



Fiji Women's Crisis Centre

| CHILD PROTECTION MANUAL |

JULY 2014

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Statement on Commitment to Child Protection and Guiding Principles

The Fiji Women's Crisis Centre is a human rights organisation with the goal of eliminating violence against women in Fiji and around the Pacific.

The FWCC recognises the vulnerability of children in this context and the need for implementing policies to better protect their interests and development. The FWCC is committed to the safety and well-being of all children, and aims at all times to provide the safest possible environment for children.

The FWCC believes that all children have a right to be safe at all times, and that all children have equal rights to protection from all forms of abuse, regardless of their gender, nationality, religious or political beliefs, family background, economic status, legal status, ability, physical or mental health or criminal background, and that any form of child abuse or exploitation is unacceptable.

The FWCC's Child Protection Framework consists of the following:

- ❖ Child Protection Policy - Adopted on 26 January 2013 and amended July 2014 .
- ❖ Child Protection Code of Conduct - Adopted on 26 January 2013 (as part of the Code of Conduct) and amended July 2014.
- ❖ Child Protection Reporting Framework (addendum to Child Protection Policy).
- ❖ Employment Checks Policy - Adopted on 26 January 2013 and amended July 2014.
- ❖ Disclosure Request Form (addendum to Employment Checks Policy).
- ❖ Information Systems Security - Appropriate Use Policy - Adopted on 26 January 2013 and amended July 2014.
- ❖ Recruitment Policy - Adopted on 26 January 2013 and amended July 2014.

Scope

Adherence to the FWCC's Child Protection Framework is a mandatory requirement for all FWCC staff, volunteers, contractors and Trustees.

All staff and others engaging with the FWCC will be made aware of the Child Protection Framework and their responsibilities as stated in the Framework (and the included Policies) during their engagement orientation and for staff, during yearly refreshers. The policies contained within this framework have been reviewed to ensure compliance with the 2013 AusAID Child Protection Policy.

Review

All policies contained within this Framework will be reviewed by FWCC's Management Committee every two years or earlier (if required by changes occurring in the DFAT regulations, or to national legislation).

DEFINITIONS

Child Abuse: Abuse happens to male and female children of all ages, ethnicity and social backgrounds, abilities, sexual orientation, religious beliefs and political persuasion. Child abuse includes physical, sexual and emotional abuse, neglect, bullying, discrimination, child labour and domestic violence. Abuse can be inflicted on a child by men or women, as well as by children and young people themselves.

Child or young person: A child or young person is regarded to be any person under the age of 18 years, unless a nation's laws recognise adulthood earlier. However, for the purposes of this policy, FWCC will always consider a child to be anyone under the age of 18.

Child Protection: Child protection relates to the responsibility and duty of care that an organization has to protect children with whom they come in contact with. This includes organizational procedural guidelines, such as a Code of Conduct outlining behaviour expected from staff and others; an organizational reporting structure and guidance; and clear responsibility for reporting and following up within an organization. In its broadest sense, child protection is a term used to describe the actions that individuals, organizations, countries and communities take to protect children from acts of maltreatment (abuse) and exploitation e.g., domestic violence, child labour, commercial and sexual exploitation and abuse, HIV, and physical violence, to name but a few.

Child-Safe Environment: A child-safe environment is one where all children are protected from all forms of harm, and there are clear, established guidelines and procedures for conduct, reporting abuse and follow-up.

Discrimination: Discrimination includes the exclusion of, mistreatment of, or action against an individual based on social status, race, ethnicity, colour, religion, gender, sexual orientation, age, marital status, national origin, political affiliation or disability.

Duty of Care: Duty of Care is a common law concept that refers to the responsibility of the organization and individual to provide children with an adequate level of protection against harm. It is the duty of the organization and its individuals to protect children from all reasonably foreseeable risk of or real injury.

Emotional abuse: Emotional abuse occurs when a child is repeatedly rejected or frightened by threats. This may involve name calling, being put down or continual coldness from parent or caregiver, to the extent that it affects the child's physical and emotional growth.

Neglect: Neglect is the persistent failure or the deliberate denial to provide a child with clean water, food, shelter, sanitation or supervision or care to the extent that the child's health and development are placed at risk.

Others: For the purposes of this policy, 'others' refers to volunteers, contractors, Trustees and those on attachment at the Fiji Women's Crisis Centre.

Physical abuse: Physical abuse occurs when a person purposefully injures or threatens to injure a child or young person. This may take any form of physical treatment including but not limited to slapping, punching, shaking, kicking, burning, shoving or grabbing. The injury may take any form including but not limited to bruises, cuts, burns or fractures.

Protection: Protection includes ensuring that individual basic human rights, welfare and physical security are recognised, safeguarded and protected in accordance with international standards.

Sexual abuse: Sexual abuse is actual or threatened physical intrusion of a sexual nature, including inappropriate touching, by force or under unequal or coercive conditions.

Sexual exploitation: Sexual exploitation is any abuse of a position of vulnerability, differential power, or trust for sexual purposes; this includes profiting monetarily, socially or politically from the sexual exploitation of another. Sexual exploitation includes using one's position of authority, influence or control to pressure, force or manipulate someone to do something against their will knowingly or unknowingly, by threatening them with negative repercussions such as withholding project assistance, not approving an employee's work support requests, threatening to make false claims about an employee in public etc.

Staff: Staff refers to full time, part time, or casual persons employed at the Fiji Women's Crisis Centre and its Branches and those engaged on short term contracts such as but not limited to: consultants, researchers, photographers etc. Also includes Volunteers.

CHILD PROTECTION POLICY

The FWCC's goal is the elimination of violence against women in Fiji and around the Pacific. The FWCC recognizes the vulnerability of children in this context and the need for implementing policies to better protect their interests and development.

The FWCC is committed to the safety and well being of all children, and aims at all times to provide the safest possible environment for children.

All employees of the FWCC must have a common commitment to the prevention of child abuse and the protection of children.

Our values, principles and beliefs

- ☐ All child abuse involves the violation of children's rights.
- ☐ All children have the right to be safe at all times
- ☐ All children have equal rights to protection from abuse and exploitation, regardless of gender, nationality, religious or political beliefs, family background, economic status, ability, physical or mental health or criminal background.

The situation of all children must be improved through promotion of their rights as set out in the UN Convention on the Rights of the Child and other human rights instruments. This includes the right to freedom from abuse and exploitation.

- ☐ Any form of child abuse or exploitation is unacceptable.
- ☐ We have a commitment to protecting children with or for whom we work.
- ☐ Agreements should always be in place with all contractors and partner agencies to use this child protection policy and procedure covering all joint activities or to have agreed the use of an alternative policy and procedure offering a comparable level of protection to children.

What we will do

We will meet our commitment to protect children from abuse through the following means:

- ☐ **Awareness:** we will ensure that all staff are well aware of the problem of child abuse and the risks to children.
- ☐ **Prevention:** we will ensure, through awareness raising and good practice, that staff minimize risks to children.
- ☐ **Reporting:** we will ensure that all staff are clear on what steps to take where concerns arise regarding the safety of children.
- ☐ **Responding:** we will ensure that action is taken to support and protect children where concerns arise regarding possible abuse.

In order that the above standards of reporting and responding are met, FWCC will also ensure that its staff:

- ☐ Take seriously any concerns relating to the abuse of children.
- ☐ Take positive steps to ensure the protection of children who are the subject of any concerns.
- ☐ Support children or other adults who raise concerns or who are the subject of concerns.
- ☐ Act appropriately and effectively in instigating or co-operating with any subsequent process of investigation.
- ☐ Are guided through the child protection process by the principle of "best interests of the child".
- ☐ Listen to, and take seriously, the views and wishes of children.
- ☐ Work in partnership with parents, legal guardians and/or other professionals to ensure the protection of children.

How FWCC will meet the above commitments:

- ☐ All staff, Trustees and contractors will sign up to, and abide by, the Child Protection Code of Conduct. (Annexure 1 to this Policy)
- ☐ Recruitment procedures for all staff will include checks on their suitability for working with children (see Recruitment Policy and Employment Checks Policy).
- ☐ All staff will have a copy of the Child Protection Policy and Child Protection Manual given to them on appointment and will sign an undertaking to follow all the Policies and processes in the Child Protection Manual after they have received training.

- ☐ All new staff will receive training on their responsibilities and obligations as set out in the Child Protection Policy and Child Protection Manual.
- ☐ All staff will receive refresher training on their responsibilities and obligations as set out in the Child Protection Policy and Child Protection Manual, at least once each year, and sooner if there are changes to the Australian Aid Child Protection Standards or changes to relevant legislation.
- ☐ All Staff will have management contact details and will receive training on the Child Protection Policy and all other policies and processes in the Child Protection Manual.
- ☐ Any child protection concerns and complaints are to be reported and handled in accordance with the FWCC Child Protection Reporting Framework (Annexure 2 to this Policy). All staff will be required to report child protection concerns immediately.
- ☐ All child protection concerns and complaints will be dealt with in strictest confidence.
- ☐ All staff, Trustees and contractors will sign the Declaration of Criminal Convictions (Annex 3 to this Policy)

What FWCC will do to minimise and manage risk

- ☐ FWCC will require all its contractors to sign an Agreement outlining child protection responsibilities, which include having their own child protection policy or complying with the FWCC Child Protection Policy.
- ☐ All individual employees of partners and contractors who work on FWCC premises or work at other locations on behalf of/in relation to FWCC programs will be required to sign the FWCC Child Protection Code of Conduct and undergo child protection awareness training.
- ☐ FWCC aims to promote Child Protection and Protection of Children's Rights as a component of all program activities. Programs will aim to work directly and indirectly to reduce the risk children face, and those activities will be annexed in the monitoring and evaluation process.

Use of Children's Images

- ☐ FWCC will material will at all times portray children in a respectful, appropriate and consensual manner. Guidelines on the use of children's images are included in Annex 1 Child Protection Code of Conduct.

Child Protection Reporting Process

- ☐ FWCC will make a formal enquiry into any complaint (s) of non compliance with this policy by FWCC staff and others according to the following procedures:
- ☐ The Coordinator (and in her absence, the Deputy Coordinator) is to be informed immediately.
- ☐ The Coordinator is to enquire into the allegations as a matter of priority.
- ☐ The employee concerned is to be informed when appropriate of the findings of the enquiry.
- ☐ The employee concerned shall be given an opportunity to answer the findings of the enquiry.
- ☐ If any allegations are proven after the enquiry, the employee shall be dealt with in accordance with the Disciplinary Policy. Penalties include termination.
- ☐ FWCC shall inform DFAT's Child Protection Compliance Section if any FWCC employee, or Other or DFAT funded personnel are involved in any incident or allegations of child abuse or child exploitation; or accused of, charged with or arrested for or convicted of criminal offences relating to child exploitation or abuse.

ANNEX 1

Fiji Women's Crisis Centre

Child Protection Code of Conduct

I, _____ acknowledge that I have read and understand FWCC's Child Protection Policy and Code of Conduct, January 2014, and agree that in the course of my association with FWCC, I must:

- ☐ Treat children with respect regardless of race, colour, gender, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- ☐ Not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, de-meaning or culturally inappropriate.
- ☐ Not engage children under the age of 18 in any form of sexual intercourse or sexual activity, including paying for sexual services or acts.
- ☐ Wherever possible, ensure that another adult is present when working in the proximity of children.
- ☐ Not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger.
- ☐ Not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible.
- ☐ Use any computers, mobile phones, video cameras, cameras or social media appropriately, and never to exploit or harass children or access child exploitation material through any medium.
- ☐ Not use physical punishment on children.
- ☐ Not hire children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury.
- ☐ Comply with all relevant legislation, including labour laws in relation to child labour.
- ☐ Immediately report concerns or allegations of child exploitation and abuse and policy non-compliance in accordance with appropriate procedures.
- ☐ Immediately disclose all charges, convictions and other outcomes of an offence, which occurred before or occurs during my association with FWCC that relate to child exploitation and abuse.

When photographing or filming a child or using children's images for work-related purposes, I must:

- ☐ Assess and endeavour to comply with local traditions or restrictions for reproducing personal images before photographing or filming a child.
- ☐ Obtain informed consent from the child and parent or guardian of the child before photographing or filming a child. As part of this I must explain how the photograph or film will be used.
- ☐ Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
- ☐ Ensure images are honest representations of the context and the facts.
- ☐ Ensure file labels, Meta data or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form.
- ☐ I understand that the onus is on me, as a person associated with the Fiji Women's Crisis Centre, to use common sense and avoid actions or behaviours that could be constructed as child exploitation and abuse.

Signed:.....

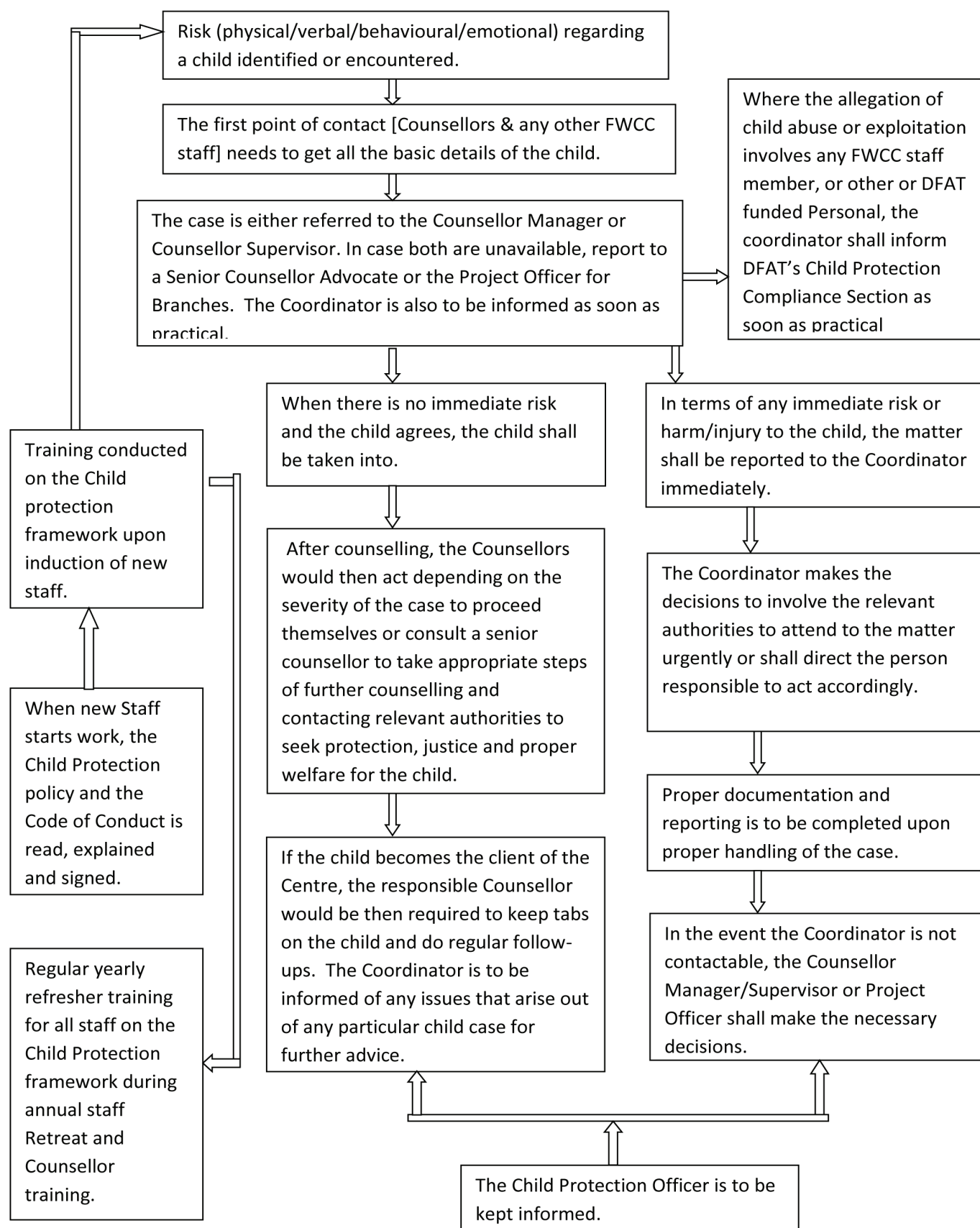
Date:.....

ANNEX 2

Fiji Women's Crisis Centre

Child Protection Reporting Framework

FWCC Child Protection Reporting Framework (diagram)



ANNEX 3

Declaration of Criminal Convictions (for all staff)

Do you have a prosecution pending or have you ever been convicted, bound over or cautioned by the police or received a formal reprimand or final warning for any offences, including road traffic offences, etc in Fiji or overseas?

Yes:

No:

If yes, please provide details and declare any previous investigations or allegations made against you. This will be kept confidential by FWCC and the Coordinator will assess whether this poses any risk in relation to child protection.

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I declare that the information that I have given is complete and true and understand that knowingly to make a false statement may result in termination of any agreement held between myself and FWCC.

Signed:

Name:

Date:

DISCIPLINARY POLICY

This Policy provides for the procedure to be used by the FWCC when an employee's attendance, or personal or professional conduct becomes deficient or unsatisfactory. The Policy also provides for the various disciplinary actions which may be imposed by FWCC depending on the severity of the situation.

Scope

This Policy applies to all FWCC employees, and covers all situations where FWCC management reasonably believes that the employee concerned has breached required levels of conduct and/or policy.

Examples of conduct which may lead to disciplinary action include, but are not limited to:

- Insubordination, such as refusal to follow reasonable directions of a supervisor/manager in a job-related matter.
- Breach of the FWCC Code of Conduct and any Policy, including the Child Protection Policy.
- Theft or embezzlement
- Misuse or unauthorized use of another employee's property or the Centre's property, including the willful or negligent destruction of such property.
- Intentional misrepresentation or omission of personal background or experience information at the time of initial employment, or the falsification of Centre documents or records.
- Failure to call in or report for work.
- Excessive absenteeism or tardiness.
- Dishonest or fraudulent acts.
- Misappropriation or deliberate misuse or mishandling of monies, securities, records, files, or documents of the Centre
- Unsatisfactory job performance; failure to perform job duties; inability to perform assigned duties.
- Possession of unauthorized firearms or weapons on Centre premises.
- Permitting, assisting, or conspiring with anyone else to violate the Centre's security rules, or providing others with information that could endanger Centre security.
- Assault on another employee or client on Centre property.
- Divulging client confidential information outside of the Centre or confidential employee information internally.
- Unauthorized, misrepresented, or improper use of any type of leave.
- Misrepresentations purportedly made on behalf of the Centre.
- Action in contradiction to feminist principles and beliefs.
- Any actions or activities which bring the Centre into disrepute.

Disciplinary Structure

All Disciplinary matters shall be dealt with by a Disciplinary sub-committee of the Management Committee, comprising of the Coordinator, the Deputy Coordinator and three other senior members (including the Counsellor Supervisor). The quorum of the committee shall be 2, which must include either the Coordinator or Deputy Coordinator.

Where the Disciplinary Committee is meeting in respect of a counsellor, the Disciplinary Committee must include the Counsellor Supervisor. (unless the complaint also involves the Counsellor Supervisor, in which case the Coordinators presence shall be sufficient)

The Coordinator (and in her absence, the Deputy Coordinator) shall chair each meeting. The Deputy Coordinator shall be the secretary of the Disciplinary Committee, and shall keep minutes of each meeting. In the event that the Deputy Coordinator is absent from a meeting, the Coordinator shall appoint a secretary for the meeting from the other members of the Committee.

Appeals from the Disciplinary Committee shall be to the Board of Trustees. The Board of Trustees may designate all or any of their members to hear an appeal.

Procedure

1. Complaint (either external or internal) is received by the Coordinator.
2. A complaint file is created.
3. A notice is issued to the employee specifying the nature of the complaint and a date for a disciplinary hearing to discuss the complaint. The Notice of Complaint must allow the employee time to make written response if she or he desires, before the disciplinary hearing, and her or his right to have a representative present at the meeting.
4. The Disciplinary Committee should have a preliminary meeting before the hearing, and make any enquiries it considers necessary regarding the complaint, including obtaining statements from the complainant and other persons with information.
5. At the Disciplinary Hearing, the complaint shall be put to the employee, and the employee shall be provided with the

- opportunity to respond to all allegations.
6. The employee shall also be given the opportunity to mitigate on her or his behalf.
 7. The Secretary of the Committee shall minute all discussions.
 8. After hearing all the submissions, the committee shall adjourn to make a decision. The decision shall be made within 7 days of the Hearing.
 9. Once a decision has been made, the committee shall advise the employee of the decision in writing. The decision shall include details of the complaint, the factors considered, the factors considered in mitigation and the action to be taken.
 10. If the employee is not satisfied with the decision, the employee may appeal to the Board of Trustees by advising the committee in writing of her or his intention to appeal
 11. The secretary of the committee shall forward the Notice of Appeal to the Board of Trustees, together with the record of the Complaint, copies of all statements and reports, the minutes of the hearing and any other meetings, a copy of the decision and any other documents in the Complaints file.
 12. The Trustees, or a Trustee appointed by the Board for that purpose shall specify a date for hearing of the Appeal and advise the Secretary of the Committee.
 13. The Secretary shall then notify the employee, in writing, of the hearing of the appeal.
 14. On the appointed date, the employee shall attend at the appeal hearing before the Trustee (s) and shall submit her or his appeal. After hearing the submissions and considering all the material, the Trustee(s) shall make a decision. The decision shall be made within 7 days of the appeal hearing.
 15. The Trustee shall provide a copy of her or his decision to the Secretary of the Committee who shall then forward it to the employee
 16. If the employee is not satisfied with the decision, the employee may then seek redress from the Employment Tribunal.

Disciplinary Action which may be taken:

The disciplinary action taken against an employee in any particular case depends on the type of breach/conduct, the severity of the breach, the consequences of the breach/conduct, any previous such conduct by the employee, the circumstances of the offending, the mitigation offered by the employee and any other factors deemed necessary.

Types of disciplinary actions which may be taken include:

- Counseling
- Warning letter
- Suspension without pay
- Demotion
- Reassignment of role and responsibilities
- Reduction in pay or benefits
- Termination of employment with notice
- Summary Dismissal

Matters to be taken into Consideration in Mitigation

- The employee's record with the Centre, previous good performance and conduct.
- Years of service
- All circumstances leading to the conduct/breach
- Contrition shown by the employee and apology made
- Co-operation with the disciplinary process and investigation
- Willingness to accept responsibilityAny other factors

Principles

The Disciplinary Process has been formulated to provide natural justice and fairness to employees. The employee shall have a right to be heard and make her or his views and opinions known at all stages of the process.

The employee may be accompanied to all disciplinary hearings by a person of her/his choice, (including but not limited to a union rep or a lawyer)

The investigation, discussions, and meeting contents concerning matters brought forth under this procedure will be treated as confidential.

Any employee who is found to have engaged in activity which constitutes a criminal act may, in addition to being subject to the FWCC's disciplinary process, be prosecuted to the full extent of the law. Under current FWCC funding arrangements there is a 'Zero Tolerance' on misuse or abuse of funds, therefore the FWCC is required to refer any matter relating to misuse of Centre funds to the Police for full and proper investigation. Any breach of the Child Protection Policy which involves an allegation of child abuse or child exploitation will also be referred to the Police.

EMPLOYMENT CHECKS POLICY

The sensitive and confidential nature of the work carried out by the FWCC requires that employees of the FWCC are responsible persons of integrity and sound ethical values.

FWCC is a child safe organisation and all employees are required to be persons of good character and display appropriate behaviour when dealing with children.

In order to determine suitability for a position, employees shall be required to undergo employment checks relating to criminal history, financial stability and any other circumstances deemed necessary by FWCC management.

Checks shall commence post interview and may continue after the new employee commences work at the FWCC. All new employees shall be required to consent to such employment checks either during the interview process or at a later date, and all offers of employment shall be subject to and conditional upon the satisfactory conclusion of employment checks. Potential employees will be required to sign any forms or consents required to enable the FWCC to carry out all required employment checks.

In the event that an offer of employment is deemed to be unconditional, FWCC reserves the right to summarily dismiss a new employee upon receipt of an unsatisfactory employment check, whether within or outside the Probation period.

Medical Examination

A new employee must inform the FWCC if she or he has any medical condition which may reasonably be expected to impact upon her or his ability to carry out the duties of her or his role. In such instances, or where Management believes on reasonable grounds that an employee has a medical condition which materially impacts her or his ability to carry out the requirements of her or his role, the FWCC may require the employee to undergo medical tests.

Police Clearance

Employment is subject to police clearance from the Fiji Police, the employee's country of origin (if other than Fiji) and any other country in which the employee has resided for a period of more than 12 months.

An employee may be summarily dismissed if criminal checks reveal an adverse criminal record for any offences other than summary or traffic offences.

Credit Check

Employees may be required to undergo credit checks in Fiji, the employee's country of origin (if other than Fiji) and any other country in which the employee has resided for a period of more than 12 months. If a credit check is required, prospective employees will be advised of this during the interview process.

Reference Checks

The FWCC may, at its discretion, carry out checks of an employee's references, and may also contact persons other than those noted as referees in order to gain an understanding of the employee's abilities and experience.

Suitability to Work With Children

The FWCC shall, as part of its commitment to ensuring a safe environment for children and preventing child abuse, carry out police checks to ensure that an employee is not a safety risk to children.

An employee will be summarily dismissed if criminal checks reveal an adverse criminal record for any offences against children or any offences related to the exploitation of children in any way whatsoever.

All interviewees shall be required to complete the Disclosure Request Form (Annex 1 to this Policy)

Qualifications And Membership Of Professional Bodies

Where an Employee represents herself or himself as having qualifications and memberships of professional bodies, the employee shall consent to the FWCC contacting the institutions bestowing the stated qualifications and the stated Professional organization to ascertain the veracity of the same.

Any employee found to have misrepresented qualifications shall be dismissed from employment with immediate effect.

ANNEX 1

DISCLOSURE REQUEST FORM

INTERVIEWEE:

INTERVIEWER:

POSITION:

DATE:

The FWCC is a child safe organisation, committed to the safety and well-being of all children. FWCC takes its duty of care to children seriously, and aims at all times to provide the safest possible environment for children.

As part of its commitment to child safety, FWCC is required to ensure that it does not engage any employees who have any history of exploiting children, or who display characteristics of behaviour which could pose a risk to children. Your answers to the following questions will allow us to assess your suitability to work in an environment which includes contact with children. Your answers will be recorded on this form.

1. Have you ever been charged with any offences against children and/or any offences relating to the exploitation of children (for example - employing children as labourers etc), in Fiji or overseas.

2. If yes, what was the outcome of the charge?

Signature of Interviewer:

Date:

INFORMATION SYSTEMS SECURITY - APPROPRIATE USE POLICY

The FWCC provides computer tools and facilities such as computer applications, internet and e-mail access to enable employees to carry out their duties and to facilitate business communication within and external to the FWCC. This Policy governs the use of computers, computer applications, internet and e-mail by FWCC employees to protect the FWCC, employees and clients from misuse or potentially damaging activities.

A breach of this policy is considered to be a serious matter and could lead to disciplinary action being taken, including dismissal.

Access Must Be Authorised

You must not access or attempt to access information and/or systems which you are not authorised to access (you must get authorisation first). If you have authorisation to access client or personal information you may only access the information necessary to perform your role and you must protect the confidentiality of the information accessed.

Monitoring Of Use

All material produced, obtained or accessed via the FWCC's computer systems (including e-mail and Internet) falls within the scope of this policy. Any material produced, obtained or accessed on home computer systems or other systems where the material relates to the FWCC is also covered. This extends to Internet access from laptops or other remote locations using company facilities or login accounts.

The FWCC has the right to access and monitor all information stored on computer systems and media. The FWCC will choose to exercise this right if, for example, we have reason to believe that computer systems (including e-mail and Internet) are being misused or abused or if any internal auditing process highlights any misuse.

Sabotage and or destruction of Hardware and Software

The sabotage or willful destruction of any program file, statistics, equipment, media, or document is absolutely prohibited and will result in termination of employment and/or prosecution to the fullest extent of the law.

Offensive Communications/Material

The FWCC has an obligation to provide its employees with a safe working environment, one that is free from harassment of one employee by another. We require that employees act with integrity and this includes the nature of the materials that we access by tools such as email or the Internet. It is therefore important that we recognise that what one may consider amusing or entertaining is distasteful or offensive to another, and show respect to one another.

Company computer equipment, email or Internet is, therefore, not to be used to create, send, receive, forward, store, access, download or distribute communications, links, programmes or material for any illegal or wrongful purposes including those that could be reasonably considered offensive, objectionable, inflammatory, defamatory, fraudulent, discriminatory or harassing in nature. This includes, but is not limited to, materials which are sexist, racist, which exploit or degrade people or animals, are violent or contain pornography or cruelty in any form. In particular, this includes any material to which exposure would constitute sexual harassment under the Employment Relations Promulgation.

The use of company computer equipment, email or Internet to create, send, receive, forward, store, access, download or distribute communications, links, programs or material which violate the Child Protection Policy is strictly prohibited and any violations shall result in immediate disciplinary action, and where the violation constitutes a criminal offence pursuant to the Crimes Decree 2009 (and any amendments thereafter), shall result in an immediate complaint to Police.

Filtering and Blocking

The FWCC reserves and exercises the right to:

- ☐ Decline to accept e-mail arriving from specified sources or containing specified types of information.
- ☐ Impose limitations on what may be sent to specified external e-mail addresses.
- ☐ Block access to specified internet sites.

FWCC's Reputation

All e-mail sent or social media postings made by an employee on behalf of the FWCC can significantly impact the FWCC's reputation. You must therefore ensure that all reasonable precautions are taken to ensure that your activities do not threaten the FWCC's reputation or expose the FWCC to any form of litigation, including that covering advertising, copyright, libel, health and safety, defamation and harassment. You must also ensure that your use of computer/e-mail/Internet systems does not violate the privacy and rights of others.

PC Software Configuration

Only trusted and approved software may be installed on FWCC computer equipment. You must not download and/or install any software sourced via the Internet or elsewhere without prior consent obtained from Management.

Email Use – What You Can And Can't Do

You can use the e-mail facility for occasional personal use. Personal use of e-mail is a privilege, not a right. Inappropriate use will result in access being withdrawn. The following conditions apply to the occasional personal use of email:

- ☐ Excessive usage during work hours will result in the facility being withdrawn;
- ☐ You are not permitted to create, distribute (forward or display) non work related attachments;
- ☐ The standard policies for work-related use outlined in this document must be adhered to.
- ☐ You are not permitted to forward attachments that are not work-related and you are not to distribute chain letters or other pyramid selling or advertising schemes via e-mail.
- ☐ If you receive an inappropriate email contact your manager.

You are not to use another person's computer or e-mail address for unethical purposes. This includes, but is not limited to, sending email from another user's email address or impersonating another user or individual.

You are not to use FWCC facilities to distribute political material or propaganda.

Appropriate language and format must be used. You are not to send inappropriate responses to e-mails received. Remember that the instant nature of e-mails makes it possible to send responses that are ill-considered. You are required to consider the content before sending messages / responses. Care should be taken to ensure that e-mail messages (internally and externally) are appropriately addressed.

Internet Use – What You Can And Can't Do

Access to the Internet is for business purposes only, but personal access will be permitted for development purposes. Personal use must comply with this policy. Inappropriate personal use, including violation of this policy may result in cancellation of this privilege.

You are not to use the Internet to access "online chat rooms" or similar messaging facilities, except for work purposes.

You are not to use the Internet for the purposes of storing files in, or retrieving files from, third party "free" information storage sites.

You are not to use the e-mail and internet facility to create and/or forward any non-work related material to either another employee or any external individual or organisation.

You are not to use the FWCC's name for anything other than management approved business activities. This prohibition includes any activity which involves entering a FWCC e-mail address into any form provided at an external web site.

You are not to install any browser "plug-ins" without approval from Management.

You are not to permit other people to use your login account to access the Internet facility.

You may access social media for work purposes and for limited personal use.

Protection of Information on Computers

You must ensure that confidential information is protected when you are working on your computer. You must be mindful of who can see the displayed information on your computer monitor and must ensure that files are closed if you leave your desk/.

Personal Telephone calls

Employees are requested to restrict personal use of the telephones to only necessary calls (both incoming and outgoing), which are to be kept to a minimum. The Centre's telephone capacity is limited, and it is paramount that lines are free and accessible for clients in need of our service. Inter-office telephones should only be used for business.

Personal long-distance calls must be kept to a minimum, and the cost for any such calls is to be charged to the employee's home telephone or calling card. Under no circumstances are personal long-distance calls to be charged to the Centre.

Use of Personal Mobile Phones is strictly prohibited during working hours, except in emergencies.

Personal Mail And Correspondence

For legal reasons, Centre's stationery is not to be used for personal correspondence. Also, employees must not use the Centre letter head, business cards or stationery bearing the Centre's name except those furnished to them by the Centre.

If it is necessary to send personal mail through the Centre's facilities, the employee is responsible for including postage prior to mailing. The Centre's postage meter (franking machine) is not to be used for personal mail.

Updates On Policy

This policy will be updated from time to time to ensure it remains current with IT changes and changing business practices. Such updates will usually be notified in the form of a general email. You are required to ensure you take note of any changes notified.

RECRUITMENT POLICY

Key assessment of future local economic and employment conditions is important in providing an intake flow which meets both staffing needs and the requirement that the cost of staff be contained. The FWCC aims to recruit staff of good character and potential in relation to the nature of our work.

This Policy standardizes recruitment procedure across all FWCC branches.

Procedure

- ☐ Recruitment shall be carried out by the Coordinator and a Recruitment Sub- committee.
- ☐ The Coordinator and/or Deputy Coordinator shall consider whether a role is available to be filled, either through an existing position becoming vacant, or the identification of a new role to be created.
- ☐ Once a role is identified for recruitment, candidates may be selected through both an advertisement process and by consideration of pre-existing applications received by the FWCC.
- ☐ All advertisements shall contain wording to the effect that “*The Fiji Women’s Crisis Centre is a child safe organisation and all employees will be required to undergo police checks*”(see [Child Protection Framework](#))
- ☐ All applications received shall be considered by a Recruitment sub-committee consisting of the Coordinator and/or Deputy Coordinator and occasionally the Trustees, and senior staff from relevant departments. The subcommittee shall consider all applications fairly and draw up a short list for interviews.
- ☐ All short listed candidates shall be interviewed by a Panel made up of some of the members of the subcommittee. The Coordinator and/or Deputy Coordinator shall sit on all interview panels.
- ☐ Due consideration shall be given to the following matters when assessing candidates:
 - Satisfactory appearance, speech and manner
 - Qualifications and expectations
 - Applicants must have at least the Centre’s minimum educational requirement
 - Examine school reports critically to ensure that academic progress, behavior, attitudes, and attendance records have been satisfactory throughout secondary education.
 - Determine reasons for repeating one or more year’s studies.
 - Abilities, motivation, and temperament
 - They should show a keen desire to pursue a successful long-term career with FWCC
 - Explore applicant’s long term career aspirations and explain to them the type of work involved and the standard of effort expected.
 - Desirable personal attributes including the ability to establish a good relationship with other people, to accept responsibility and to play an active role in the Centre’s future.
- ☐ Aptitude tests may also be carried out if considered necessary.
- ☐ Behavioral questions should be asked at the interview to determine the candidates attitude towards children and their suitability for working with children. (see [Child Protection Policy](#))
- ☐ All candidates should also be asked whether they have ever been charged with offences against children and the answers shall be recorded in the Disclosure Request Form (see [Employment Checks Policy](#) and [Child Protection Framework](#))
- ☐ All short-listed candidates should be asked to complete an application for Police Clearance form, and this should then be sent to the Police to ascertain the criminal history (if any) of the candidates.

- ☐ Once an applicant has been selected, an offer of employment shall be made subject to satisfactory employment checks (see Employment Checks Policy).
- ☐ If the employee accepts the offer, an Employment Contract must be issued to the employee and signed prior to commencement of duties.
- ☐ The Employment Contract should be accompanied by the Policy Manual; a Acknowledgement Form to the Manual; the Child Protection Manual and the Child Protection Code of Conduct. The new employee shall be provided with training/orientation on the contents of the Policy Manual and the Child Protection Manual within the first two weeks of commencing employment. After the orientation training has concluded, the employee shall be required to sign the Acknowledgment and the Child Protection Code of Conduct, and to forward the same to the Office Manager.
- ☐ The following self-explanatory forms are to completed prior to or on the first day of commencement of employment and forwarded to the Coordinator.
 - Employees Tax Deduction Declaration form
 - FNPF New Membership Registration (for new members only) – FNPF 3
- ☐ Once the employee commences employment, and upon satisfactory completion of the probation period, a letter shall be issued advising that the employee is confirmed in her or his position for the term identified in the individual employment contract.

Guidelines

The following guidelines apply

- ☐ Hiring the best person for the job according to the requirements of the position. Applicants for vacancies will be considered on the basis of individual skills, abilities, qualifications, potential and job performance.
- ☐ The Coordinator is responsible for ensuring that the most suitable candidates are recruited and for exercising firm control over the recruitment process. The Coordinator must also ensure that the overall recruitment program is conducted efficiently and effectively and Recruitment standards are uniform.
- ☐ The FWCC is responsible for all fees incurred during employment checks. In the case, where new recruit is found guilty of false declaration, he or she shall have their employment terminated without notice.
- ☐ A letter of contract must be signed prior to commencement of duties.
- ☐ Existing and new employees whose names are registered on our payroll must be identical to the names as noted in their respective birth certificates. All existing employees are now required to provide a copy of their birth certificates so that their payroll names are exactly the same as the birth certificate names. A copy of the birth certificate must be retained in the employees file. In the event the employee name has changed, unless a copy of the Deed of Poll signifying the change is provided, the payroll name will remain as noted on the birth certificate. All new employees are to be advised that they must provide a copy of their birth certificate on the day they commence employment.
- ☐ For each individual employee, a Staff Record Folder will be maintained at the Administrative Department. This folder shall include such information as the employee's application for employment, verification of references, payroll data, performance evaluation, achievements, etc. The folder shall also contain employees Disclosure Request Forms and Police clearance certificates.

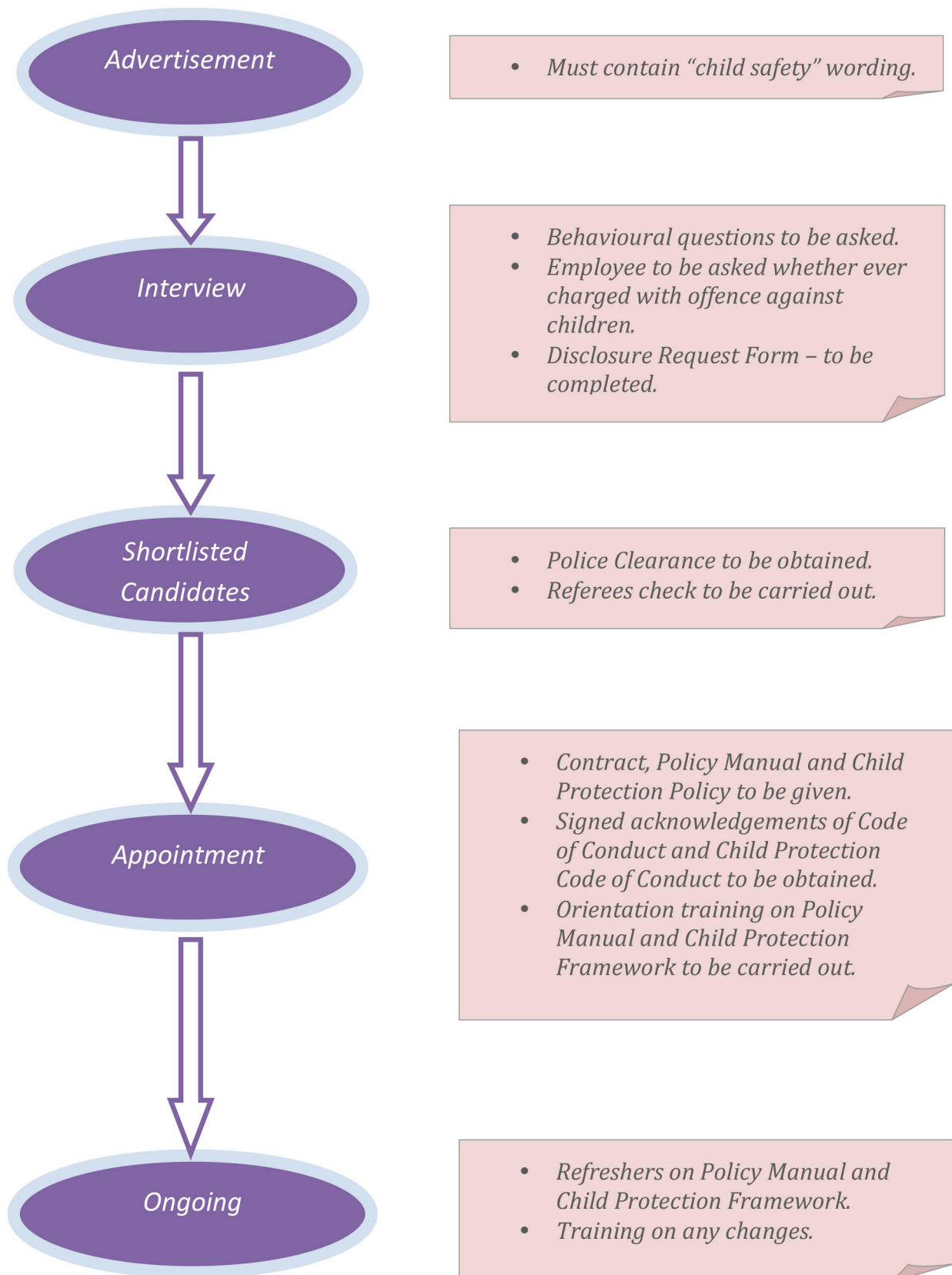
Probation Period

- ☐ New employees are provided an introductory work period (probationary period) to determine if they satisfactorily meet job expectations. Unless a probation period is specified in an employee's individual employment contract, the probation period shall be three months.

- ☐ The probation period may be reduced or extended depending on the employee's performance.
- ☐ This introductory period allows for the new employee to demonstrate the skill for the job to which she/he is assigned, and to maintain and improve those skills. A reasonable effort is made to assist the employee, but the final responsibility for demonstrating competence rests with the employee.
- ☐ Mere technical skill, however, is not sufficient to be successful; a person must be able to work cooperatively with others, adjust to change, and contribute to the success and profitability of the Centre.
- ☐ The introductory period also allows time for the new employee to demonstrate and maintain good work habits, a positive attitude, and commitment to the job necessary for continued employment.
- ☐ At the end of the three months introductory period, the new employee's performance will be reviewed by his/her supervisor to determine suitability for continued employment.
- ☐ For record purposes, service with the Centre is calculated from the actual date of hire.
- ☐ This introductory period will be with pay subject to review, as these are a reflection of the employee's commitment to the new job.
- ☐ Absences during the introductory period will be on pro-rata basis, and closely monitored, as these are a reflection of the employee's commitment to his/her new job.

HUMAN RESOURCES/ADMIN
CHILD PROTECTION POLICY COMPLIANCE PROCEDURES

RECRUITMENT PROCESS STRUCTURE



EMPLOYEE FILE CHECKLIST
(FOR COMPLIANCE WITH CHILD PROTECTION FRAMEWORK)

FOR ALL EMPLOYEES

1. Signed Acknowledgement of reading and understanding Employee Code of Conduct and Policy Manual.
2. Signed Acknowledgement of reading and understanding Child Protection Code of Conduct (copy in Child Protection Risk Folder).
3. Signed Acknowledgement of having received revised policies and Child Protection Framework.

FOR ALL NEW APPOINTEES

1. Signed Acknowledgement of reading and understanding Employee Code of Conduct and Policy Manual (with all policies revised).
2. Signed Acknowledgement of reading and understanding Child Protection Code of Conduct (copy in Child Protection Risk Folder).
3. Signed Acknowledgement of having received Child Protection Framework.
4. Disclosure Request Form (copy in Child Protection Risk Folder)
5. Police Clearance
6. Notes on verbal reference checks

ADVERTISEMENTS

All advertisements for recruitments to include:

“FWCC is a child safe organisation and all employees will be required to undergo a Police check”

AT and POST INTERVIEW

1. Behavioural based interview questions to be included.
2. Answers to be documented in the interview form. Successful candidates form to be included in Employee File.
2. Interviewee to be asked whether she/he has ever been charged with any offences against children or related to the exploitation of children.
3. Answer to be documented in the Disclosure Request Form (Annexure to the Employment Checks Policy). Successful candidates form to be included in Employee File.
4. 'Police clearance forms to be submitted for all Shortlisted Candidates. Successful candidates form to be included in Employee File.
5. Verbal reference checks to be carried out for all Shortlisted Candidates. Notes on reference checks for successful candidates to be included in Employee File.

HUMAN RESOURCES/ADMIN
CHILD PROTECTION POLICY TRAINING GUIDELINES

Fiji Women's Crisis Centre

Child Protection Awareness Training

Section 1

Understanding the issues

Definitions

- Who is a child?
- What does assault include?
- Ill-treatment
- Neglect

Section 2

Legislation

Child Welfare Decree

- What must be reported?
- Who must report?
- Who to?

Crimes Decree

- Sexual Offences Against Children
- Other offences

Domestic Violence Decree

- Protection Orders
- How can children be protected?

Section 3

Agencies

Police

- Role
- Responsibilities

Social Welfare

- Role
- Responsibilities

Section 4

FWCC Policies

Child Protection Policy

- What you must do
- Employee Responsibilities
- Identifying and Reporting Risk of Harm - Reporting Framework
- Reporting allegations about the conduct of employees
- What is reportable?
- What is not reportable?

Child Protection Code of Conduct

- Your responsibilities
- What you must do
- What you must NOT do

Other Policies which impact on Child Protection

- Recruitment Policy
- Employment Checks Policy
- Disciplinary Policy

Implementation Plan	Actions	By whom	By when	Support/resource needs
Drafting/Reviewing Child Protection Policy and Code of conduct	Review and amend Policies - DONE Further reviews as per Framework - (Pg 4)	CPO/Legal	June 2014	Available in-house
Child Safe Recruitment Procedures <ul style="list-style-type: none"> - criminal record checks - verbal referee checks - interview questions 	At each recruitment (Recruitment Policy)	HR	At recruitment	Available in-house

Employment contracts	For each finalized recruitment	HR	Prior to commencement of work	Available in-house
Dissemination/awareness of the policy	For each new employee –at recruitment All staff – annually (Pg 9) and when changes made	Legal/HR	When required Annual training	Available in-house

Risk Assessments	At recruitment – Recruitment Policy Ongoing – audit of IT use, management assessments,	HR CPO, Management	As required Ongoing	Available in-house
Use of children images for work related purposes	Child Protection Code of Conduct (Pg 8)	All staff CPO	Ongoing	Available in-house

IT usage	Information Systems Security Appropriate Use Policy (Pg 14)	All staff IT/CPO	Ongoing	Available in-house
Working with Partners	Consultancy Agreements to contain requirements to adhere to Child Protection standards (Pg 6) and training on FWCC Child Protection requirements.	Legal/HR	At engagement of consultants	Available in-house
Local Mapping	Local legislation consulted and incorporated - DONE.	Legal		

