

Purpose

Centre For Social Action (CSA) is determined to ensure that all necessary steps are taken to protect children from harm and/or any other impairment and/or damage that affect children. This policy establishes CSA's position, role and responsibilities and clarifies what is expected from everybody involved with CSA. It clearly highlights and emphasizes the importance placed by CSA in the protection of children. CSA wants to give children the opportunity to develop into strong, secure and responsible human beings.

The UN Convention on the Rights of the Child (UNCRC) constitutes the guiding principle for CSA and the definitions and principles of the UNCRC also provide the basis for this policy.

Definitions

Child: For the purposes of this policy, a "child" is defined as anyone under the age of 18, in line with the UN Convention on the Rights of the Child.

Abuse and neglect: They are forms of maltreatment of a child. Somebody may abuse or neglect a child either directly by inflicting harm, or indirectly, by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them; or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children. There are five types of child abuse (*Also see Annexure I – Recognizing Signs of Abuse*).

1. ***Physical abuse:*** May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or a guardian fabricates the symptoms of, or deliberately induces illness in a child.
2. ***Emotional Abuse:*** The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
3. ***Sexual Abuse:*** Involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact including both penetrative or nonpenetrative acts such as kissing, touching or fondling the child's genitals or breasts, vaginal or anal intercourse or oral sex. They may include noncontact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.



4. **Neglect:** Is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing; shelter, including exclusion from home or abandonment; failing to protect a child from physical and emotional harm or danger; failure to ensure adequate supervision including the use of inadequate caretakers; or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
5. **Bullying:** May be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group). The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children to the extent that it affects their health and development or, at the extreme, cause them significant harm (including self-harm). All settings in which children are provided with services or are living away from home should have in place rigorously enforced anti-bullying strategies.

Child protection: A broad term to describe philosophies, policies, standards, guidelines and procedures to protect children from both intentional and unintentional harm. In the current context, it applies particularly to the duty of organisations - and individuals associated with those organisations - towards children in their care. 'Child protection' is a term used by many organisations for the work and programmes they undertake in the community or broader social environment. This may lead to confusion when discussing the child protection responsibilities and issues involved in managing an organisation. This policy is about organisational child protection – i.e. building a 'child-safe organisation.'

Direct contact with children: Being in the physical presence of a child or children in the context of the organisation's work, whether contact is occasional or regular, short or long term. This could involve delivering talks to schools, activities with a children's group, this could also involve project / site visits and attending conferences at which children are also present. [N.B. this list of examples is not exhaustive].

Indirect contact with children: Examples include, having access to information on children in the context of the organisation's work, such as children's names, locations (addresses of individuals or projects), photographs and case studies; providing funding for organisations that work 'directly' with children. Albeit indirectly, this nonetheless has an impact on children, and therefore confers upon the donor organisation responsibility for child protection issues. [N.B. this list of examples is not exhaustive].

Policy: 'A statement of intent that demonstrates a commitment to safeguard children from harm and makes clear to all what is required in relation to the protection of children. It helps to create a safe and positive environment for children and to show that the organisation is taking its duty and responsibility of care seriously.'



Scope of this policy

The Child Protection Policy applies to everyone working for or associated with CSA. It encompasses the whole of CSA without limitation:

1. Staff at all levels - in offices, in field or elsewhere
2. CSA Associates - Those who will be in contact or interacting with the children or are party to CSA's child sensitive data while working for or with CSA. These include board members, volunteers, interns, community volunteers, sponsors, consultants, contractors, the staff and / or representatives of partner organizations and local governments.
3. CSA Visitors – (e.g. donors, journalists, media, researchers, celebrities, staff family members, etc.) who may come into contact with children through CSA are also bound by this policy.

The responsibility for managing and reviewing this policy in relation to the work lies with the Director of CSA and the designated Child Protection Officer. The responsibility for managing and reviewing this policy in relation to activities undertaken by members on behalf of CSA lies with both the Director and members.

The Child Protection Policy identifies procedures to follow that include the following scenarios:

- Safeguarding children working in the CSA's offices (as volunteers or interns) or children present in the offices for other reasons (such as the beneficiaries, children of staff members, etc.);
- Safeguarding children at events in which CSA staff (for the purpose of the Policy to also include volunteers, interns and Board members) participate; and
- Reporting allegations of abuse made to CSA staff by telephone, email, and letter or in person.



General Principles to be observed by all those who are associated with CSA

- Compliance with all relevant Indian and State Laws, together with the UN Conventions and Declarations, related to Children are obligatory for all those who are associated with CSA.
- It is mandatory to immediately report IN WRITING any concerns of Child abuse / violations of CSA Child Protection Policy, in accordance with appropriate procedures and in the proper format given in this document (See Annexure II – Reporting concerns of Child Abuse – Internal & External).
- No Child shall be discriminated on basis of age, behaviour, class, caste, cultural practice, disability, ethnicity, parentage, place of birth, race, religion, sex, and shall have the right to protection from abuse, exploitation, harm and ill-treatment.
- All actions, measures, decisions taken in relation to a Child shall be in a Child's best interest to ensure his or her safety and well-being, and physical, emotional, intellectual, social and moral development such that a Child is able to achieve optimum potential.
- All those associated with CSA shall not exercise any inappropriate behaviour towards children through speech, comments, gestures, jokes, pictures, books, films, photography, etc.
- Every Child shall have a right to express his or her views freely and without fear; and shall be given an opportunity to be heard in all matters concerning that child.

Specific Child Protection Guidelines for CSA

As an organisation that stands for Child Rights, CSA and its members have a moral and legal obligation to ensure that the children with whom we work or have an impact upon are safe. The way in which staff, representatives and partners of CSA behave towards children during visits to CSA-funded projects is a manifestation of their commitment to protecting children from abuse and exploitation, both in practice and in respecting the rights and integrity of children. We are committed as an organisation to upholding the highest standards of behaviours in and outside of the work environment.

Hence all appointment letters / contracts / Partner-agreements will have a clause indicating their obligation to uphold the Child Protection Policy of CSA

The implementation of this policy and the guidelines outlined below should be based on a spirit of positive commitment at all times to the best interests of the child.

1. Personnel Recruitment

- All job interviews will specifically contain a question relating to the candidate's previous history and suitability of working directly or indirectly with children.
- All selected candidates will have to give a Written Undertaking (See Annexure III – Declaration form for all staff members)

2. Training

CSA will foster an environment within CSA to develop the necessary understanding to safeguard children. This shall include:

- New trustees, staff, consultants, interns and volunteers should receive a copy of the child protection policy along with their appointment letter. An interaction should be scheduled with the Director / Child Protection Officer of CSA within 15 days of taking up their position to clarify any doubts or concerns with regard to their responsibility in implementing the Child Protection Policy of CSA in letter and spirit.
- Ongoing Training programs for all staff, interns and volunteers which includes:
 - Familiarisation with the Child Protection Policy and procedures.
 - Opportunities to learn about the nature of abuse, the effects of abuse and how to recognise and respond to concerns about child abuse.
 - Information and support on who to contact in the event of any concerns about child protection issues.
 - How to handle information about children such as personal contact information, including their address, specific cases or incidents, or any other details of a child's personal life, etc. to fully understand what constitutes acceptable and unacceptable sharing of information regarding children.
 - Any other developments in the field of Child Rights



3. Child Protection Officer

All CSA staff and trustees will implement child protection policy. However, a person who is responsible for monitoring the implementation of the child protection policy will be appointed by the Director of CSA as the Child Protection Officer.

The responsibilities of the designated child protection officer will include;

- Promoting awareness of the policy throughout the organisation.
- Monitoring implementation of the policy and reporting to the Director of CSA on developments/concerns regarding the same.
- The development of child protection training resources as required.
- Maintaining knowledge of new developments, best practices and statutory requirements in the field of Child Protection and advising the Director of CSA regarding the same.

4. External visitors

- All external visitors must be accompanied at all times by staff from CSA or the partner organisation.
- No children who have participated in CSA supported projects should be put in direct contact with the media or donors, without the presence of CSA or partner staff.

5. Behaviour Protocols

- The Code of Conduct includes guidance on appropriate / expected standards of behaviour of adults towards children to protect any child from abuse.
- The Code of Conduct should be interpreted in a spirit of transparency and common sense, with the best interests of the child as the primary consideration.
- It is applicable to Trustees, Staff, Volunteers, Interns, Consultants, Contractors, Partner organisations, and all stakeholders of CSA.
- Where CSA or its partner organisations becomes involved in sustained work directly with children, they will work with the children themselves to separately develop a peer Code of Behaviour based on the CSA code of Conduct which should outline appropriate / expected standards of behaviour of children towards other children.

CSA Code of Conduct

1. All staff who are in contact with children MUST NEVER:

- Discriminate, prejudge or display oppressive behaviour or language in relation to: race, culture, age, gender, disability, religion, sexuality or political views;
- Spend time alone with children away from others;
- Develop physical/sexual/exploitative relationships with children under 18 years of age, regardless of local laws;
- Develop relationships with children under 18 years of age, which could in any way be deemed abusive or exploitative, regardless of local laws;
- Hold, kiss, hug or touch children in an inappropriate, sexually provocative or culturally insensitive manner;
- Do things of a personal nature which the child can do themselves such as toileting, bathing and dressing;
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive;
- Act in ways intended to shame, humiliate, belittle or degrade;
- Condone or participate in behaviour which is illegal, unsafe or abusive;
- Behave in a manner which is abusive, exploitative, inappropriate or sexually provocative;
- Seek to deliberately or intentionally support or develop any initiatives which contravene the rights of children as laid out in the UN Convention of the Rights of the Child.

This is not an exhaustive and exclusive list. The principles are, that staff and others should avoid actions or behaviour, which may constitute poor practice or potentially abusive behaviour.

2. It is important for all members, staff and others in contact with children to;

- Be aware of situations, which may present risks and take preventive steps to manage these with sensitivity and responsibility
- Plan and organise the work and the work place so as to minimize risks
- As far as possible, be visible in working with children
- Ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed
- Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged
- Talk to children about their contact with staff or others and encourage them to raise any concerns



- Empower children – discuss with them their rights, what is acceptable and unacceptable and what they can do if there is a problem.

3. Minimising risk situations:

- *Try to:* avoid placing yourself in a compromising or vulnerable position; be accompanied by a second adult whenever possible; meet with a child in a central, public location whenever possible; immediately send an email / written note to the Director of CSA or Child Protection Officer of CSA giving the circumstances of any situation which occurs which may be subject to misinterpretation; keep in mind that actions, no matter how well intended, are always subject to misinterpretation by a third party.

- *Try not to:* be alone with a single child, including in the following situations: in a car (no matter how short the journey); overnight (no matter where the accommodation); in your home or the home of a child. Do not show favouritism or spend excessive amounts of time / money with one child.

- Sexual behaviour:

Do not: engage in or allow sexually provocative games with children to take place; kiss, hug, fondle, rub, or touch a child in an inappropriate or culturally insensitive way; sleep in the same bed as a child; do things of a personal nature that a child could do for him / herself, including dressing, bathing, and grooming; encourage any crushes by a child.

- Physical behaviour:

Do: Even in cases of appropriate physical contact, such as holding hands, WAIT for it to be initiated by the child, except in situations where it is expected for adults to greet children by offering them their hand.

- Psychosocial behaviour:

Do: Be aware of the power balance between an adult and child and avoid taking any advantage this may provide; be aware that your presence with children will often be temporary and you should therefore avoid creating bonds with children which encourage emotional or psychological dependency: make it clear to children from the outset, in age-appropriate terms, that you will not be with them long-term.

Do not: use language that will mentally or emotionally harm any child; suggest inappropriate behaviour or relations or any kind; act in any way that intends to embarrass, shame, humiliate, or degrade a child; encourage any inappropriate attention-seeking behaviour, such as tantrums, by a child; show discrimination of race, culture, age, gender, disability, religion, sexuality, or political persuasion.

- Peer abuse:

Do: be aware of the potential for peer abuse; develop special measures / supervision to protect younger and especially vulnerable children; avoid placing children in high-risk peer situations (e.g. unsupervised mixing of older and younger children).

Do not: allow children to engage in sexually provocative games with each other.



- Physical environment:
Do: develop clear rules to address specific physical safety issues relative to the local physical environment of a project (e.g. for projects based near water, heavy road traffic, railway lines)
4. Communication:
- Every child has a right to be accurately represented through both words and images. The organisation's portrayal of each child must not be manipulated or sensationalized in any way. Children must be presented as human beings with their own identity and dignity preserved. Text and images included in any print, broadcast or electronic materials such as brochures, publications, reports, videos or websites should depict an accurate and balanced depiction of children and their circumstances. Sufficient information should be provided where possible as to their social, cultural and economic environment. Where children are indeed 'victims', the preservation of the child's dignity must nevertheless be preserved at all times. In these circumstances, 'before' and 'after' pictures are useful to depict a balance between victimisation and empowerment.
 - As far as possible, people [including children] should be able to give their own accounts rather than have people speak on their behalf, and people's [including children's] ability to take responsibility and action for themselves should be highlighted.
 - Avoid: Language and images that could possibly degrade, victimise or shame children; Making generalisations which do not accurately reflect the nature of the situation; Discrimination of any kind; Taking pictures out of context (e.g. pictures should be accompanied by an explanatory caption where possible).
 - In images, children should be appropriately clothed and not depicted in any poses that could be interpreted as sexually provocative.
 - Always ask permission from the child / children themselves before taking photographs or moving images except under exceptional circumstances, based on the child / children's best interests, where this might not be possible or desirable.
 - To the greatest extent possible, the organisation should acquire informed consent / the permission of the child, child's guardian and/or Partner Organisation responsible for the child in order to use the image for publicity, fundraising, awareness-raising or other purpose (which should be made clear to the consent-giver. See Annexure IV – Parental Consent Form).
 - CSA will ensure that all communication and publication material (both print and electronic) on children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (in form of face, name, case number, location etc.). Only group pictures of stakeholders will be used and if individual pictures are necessary they will be taken from stock images and will be accordingly acknowledged. Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.



- Photos and content available on the CSA website cannot be used for any purpose without acquiring written permission from CSA management.
5. All stakeholders will refrain from using the photos / data / videos of clients of CSA on their personal blogs, Facebook page etc. In case the stakeholder(s) requires the photos / videos for internal / external communication material, use may be permitted subject to approval by the senior management at CSA.
 6. Code of Conduct for Partner Organizations:
 - CSA will ensure that written agreements with partner organizations include a clause referring to child protection during any interaction with beneficiaries / stakeholders of CSA.
 - CSA will share its Child protection Policy with the partner organization at the beginning of the association and will encourage the partner organizations to have its own policy for protecting their own beneficiaries / Stakeholders. CSA will extend support to the partner organization in developing the child protection policy.

7. Reporting and reaction

There is a process for reporting and reacting to witnessed, suspected or alleged child abuse and/or violation of the Child Protection Policy which is made available to, and understood by, all staff, trustees, consultants, interns and volunteers. If CSA is working on a project, which involves sustained, direct contact with children, then the children themselves should be made aware, in a language and age appropriate way that they understand, what to do if they feel uncomfortable and want to report something. The process includes:

The guiding principle that the best interests of the child, the need to ensure the immediate physical and psychological safety of the child, and the desire to secure the best outcomes for the child should always govern decisions regarding what action should be taken in response to concerns. Child abuse disempowers children. CSA aims to empower children by allowing them to govern as much as possible, decisions regarding action that is taken in light of concerns or allegations.

Guidelines on dealing with allegations from a child that ensure that the child is treated with respect:

Allegations from a child

When a child informs you that he/she is uncomfortable or concerned with a specific person's (adult or child) behaviour towards them or another child, the following steps must be taken:

- Reassure them that they were right to report the behaviour.
- Listen carefully and calmly to them and ask questions to clarify the allegation so that you will be able to later report the incident correctly.
- During the conversation, try not to repeat the same questions to the child, as this gives the child the impression that they did not give correct information the first time and they are not fully believed.



- Do not promise secrecy to the child. Inform the child that you must report the incident or inappropriate behaviour as it is in their best interest.
- Take proper steps to ensure the physical safety and psychological well-being of the child. This may include referring them for medical treatment or to a psychologist.
- Make certain you distinguish between what the child has actually said and the inferences you may have made. Accuracy is paramount in this stage of the procedure.
- Do not permit personal doubt to prevent you from reporting the allegation to the proper supervisor.
- Let the child know what you are going to do next and that you will let them know what happens.

Guidelines on confidentiality and information sharing, which clarifies that the protection of the child is the most important consideration:

This includes a standardised system for reporting incidents, concerns and referrals and storing these securely. Records should be signed and dated. Records must be kept securely in a locked place to which access is restricted. CSA has a particular responsibility in maintaining the confidentiality of these records and must ensure that the records, or any information they contain, are made available only to relevant parties. The transfer of information – verbally, through the mail, electronically, etc. – should be done in such a way that confidentiality is maintained.

CSA must take appropriate steps within its power to protect the child / children in question from further harm. If your concerns involve immediate harm to a child, action must be taken without delay, as inaction may place the child in further danger. If you know any information about the maltreatment of a child, it is your responsibility to tell someone. All staff, trustees, consultants, interns and volunteers must therefore act immediately and report suspicions, however uncertain, to the designated person (or alternate designated person) in accordance with the organisation's reporting procedure.

In certain instances, there will be the obligation for CSA and its staff, trustees, consultants and others to report concerns to the appropriate external bodies. This will usually occur as a consequence of the reporting procedure. However, if urgent action is required in order to protect children then it may be prior to the reporting procedure.

Relevant contact details for child protection services, police, and helplines will be readily available and easily accessible to organisation representatives.



Procedure for reporting

1. Those directly associated with CSA (like Trustees, Staff, Volunteers, Interns, Partner-staff, Consultants, Community Volunteers, Sponsors, Contractors, etc.)

The following procedures will be followed in this process;

- a) Complaint in writing will be asked from the child / guardian of child who is affected by the act. The complaint should not be on instigation.
 - i. The disclosure has to be through a specific reporting format and the person providing information would be requested to provide as much detailed information as possible.
 - ii. The information should be kept confidential by the person reporting until the first level of oral investigation is completed.
- b) No complaint will be accepted from the co-staff or the field worker, though they may facilitate the Child / Guardian in the process.
- c) The complaint can be given to the Director or to the CPO; ideally it should be given within 3 days of the incident.
- d) An oral enquiry will be done of the particular staff by the Director or CPO or a delegated person, within 3 days of written complaint.
- e) Based on the oral enquiry, a written report should be sent to the Director / CPO within 3 days of enquiry.
- f) With the allegation quoted, the Director / CPO should ask for an explanation from the staff concerned (to attach a copy of the enquiry report), which should be done within 3 days. The letter seeking explanation should be attached with an acknowledgement and in receipt of the letter the staff should sign the acknowledgement. No other person shall receive the letter.
- g) A written explanation should be submitted to the Director within 3 days on receipt of allegation letter.
- h) If the Director / CPO is satisfied by the explanation, this will be communicated to the complainants. If the complainants do not wish to take up the matter further, either with the civil authorities, or with the Trustees of CSA / Archbishop of Bombay (Mumbai), then no action will be taken, but all the necessary documentation will be maintained.
- i) If the explanation is unsatisfactory, a second detailed enquiry will be done by a panel consisting of the Director, Child Protection Officer (CPO), and an external consultant within 10 days. In emergency situations, the panel will meet, enquire and decide on the complaint within 3 days.
- j) The decision taken by the panel will be sent to the Trust Board for final decision.



2. Outsiders, not associated directly with CSA

The following procedures will be followed in this process;

- a) Complaint in writing will be asked from the Child who is affected by the act. The complaint should not be on instigation
- b) The complaint will be given to the director or to the CPO in the within 3 days.
- c) An oral enquiry will be done by the CPO within three days of written complaint
- d) Necessary information will be collected and the case will be presented to the respective Child Welfare Committee (CWC) or police station for justice
- e) Efforts will be made to bring justice to the Child affected.



EMERGENCY SITUATION

- If your concerns involve immediate harm to a child, act without delay, as inaction may place the child in further danger.
- If you know any information about the maltreatment of a child, it is your responsibility to tell someone.
- In certain instances, there will be the obligation for the organization and its staff, children, trustees and stakeholders to report concerns to the appropriate external bodies. This will usually occur as a consequence of the reporting procedure. However, if urgent action is required in order to protect children then it may be prior to the reporting procedure.
- The final responsibility for investigating allegations of child abuse rests with the Police Department. The Director / CPO of CSA may seek legal advice, the advice of the Police in deciding whether a formal referral to the authorities is necessary. If it is decided that external reporting should not take place then there must be a clear rationale for that decision which should be recorded in writing. The decision not to report in such circumstances should be unanimously approved by the relevant management personnel - e.g. Director, Child Protection Officer, and Trustees of CSA.



8. Ramifications of misconduct

In case of violation of code of conduct or not abiding by the child protection policy, the staff and others will amount to disciplinary action.

- a) If an allegation of a violation of the policies, guidelines, principles or practice of child protection is made concerning a named individual from a verifiable source against any employee, contractor, trustee, officer, intern or volunteer, after documenting the oral inquiry specified above, they may be suspended from all activity / association with the organization pending the outcome of an independent investigation.
- b) The decision to suspend is not subject to challenge. But when investigating and determining the concerns or complaints the process should always be fair and any adverse determination should be open to challenge through an appeals process
- c) Depending on the outcome of the independent investigation: 'If it comes to light that anyone associated with CSA commits acts in relation to children -whether within or outside the context of CSA's work - which are criminal, grossly infringe children's rights, or contravene the principles and standards contained in this document, the organization will take immediate disciplinary action and any other action which may be appropriate to the circumstances'.

This may mean, for example, for:

- i. Employees – warning /disciplinary action / dismissal
- ii. Volunteers, trustees, officers and interns - ending the relationship with the organization
- iii. Partners - withdrawal of funding / support
- iv. Contractors - termination of contract

Depending on the nature, circumstances and location of the case, CSA will involve authorities such as the police to ensure the protection of children and criminal prosecution where this is appropriate.

Reports that are made maliciously or not in good faith shall warrant strict disciplinary action in line with the Child Protection Policy. The process leading to decision-making should be well documented and all facts or written allegations and responses kept on file. When a case is immediately dropped, the reasons for doing so shall be communicated to the person who reported the matter.



Annexure I

Recognizing signs of abuse

Recognizing indications of potential abuse is complex and there is no simple checklist to allow easy recognition. There are potential warning signs that can alert you but they should be observed and assessed with care.

Possible signs of neglect

- Frequent hunger
- Failure to grow
- Stealing or gorging food
- Poor personal hygiene
- Constant tiredness
- Inappropriate clothing
- Frequent lateness or non-attendance at school
- Untreated medical problems
- Low self-esteem
- Poor social relationships
- Compulsive stealing
- Drug or alcohol abuse

Possible signs of emotional abuse

- Physical, mental and emotional development is delayed
- Highly anxious
- Self-injury or harming oneself
- Showing delayed speech or sudden speech disorder
- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to painful situations
- Extremes of passivity or aggression
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing
- Obsessions or phobias
- Sudden under-achievement or lack of concentration



- Attention seeking behaviour
- Persistent tiredness
- Lying

Possible signs of sexual abuse

- Age inappropriate sexualized behaviour
- Physical indicators (general and in genital and anal areas)
- Behavioural indicators (general and sexual), which must be interpreted with regard to the individual child's level of functioning and development stage

Possible signs of physical abuse

- Bruises, bumps, sprains, dislocations, bites, cuts
- Improbable excuses given to explain injuries
- Injuries that have not received medical attention
- Injuries that occur to the body in places, which are not normally exposed to, falls, rough games, etc.
- Repeated urinary infections or unexplained stomach pains
- Refusal to discuss injuries
- Withdrawal from physical contact
- Arms and legs kept covered
- Fear of returning home or of parents being contacted
- Showing wariness or distrust of adults
- Self-destructive tendencies
- Being aggressive towards others
- Being very passive and compliant
- Chronic running away
- Self-injury or harming oneself

Possible signs of concern regarding adult behaviour

- A person in whose presence a child or children becomes unusually distressed or agitated can be a cause for concern
- A member of staff, volunteer, or parent asking a child to lie is a cause for concern
- Any member of staff, volunteer, or parent who asks you to lie about a situation involving a child - particularly if that child looks distressed - is a cause for concern
- Any person who persistently fails to follow the organisation's Code of Conduct / behavioural protocols (detailed in the child protection policy) is a cause for concern, particularly if reasons are evasive



Annexure II

Reporting concerns of Child Abuse – Internal

For use by staff, members, and representatives of CSA

All information will be treated as confidential and stored in a secure location. Please complete this form providing as much information as possible and return it to the CPO

About You:

Your name, position, organisation and email address:

If You Are Reporting a Disclosure from a Child

Name of the Child:

Sex and age:

Who does the child live with?

Address /place of residence (and telephone if available):

Are you reporting your own concern or passing on those of others? Give details:

Brief description of what has prompted those concerns (date, location, time of specific incidences):

Observations made by you (physical, behavioural or indirect):

Have you spoken to the child? If so what was said (if possible, use the direct language of the child)?

Has anyone been alleged to be the abuser? If so give details:

Have you consulted a government department or any other agency, or reported this to anyone else?

(Give details, name, organisation, date, time):

Does the Child require any medical attention?

If You Are Reporting a Concern Regarding a Representative of CSA

Name of the individual, position, and organisation:

Are you reporting your own concern or passing on those of others? Give details:

Brief description of what has prompted those concerns (date, location, time of specific incidences):

Observations made by you (physical, behavioural or indirect):

Name:

Signature:

Date:



Reporting concerns of Child Abuse – External

For referrals from individuals/organisations who are not formally connected with CSA

All information will be treated as confidential and stored in a secure location. Please complete this form providing as much information as possible and return it to the CPO.

About You:

Your name and email address:

Relationship to CSA:

About the Child:

Name of the Child:

Sex and age:

Who does the child live with?

Address /place of residence (and telephone if available):

About Your Concern:

Are you reporting your own concern or passing on those of others? Give details:

Brief description of what has prompted those concerns (date, location, time of specific incidences):

Observations made by you (physical, behavioural or indirect):

Have you spoken to the child? If so what was said (if possible, use the direct language of the child)?

Has anyone been alleged to be the abuser? If so give details:

Have you consulted a government department or any other agency, or reported this to anyone else?

(Give details, name, organisation, date, time):

Does the Child require any medical attention?

Name:

Signature:

Date:



Annexure III

Declaration form

All those associated with Centre for Social Action must complete and sign this form and hand it over to the management

Name: _____ Surname: _____

Gender (tick as appropriate): Male: Female:

Date of Birth: _____

Home Address: _____

Landline: _____ Mobile: _____

Details of Qualifications: _____

Associated with CSA as: Staff: Intern: Volunteer: Consultant:

Personal statement:

I have no history of abuse of children and no case of child abuse or violent crime is pending against me and I have no record of convictions relating to offences against children or for violent crimes and I consider myself suitable to work in this organisation.

I also understand that in case a history/incidence of past sexual abuse or violent crime, or pendency of such case or conviction comes to be discovered, I alone will be held responsible and my services will be terminated, entertaining no claims whatsoever towards any benefits or compensation.

I have read and understood the Child Protection Policy of Centre For Social Action and promise to abide by it.

Signature of the Staff Member

Signature of the Director

Date:

Place:



Annexure IV

Parental Consent Form:

Name of the Child: _____

Address of the Child: _____

Child's date of birth: _____

Gender (tick as appropriate): Male: Female:

Other relevant information (Please mention any medical conditions, allergies, special needs or dietary requirements): _____

Contact details for Child:

Name of the Parent/Guardian: _____

Landline: _____ Mobile: _____

Please tick one of the following boxes:

I give permission for my child named above to attend this event:

- On their own
- With a friend | Name of friend _____
- With an organisation | Name of organisation _____

I agree to allow the child named above to attend <name of the event> on <date>. I understand that there will be suitable supervision for the event and that those attending will not be allowed to leave the premises during the event. I understand that the proceedings may be photographed/filmed and that this may be used for promotional purposes.

Signed (Parent / Guardian): _____ Date: _____

Signed (Child): _____ Date: _____



Annexure V

Note on Website and Social Media

CSA is committed to conducting its affairs in a manner so as to ensure that a secure environment is provided to all the children that it works with. CSA has established a Child Protection Policy ([give link](#)), which acts as a guideline for all behaviour, communication and work with children for the internal and external stakeholders in the performance of their duties and responsibilities. The policy ensures the protection of all children who directly or indirectly come in touch with the organization and its services. Use of photos of children available on CSA's website or other social media accounts is not permitted without the prior permission of CSA. If found to be breached, the same will be addressed as per CSA's Child Protection Policy. ([give link](#))



Acknowledgement

This Child Protection Policy of Centre for Social Action has been adapted from the Child Protection Policies of the following organizations;

1. Arpan
2. Aspyre, Africa
3. Child Rescue, Kenya
4. Children's Rights Alliance
5. Family for Every Child
6. Hope for Children
7. World Childhood Foundation