

EVERY CHILD COUNTS

Austrian Doctors
Child Protection Procedures



Every Child Counts

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Glossary

Working with children	Working in a position that involves regular contact with children according to the job description or due to the nature of the working environment.
Austrian Doctors ChildProtection Representative	The Child Protection Representatives (CPR) are based at the Austrian Doctors' headquarters in Salzburg to oversee child protection matters.
Austrian Doctors ChildProtection Focal Point	A Child Protection Focal Point (CPFP) is appointed in each country where Austrian and German Doctors work. The CPFP is the first point of contact for staff and partners working outside Austria.
Austrian Doctors Staff	Refers to any official representative of the Austrian Doctors, including paid and unpaid officers. In this policy, the term <i>staff</i> covers employees, board members, volunteers, contractors and consultants, and volunteering Austrian Doctors.
Child/Children	In accordance with the United Nations Convention on the Rights of the Child (UNCRC), the Austrian Doctors defines a child as any person under the age of 18. The operational definition of a child can include youth, young people, minors, and teenagers. This varies in each country depending on legal, economic, and socio-cultural factors.
Child abuse	Constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment, and commercial or other forms of exploitation.
Child Protection	Child protection is an activity or initiative designed to protect children from any form of harm, particularly arising from child abuse.
Child Protection Policy	This Child Protection Policy outlines the strategies to prevent child abuse in the Austrian Doctors projects.
Child Pornography	Any representation of a child engaged in real or simulated, explicit sexual acts or any representation of the sexual parts of a child for primarily sexual purposes.
Child Sex Tourism	The sexual exploitation of children by men or women who travel locally or internationally, usually from a high-income country to middle- or low-income countries, to engage in sexual activities with children. Child Sex Tourists can be tourists, business people, expatriates, or visitors. They may be foreigners or local travellers.

- Person with Disabilities** According to the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), a disabled person is any person with a long-term physical, mental, intellectual, or sensory impairment. The Austrian Doctors is committed to the protection of any child or adult with disabilities. Our definition of the term *children* in this document also includes children with disabilities.
- Vulnerable Adults** Any person aged 18 or above who is unable to take care of or protect themselves from harm or exploitation due to their medical situation or disability.
- Offender** A person who abuses children, including sexual, physical, and emotional abuse.
- Code of Conduct** Our Code of Conduct outlines the appropriate behaviour expected from all personnel working in any Austrian Doctors project.

AUSTRIAN DOCTORS CHILD PROTECTION POLICY

About the Austrian Doctors

The Austrian Doctors is a non-profit organisation providing medical, educational, social, and humanitarian aid for vulnerable people, which fights against poverty and diseases in middle- and low-income countries.

- We conduct medical-aid projects in areas deprived of medical care.
- We dispatch and place physicians in medical-aid projects.
- We provide the necessary facilities and medications to treat patients in impoverished communities.
- We conduct educational projects in Kenya, Bangladesh and India
- We cooperate with partners in various projects to help people sustainably improve their living conditions.

We believe **every person counts**, and our work testifies to the value and dignity of each individual.

Why do we have a Child Protection Policy?

The Austrian Doctors is committed to protecting children in the delivery of all our project activities.

We recognize that children are usually the most vulnerable group in society. We are also aware that the risk of child abuse increases when programs and projects targeting middle- and low-income countries involve regular contact between humanitarian workers and children. Material imbalance and dependency increase children's vulnerability. All people engaged in development cooperation are therefore obligated to care for and protect children.

We declare our support for the United Nations Convention on the Rights of the Child¹. Accordingly, the Austrian Doctors is committed to protect children against emotional, physical, and sexual abuse, as well as any form of exploitation and neglect.

The Austrian Doctors has developed this Child Protection Policy to manage and reduce the risk of child abuse by all people who are involved in fulfilling our project activities. This policy outlines the guiding principles and practical measures, which we implement to prevent the abuse of children³ and vulnerable adults.

Acknowledging the fact that it is not possible to eliminate the risk entirely, we do everything in our power to reduce the probability of the abuse of children and vulnerable adults.

¹ The United Nations Convention on the Rights of the Child (UNCRC) (1989) outlines the basic human rights of children worldwide. The UNCRC has been ratified by all nations except the United States and Somalia.

³ In accordance with the UNCRC, a child is a person under the age of 18.

The main principles of our Child Protection Policy are the following:

- We are committed to universal children's rights and actively promote their recognition and adherence.
- We oppose any form of emotional, physical, and sexual abuse, as well as the neglect or exploitation of children.
- We actively protect children during all our project activities.
- We report and respond to any form of abuse within our project activities in accordance with the Austrian Doctors' reporting procedures.

The Austrian Doctors expects all staff, doctors, and partners to internalize and comply with these principles.

OUR COMMITMENT

The Austrian Doctors is committed to protecting children from abuse in all its projects around the world.

Millions of children around the world experience physical abuse, neglect, sexual abuse, and other forms of exploitation every year. The risk of child abuse increases when programs and projects targeting middle- and low-income countries include regular contact between humanitarian workers and children.

The Austrian Doctors strives to be a safe organisation for children and is committed to protecting them from any person who wants to do them harm. We are aware that children from low-income communities and/or are disabled or suffer from a chronic disease are particularly vulnerable. We are also aware that our projects place staff members in a powerful position towards children. No staff member or partner shall abuse that position of power to harm a child. We strive to minimise the risk of child abuse through the resolute implementation of our Child Protection Policy. The Austrian Doctors staff and partners resolutely uphold and promote the highest standards of ethical and professional conduct and consistently adhere to our Code of Conduct.

These guidelines shall be crucial during all decision-making processes and guide precautions taken to ensure that children are protected from abuse during the implementation of all Austrian Doctors projects. This handbook provides information about child abuse, states our responsibility to protect children and prevent abuse, and explains what you should do if you suspect a child is being or has been abused.

The handbook is meant to be a living document. Any feedback from Austrian Doctors personnel about its practicability is welcomed and will be considered when reviewing it. We are committed to consistently apply effective child protection while working in our projects. We actively promote Children's Rights and advocate the sustainable improvement of living conditions for the children in our projects.

Every child counts. Together we can prevent child abuse!

What is the legal situation?

The **United Nations Convention on the Rights of the Child** (UNCRC – 1989) outlines the fundamental rights of ALL children to be protected from abuse and exploitation. The UNCRC amendment by the United Nations Optional Protocol (2000) prohibits the sale of children, child prostitution, and child pornography.

The national governments of all countries where the Austrian Doctors operates have implemented laws to protect children from abuse. These laws are aligned with the UNCRC and Optional Protocol and enforce strict penalties for child abuse, including fines and prison sentences.

Child sexual abuse is covered by national and extraterritorial laws. Over 38 countries have extraterritorial laws ensuring that child-sex offenders can be arrested in their home country, even if their crimes were committed overseas.

Our responsibility towards vulnerable adults

A vulnerable adult is any person aged 18 or above who is unable to take care of or protect themselves from harm or exploitation due to their medical situation or disability. Vulnerable adults can be susceptible to the same forms of abuse as children.

The Austrian Doctors' duty to care for and protect children also extends to vulnerable adults.

ALL protection measures and reporting procedures in this handbook also apply to our treatment of vulnerable adults in terms of the definition in the glossary. ⁴

What is child abuse?

“Child abuse constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.”

(World Health Organisation, 1999)

Child abuse consists of various forms of abuse, neglect, and exploitation:

Physical Abuse

Physical abuse occurs when a person purposefully injures or threatens to injure a child. This involves, but is not limited to, hitting, slapping, punching, shaking, kicking, burning, shoving, suffocating, or grabbing.

Emotional Abuse

Emotional abuse is persistent and severe emotional mistreatment. Emotional abuse attacks a child’s self-esteem. It can take the form of name calling, threatening, ridiculing, intimidating, or isolating a child.

Sexual Abuse

Sexual abuse occurs when someone involves a child in a sexual activity by using their power over them or taking advantage of their trust. Child sexual abuse includes activities, such as but not limited

⁴ We also refer to the United Nations Convention on the Rights of Persons with Disabilities (UNCRD), see www.un.org/disabilities/.

to, touching a child's genitals, forcing them to watch or take part in child pornography or other forms of violence on the internet, or coercing them to have sex or engage in sexual acts.

Neglect

Neglect is the extreme failure to provide a child with important aspects of care, including, but not limited to, protecting them from exposure to danger or withholding medical attention or the basic things needed for their growth and development.

Exploitation

According to the United Nations Convention on the Rights of the Child (UNCRC), every child has the right to be protected from economic exploitation. The agreement of the International Labour Organization (ILO) protects children from severe forms of child labour, such as forced labour, prostitution, drug trafficking, and the misuse of children as soldiers. Children are not to carry out work that is dangerous or harms their development. Children also have the basic right to go to school.

The Austrian Doctors takes a zero-tolerance approach to all forms of child abuse.

What are the indicators of abuse?

Sometimes children may show signs of abuse without verbalizing it. Some significant indicators of abuse include, but are not limited to, exhibiting hematoma and injuries at different healing stages; injuries that are not typical for the age or developmental stage of the child, and inconsistent explanations of those injuries; behavioural extremes, such as aggressive or demanding behaviour; undressing in inappropriate situations, and exposing genitals or showing exhibitionist behaviour. Further indicators are listed in annex D. The more signs of abuse a child exhibit, the higher the probability of abuse.

Please pay attention whether a child shows one or more of the symptoms stated above or when you notice the following:

- adults who spend a lot of time with children, often alone,
- adults who favour a child or give it "special" attention,
- adults who give children improper presents, and
- adults who are excessively preoccupied with photographs of children.

What is the impact of child abuse?

Child abuse may negatively affect a child's physical, cognitive, emotional, and social development.

Children subjected to violence, abuse, exploitation, and neglect are at risk of death, poor physical and mental health, educational problems, displacement, homelessness, vagrancy, and poor parenting skills later in life. Abused children also face a high risk of becoming abusers themselves as adults.

Who can be an offender and how do they operate?

People who abuse children can come from any social background. They can be male or female, young or old, and of any nationality and profession.

Many offenders find their victims through the organisations they work or volunteer for or that entrust them with adopting a child. Due to strict laws, severe penalties, and rigorous screening processes in their home countries, these people often abuse children while they are overseas.

There has recently been a growing incidence of offenders targeting and infiltrating international organisations to abuse children. Non-governmental organisations (NGOs), especially those that work closely with children, are particularly susceptible.

It is important to be aware that adults who are responsible for childcare sometimes abuse their position of trust to harm children.

Since children can also be abused by other children, it is important to provide a safe environment in our projects, particularly when children share common facilities, such as boarding houses, schools, orphanages, and medical facilities.

Most children are abused by someone they know and trust (a family member, neighbour, teacher, doctor, or aid worker).

Most offenders are men, but there are also female offenders.

People who abuse children often have several victims.

Anyone can be an offender.

Offenders employ different methods and strategies to abuse a child, such as, but not limited to:

Seduction

In this case, the offender is usually known to the child. They spend time with the child and gain their trust, gradually moving from non-sexual contact to sexual abuse. The abuser may apply a technique known as 'grooming', a gradual process of befriending and influencing a child to desensitize them to increasingly inappropriate behaviour. Favouritism is another seduction method. It involves favouring and giving special attention to a particular child or group of children.

Trickery

Children see adults as authority figures. Offenders may exploit a child's natural curiosity and need for affection to trick them into a situation of abuse. To facilitate the abuse, they often withdraw a child from the supervision of another adult.

Force

A child can usually do very little to resist force. When force is applied, the offender is generally a stranger.

Secrecy

The central theme in all these methods is secrecy, which includes, but is not limited to:

- **Bribery:** in the form of gifts or other favours that interest a child,
- **Blame:** telling the child it is his/her fault for the abuse,
- **Embarrassment:** shaming the child so they will not speak about the abuse,
- **Loss of Affection:** withdrawing affection from the child,
- **Displacement of Responsibility:** the child blames him/herself for the abuse, and
- **Threats:** threatening to harm the child or their family.

How can I protect children?

Prevention is the best protection.

Three steps to protect children:

Preventing child abuse is possible. Here are three proactive steps to help you protect children:

1. Familiarize yourself with the facts

Increase your awareness of child abuse and its risks. Bear in mind that child abuse can happen everywhere, even in your project. It is the responsibility of all the Austrian Doctors' staff and partners to have a profound knowledge of and stay alert to child protection.

2. Minimise risks

The risk of child abuse can be significantly reduced by following the Code of Conduct.

3. Report your concerns

Recognise suspicious situations rather than ignoring them and report to your local Child Protection Focal Point.

What is the Austrian Doctors' Code of Conduct?

The key element of our Child Protection Policy is the *Code of Conduct*. It provides instructions for working with children on behalf of the Austrian Doctors. We expect all staff, volunteering Austrian Doctors, office holders, volunteers, and personnel of partner projects who work directly with children in our projects to strictly comply with this conduct. The *Code of Conduct* reads as follows:

The Austrian Doctors' staff and partners must read, agree with, and abide by this Code of Conduct.

As a representative of the Austrian Doctors, I hereby pledge to uphold the following rules:

I will always and in any case:

- follow and uphold the guidelines in the Austrian Doctors Child Protection Policy.
- treat all people with respect.
- follow the 'Two Adults Rule'. This means that, whenever possible, I will ensure that another adult is present or within eye contact when conducting one-to-one appointments, instructions, and medical or rehabilitation procedures with a child or children.
- If I must conduct a personal conversation with a child, I shall ensure that another adult is within eye contact. If individual consultation or treatment is required, I shall obtain the consent of the legal guardian and inform another adult in advance about the place and time of the consultation.
- observe that an appropriate Austrian Doctors' staff member or responsible official of the local partner project who ensures that the children's rights are adhered to, and they are treated with respect accompanies all people visiting the Austrian Doctors projects.
- create a safe and positive environment for children.
- immediately report concerns of abuse in accordance with the reporting procedures.
- keep in mind that, as a representative of the Austrian Doctors, I have to act as a role model to others and behave in a way that does not harm the reputation of the organization as a whole.

I will not:

- engage in inappropriate physical contact with children, including hitting, cuddling, and kissing.
- use language that is inappropriate, harassing, abusive, sexually provocative, or demeaning.
- spend time alone with children. I will always ensure another adult is present or nearby to observe my activities.
- invite unaccompanied children into my home, residence, or hotel.
- develop relationships with children that could be deemed exploitative or abusive in any way.
- engage in any form of sexual acts with children, including paying for sexual services.
- request or share the personal contact details of children.
- use computers, mobile phones, photo and/or video cameras to exploit or abuse children, as well as produce and share photos and/or film material without the voluntary consent of the legal guardian.
- access inappropriate and illegal content, such as child pornography.
- use the power and influence of my position to abuse children.

I understand that a child is a person under the age of 18. I understand that my mistaken judgement of the age of the child is not an excuse.

I understand that any violation of the Code of Conduct may result in my dismissal and judicial consequences according to Austrian laws or the laws in the country where I am working.

With this signature, I give my assurance that I have carefully read, clearly understand, and agree to abide by the Austrian Doctors' Code of Conduct at all times.

The Code of Conduct applies as follows:

- All the Austrian Doctors' staff, including the volunteering Austrian Doctors, are required to sign and adhere to the Code of Conduct.
- All the Austrian Doctors' partners have to sign and follow the Code of Conduct as part of the Cooperation Agreement. The Austrian Doctors will assess the level of risk in each project prior to project implementation with the respective partners.
- All other partner organisations, corporations, and institutions are obligated to uphold the Austrian Doctors' Guiding Principles and implement equivalent child protection standards.

The Austrian Doctors expects all staff to uphold the Code of Conduct and disseminate it widely within the organisation and among our partner organisations.

The Austrian Doctors will conduct regular Child Protection Audits to ensure compliance with the Code of Conduct by the signatories.

Reporting procedures

The Austrian Doctors ensures that a complaint and reporting system is in place and regularly reviewed in each project. Every person working in or visiting the Austrian Doctors projects has to know whom he/she can contact if abuse is suspected, or a breach of the Code of Conduct is observed. Telephone numbers and email addresses of the Child Protection Focal Point are displayed in central locations in English and local languages. Contact details of responsible persons who can be contacted should the Child Protection Focal Point ever be unavailable are also displayed.

In any case of suspected abuse, the protection and care of the child or person against whom violence has been perpetrated is the priority. The Child Protection Focal Point must be informed immediately. S/he decides on the next steps to be taken and immediately informs both the project management and the Austrian Doctors' CPR. Once an allegation has been made, the CPR will respond within 24 hours to arrange all necessary measures to be taken.

The Child Protection reporting process is outlined in the table below.

Steps to Report Concerns or Allegations of Child Abuse	
What should I report?	<ul style="list-style-type: none"> Any suspicion or allegation of child abuse (physical, sexual, or emotional abuse) by the Austrian Doctors' staff, including volunteering Austrian Doctors, partners, or visitors. Any breach of the Code of Conduct by the Austrian Doctors' staff, including volunteering Austrian Doctors or partners. Any breach of the Visitor Protocol by project visitors. Any suspected incidents of child abuse in the local community. Any situation where children show symptoms of abuse during medical examinations.
Whom do I report to?	<ul style="list-style-type: none"> If the incident involves a Austrian Doctors' staff member, including volunteering Austrian Doctors or partners, immediately report to the Child Protection Focal Point who will inform the CPR without delay. If the abuse is committed by someone not related to the Austrian Doctors (for example, a family member), please talk to your Child Protection Focal Point who will contact the local child protection network.
What are the contact details?	<p>The Austrian Doctors Child Protection Representative, CPR Location: Salzburg, Austria E-Mail: office@austrian-doctors.at Telephone: 0043 664 150 78 88</p> <p>The Austrian Doctors Child Protection Focal Point → see local information local Child Protection network → see local information local Child Protection-Hotline → see local information</p>
What if I am not sure that what I have seen or heard is child abuse?	<ul style="list-style-type: none"> If you are concerned about any situation that might involve child abuse, please contact your Child Protection Focal Point. Feel free to also contact the Austrian Doctors CPR. S/he will answer any questions you may have about child protection, including child abuse. It is better to ask questions and speak-up if you have concerns about possible child abuse than to remain silent.

Incident-response guidelines

Upon receiving any report regarding child abuse, the Austrian Doctors will take all appropriate actions to ensure the safety and well-being of the child.

Interviewing children who have been abused may further traumatise them and should only be conducted by the respective authorities and professionals. The Child Protection Focal Point will ensure that a victim who has made allegations of abuse is granted the necessary assistance during the investigation process by the authorities. This may include cooperating with local organisations, which appoint interpreters, counsellors, and lawyers.

Following an allegation of abuse, the Austrian Doctors will conduct a preliminary assessment of the situation and determine whether, based on the information provided, there has been a criminal or non-criminal breach of the Code of Conduct:

- Physical and/or sexual abuse of children is a crime. If a crime has been committed, it will be reported to the appropriate authorities in agreement with the victim.
- If there has been a non-criminal violation of the Code of Conduct, an internal investigation will be conducted by the Austrian Doctors and may lead to disciplinary action against the individual who violated the Code.

The Austrian Doctors ensures that action is taken to support and protect children whenever concerns arise. We will:

Distance the alleged perpetrator

The best interests of the victim may warrant suspending a staff member during the investigation. Staff members who have been suspended are entitled to full pay and a fair process without presumption of guilt or innocence.

Treat the situation with confidentiality

It is unacceptable and potentially defamatory for concerns of abuse to be spread through the organisation rather than being directed through a formal complaint process. Confidentiality ensures a fair and proper investigation.

Provide a protective environment for children, their families, and staff

The Austrian Doctors will not tolerate any form of intimidation, reprisal, or retaliation against any employee who reports any form of abuse or provides any information or assistance during an investigation.

Provide counselling support

Professional counselling will be available to all parties involved in the alleged abuse.

Investigate all reports

The Austrian Doctors takes reports of abuse very seriously. We immediately respond to all reports in a confidential, thorough, and impartial manner. The individual who has allegedly violated the Austrian Doctors' Code of Conduct will be given the opportunity to present their view of the events in question. Austrian Doctors will not make a decision until the investigation has been completed. The matter will be handed over to the respective authorities with the victim's consent when there are reasonable grounds to believe that a legal offense has been committed.

Guidelines for medical practitioners and teachers

The Austrian Doctors Child Protection Policy specifically focuses on preventing abuse by any staff member, teacher, doctors, office holders, volunteers, representatives, project visitors, and partner projects. It is also our duty to be alert to child abuse by offenders who are not connected to the Austrian Doctors.

Medical practitioners, teachers and other staff members who work closely with children may become aware that children have been physically or sexually abused by members of their own family, friends, community members, or other visitors.

In these instances, the medical practitioners, teachers or staff members must report to the Child Protection Focal Point who will ensure that the case is handled appropriately and sensitively.

Cooperating with the Child Protection Focal Point is crucial. S/he will contact the local networks and authorities. If further support is necessary, the Austrian Doctors CPR will be engaged.

Guidelines for project visits

The Austrian Doctors welcomes many national and international visitors to its projects each year. These visitors often make valuable contributions to the projects. However, we are aware that offenders deliberately target organisations that work with children to sexually abuse children while visiting their projects. Therefore, it is particularly important that we actively prevent situations of possible abuse by visitors.

What are the requirements and procedures?

- All visitors must submit the **visit request form** two weeks prior to their proposed visit.
- All visitors must submit a recent police clearance check prior to their proposed visit.
- The Austrian Doctors' staff and partner projects must ensure that visitors always abide by the visitors' protocol.
- Any breaches of the visitor's protocol must be reported to the Austrian Doctors CPR.
- All visitors must always be accompanied by an Austrian Doctors' staff member or partnerproject representative.

Communication and Child Protection

In all communication, whether written, visual, or verbal, the Austrian Doctors is committed to adhere to the following rules:

- Protect and respect children's dignity and privacy and safeguard them from being identified by people who may wish to harm them.
- Always seek permission from the children and their legal guardian before interviewing, recording, or photographing children.
- Inform children about their rights regarding the use of their information and introduce them to the concept of 'informed consent', encouraging them to speak up if they feel uncomfortable about sharing their story or having their image taken.
- Prevent the collection or distribution of degrading stories or images of children on our publications and website.

- Provide accurate and dignified portrayals of children that do not dramatize, sensationalise, or corrupt children's stories.
- Avoid depicting children as 'victims'.
- Prevent the dissemination of confidential information regarding children or information, which identifies the child's location.
- The Child Protection Focal Point supported by the Austrian Doctors Department of Fund Raising and Public Services is responsible for reaffirming that all staff, partners, and children have made informed decisions about and are prepared for media interaction, if required.
- Ensure all media visitors sign and agree to abide by the Visitor Protocol.

Guidelines for using children's images

When recording, photographing, or filming a child, all Austrian Doctors staff members and partners must adhere to the following instructions:

- Obtain consent from the child or a parent/legal guardian before recording, photographing, or filming a child. As part of the consent process, it must be explained how the recording, photograph, or film will be used.
- Assess and comply with local traditions or restrictions for reproducing personal images before recording, photographing, or filming a child. They must always be respected.
- Ensure recordings, photographs, films, videos, and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner.
- Ensure children are adequately clothed and not in poses that could be seen as inappropriate.
- Ensure file labels do not reveal identifying information about a child when sending images electronically.

Storing Child Protection information

The CPR ensures that all child protection information is stored safely. This includes:

- establishing a central filing system at the Austrian Doctors headquarters for all child protection information.
- ensuring a secure filing system is established in each project for all case histories and personal information about children which is only accessible to the minimum number of personnel who need to refer to such information.

Recruitment and induction guidelines

The Austrian Doctors will take care in recruiting and selecting personnel to deter possible offenders. The following actions will be taken:

Job advertisement and publicity

Our commitment to child protection will be clearly stated in recruiting advertisements, our publications, and our website.

Application forms

All applicants must complete a general application form which:

- refers to the Austrian Doctors Child Protection Policy and Code of Conduct,
- asks questions about any criminal convictions, criminal proceedings, or any other information that we need to be aware of pertaining to child protection,
- requires a declaration from the applicant that the information in their application is accurate,

- states that employment can be refused if the applicant refuses to sign the declaration, submit a CRB check, or sign the Code of Conduct,
- requires the applicant to provide formal proof of their identity, and

Disclosure from the Criminal Records Bureau (CRB check)

We require a CRB check for all staff, partners, and visitors who travel to the Austrian Doctors projects. All information in the CRB check is treated with the strictest confidentiality. If any criminal convictions are identified, it is the responsibility of the board in coordination with the CPR to determine whether they pose a risk for child protection.

Interview

During the interview, the Austrian Doctors will openly discuss its Child Protection Policy and Code of Conduct and apply behavioural-based interviewing to determine the relevance of the applicant's past conduct and how the applicant might behave in specific situations.

Introduction

Once appointed, all the Austrian Doctors' personnel will receive introductory training, which outlines each individual's responsibility of to behave appropriately when interacting with children. All personnel must receive and sign a copy of the Child Protection Policy and Code of Conduct.

Training

The Austrian Doctors' staff members will receive training concerning Child Protection according to their respective duties and levels of engagement with children.

Local information:

What is the legal situation in my host country?

This section is prepared by the Child Protection Focal Point in each country. It should provide an example of the specific laws and associated penalties relating to child abuse in the particular country.

Whom can I contact for support?

Your first point of contact is your Child Protection Focal Point. S/he will assist you in any matters regarding Child Protection.

Please use this space to list other key points or contacts:

This section is prepared by the Child Protection Focal Point in each country. It should include the names and contact details for reliable services including:

- child abuse help lines/reporting hotlines
- counselling services
- child protection shelters



AUSTRIAN DOCTORS CODE OF CONDUCT

The Austrian Doctors is committed to the safety and well-being of all children involved in our projects. All the Austrian Doctors' staff and members of partner projects must read, agree to, and abide by this Code of Conduct. **As a representative of the Austrian Doctors, I hereby pledge to uphold the following rules:**

I will always and in any case:

- follow and uphold the guidelines in the Austrian Doctors Child Protection Policy.
- treat all people with respect.
- follow the 'Two Adults Rule'. This means that, when possible, I will ensure that another adult is present or within eye contact when conducting one-to-one appointments, instructions, and medical or rehabilitation procedures with a child or children.
- If I must conduct a personal conversation with a child, I shall ensure that another adult is within eye contact. If an individual consultation or treatment is required, I shall obtain the consent of the legal guardian and inform another adult in advance about the place and time of the consultation.
- observe that an appropriate Austrian Doctors' staff member or responsible official of the local partner project who ensures that the children's rights are adhered to and children are treated with respect accompanies all people visiting the Austrian Doctors projects.
- create a safe and positive environment for children.
- immediately report concerns of abuse in accordance with the reporting procedures.
- keep in mind that, as a representative of the Austrian Doctors, I must act as a role model to others and behave in a way that does not harm the reputation of the organization as a whole.

I will not:

- engage in inappropriate physical contact with children, including hitting, cuddling, and kissing.
- use language that is inappropriate, harassing, abusive, sexually provocative, or demeaning.
- spend time alone with children. I will always ensure another adult is present or nearby to observe my activities.
- invite unaccompanied children into my home, residence, or hotel.
- develop relationships with children that could be deemed exploitative or abusive in any way.
- engage in any form of sexual acts with children, including paying for sexual services.
- request or share the personal contact details of children.
- use computers, mobile phones, photo and/or video cameras to exploit or abuse children, or produce and share photos and/or film material without the voluntary consent of the legal guardian.
- access inappropriate and illegal content, such as child pornography.
- use the power and influence of my position to abuse children.

I understand that a child is a person under the age of 18 years. I understand that my mistaken judgement of the age of the child is not an excuse.

I understand that any violation of the Code of Conduct may result in my dismissal and judicial consequences according to Austrian laws or the laws in the country where I am working.

With this signature, I give my assurance that I have carefully read and clearly understand and agree to abide by the Austrian Doctors Code of Conduct at all times.

Name: _____

Signature: _____

Date: _____

ANNEX B

Child Protection Incident Report Form Email this form within 24 hours after making a verbal report to office@austrian-doctors.at		
Date of Report:	Country:	
Reported by:		
Your name:	Your position:	
Your phone numbers:	Your email address:	
Person being protected (the victim)		
Family Name:	First Name:	
Date of Birth:	Gender:	Nationality:
Address and Contact Details:		
Who does the child live with?		
Are any other children involved?		
Person who caused the problem (the offender)		
Family Name:	First Name:	
Age:	Gender:	Nationality:
Address and contact details:		
Does this person work for the Austrian Doctors?		
What is this person's relationship with the child?		
If there are two or more people who caused the problem, please add details at the end of this report		
Facts (details of the incident/report)		
Date of the incident:	Time of the incident:	Location of the incident:
How did you become aware of the incident? <input type="checkbox"/> I witnessed it <input type="checkbox"/> Other staff member told me <input type="checkbox"/> Victim told me <input type="checkbox"/> Other (specify)		
Were there any other witnesses to the incident? Yes <input type="checkbox"/> <input type="checkbox"/> No If yes, please provide name, position, and contact details:		
Please describe the specific child-abuse incident:		
Protection		
What immediate action has been taken to protect the child?		

AUSTRIAN DOCTORS VISITORS PROTOCOL

Visitors Planning Information

Thank you for your interest and support of Austrian Doctors. We welcome visits from our dedicated partners, donors and supporters as a valuable, mutual learning opportunity. In order to ensure that you have a safe and rewarding visit, it is important that your visit is properly planned. The following guidelines will help to ensure your visit exceeds your expectations:

1. Visit Request Form

Your visit to a Austrian Doctors project begins with the visit request form. We require at least two weeks notice to arrange a visit to our projects. Please understand that sometimes circumstances (e.g. national holidays and scheduling conflicts) prevent us from hosting visitors. Once we receive your visitor request form, you can expect a reply from us within seven business days.

2. Visitors Code-of-Conduct

Every visitor, who requests to visit an Austrian Doctors project, must read, and sign our visitors code-of-conduct and agree to uphold our commitment to protect the safety, security, privacy and dignity of children and vulnerable adults.

3. Confirmation

Once a visit has been approved, the project staff will work with you to schedule and plan your visit.

4. Visitor Liability

Visitors need to arrange adequate travel and health insurance prior to leaving their home country. Austrian Doctors is not responsible for personal injuries, loss or damage of personal property.

5. Visitor Donation

Austrian Doctors welcomes donations to our organization from visitors to help cover the time and human resource costs associated with planning and facilitating your visit. Direct payments, presents or in-kind donations to project staff and/or beneficiaries are not accepted, as they violate the Austrian Doctors anti-corruption guideline. Please note that any direct expenses incurred on your visit, such as transport to and from the project, meals or accommodation and translation, are solely your responsibility.

6. Background Information

Prior to arrival, visitors should try to gain a basic understanding of the culture, politics, economy, and security of the country and area to be visited. In addition, visitors are invited to learn more about Austrian Doctors via our website: www.austrian-doctors.at

7. Next Steps

If you have any questions with regard to child protection during your visit, please contact the Child Protection representative in Salzburg via office@austrian-doctors.at or +43 664 150 78 88



Visit Request Form

Thank you for your interest in visiting an Austrian Doctors project. In order to process your request, we kindly ask you to duly complete and submit this form to Austrian Doctors **2 weeks prior to your proposed visit**.

Title	First Name	Last Name
Date of Birth		
Position / Profession		
Organisation		
Website		
E-Mail		
Telephone		
Facsimile		
Address		

Please specify the project(s) and country you wish to visit:

Why are you interested in visiting this Austrian Doctors project?

Have you visited this project or other Austrian Doctors projects before? If yes, where and when?

What is your intended date of travel and planned duration of your stay in the host country?

How are you currently associated with Austrian Doctors? If not, how did you hear about our work?

Thank you for completing and submitting this visit request form. You will receive a response from us within seven business days.



Visitors Code-of-Conduct

Austrian Doctors is committed to protect the safety, security, privacy and dignity of children and vulnerable adults in all our projects. All visitors are therefore expected to support us in protecting children and vulnerable adults by abiding these rules at all times:

- I will only visit Austrian Doctors projects with prior approval from Austrian Doctors, and when an authorized staff member accompanies me throughout the visit. I will not re-visit a project without the knowledge of Austrian Doctors and without the company of an authorized staff member.
- I will always be professional and culturally sensitive in my interactions with Austrian Doctors projectstaff, partners, and beneficiaries, but especially with children and vulnerable adults.
- I will not engage in inappropriate physical contact with children and vulnerable adults, including hitting, cuddling, and kissing.
- I will not use language that is inappropriate, harassing, abusive, sexually provocative, or demeaning.
- I will not spend time alone with children. I will always ensure another adult is present or nearby to observe my activities.
- I will not exchange personal contact details with any child, vulnerable adult and/or their family. I will also not invite a child or vulnerable adult into my home, residence, or hotel.
- I will not use computers, mobile phones, photo and/or video cameras to exploit or abuse children and vulnerable adults or produce and share photos and/or film material without prior approval by the authorized staff member and the voluntary consent of the person involved or legal guardian.
- Abiding the previous rule, I will only photograph children and vulnerable adults when they are appropriately dressed. I will respect their dignity and right to privacy at all times.
- I will seek guidance from an authorized staff member when I am unsure about the boundaries of appropriate behaviour.

I understand that a child is a person under the age of 18 years. I understand that my mistaken judgement of the age of the child is not an excuse.

I understand that the project visit will be stopped and necessary action will be taken, should there be any breach of these protocols.

With this signature, I give my assurance that I have carefully read and clearly understand and agree to abide by the Austrian Doctors visitors protocol at all times.

Name: _____

Signature: _____

Date: _____

Recognition of Child-Abuse Indicators⁵

Indicators of abuse do not in themselves prove that a child has been abused. Keep in mind that injuries occur accidentally when children play.

	Physical Indicators	Behavioral Indicators
Physical Abuse	<ul style="list-style-type: none"> • Unexplained injuries or unbelievable or inconsistent explanations of injuries • Multiple bruises in various stages of healing located on face, neck, buttocks, back, chest, thighs, legs, and genitalia • Bruises that resemble objects, e.g. hand, fist, belt, or rope • Injuries that are inconsistent with a child's age/developmental level • Burns 	<ul style="list-style-type: none"> • Fear of going home, of parent or caregiver • Extreme apprehensiveness or vigilance • Pronounced aggression or passivity • Flinching easily or avoiding touch • Abusive behavior/talk during play • Unable to recall how injuries occurred • Account of injuries is inconsistent with the nature of the injuries
Sexual Abuse	<ul style="list-style-type: none"> • Sleep disturbances or bedwetting • Pain/irritation in genital/anal area • Difficulty walking or sitting • Difficulty urinating • Pregnancy and/or positive test for sexually-transmitted disease or HIV • Excessive or injurious masturbation 	<ul style="list-style-type: none"> • Sexually promiscuous • Sexual play or drawings inappropriate for developmental stage or age • Cruelty to others • Setting fire(s) • Anxious • Withdrawn
Emotional Abuse	<ul style="list-style-type: none"> • Name calling and insulting • Threatening violence (even without carrying out threats) • Allowing children to witness the physical or emotional abuse of another • Withholding love, support, or guidance 	<ul style="list-style-type: none"> • Fearing a parent and saying they hate a parent • Talking badly about themselves (such as saying, "I'm stupid") • Seeming emotionally immature when compared to peers • Exhibiting sudden changes in speech (such as stuttering) • Experiencing a sudden change in behavior (such as doing poorly at school) <p><u>Indicators in a parent or caregiver include:</u></p> <ul style="list-style-type: none"> • Showing little or no regard for the child • Talking badly about the child • Not touching or holding the child affectionately • Not tending to the child's medical needs
Negligence	<ul style="list-style-type: none"> • Lack of adequate medical and dental care • Often hungry • Lack of shelter • Child's weight is significantly lower than what is normal for his/her age and gender • Developmental delays • Persistent (untreated) conditions (e.g. head lice, diaper rash) • Exposure to hazards (e.g., illegal drugs, rodent/insect infestation, mold) 	<ul style="list-style-type: none"> • Not registered in school • Inadequate or inappropriate supervision • Poor impulse control • Frequently fatigued • Parenting behavior (when children are forced to take on the role and responsibilities of a parent)

⁵ Courtesy of Austrian Doctors Child Protection Officer Joseph Shiundu in Kenya.



Every Child Counts

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