered or ordered to leave the hosting organisation
 - o and to continue their international voluntary assignment in some other hosting organisation
 - o or to return to Austria?
- Contact the hosting organisation (this is usually done by the managing director):
 - o Is its reaction to the safeguarding concern adequate?
 - o Is the support given to the affected child/adult adequate?
 - o Can any support be offered to improve the hosting organisation's safeguarding structures?
 - o In case contacting public authorities is appropriate, has the hosting organisation contacted public authorities?

NOTE: Even though we absolutely oppose any violence towards children and adults, and we fight against it at any level, we have to acknowledge that sometimes our partner organisations' ability to act is limited when it comes to violence against children or vulnerable adults outside their own organisation. This can be the case when corporal punishment and other forms of maltreatment are both widespread and legal in a country.

D.3.d International volunteer reports that they themselves have been affected by violence, sexual abuse or harassment on the job, in volunteers' residence or somewhere else

- Has the hosting organisation been informed about the situation? Is it adequate/helpful to inform the hosting organisation?
- What steps have the hosting organisation taken?
- Has the reaction of the hosting organisation so far been adequate?
- Support to be offered to the international volunteer, such as:
 - o psychotherapeutic consultation
 - o medical check (for medical support; for collection and preservation of evidence)

- support from victim protection organisations¹
- frequent contact with their contact person in ...name of organisation...
- supervision
- Is the international volunteer in danger?
- Should the international volunteer be offered or ordered to leave the hosting organisation
 - and to continue their international voluntary assignment in some other hosting organisation
 - or to return to Austria?
- Contact the hosting organisation (this is usually done by the managing director):
 - Is its reaction to the safeguarding concern adequate?
 - Is the support given to the affected volunteer adequate?
 - Can any support be offered to improve the hosting organisation's safeguarding structures?
 - In case contacting public authorities is appropriate, has the hosting organisation contacted public authorities?

¹ Austrian victim protection organisations are listed here: <https://www.gewaltinfo.at/hilfe-finden/>
WeltWegWeiser can help to find adequate support organisations.

Categories of Safeguarding Concerns

Category ²	Minor Safeguarding Concerns	Medium Safeguarding Concerns	Severe Safeguarding Concerns
	Level 1	Level 1	Level 3
<p>Description</p> <p>Always keep in mind that a case can become more severe/ more concerning when the person accused is a person in a higher position of hierarchy.</p>	<p>Delicate situations in everyday life or work, sometimes situations of conflict</p> <p><u>Characteristics such as:</u></p> <ul style="list-style-type: none"> - unintentional – once or rare event - can be corrected (it’s possible to talk about it), - there’s a weird feeling about the situation - there’s an organisational culture of transgressing personal borders – perpetrators can take advantage of such conditions <p><u>Examples:</u></p> <ul style="list-style-type: none"> - invasive behaviour - exaggerated expression of displeasure - inappropriate comments - derogatory comments - inappropriate physical contact leading to no injury 	<p><u>Characteristics such as:</u></p> <ul style="list-style-type: none"> - intentional - repeated - disregarding institutional rules, professional standards, social norms - disregarding resistance, be it expressed in words or non-verbally - disregarding other people’s criticism on inappropriate behaviour - taking no responsibility for one’s behaviour: trivialising it, qualifying it as a not so serious mistake, representing oneself as a victim of mobbing <p><u>Examples:</u></p> <ul style="list-style-type: none"> - using light physical violence leading to no injury - verbal abuse, insults - light verbal threats, imposing pressure on someone - refusing attention systematically - disrespectful or provoking behaviour - excluding someone intentionally - repeated flirting with children/youth/vulnerable adults - repeated disrespect of private sphere - repeated behaviour as described in level 1 	<p>Severe physical, emotional or sexualised violence</p> <p><u>Such as:</u></p> <ul style="list-style-type: none"> - injuring someone (with exception of cases of negligence/“Fahrlässigkeit” in German) - sexual violence - sexual harassment - rape - grooming - misusing authority over other persons - constant use of violence - severe threats - using coercion - stalking - extortion - negligence - imprisonment - producing, owning, showing or sending child sexual abuse material - systematic mobbing, racism, sexism

² This scheme has been developed on the basis of: Enders/Kossatz/Kelkel/Eberhardt 2010
 (https://www.zartbitter.de/gegen_sexuellen_missbrauch/Fachinformationen/6005_missbrauch_in_der_schule.php as on Oct. 21st, 2022)

	<ul style="list-style-type: none"> - suddenly shouting at someone in anger 		
<p>Measure taken if incident happens within own organisation</p>	<ul style="list-style-type: none"> - Addressing, clarifying, showing limits - Info to the team about clarified rules - Documentation <p>In case of repetition:</p> <ul style="list-style-type: none"> - Discussion in the team - Further training - Supervision - Feedback 	<ul style="list-style-type: none"> - Information to management/managing director - Offer of support for the person(s) affected by the assault (possibly external) - Talk to anybody in the office or an external organisation, supervision - Talk with the person who is accused of assaulting somebody, through Focal Point or other person of trust - Appropriate consequences for the person committing the assault, agreement on objectives (oral or written admonishment, training, change of work environment) - Possibly order supervision or training for accused person or entire team - Discussion within the team - Ongoing documentation 	<ul style="list-style-type: none"> - Information to management - Further steps are taken/ordered by the management in consultation with support of an external organisation - Suspension of the accused person until the incident has been clarified. - Legal steps: criminal complaint, etc. - Support for the person(s) affected by the assault (Supervision, external medical/psychological help, legal support) - Follow-up to the incident in the team/in the facility (training, supervision) - Ongoing documentation - If appropriate: informing the public
<p>Measure taken if incident happens in hosting organisation</p>	<ul style="list-style-type: none"> - Volunteer talks to the hosting organisation - If volunteer doesn't feel comfortable with the conversation: volunteer coordinator or Focal Point talks to the hosting organisation - If volunteer is the person affected by the incident: talking to them and offering 	<ul style="list-style-type: none"> - Information to management/managing director - Volunteer talks to the hosting organisation and gathers information on what measures are going to be taken <p>Or/And</p> <ul style="list-style-type: none"> - Volunteer coordinator or Focal Point talks to the hosting organisation and gathers information on what measures are going to be taken - Follow-up with hosting organisation about the measures taken (oral or written admonishment, training, change of work environment) 	<ul style="list-style-type: none"> - Information to management - Volunteer (only if appropriate and if feels comfortable) talks to the hosting organisation <p>AND</p> <ul style="list-style-type: none"> - Volunteer coordinator or Focal Point OR responsible person/member of the board talks to the hosting organisation and gathers information on what measures are going to be taken - Follow-up with hosting organisation about the measures taken (oral or written admonishment, training, change of work environment)

	<p>psychosocial support/supervision if needed</p> <ul style="list-style-type: none"> - documentation 	<ul style="list-style-type: none"> - If no measures are taken after repeated conversations, inform the superior or next higher person - If volunteer is the person affected by the incident: talking to them and offering psychosocial support/supervision if needed - Making sure that the volunteer is safe - If volunteer is the aggressor and in case of repetition: <ul style="list-style-type: none"> – if appropriate: cancellation of the volunteer contract and retrieval - Apology to the hosting organisation, common agreement - Possibly support from counselling centres - Ongoing documentation 	<ul style="list-style-type: none"> - If no measures are taken after repeated conversations, inform the superior or next higher person - Follow-up on what measures are taken by that person and if not sufficient end the contract with hosting organisation - Possibly support from counselling centres - Ongoing documentation <p>If volunteer is the perpetrator:</p> <ul style="list-style-type: none"> - Talking to other volunteers in the project/offer support - End contract with volunteer - Follow-up talks with hosting organisation, apology by the management - Discuss legal steps in case management team - If appropriate: inform the public <p>If volunteer is the person affected by the incident:</p> <ul style="list-style-type: none"> - Talking to them and offering psychosocial support/supervision if needed - Provide external contact to psychological support etc. - Talking to other volunteers in the project - Legal and other support for volunteers in case they decide to take legal action after having been affected by violence - Offer support for the volunteer who witnessed the case and might need consulting, supervision, etc.
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Annex 4 - Reporting and Documentation Form for Safeguarding Concerns

This document is

- a form for reporting safeguarding concerns
- a template for personal documentation of any kind of safeguarding concerns: when there is concrete evidence as well as in vague, unclear situations

It can be filled in by the person filing the report, by the volunteer coordinator, the Safeguarding Focal Point or by those persons together during their conversation. In any of these cases, when it comes to fields like “my name” etc. the information of the person filing the report must be used.

Fill in all the fields where you have the information to hand, as well as whatever the person that you are reporting the incident to needs to know.

Where you have reason to suspect that some kind of violence or intrusive behaviour is going on (even if it is just a ‘gut feeling’), as well as where you have concrete evidence of violent incidents, it is important to start documenting what you know as early as possible and to continue documentation over time. In retrospect it is sometimes difficult to remember what has happened and when, and at what point your suspicions were confirmed. In such cases, this documentation will be helpful. Sometimes it can be instrumental to substantiate allegations.

In time it may become clear that everything has been okay and no violence has occurred, in which case the documentation should be filed in the archive. That is the best case scenario.

When the form is used for reporting safeguarding incidents, it helps to give the case management team a global picture and all important information.

Person who files the report

My name:

My contact details:

Name of my hosting organisation:

Name and contact details of my volunteer coordinator:

Name of project/institution in which my voluntary service takes place and my role in the project/institution:

Person affected by violence or intrusive behaviour (child, youth, vulnerable adult, other person)

Name of affected person:

Alter/Age:

Address of affected person:

Who does the affected person live with?

What's my relationship to the affected person?

What's the affected person's relationship to the project?

What's the affected person's relationship to the accused person?

Person accused of violence or intrusive behaviour or suspected of such behaviour (below "accused person")

Name of accused person

Role of accused person within the organisation:

What has happened? The incident(s):

Day, hour (period of time), place where the incident has happened:

This is my safeguarding concern:

What did you observe (give as much detail as possible)? What has the affected person told you?
What did you say when talking to them?

Here you can find more questions that may help you to describe the situation.

Were other children/youth/adults involved? Do other children/youth/adults know about it?

Is the affected person especially vulnerable? In what respect? (Is there a disability? Are they traumatised?)

To whom have you talked about the incident (family, employee(s), focal point of the hosting organisation)?

Names of persons you have talked to about the incident. When did you tell them?

What did people recommend that you do? What did you do? What did other persons do?

Are actions necessary in order to protect the affected person?

Other important information:

This reporting form has been developed using:

*Kinderschutzrichtlinie von Jugend Eine Welt
Kinderschutzrichtlinie der Katholischen Jungschar Österreichs
<https://www.jungschar.at/kinderschutz#c4959>*

Vorlage für Dokumentation und Meldung bei Verdachtsfällen auf Gewalt

Dieses Formular ist:

- ein Formular für die Meldung von Verdachtsfällen
- eine Vorlage, die helfen soll, bei Gewaltvorfällen, aber auch bei unklaren Situationen oder Verdacht die eigenen Eindrücke schnell und umfassend zu dokumentieren

Es kann von der meldenden Person ausgefüllt werden, ebenso gemeinsam im Gespräch mit der Einsatzbegleitung/der*dem Gewaltschutzbeauftragten oder nur von diesen Personen. In allen Fällen gilt: Bei Feldern wie „mein Name“ etc. sind jeweils die Angaben zur meldenden Person einzufüllen. Fülle aus, was du ausfüllen kannst, bzw. was die Personen, denen du den Vorfall meldest, unbedingt wissen müssen.

Wenn es eine unklare Situation, vielleicht nur ein komisches Bauchgefühl oder doch konkrete Hinweise und Beobachtungen in Bezug auf Gewalt und Übergriffe gibt, ist es wichtig, früh mit dem Niederschreiben zu beginnen und die Dokumentation im Zeitverlauf weiterzuführen. Im Nachhinein weiß man manchmal nicht mehr, zu welchem Zeitpunkt was passiert ist oder wann Hinweise konkreter wurden. In so einem Fall kann die Dokumentation helfen. Manchmal kann so eine Dokumentation auch wichtig sein, um Vorwürfe zu untermauern.

Vielleicht wird nach einiger Zeit klar sein, dass die Besorgnis unbegründet war und die Dokumentation wird archiviert. Das ist der beste Fall.

Wenn das Formular für die Verdachtsmeldung verwendet wird, hilft es, dem Team, das sich um den Fall kümmert, ein umfassendes Bild und wichtige Informationen weiterzugeben.

Meldende Person

Mein Name:

So kann ich kontaktiert werden

Name meiner Aufnahmeorganisation

Kontaktdaten meines Einsatzbetreuers*meiner Einsatzbegleitung:

Meine Einsatzstelle, meine Rolle dort:

Von Gewalt oder Übergriffen betroffene Person (Kind, Jugendliche*r, vulnerable erwachsene Person, andere Person)

Name der betroffenen Person:

Geschlecht/Gender:

Adresse der betroffenen:

Bei wem wohnt die betroffene Person?

Meine Beziehung zur betroffenen Person:

Art der Beziehung der betroffenen Person zum Projekt:

Beziehung der betroffenen Person zur beschuldigten Person,

Beschuldigte bzw. unter Verdacht stehende Person (im Folgenden: „beschuldigte Person“)

Name der beschuldigten Person

Rolle der beschuldigten Person in der Organisation:

Was ist passiert? Der Vorfall/die Vorkommnisse:

Was ist der Anlass für deine Besorgtheit bzw. Betroffenheit, welche Beobachtung erregte Verdacht?
Gibt es eine Anschuldigung? Teilte ein Kind den Vorfall mit?...

Tag, Zeitpunkt, ggf. Zeitraum und Ort des Ereignisses/der Vorkommnisse

Besorgnis/Verdacht

Deine Beobachtung (so ausführlich wie möglich) Was genau wurde dir berichtet (von der betroffenen Person), was hast du gesagt?

Hier findest du weitere Fragen, die dir helfen können, die Ereignisse zu schildern:

Waren andere Kinder/Jugendliche/Erwachsene involviert oder wissen Bescheid?

Ist die betroffene Person besonders schutzbedürftig? (Hat es eine Beeinträchtigung? Ist er*sie traumatisiert?)

Wem hast du von den Vorfällen bzw. von deinen Beobachtungen oder deinem Verdacht berichtet? (Familie, betreuende Person, Kinderschutzbeauftragte, spez. Einrichtung, ...)

Namen der Personen, denen du berichtet hast, Tag und Zeitpunkt des Berichts:
Empfehlungen, die du bekommen hast, Aktivitäten, die unternommen wurden/die du gesetzt hast:

Sind (weitere) Maßnahmen zum Schutz der betroffenen Person nötig?

Weitere wichtige Informationen:

*Entwickelt unter Verwendung von:
Kinderschutzrichtlinie von Jugend Eine Welt
Kinderschutzrichtlinie der Katholischen Jungschar Österreichs*

<https://www.jungschar.at/kinderschutz#c4959>

Annex 5 - Safeguarding Focal Point: Requirements and Tasks

Die Personen, die auf Englisch als „Safeguarding Focal Point“ bezeichnet werden, werden auf Deutsch meist „Gewaltschutzbeauftragte“ oder „Kinderschutzbeauftragte“ genannt.

The **Safeguarding Focal Point** plays a vital part in the implementation of the Safeguarding Policy.

The **Deputy Safeguarding Focal Point** takes over the Focal Point's tasks when the Focal Point is absent and plays a specific role in case management.

...Nennung des Gremiums (oder ev. der Funktion - wie bspw. Geschäftsführer*in), die den focal point ernennen... appoint(s) a member of staff as Safeguarding Focal Point as well as a second member of staff as Deputy Safeguarding Focal Point.

For medium and severe safeguarding concerns all employees and volunteers of ...name of organisation... have a reporting obligation towards the Safeguarding Focal Point.

Desirable qualifications for fulfilling the role of Safeguarding Focal Point:

Die hier angeführte Liste von Qualifikationen zeichnet ein ideales Bild einer Person, die die Aufgabe der*des Gewaltschutzbeauftragten erfüllt.

Nicht immer können diese Qualifikationen in einer Person gefunden werden. Manchmal können Personen aufgrund ihrer Erfahrungen, Professionalität und Persönlichkeit sehr gut für diese Position geeignet sein, obwohl sie nicht unbedingt die angeführten Qualifikationen mitbringen.

Gerade in sehr kleinen Organisationen wird es möglicherweise notwendig sein, auf unten genannte Qualifikationen zu verzichten und vor allem darauf zu achten, dass die Person allgemein für die Aufgabe geeignet ist und bereit ist, sich in diesem Bereich weiterzubilden.

- Professional qualification (such as in social work, psychology, pedagogy, therapeutic professions, legal background, human rights background)
- Further qualification in the fields of prevention of (sexual) violence
- Good communication skills in situations of conflict and crises
- Ability to act independently when safeguarding concerns arise

The **Safeguarding Focal Point's main tasks** are as follows:

- to promote/organise the implementation of this policy
- to deal with safeguarding concerns and incidents responsibly (see below III.3 Case management)
- to handle light safeguarding concerns
- to be part of the case management team, when medium or severe safeguarding concerns are reported
- to inform WeltWegWeiser about all medium or severe safeguarding concerns
- to make sure that every case is well documented and that documentation complies with data protection procedures

- to increase awareness of safeguarding matters within the organisation
- to make sure all employees and volunteers of the organisation have been informed about their reporting obligation for medium and severe safeguarding concerns
- to be responsible for monitoring and documentation of policy implementation
- to initiate evaluation and adaptation of the safeguarding policy
- to develop their knowledge of safeguarding through regular further education and training

The **Deputy Safeguarding Focal Point's main tasks** are as follows:

- to act in place of the Safeguarding Focal Point when they are absent
- to decide on the severity of a report together with the Safeguarding Focal Point: is it a light safeguarding concern or a medium or severe safeguarding concern?

The tasks within case management, as well as a schematic representation of light, medium and severe safeguarding concerns, are described in detail in Annex 3 "Case Management".

Annex 6 - Article on Safeguarding for Cooperation Agreements with Hosting Organisation

Der hier angeführte Vorschlag für einen Absatz zu Safeguarding im Vertrag mit den Aufnahmeorganisationen soll wie die anderen Bestandteile der Model Policy für die eigene Organisation angepasst werden.

Wenn mit neuen Partnerorganisationen Kooperationen entstehen und Verträge abgeschlossen werden, kann dieser Absatz eingefügt werden.

Bei existierenden Kooperationen kann dieser Absatz in den bisherigen Vertrag eingefügt und der Vertrag neu unterschrieben werden.

We include the following article in the cooperation agreement in order to ensure that both partner organisations are sufficiently informed about safeguarding within their partner organisation.

Safeguarding

1. By signing the cooperation agreement, the partners commit to upholding safeguarding standards and promoting protection against violence within their organisations.
...Name of sending organisation... has shared its Safeguarding Policy along with the Code of Conduct and the Case Management Procedures with the hosting organisation (name).
2. The hosting organisation (name) shares its Safeguarding Policy (including the case management procedures) with ...name of sending organisation... upon signature of the present contract.
In case the hosting organisation (name) has not yet implemented a safeguarding policy, it shares other relevant documents such as plans for crisis management or basic statements on protection against violence with ...name of sending organisation...

Hier kommt es auf eure grundsätzliche Entscheidung an, ob ihr von den Aufnahmeorganisationen verlangt, dass sie eine Safeguarding Policy entwickeln. Dementsprechend soll der Text hier gestaltet sein.

3. Hosting organisation (name) and sending organisation (name) agree to an open and active exchange on safeguarding issues.
There is an open exchange between the sending organisation (name) and the hosting organisation (name)
- if any safeguarding concerns occur that the volunteer witnesses, is involved in or even just suspects,
- or if any safeguarding concerns occur involving the volunteer.
4. The following procedures have been implemented within ...name of sending organisation...:
The international volunteers have a contact person/contact persons whom they can contact whenever they want to/with whom they are in regular contact.
The international volunteers have an obligation to report any safeguarding concerns to the sending organisation (name). They can share their safeguarding concern either with their

contact person or can report it directly to the sending organisation's Safeguarding Focal Point.

Moreover, they can report any safeguarding concern directly to the hosting organisation. The next steps will be taken in accordance with the Case Management Procedures of the sending organisation's Safeguarding Policy.

5. If the safeguarding concern has occurred within the hosting organisation, case management is within the hosting organisation's responsibility. Once it has been concluded, the hosting organisation will inform the sending organisation of its most essential outcomes. Should the hosting organisation's case management be considered inadequate by the sending organisation, it will discuss this openly with the hosting organisation, along with the question of whether any support can be offered or organised. Should there remain substantial disagreement on adequate case management, the sending organisation may recall volunteers and end the partnership as a final step.
6. In case of safeguarding concerns where the international volunteer has been accused of a breach of the Code of Conduct, the hosting organisation will inform the sending organisation immediately. Depending on the severity of the allegation, adequate measures are to be taken by the hosting organisation and the sending organisation. These can be measures such as conversations with the volunteer, an admonishment, an obligation for them to take part in additional training, all the way up to recalling them from the international assignment. Should the sending organisation's case management be considered inadequate by the hosting organisation, it will discuss this openly with the sending organisation. Should there remain substantial disagreements on adequate case management, the hosting organisation may send volunteers home and end the partnership as a final step.

Annex 7 - Consent Form Photography-Filming-Audio Recording

Dear Project Partner,

As a volunteering organisation our survival depends on high quality public relations work. We use printed materials as well as the internet and social media channels. As we reach a broad audience with these measures we also want to explicitly ask your consent for the publication of material on different channels. Please fill out the form below according to your wishes.

With best regards,

.....

Managing Director of **name of organization**

As the legal representative of _____
(please fill in name of institution) I hereby

- consent
- do not consent

to the publication of video and photo material that has been gathered by the volunteers

_____ (please fill in the volunteers' names) during their voluntary service.

Name of sending organisation is allowed to use material that shows

- myself, other employees of the institution or members of the religious community
- children, youth, vulnerable adults taken care of within the institution

for

- printed publications (e.g. annual reports)
- the websites of **name of the sending organisation** and its supporting organisations
- social media channels like Facebook and Instagram
- other publications like newsletters

I can always revoke my consent at any time in writing, but not for already published material and I will inform children, employees and members of the religious community about my given consent.

Surname:	
First Name:	
Date:	
Signature:	