## The Power of Commitment

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## Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Representation</th>
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<tr>
<td>ADB</td>
<td>Asian Development Bank</td>
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<tr>
<td>CPC</td>
<td>Child Protection Contact</td>
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<tr>
<td>CP Code</td>
<td>Child Protection Code of Conduct</td>
</tr>
<tr>
<td>DFAT</td>
<td>Department of Foreign Affairs and Trade (Australia)</td>
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<td>EIB</td>
<td>European Investment Bank</td>
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<td>GHD</td>
<td>GHD Group of Companies</td>
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<td>IDA</td>
<td>International Development Assistance</td>
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<td>IFC</td>
<td>International Finance Corporation</td>
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<tr>
<td>IST</td>
<td>International Sole Trader</td>
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<tr>
<td>MFAT</td>
<td>Ministry of Foreign Affairs - NZ</td>
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<tr>
<td>ODA</td>
<td>Official Development Assistance</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>WB</td>
<td>World Bank</td>
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</tbody>
</table>
1. Introduction

The GHD Group of Companies (GHD) Child Protection Procedures (Procedures) provide guidance and procedures to implement the principles of the GHD Child Protection Policy. GHD is committed to implementing and maintaining best-practice child protection measures and complying with all applicable contractual requirements. The Procedures provide the framework for GHD to implement essential elements of child protection to ensure child protection standards are met and child protection risk assessment strategies are applied to all International Development Assistance (IDA) activities.

Of specific note, these Procedures are in alignment with the requirements of the Australian Government’s Child Protection Policy 2017 - Department of Foreign Affairs and Trade. In this context, these procedures and are applicable to all DFAT funded partners, including but not limited to contractors, consultants, NGOs and associated downstream partners.
2. **Scope**

These Procedures apply to employees, subcontractors, International Sole Traders (IST) and volunteers engaged by GHD on International Development Assistance projects (from here on referred to as ‘Personnel’).

These Procedures operate in conjunction with the GHD Child Protection Policy (The Policy).

Definitions of particular terms used in this Procedure are contained in The Policy and are included as Appendix A. Relevant Legislation referred to in throughout these procedures is included as Appendix B.
3. Child protection complaints management process

The Child Protection Complaint Management Process outlined below allows for internal procedures for handling complaints related to child abuse and child pornography.

The Process outlines professional and moral obligations and responsibilities for reporting on and managing concerns regarding the safety of children and inappropriate behaviour of Personnel.

It is mandatory for Personnel to report immediately any concerns relating to child abuse and use of child pornography committed by anyone directly or indirectly involved in a GHD managed IDA project.

For any DFAT funded activity, it is mandatory to immediately report any suspected or alleged case of child exploitation, abuse, or policy non-compliance to childwelfare@dfat.gov.au.

Personnel are also asked to discuss any knowledge of child abuse in the local workplace or local community in accordance with the process described below.

GHD will treat all concerns raised seriously and ensure that all parties involved will be treated fairly and the principles of natural justice will be a prime consideration.

All reports made in good faith will be viewed as being made in the best interests of the child regardless of the outcome of any investigation.

Even if Personnel feel they do not have hard evidence they should raise any concerns in accordance with the Procedures.

It is recognised that Personnel will be working in countries and communities where there is evidence of significant risks to and abuse of children. GHD and the Child Protection Contact (CPC) will assist and support Personnel in ensuring appropriate responses to a range of situations which consider various cultural issues, local systems, and legislation. It is acknowledged that the standards of response may vary in different countries. However, all Personnel must report any concerns regarding child protection issues in accordance with The Policy and Procedures.

3.1 Child protection complaints management process

Who should report?
Any Personnel (defined in Section 1. Scope)

What do I report?
- Your suspicion, observation, concern or allegation of child abuse or child pornography
- Breach of the Child Protection Code of Conduct by Personnel
- Suspicious behaviour of a person in regards to the sexual exploitation or trafficking of children
- Images, web browser pop-ups or emails that contain child pornography or evidence of the exploitation of children
- Information from a child or a family member that the child is being harmed, or fears being harmed, by any Personnel.

When should concerns be reported?
Immediately.

How do I report a concern?
Either written (by confidential email to the CPC) or verbally.

For any DFAT funded activity, either the CPC or the person reporting a concern must immediately report any suspected or alleged case of child exploitation, abuse or policy non-compliance to childwelfare@dfat.gov.au.
Who do I report to?
First point of contact: Team Leader and CPC (childprotection@ghd.com) Second point of contact: Project Director or Project Manager

What happens next?
There is no need for you to take further action.

Your report will be acknowledged by the CPC, who will conduct a preliminary investigation and make a confidential report using the Report Form (Appendix C). The CPC will then determine the next step in consultation with the Team Leader, Project Manager/Project Director, and you as appropriate, and may involve:

– Report made to local police and/or child protection authority, e.g., report of suspected child abuse (Project Managers will have a list of local procedures, laws, and local support services and referral options)
– Report made to Australian Federal Police (International Crime Squad); e.g., report of sexual exploitation or trafficking of children or child pornography involving an Australian citizen
– Concern handled internally within GHD
– No further action taken

If the reported concern is about GHD Personnel, GHD may request that they be removed from any activities while an investigation takes place. If any such action is considered necessary, all reasonable steps will be taken to maintain confidentiality and protect the individual’s reputation.

A copy of the confidential report will be provided to the International Development Assistance Manager, relevant Region People Manager and the GHD Enterprise Leadership Team (ELT).

If the concern is to be handled internally this may involve:

– Discussion between the Project Manager/Project Director and/or CPC and the person involved
– Education on the Child Protection Code of Conduct and appropriate boundaries and expected behaviours of Personnel
– Disciplinary measures as outlined in the People Manual (e.g., suspended from duties until investigated, or dismissal in the case of a serious breach)
– Performance review
– Conflict resolution procedures.

Confidentiality
All reports, the names of people involved, and the details will remain confidential. Information will be released on a “need to know” basis or when required by relevant local or Australian law or a notification to police or child protection authorities is made.

Any investigation or enquiries will be conducted in such a manner to provide natural justice to Personnel subject to an allegation and minimise any potential risk to children.

Storage of Reports
Reports will be stored securely, and dissemination and access controlled and recorded by the CPC.

Follow Up
– The Team Leader, Project Manager/Project Director and/or CPC will inform the person who made the report of the outcome and offer further support if needed such as debriefing or counselling
– The person against whom an allegation was made will be kept informed of the process
– The child/ren involved, family members and appropriate local officials will be kept informed of the process
– Deliberately false, misleading, or vexatious allegations may be subject to appropriate disciplinary action
– The Team Leader, Project Manager/Project Director will conduct debriefing with Personnel if required.

A flow chart representation of the Child Protection Complaints Management Process is provided below.
3.2 Notification of DFAT and other clients

GHD will notify DFAT (and other clients such as Asian Development Bank, World Bank) immediately upon receiving the initial complaint. In the case of DFAT, this notification will be made via the Child Incident Notification (CIN) form which will be provided to the Conduct and Ethics Section (CEU) within DFAT. This notification will include the basic details of the incident, including type of allegation and details of persons involved and is to be sent to childwelfare@dfat.gov.au.

A copy of the Child Incident Notification form is included as Appendix D to these procedures for reference.

3.3 Useful child protection contact

A list of useful Child Protection Contacts have been included as

Child protection management process

Note – Consistent with these procedures, DFAT are to be notified immediately of any child protection breach.
4. Child safe recruitment, selection and screening procedures

GHD will be vigilant in its recruitment and selection of Personnel, especially those who work with children, have contact with particularly vulnerable children and communities or have indirect engagement with children.

GHD Child Safe Recruitment will occur in conjunction with standard IDA recruitment procedures. Moreover, in order to assist this child safe recruitment, examples of value based interview questions have been included as Appendix F.

Recruitment must include the following as appropriate:

All IDA recruitment activities

- The GHD child safe message is to be included in recruitment and program websites
- The Child Protection Code of Conduct to be sent to all applicants and to be signed by applicant at contracting
- Promotion of GHD’s Child Protection Policy and Procedures, Code of Conduct and Complaints Management process throughout the recruitment process to deter unsuitable people from applying or proceeding with their application.

High risk project roles (direct contact with children)

- A criminal record check must be obtained, prior to engagement, for each country in which the applicant has lived for 12 months or longer over the last 5 years and for their country of citizenship (refer to Department of Immigration & Citizenship Booklet ‘Character Requirements: How to obtain a Police Check http://www.immi.gov.au/allforms/character-requirements/character-penal.pdf)
- Identity and qualification checks
- Use of targeted interview questions using behavioural-based and value-based questions to assess attitudes and potential risks to children (refer to Appendix C for sample behavioural and value-based interview questions)
- Two verbal referee checks to be conducted with specific emphasis on the applicant’s motivation and suitability to work with or have direct engagement with children in vulnerable communities. These checks must be obtained from the applicant’s current supervisor or most recent employer
- In conducting referee checks, the referee must be informed of the nature of the engagement (i.e., this person will be working in a vulnerable community). The referee must also be asked if he/she has any concerns in regards to the applicant working with children, or being in close contact with children
- Use of pre-departure briefings as a screening opportunity to observe an applicant’s attitudes, interactions, and behaviour to assess any potential risk to children.

GHD will not permit a person to work with children if they pose an unacceptable risk to children’s safety or wellbeing.

As outlined in Section 3.2, for any Australian Aid Program-funded activities, GHD will notify the Australian Aid Program Child Protection Officer of any Personnel charged with a child abuse or child pornography offence whilst engaged by GHD.
5. **Awareness, supervision and training**

GHD will ensure that all Personnel are aware of the Child Protection Policy and Procedures, Code of Conduct and Complaints Management Process.

GHD will provide relevant Personnel with the necessary guidance and support to effectively comply with The Policy.

The following training and induction procedures will be followed for relevant IDA projects:

- At pre-departure briefings or induction, training will be provided on the Child Protection Policy, Code of Conduct and appropriate boundaries when working or interacting with children and Complaints Management Process
- At pre-departure briefings, lines of accountability to the GHD Project Manager and the Project Director will be made clear to Personnel
- All Personnel must sign the Child Protection Code of Conduct prior to engagement
- Project Managers and Project Directors must familiarise themselves with local child protection authorities and referral services, local child protection laws and local child abuse resources and information (refer to Appendix G).
- Supervision and performance review will include guidance on expectations in regards to The Policy and Procedures and identification of any concerning practice or behaviour.
6. Child protection risk management

GHD recognise that there are a number of potential risks associated with delivering services to vulnerable communities where children are already disadvantaged.

It is also recognised that children living in areas impacted by disasters (natural or conflict based) are particularly vulnerable.

Identifying and managing risk is an integral part of GHD’s approach to decision making and accountability. Whilst it is never possible to eliminate all risk, the purpose of this Procedure is to create an awareness of the specific risks to children’s safety and wellbeing and ensure any opportunities for children to be abused or exploited are minimised.

Assessing and managing any child protection risks ensures that a proactive and preventative approach will underpin GHD’s services. Similarly, DFAT’s Guidance Note to Establishing Child Protection Risk Context can be used to evaluate the level of risk of any project or program.

Projects that involve direct work with children are considered higher risk and require more stringent child protection measures. It should also be noted that as children are part of the communities within which GHD operate, Personnel should be aware of the potential risks to a child’s safety or wellbeing.

6.1 Child Protection Risk Assessment

In accordance with the GHD Child Protection Policy, Project Directors and Project Managers are responsible for preparing a risk assessment for any IDA activity (including program sub-activities) that involves working with children. This risk assessment must cover all identifiable risks to children and can be documented in the Project Risk Register – QA004.

Where appropriate, tender applications may also include a child protection risk assessment.

Undertaking a child protection risk assessment involves analysing the type of contact GHD has with children, what child protection measures are already in place and identifying where there are gaps.

A child protection risk assessment will highlight the risks to a child’s safety or wellbeing and how these will be managed.

The next step is to develop strategies that will reduce or remove these risks.

Personnel should also maintain awareness of risks and actively minimise opportunities and situations where children are at risk of harm. The child protection risk assessment should be reviewed as part of the project’s annual audit review process.

STEP 1 – Child Protection Risk Assessment

Table 1 provides the specific child protection risk factors which must be considered in project planning and project implementation.

In order to rate the level of risk, the likelihood and consequences of the risk should also be considered. This risk assessment should be completed prior to project implementation and reviewed annually. Refer to Table 6.5 for an example Risk Assessment.

The questions in identifying child protection risks are:

- What are the practical details of the program?
- What could go wrong?
- What is the likelihood of something going wrong?
- What are the possible consequences?
### Table 6.1 Risk factors and features

<table>
<thead>
<tr>
<th>Specific Risk Factors to be Considered</th>
<th>Risk Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age/vulnerability of child</td>
<td>Very young children&lt;br&gt;Children who have been abandoned, orphaned&lt;br&gt;Children with disabilities&lt;br&gt;Children who have already been abused or sexually exploited No caregiver/parental supervision&lt;br&gt;Children who have been displaced</td>
</tr>
<tr>
<td>Location/setting</td>
<td>Isolated areas&lt;br&gt;Disaster areas or in war or civil unrest&lt;br&gt;Overcrowded&lt;br&gt;Refugee camps&lt;br&gt;Project located away from community Secluded or inaccessible locations&lt;br&gt;Personnel visit child’s home&lt;br&gt;Children visit Personnel home&lt;br&gt;Physical danger in environment e.g., water, traffic</td>
</tr>
<tr>
<td>Activity</td>
<td>Working with children&lt;br&gt;One to one activities&lt;br&gt;Physical contact&lt;br&gt;Personal hygiene tasks&lt;br&gt;Direct engagement with children&lt;br&gt;Staffing by volunteers</td>
</tr>
<tr>
<td>Personnel</td>
<td>Not screened carefully through interviews, police checks and reference checks&lt;br&gt;Recruited quickly for immediate deployment e.g., in emergency situations&lt;br&gt;Not supervised adequately&lt;br&gt;Not made aware or received training in regards to Child Protection Policy and Procedures&lt;br&gt;Not signed Code of Conduct</td>
</tr>
<tr>
<td>Supervision</td>
<td>Personnel works alone unsupervised&lt;br&gt;Lack of formal supervision&lt;br&gt;Lack of accountability or transparency in practice&lt;br&gt;Informal activities such as where visitors can attend unsupervised a project involving children</td>
</tr>
<tr>
<td>Organisational culture</td>
<td>Organisation closed or unaware in regards to child protection issues&lt;br&gt;Low level of commitment to child protection issues by management/Personnel&lt;br&gt;No promotion of child protection measures or message&lt;br&gt;Culture of not raising concerns or reporting inappropriate behaviour of personnel</td>
</tr>
<tr>
<td>Local risk factors</td>
<td>Lack of enacted and/or enforced child protection and criminal laws presence of child sex tourism, child sex trafficking or child labour</td>
</tr>
</tbody>
</table>
STEP 2 – Consider the Likelihood and Consequences of Risk Occurring

The likelihood of the risk occurring should then be considered and the level of risk of each of the identified risk factors evaluated. The risk factors should then be prioritised according to their level of risk.

The questions to be asked in Step 2 include:

– What are the sources of the risk?
– What are the consequences?
– How likely are they to occur?
– What controls, such as policies, procedures and strategies are already in place?
– What kind of harm; what kind of damage could be done?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Likelihood</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Almost Certain</td>
<td>Expected to occur in most circumstances</td>
</tr>
<tr>
<td>4</td>
<td>Likely</td>
<td>Will probably occur in most circumstances</td>
</tr>
<tr>
<td>3</td>
<td>Possible</td>
<td>Could occur at some time</td>
</tr>
<tr>
<td>2</td>
<td>Unlikely</td>
<td>Not expected to occur</td>
</tr>
<tr>
<td>1</td>
<td>Rare</td>
<td>May occur only in exceptional circumstances</td>
</tr>
</tbody>
</table>

Table 6.2 Likelihood rating

The consequences of the risk needs to be considered, particularly regarding the impacts on:

– Children
– Project beneficiaries
– Personnel
– GHD program delivery and reputation.

Therefore, as well as rating the level of risk, the consequences of the risk should also be rated to assist in child protection risk management. For example, it may be unlikely that any Personnel invite a child to stay in their home; however, the consequences of allowing this to occur may be severe.

The consequence of the risk identified should also be rated as outlined in Table 6.3:

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<th>Rating</th>
<th>Consequence(s)</th>
<th>Description</th>
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<tr>
<td>5</td>
<td>Severe</td>
<td>Life changing/traumatic for children and organisation that would stop achievement of organisational/operational objectives</td>
</tr>
<tr>
<td>4</td>
<td>Major</td>
<td>Direct physical/psychological negative consequences to children and/or organisation/Personnel</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>Potential damage to program delivery or organisation which requires adjustment to policy or practice</td>
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</table>
### Rating Consequence(s) Description

<table>
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<th>Rating</th>
<th>Consequence(s)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Minor</td>
<td>Potential short term negative effects on children and/or organisation</td>
</tr>
<tr>
<td>1</td>
<td>Negligible</td>
<td>Minimal or no consequences to children and/or organisation</td>
</tr>
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</table>

### STEP 3 – Rate Risk Level

Measure the risk level by combining Likelihood and Consequence ratings as described in Table 6.4.

#### Table 6.4 Calculate risk

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Consequences</th>
</tr>
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<tr>
<td></td>
<td>Negligible - 1</td>
</tr>
<tr>
<td>Almost Certain</td>
<td>M</td>
</tr>
<tr>
<td>Likely</td>
<td>M</td>
</tr>
<tr>
<td>Possible</td>
<td>L</td>
</tr>
<tr>
<td>Unlikely</td>
<td>L</td>
</tr>
<tr>
<td>Rare</td>
<td>L</td>
</tr>
</tbody>
</table>

- **Very High (VH)** – requires close attention by senior management and a detailed action/plan
- **High (H)** – needs close management attention
- **Medium (M)** – specify management responsibility and monitor conditions closely
- **Low (L)** – manage by routine procedures

Evaluating the consequence as well as the level of risk will help to prioritise the risk management process.

### STEP 4 – Strategies to Minimise the Risk

Strategies should then be developed to minimise the risk of harm or abuse occurring.

This Step assumes compliance with the standard procedures as outlined in the Child Protection Policy and Procedures Manual. Additional strategies to mitigate unacceptable risk should focus on the additional measures that may be necessary.

Project management personnel and the Child Protection Contact should be consulted in developing additional risk mitigation strategies. Additional strategies may include:

- Monitor and evaluate only (low risk)
- Avoid the activity if the risk is considered too high
- Modify policies, procedures or plans to reduce the harm if a risk eventuates
- Accept the risk and prepare for consequences. When implementing strategies to reduce risk consider:
  - How the changes will be made (policy/procedures)?
  - Who will make the changes?
  - How will they be reviewed?

Source: Child Wise; “Choose with Care – A Handbook to Build Safer Organisations for Children”, 2004
**STEP 5 – Risk Monitoring**

Monitoring risk is an essential part of risk management. When reviewing a child protection risk assessment, consider the following:

- Do the risks still exist?
- Have they been adequately reduced, controlled, and managed by the existing strategies?
- Are there new risks?
- What strategies do we need to implement to reduce, remove, and control these emerging risks?

**Table 6.5  Example Child protection risk assessment**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Risk Factors (Step 1)</th>
<th>Likelihood of Risk Occurring and consequences of the Risk (Steps 2&amp;3)</th>
<th>Strategies to Reduce Risk (Step 4)</th>
<th>Risk Monitoring (Step 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: School sanitation project located in a community that is isolated, secluded and project has indirect engagement with children</td>
<td>Personnel may develop relationships with families and children and invite them to stay in home.</td>
<td>Likelihood: Possible. Consequences: major to severe.</td>
<td>Ensure all Personnel inducted in CP Policy and Procedures, and Code of Conduct.</td>
<td>Monitor compliance with strategies and require risk assessment to be conducted by Team Leader/Project Manager.</td>
</tr>
<tr>
<td></td>
<td>Photos taken of children that may not be respectful</td>
<td>Likelihood: Possible. Consequences: major to severe.</td>
<td>Provide feedback on Personnel behaviour from other Personnel and/or community members.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Ensure no Personnel works alone or unsupervised where possible</td>
<td></td>
</tr>
</tbody>
</table>
7. Child safe internet procedure

Personnel must immediately make a report to the Project Manager/Project Director and the CPC if they become aware of any images, web browser pop-ups or emails received that are pornographic, suspicious, inappropriate, or concerning to the safety or welfare of children.

Personnel must not use GHD systems, access to the Internet, emails, or mobile phone services to send inappropriate, pornographic, or abusive messages. Any Personnel becoming aware of such activity should report immediately to the Project Manager/Project Director or CPC.

Refer also to the GHD People Manual, 5.3 Code of Conduct - Computer, Internet, and Email Use.
8. Use of Children’s images and social media

8.1 Use of Children’s Images

To ensure the protection of children and uphold their right to be represented in a respectful and positive way, GHD Personnel are required to comply with the following before taking any images or film of a child:

- Assess and endeavour to comply with local traditions or restrictions for reproducing personal images
- Consent from the child must be obtained (written when possible, if not, then verbal consent), and from the child’s parents or guardians An explanation (and example if possible) should be provided on how the image will be used
- Ensure photographs, films, videos and DVDs present children in a dignified manner and not in vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive
- Ensure images contain no identifying information or the location of the child
- Ensure images are an honest representation of the context and the facts
- When sending images electronically, file labels should not reveal identifying information.

8.2 Social Media

Whilst many organisations in the Asia-Pacific region utilise Social Media to gather support or reach markets, there is generally a low understanding of online risks with respect to child protection.

Accordingly, there are risks associated with the use of Social Media on IDA projects, with DFAT having developed a Guidance Note for the Use of Images and Social Media (January 2017) which is applicable to all work under the Australian Aid program. This lists risk mitigation strategies for:

- Risks of providing children and young people access to social media in development programming
- Risk in using images of children within social media.

These are to be used across all GHD IDA projects.
9. Media

In relation to any child protection matters, Personnel must not speak directly to the media.

All enquiries should be referred to the Communications Consultant, who can be contacted via email or mobile (0411 161716). The CPC and Project Director should also be informed.

The Communications Consultant or members of GHD’s Executive are the only staff members authorised to respond to the media directly.

In the event that the Communications Consultant is not immediately available, personnel must record and forward the following details to the Group Marketing Positioning Manager via email:

- Journalists or Editors name
- Name of media/organisation
- Contact telephone number & email address
- Date and time of request
- Deadline

If a critical incident occurs, the media is likely to seek a timely and official response from GHD. During these times, the Communications Consultant will work with GHD’s trained spokespeople and the media.
10. Review

To ensure maximum protection for both children and GHD, the Child Protection Policy and Procedures will be reviewed at least every three (3) years or as required for any program. Each individual project must undertake a review (Project Director and Team Leader) of project specific Child Protection Risks every 6 months. Review of The Policy and the Procedures will be the key responsibility of the CPC and the GHD International Development Assistance Manager.

Any new activities or relevant legislation will be included as part of the review process.

Feedback will be sought on implementation and compliance from Personnel. Any suggestions for enhancement will be considered and integrated where appropriate. Ongoing training and education sessions will ensure any new requirements are communicated effectively.

Appendix A

Child Abuse 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.

Both boys and girls can be the victims of abuse, and abuse can be inflicted on a child by both men and women as well as by young people themselves.

In some cases, professionals and other adults working with children in a position of trust also abuse children.

Child abuse takes place not only within the family environment but also outside the family such as in institutions, at work, on the streets, in war zones and emergencies.

Physical abuse

The use of physical force against a child that results in harm to the child. Physically abusive behaviour includes shoving, hitting, slapping, shaking, throwing, punching, kicking, biting, burning, strangling, and poisoning.

Emotional abuse

Refers to a parent or caregiver’s inappropriate verbal or symbolic acts toward a child, or a pattern of failure over time to provide a child with adequate non-physical nurture and emotional availability. Such acts have a high probability of damaging a child’s self-esteem or social competence.

Neglect

The failure by a parent or caregiver to provide a child (where they are in a position to do so) with the conditions that are culturally accepted as being essential for their physical and emotional development and wellbeing.

Sexual abuse

The use of a child for sexual gratification by an adult or significantly older child or adolescent. Sexually abusive behaviours can include fondling genitals; masturbation; oral sex; vaginal or anal penetration by a penis, finger, or any other object; fondling breasts; voyeurism; exhibitionism; and exposing the child to, or involving the child in, pornography.
Appendix B
Relevant Legislation
Legal website

To update legal framework information, refer to the following websites:

– Australasian Legal Information Institute www.austlii.edu.au
– Asian Legal Information Institute www.asianlii.org
– World Legal Information Institute www.worldlii.org

DISCLAIMER: The laws and legislation provided in this Appendix are as accurately represented as possible however it is advised that as governments regularly introduce new laws and amend existing legislation this Appendix be updated as required and not solely relied upon.

Australia

Crimes Act 1914 Part IIIA (Child Sex Tourism). Under this Act, it is a crime for Australians to engage in, encourage, or benefit from sexual activity with persons under 16 years of age while overseas. The law provides for penalties of up to 17 years imprisonment and up to $561,000 in fines for companies. The legislation is available at: http://www.comlaw.gov.au/Details/C2004A04778

Criminal Code Act 1995, Division 474 (Telecommunications Offences, Subdivision C). This Act provides for a penalty of 10 years imprisonment for possession of child pornography depicting a person under 18 years of age, and up to 15 years imprisonment for on-line grooming of a person under 16 years of age. The legislation is available at: http://www.comlaw.gov.au/Details/C2007C00408

Relevant Legislation

The child protection legislation in each State and Territory:

– NSW - The Children and Young Persons (Care and Protection) Act 1998
– ACT - Children and Young Persons Act 1999 -
– VIC - Children, Youth and Families Act 2005 -
– NT - The Care and Protection of Children Act 2007 -
– TAS - Children, Young People and Their Families Act 1997 -
– WA - Children and Community Services Act 1994 -

Cambodia

Definition of a Child

Under current Cambodian law there is no provision that offers a definition of a child. The 1993 Constitution does however recognise children’s rights and the conventions related to it (Article 31). It could therefore be assumed that whilst not provided in legislation, a child in Cambodia is defined as in the Convention on the Rights of the Child (CROC) as below the age of 18 years. This presumption is supported by other research that states the age of majority [adulthood in the eyes of the law] in Cambodia is 18 years.

Legal Frameworks

Child Sex Tourism: At present, there is no legal definition of child sex tourism, nor is there a specific offence pertaining to foreign nationals or tourists engaging in illicit activities on Cambodian territory. Child sex tourism is nonetheless an infringement on the Cambodian Constitution and national legislation. (The Projection Project, p.116, 2007).
Relevant Legislation
– 1996 Law on Suppression of the Kidnapping and Trafficking of Human Persons and Exploitation of Human Persons

China
Definition of a Child
Under the Law on the Protection of Minors 1992 a minor is defined by the law as referring to citizens under the age of 18 years.
Child Sex Tourism: There exist no specific child sex tourism laws

Relevant Legislation
– Criminal Law of the People’s Republic of China, 1980
Penalties range from imprisonment to death

Indonesia
Definition of a Child
There is no legal definition of a child in current Indonesian legislation. Indonesia is also a signatory to the CROC which defines a child as under 18 years of age.

Legal Frameworks
– Child Sex Tourism: There exist no specific child sex tourism laws
– Trafficking and Child Sexual Exploitation and Prostitution: In April 2007 an Anti-Trafficking Bill was passed into Indonesian law, criminalising all forms of human trafficking, and setting out more stringent penalties for traffickers. The Bill criminalises debt bondage, labour exploitation, sexual exploitation, and transnational and internal trafficking. Penalties range from 3 to 15 years of imprisonment. The Bill also contains provisions to prosecute corporate entities and government officials involved in trafficking which could be applied to job placement agencies involved in trafficking. Another provision specifically criminalizes trafficking by government officials. The new law will also facilitate anti-trafficking data collection. [At the present time it appears this Bill has not been passed as an Act by the Indonesian Government.]

Relevant Legislation
– Indonesian Penal Code
– Law Number 23 Year 2002 Child Protection Act

Lao PDR
Definition of a Child
There is no specific legal definition of a child offered by Lao legislation however the age of majority is stated as 18 years for both males and females. The Penal Law however uses the term “minor” to refer to a child and the legislation states that minor is used in the sense of under the age of majority.

Legal Frameworks
– Lao PDR Penal Law 1990
– Child Pornography: Lao PDR Penal Law 1990: Article 127 of the Law refers to pornography in general and not specifically to child pornography. The provision states that any person engaging in the widespread production, distribution, or dissemination of pornographic items, magazines, pictures, video cassettes and other materials contrary to fine traditions shall be punished by 3 months to 1 year of imprisonment and shall be fined from 200,000 to 5,000,000 Kip. [Traditions meaning traditions and customs].
Papua New Guinea

Definition of a child

While the voting age for all citizens is 18 and domestic laws provide various definitions of the child, there is no definition of a child under the 1975 constitution. Whilst PNG is a signatory to the CROC the PNG government has argued that diverse values and norms in the country are not compatible with the definition of a child under the CRoC.

Child Sex Tourism: There is no specific legislation in regards to child sex tourism.

Relevant Legislation

– Criminal Code Act 1974 (amended by the Criminal Code Ch. 262 (Sexual Offences and Crimes Against Children) Act 2002)

Philippines

Definition of a Child

The age of majority is defined as 18 years in the Philippines. In child abuse and trafficking legislation a child is defined as – a person below 18 years of age or one who is over 18 but is unable to fully take care of or protect himself/herself from abuse, neglect, cruelty, exploitation, or discrimination because of a physical or mental disability.

Legal Frameworks

The Philippines have recently passed a number of laws for the protection of children and the punishment of offenders related to child sex tourism.

Child Pornography: There is no specific legislation for Internet related sexual offences. Local government units issue ordinances that shall regulate, deter and punish offenders relating to Internet sexual offences. At the moment there are laws which contain certain provisions on pornography that aim to deter the existence of child pornography, child prostitution and other forms of child abuse.


Child Sex Tourism: There is no law specifically against child sex tourism.

Relevant Legislation

– Republic Act No. 9208
– Anti-Trafficking in Persons Act of 2003
– Republic Act No.7610
– Special Protection of Children Against Abuse, Exploitation and Discrimination Act
– Republic Act No.7610
– Special Protection of Children Against Abuse, Exploitation and Discrimination Act. The Act covers acts of neglect, abuse, cruelty or exploitation and other conditions prejudicial to the child’s development. Penalties of imprisonment and a fine of not less than 50,000 pesos.
– Republic Act No. 8353 Anti-Rape Law and certain provisions of the Revised Penal Code and a special Law RA 8353 provide for the punishable acts and the circumstances qualifying the offender for a more severe penalty, either life imprisonment, reclusion perpetua or death.

Solomon Island

Definition of a child

The age of marriage is 15 years for both boys and girls. The Solomon Islands is also a signatory to the Convention on the Rights of the Child which defines a child as under 18 years of age.

Legal Frameworks

Child Sex Tourism: There is no law specifically against child sex tourism.
Relevant Legislation

– Chapter 26, Laws of Solomon Islands, Penal Code

Timor Leste

Definition of a child

Legal Frameworks
Child Sex Tourism: There is no law specifically against child sex tourism.

Relevant Legislation
– Penal Code
– Criminal Procedure Code

Vanuatu

Definition of a Child
A child is defined by the law to be any person under the age of 18 years.

Child Sex Tourism: There is no specific legislation in regards to child sex tourism.

Relevant Legislation

Vietnam

Definition of a Child
The Law on Child Protection, Care and Education 2004 defines “children” as prescribed in that Law as “Vietnamese citizens aged under 16 years.”

Legal Frameworks
Child Sex Tourism: Vietnam has not enacted specific child sex tourism legislation.

Trafficking and Child Sexual Exploitation and Prostitution

Relevant legislation
– The 1999 Penal Code imposes sentences from 3 to 10 years of imprisonment for acts relating to child trafficking and child prostitution.
Appendix C

GHD Report Form
This form should be used to record any suspicion, allegation or disclosure of child abuse, concern for the wellbeing of a child, disclosure of suicidal thoughts or breach of the Child Protection Code of Conduct.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of child involved (If safe to name)</td>
</tr>
<tr>
<td>2</td>
<td>Name and position of person making the report</td>
</tr>
<tr>
<td>3</td>
<td>Name of the person against whom the report is made</td>
</tr>
<tr>
<td>4</td>
<td>Does this incident require a report to be made to police/other authorities?</td>
</tr>
<tr>
<td>5</td>
<td>Details of anyone who saw what happened</td>
</tr>
<tr>
<td>6</td>
<td>Does this report involve a breach of the Child Protection Code of Conduct?</td>
</tr>
<tr>
<td>7</td>
<td>Nature of the incident – include times, date, location and what happened:</td>
</tr>
<tr>
<td>8</td>
<td>If applicable, provide details of any injuries and if the child received medical attention:</td>
</tr>
<tr>
<td>9</td>
<td>If applicable, provide an accurate account of what the child has told you happened:</td>
</tr>
<tr>
<td>10</td>
<td>Provide details of any follow up provided in particular support and/or referral provided to the child:</td>
</tr>
</tbody>
</table>

Date: 

Signed: 

Print Name:
Appendix D

DFAT Child Incident Notification (CIN)
Child Incident Notification (CIN)

This document is to be provided to the Conduct and Ethics Section (CEU) within the Department of Foreign Affairs and Trade (DFAT) at childwelfare@dfat.gov.au as soon as possible.

CEU will assess the notification and direct it to the proper area of inquiry and investigation within the Department.

Privacy Notification

The Department collects and uses your personal information to assist DFAT in maintaining safe environments for children during the delivery of its business. DFAT may contact you about the information you have provided. DFAT may disclose the information you have provided to the Australian Federal Police and/or overseas authorities so that any threats to a child’s safety, welfare and wellbeing can be investigated by the appropriate authority. If we are unable to collect your personal information, authorities may be unable to fully investigate the circumstances being reported.


It describes how DFAT protects and manages personal information, including sensitive information, consistent with DFAT’s obligations under the Privacy Act. It explains how:

– you can access and seek to correct your personal information
– to make a complaint about our privacy practices and how your complaint will be handled

1. Names(s) of person reporting and contact details

<table>
<thead>
<tr>
<th>Name:</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position:</td>
<td>Email:</td>
</tr>
</tbody>
</table>

2. Reporting Post or Organisation

| Post or Organisation: | Country: |

3. Type of Allegation

<table>
<thead>
<tr>
<th>Please circle most appropriate description of alleged incident:</th>
<th>Further details if known (Date/location/when report was received):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual Abuse/Sexual Misconduct</td>
<td>Other relevant details: (For example implements used, vulnerability, or disability factors):</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td></td>
</tr>
<tr>
<td>Psychological Abuse Neglect</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

4. Details of Person(s) against whom the allegation has been made

<table>
<thead>
<tr>
<th>Family Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name:</td>
<td></td>
</tr>
</tbody>
</table>
5. Details of Victim(s)

<table>
<thead>
<tr>
<th>Family Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name:</td>
<td></td>
</tr>
<tr>
<td>Sex:</td>
<td></td>
</tr>
<tr>
<td>Date of birth:</td>
<td></td>
</tr>
<tr>
<td>Nationality:</td>
<td></td>
</tr>
<tr>
<td>Contact details:</td>
<td></td>
</tr>
</tbody>
</table>

Age of child at time of alleged incident:

Have any injuries been observed or reported? *(If more space is needed, please utilise Section 8)*

6. Further Details

| Is the victim still in danger of abuse or neglect? |  |
| Are local police or other local authority aware of the incident/allegation? |  |
| What other authorities have been informed? |  |
| Has the AFP at post (where relevant) been advised or consulted? If so, what is their response or proposed action? |  |
7. Any other pertinent information for initial assessment

### CEU use only

<table>
<thead>
<tr>
<th>Case Number (Year\ CIN No.)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Recorded on CIN\CEU database:</td>
<td>Date:</td>
</tr>
<tr>
<td>Received via (Post\Agency\original source)</td>
<td></td>
</tr>
<tr>
<td>Responsible Section (Circle):</td>
<td>Conduct &amp; Ethics</td>
</tr>
<tr>
<td></td>
<td>Child Protection Compliance Section</td>
</tr>
<tr>
<td></td>
<td>Consular Operations</td>
</tr>
<tr>
<td>Responsible Section Case No.</td>
<td></td>
</tr>
<tr>
<td>Referral to responsible section</td>
<td>Date:</td>
</tr>
<tr>
<td>CEU advised of case outcome\closure</td>
<td>Date</td>
</tr>
<tr>
<td>CEU database updated and cross referenced with Section case No.</td>
<td></td>
</tr>
</tbody>
</table>
Appendix E
Useful Contacts
Australian Federal Police
Report concerns of any Australian/s sexually exploiting children overseas to:
Australian Federal Police 1800 813 784
or call Child Wise 1800 991 099

Online Sexual Exploitation Team
The OSCET was established by the Australian Federal Police to deal with online child exploitation matters, specifically in chat rooms, on web sites and through instant messaging. Issues may include pornography, abuse, grooming and procurement of children.
OSCET-OMC@afp.gov.au

Australian Aid Program Child Protection Officer
Tel: +61 2 6178 5100
Email: childwelfare@dfat.gov.au

Department of Immigration & Citizenship
Provides information on obtaining criminal record checks.

United Nations Convention on the Rights of the Child
The Convention sets out a framework of minimum standards for the protection and wellbeing of children. The fundamental principle of the Convention is the recognition of children’s rights as human rights. For more information go to: www.unicef.org.au
Appendix F

Example Behavioural and Value-Based Interview Questions
Example Behavioural and Value-Based Interview Questions

Questions should be structured to elicit an applicant’s attitude and values in regards to children and young people. Motivation for wanting to work for your organisation (and in an overseas position) and provide an indication of future behaviour

Many of the applicants will have no or little experience of working with children and may not be placed in positions where they have direct contact with children.

Therefore, interview questions should be aimed at testing the applicant’s awareness and openness to child protection/rights rather than his/her knowledge on working with children.

Value based questions:

Boundaries & Accountability

- What do you think about our Child Protection Policy and Code of Conduct?
- Do you think our Code goes far enough/too far?
- What would you include in a Code of Conduct that applies to staff working overseas in vulnerable communities?

Sensitivity to and Awareness of Children’s Rights

Have you heard about the UN Convention on the Rights of the Child? Why do you think it is necessary?

Awareness of child protection issues

- In what way do you think this project will impact on children and young people in the local community?
- What do you see as potential risks to the safety and wellbeing of children posed by this project?

Scenario:

If one of your co-workers befriended a local family (single Mum with children) and was spending a lot of time with one of the children, how would you handle this?

Relationships with Children:

Can you describe the essential ingredients in the relationships between adults and young people/children?

Boundaries:

What are some of the ways in which workers can ensure that professional boundaries are maintained?

Scenario:

Your project is based in the community. During your time a young boy comes into contact with you, offers to do some gardening at your house, eventually hangs around your house and asks for money. He turns up one night and asks to stay as he can’t get home. How would you handle this?

Behavioural-based questions:

- Accountability: Can you tell us about your experiences of being managed?
- Resilience and motivation: In considering past mistakes you have made, what patterns can you identify in your behaviour or character?
- Ethical Dilemma: What have you done when a colleague/friend has broken a rule, procedure or code of conduct? What was the outcome?
- Describe a time when you breached confidentiality. What were your reasons?
- Constructive working relationships with co-workers and clients make everybody’s job easier. Tell us about a relationship that started out rocky and ended up effective.
Appendix G

Developing a Local Contact and Referral List
This guide should be used by Team Leaders and Project Managers to draft a local contact and referral list. Team Leaders/Project Managers are asked to follow this guide in developing a local contact and referral list:

- Examine the existing process of reporting child abuse in the region and what services exist.
- Become familiar with local laws and penalties in relation to child abuse and if there exists any mandatory reporting requirements. These should then be included on the list. Also include relevant Australian laws (Extra-territorial)
- Consider cultural interpretations of child abuse.
- Conduct an audit of what services exist in the region to report child abuse and to support children and their families.
- Record contact details of local police (including any specialised unit such as sexual violence), and child protection authorities (including any hotline phone number) where they exist. Also include Australian Federal Police details.
- Record contact details of child welfare support agencies such as counselling and social services, women and children’s groups, local and international agencies involved with child protection or human rights (e.g UNICEF, Save the Children), hospital, child shelters/safe houses, health professionals and primary health services, schools, legal services, local government services, youth groups and churches.
- Record contact details for foreign embassies and international police services.
- Contact details for GHD CPC and in-country managers.
- Contact details for Australian Aid Program Child Protection Officer.
- Complete the local contact and referral list and include any local and GHD reporting procedures that must be complied with.
- Ensure the list is easily accessible and is reviewed and updated annually.
- Include name, phone, mobile, email, fax and address where possible.
- When reporting a potential concern or incident, avoid fax and leaving phone messages with another person apart from the authorized person.
- Respect confidentiality and do not include the identity of alleged child or victims.
Appendix H
Monitoring and Evaluation of Child protection Policy and Procedure
<table>
<thead>
<tr>
<th>Key Area</th>
<th>Indicators</th>
<th>Evidence</th>
<th>Responsibility to coordinate and/or analyse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness of Child Protection Policy and Procedures</td>
<td>Personnel knowledge of and compliance with the child protection principles and practices.</td>
<td>Team Leader and Project Managers surveyed. Induction process complied with.</td>
<td>CPC</td>
</tr>
<tr>
<td>Policy and Procedures clear and easily understandable</td>
<td>Personnel regularly using Policy and Procedures and implanting into projects</td>
<td>Personnel surveyed</td>
<td>CPC</td>
</tr>
<tr>
<td>Child Protection Policy and Procedures incorporated into agreements with Personnel</td>
<td>Personnel agreements and contracts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Protection Contact Person</td>
<td>CPC promoting role and responsibilities, fulfilling the requirements of the position and personnel contacting CPC</td>
<td>Interview with CPC</td>
<td></td>
</tr>
<tr>
<td>Support of CPC</td>
<td>CPC provided with resources and support to fulfil role and responsibilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consequences of breaching CP Code clear and linked to organisational disciplinary proceedings</td>
<td>Training on CP Code and Managing Complaints Process</td>
<td>Team Leaders, Project Managers and personnel surveyed on understanding. Monitoring of complaints and breaches to assess whether breaches are acted upon.</td>
<td></td>
</tr>
<tr>
<td>Awareness of Complaints Management Process</td>
<td>Personnel are clear what steps to take when</td>
<td>Central record of reports and responses submitted.</td>
<td>CPC/GHD Canberra People Manager</td>
</tr>
</tbody>
</table>

GHD | 31/0130/24/157295  The GHD Child Protection Procedures – V5_16/05/17 38
<table>
<thead>
<tr>
<th>Key Area</th>
<th>Indicators</th>
<th>Evidence</th>
<th>Responsibility to coordinate and/or analyse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerns arise regarding the safety or wellbeing of a child.</td>
<td>Complaints Management Process easily accessible by Personnel.</td>
<td>Included in induction process.</td>
<td></td>
</tr>
<tr>
<td>Appropriate follow up to protect and support a child</td>
<td>Team Leader and Job Manager familiar with Local Contact &amp; Referral List</td>
<td>Record of reports and follow up.</td>
<td></td>
</tr>
<tr>
<td>Compliance with Child Safe Recruitment, Selection &amp; Screening procedures</td>
<td>Recruitment processes include child safe procedures when selecting Personnel for Australian Aid Program funded or IDA activities</td>
<td>Review of GHD People procedures, including specific recruitment procedures. Record of these procedures being completed. Regular training updates provided for Personnel on child safe recruitment procedures.</td>
<td></td>
</tr>
<tr>
<td>Provision of training and induction</td>
<td>Personnel attend a child protection training and/or induction session</td>
<td>Records of attendance</td>
<td>CPC</td>
</tr>
<tr>
<td>Risk Management assessments being conducted</td>
<td>Team Leaders and Project Managers conducting child protection risk assessments where required</td>
<td>Copy of risk assessment provided to CPC Evidence that risk management strategies implemented</td>
<td></td>
</tr>
<tr>
<td>Policy and Procedure Review</td>
<td>Undertaken at least every 3 years</td>
<td>Report provided and Policy and Procedures updated</td>
<td>CPC / GHD Group People Services Team</td>
</tr>
</tbody>
</table>