

Child and Adult Safeguarding Procedures

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Purpose

Habitat for Humanity is accountable for designing and implementing operational and project activities and environments that endeavor to prevent and deter any behaviours by Habitat representatives, whether intentional or accidental, that place children, adults and community members at risk of harm.

These procedures apply to the day-to-day operations and project teams, including disaster response, to ensure contextualisation of safeguarding measures that correspond to foreseeable and preventable risks. All representatives are expected to adopt or adapt and implement safeguarding procedures throughout the project life cycle and in accordance with their respective roles and responsibilities.

These procedures have been designed to accompany the Child and Adult Safeguarding Policy.

The Child and Adult Safeguarding Policy sets forth the requirements and guidelines for protecting children, adults and community members from harm by Habitat representatives or unsafe programming activities. These Child and Adult Safeguarding Procedures define the specific actions that correspond with the minimum safeguarding standards and identify who is responsible for carrying out those actions. Procedures help to bring uniformity and consistency across all activities while allowing for contextualisation based on location, context, project type and aim, and donor requirements. The minimum safeguarding standards and these procedures are reinforced in the Safeguarding Self-Assessment, which supports accountability for identifying risks, implementing mitigation measures, and monitoring the efficacy of safeguards.

Project teams, can use these procedures to establish standard operating procedures for safeguarding, which can be adapted for the context and unique risks associated with the project's activities. While these procedures may provide a road map to meet our minimum safeguarding commitments, it is important to remember that **every country, community and project is unique**. There will be context-specific safeguarding risks to consider and mitigate, and this document is not intended to replace critical thinking or thought partnership with Habitat for Humanity Australia and Habitat for Humanity International safeguarding subject matter experts.

Disaster responses and crisis situations

During disaster responses, the local and contextual risks associated with safeguarding heighten and intensify. Accessing basic needs like clean water, shelter and food may be challenging and increase children's and adults' dependency on Habitat resources. This, in turn, increases their vulnerability to harm, abuse, discrimination and exploitation. Where crises situations occur,¹ there may be a breakdown in social controls, the rule of law, or failures with protection systems, exposing children and adults to further risks, including family separation, displacement and transiency. These factors can contribute to child abuse; sexual exploitation, abuse and harassment, or SEAH; discrimination; labor exploitation; and other forms of harm.

Disasters and crises exacerbate existing local and contextual threats to protection. Because mobilization of responses can be rapid and chaotic, it may lead to safeguarding breaches if careful planning is not done. When crises happen, HFHA may experience a high volume of deployments (e.g., employees working in new contexts under stressful conditions), an influx of local or international volunteers, and an abundance of partner-implemented projects, all of which can contribute to the challenges in managing safeguarding-related risks. Even for the most experienced response teams, long hours, high-pressure environments and sleep deprivation can also lead to poor judgment and behaviors that can lead to unintentional or deliberate harms.

Summary

HFHA's approach to safeguarding is guided by five pillars: governance and culture, prevention, training and awareness, reporting, and response. Each pillar has activities that continue throughout the project life cycle, and the procedures will identify where they occur. Since safeguarding is everyone's responsibility, these procedures also help to clarify accountabilities for implementing actions that safeguard children, adults and community members. These

¹ Crises can occur with or without an actual disaster happening and also related to fragile contexts. (See the safeguarding policy for definitions.)

procedures describe how to effectively implement the 12 minimum safeguarding standards during business as usual and in emergency responses. They focus on the safety and protection of all children and adults with whom we have contact, while ensuring that our approaches are child-focused, person-centered and community-driven.

The cross-cutting safeguarding procedures address the 12 minimum standards that apply to Habitat for Humanity Australia organisationally and programmatically with consideration for any projects where community members are present. Because of the unique needs and vulnerabilities of children, special considerations for child safeguarding procedures have been included to ensure the safety of children, whether during intentional child-facing projects and activities or when incidental contact with children occurs.

If any representative requires support to ensure that safeguarding procedures are in place, please consult with the global safeguarding director and the respective regional safeguarding adviser and/or liaise with an available safeguarding focal point. This includes raising any questions about safeguarding measures, budgets, risk assessments, and mitigation and monitoring plans.

How to use the safeguarding procedures

The safeguarding procedures in this document reflect the standards introduced in the HFHA Child and Adult Safeguarding Policy. This document assists HFHA in making actionable the minimum safeguarding requirements. It is important to note that additional procedures may be needed, based on specific projects or established standard operating procedures within Habitat entities. The procedures should be treated as a fluid and flexible document that can be amended and adjusted based on specific needs within HFHA.

Each standard can be tracked through the RASCI template,(Chart 2) which will be reviewed as part of policy review.

Safeguarding procedures (cross-cutting)

Governance and culture

Standard 1: Fostering a culture of safeguarding

1. **Policy review:** The Child and Adult Safeguarding Policy will be reviewed and revised as needed, at minimum every four years.
2. **Annual review and verification, or ARV:** Habitat will complete an ARV to acknowledge compliance with the Safeguarding Policy and Procedures. The ARV will use the standards outlined in the Child and Adult Safeguarding Policy to inform an annual safeguarding plan, or ASP. Any gaps that have been identified will be documented in the ASP with assigned roles, responsibilities and timelines to meet the requirements of the standard.

The ARV will be completed using the Habitat self-assessment tool to confirm compliance with the Safeguarding Policy and these procedures while addressing any gaps in the implementation of safeguarding-related activities and monitoring progress with the associated ASP.

The ARV will be reviewed as a standard part of internal audits, which will also include the respective risk register and any associated safeguarding risk assessments within the scope of the audit.

The self-assessment tool will be reviewed annually, while the ASP will be reviewed every six months to measure progress and update actions as needed.

As applicable, Habitat for Humanity Australia will present the safeguarding annual work plan/ findings of the ARV and provide annual updates to the board on the progress made against work plan objectives.

3. **Board designation:** The HFHA board and Affiliate boards will identify and designate a safeguarding representative to receive periodic updates on the status of safeguarding within Habitat. Additionally, the representative will oversee safeguarding improvements, controls and processes and ensure the board considers safeguarding in its decision-making.
4. **Safeguarding strategy and personnel:** . The Safeguarding Officer is responsible for supporting organisation-wide compliance and implementation of safeguarding. Roles and responsibilities are outlined in Appendix B and will be reviewed periodically.

5. **Leadership responsibilities:** Senior management meetings will include a recurring, periodic agenda item for safeguarding. Any safeguarding discussions or decisions will be reflected in the minutes.
6. **Communications and fundraising guidelines:** Images, video and storytelling will be obtained after fully informed consent (adults) and assent (children) and used only for business-related purposes. The use of photos, videos or storytelling — especially of children and at-risk adults — on personal social media accounts is strongly discouraged. All Habitat representatives, including volunteers and partners, should receive clear guidance on photos, videos, storytelling and the use of social media. HFHA's Use of Photos and Stories Policy provides additional details about how children and adults should be represented; best practices for protecting identities; and communication rules around photos, videos and storytelling. These practices should be a standard part of all safeguarding training to ensure that Habitat representatives understand their responsibilities in protecting children and adults from exploitative practices that often perpetuate negative stereotypes and stories about historically disenfranchised communities. Induction on the Use of Photos and Stories guidelines is provided to Global Village volunteers as part of their Pre-Departure Briefing.

Standard 2: Establishing accountability

1. **Personnel:** All Habitat representatives as required in [Appendix D](#) will receive and acknowledge the policy. Records of this acknowledgment will be maintained by HFHA Human Resources or the Affiliate administrator.
2. **Budgets:** Habitat will fund operational and resourcing costs for safeguarding personnel and related activities.
3. **Performance Measurement:** The annual safeguarding plans provide annual review and verification provide the basis to assess progress against safeguarding compliance.
4. **Board engagement:** On a regular basis, the HFHA and Affiliate boards will review the status of safeguarding and make recommendations for improvements as needed. At least annually, the board also will review the status of the safeguarding annual plan and progress toward addressing identified gaps.

Standard 3: Risk management

1. **Safeguarding risk assessments, or SRAs:** SRAs will be completed for all projects and activities to identify risks and implement corresponding mitigation measures. Project teams are responsible for ensuring that risk assessments are completed and periodically reviewed throughout the life cycle of the project. This includes identifying safeguarding risks and mitigations during project proposal and design so that activities during implementation may be properly monitored and managed. HFHA's template for project level risk assessment, including safeguarding risks, is included in [Appendix C](#).
 - A. Each SRA should include both cross-cutting and contextualised risks.² All project and volunteer programs (e.g., Global Village or domestic volunteer opportunities) involving child or youth participation or engagement must complete a safeguarding risk assessment and ensure regular monitoring and management of mitigation measures throughout the project or programmatic life cycle.
 - B. Any online project or program involving the participation or engagement of children or young people must complete a risk assessment to develop a mitigation and monitoring plan. Whenever necessary, project teams should consult with IT to ensure adequate privacy and security measures for online activities.
2. **Risk registers:** HFHA's Organisational Risk Register and Affiliate Risk Registers are used to identify general safeguarding risks, assess HFHA's capacity for managing the risks, and implement mitigation measures to guard against safeguarding breaches that may interfere with HFHA projects or lead to serious harm of a child, adult, community member or Habitat representative. Safeguarding is included in the Organisational Risk Register as a standing risk item to ensure proper management of "high level" safeguarding risks and ongoing focus and awareness of safeguarding. The Organisational Risk Register may be used to help inform SRAs. SRAs,

² Cross-cutting risks are types of foreseeable risks likely to impact the safety, health or protection of project participants, including children, young people, and adults in any context, project or program. Cross-cutting risks are inherent to the work and, therefore, should be considered across all projects, programs and activities. Contextualized risks are the risks that may be specific to the type of project (e.g., construction project vs. an advocacy project) or the people who need to be protected (e.g., child volunteers, child participants, at-risk adults) depending upon the type of project and presenting complexities associated with the local culture and community (e.g., where child rights are not recognized, there may be a higher risk of child labor).

however, are typically more granular and dynamic, requiring management by project teams to inform decisions about safeguarding mitigation measures and monitoring plans.

Prevention

Standard 4: Safe recruitment

Safe recruitment ensures that selected candidates are suitable to work with children and at-risk adults and in fragile contexts while also contributing to a safe and healthy workplace culture. HFHA's Recruitment Policy outlines responsibilities for recruiting candidates and HFHI's Safe Recruitment for Employment Toolkit provides guidance for engaging robust vetting practices. Safe recruitment activities include:

1. **Job descriptions:** Each job description identifies and contextualises safeguarding responsibilities associated with the role. Managers across all levels of HFHA have particular responsibilities to support and develop systems that maintain a healthy workplace culture and environments.
2. **Job advertisements:** HFHA shares its commitment to safeguarding children, at-risk adults, community members and representatives through a safeguarding statement included in each job advertisement.
3. **Diversity and Inclusion:** HFHA promotes inclusion and gender balance. In line with our Diversity and Inclusion Policy we ensure our people processes, including recruitment, promotions, career development, succession planning, reward and recognition are based on fairness and merit.
4. **Interview questions:** Interviews include at least one question about safeguarding to better understand the candidate's experience, suitability and values. For candidates working directly with children, an additional interview should include past interactions with children or a contextualized question related to the role.
5. **Reference checks:** Job offers will be made conditional on completion of appropriate reference and background checks – and candidates will be informed of this requirement. A minimum of two reference checks will be completed for any candidate who has received a job offer. Each reference check assesses attitudes, behaviors and commitment to safeguarding, as well as the candidate's suitability to work with children and at-risk adults or in fragile contexts where applicable. Where one of the two references provider is not the current or most recent employer, an employment verification (including safeguarding check) with current/most recent employer for a preferred candidate. Where such a check cannot be obtained, HFHA will review the candidate's suitability for employment as referenced in the Recruitment Policy.
6. **Background record checks, or BRCs:** HFHA completes comprehensive BRCs for each selected employment candidate before their start date and/or contact with children, at-risk adults or community members. BRCs may include but are not limited to police checks, education and employment verification, working with children checks, identity confirmation, and anti-terrorism vetting. Police checks will be completed prior to engagement, once engaged every 5 years or when those checks expire (whichever comes first) or when there is a significant change in an individual's circumstances. Such checks must be obtained in which the applicant has lived for 12 months or longer over the past 5 years and for all countries of citizenship. See [Appendix E](#) for more detail on background check procedures and how positive disclosures are responded to.
7. **Self-declaration:** Candidates are required to affirmatively make a statutory declaration if permitted by local law when BRCs are not available.
8. **Employment contract:** HFHA reserves the right to refuse employment or terminate any person's employment that may pose a risk to children. Employment contracts will contain provisions for the prevention of a person working with children if they present an unacceptable risk to children. This may include suspension or transfer to other duties for any employee who is under investigation and provisions to dismiss any employee after an investigation or who breaches the HFHA's Child and Adult Safeguarding Policy and its behavioral commitments.

Refer to [Appendix D](#) Representatives Requirements Matrix for guidance on recruitment and training requirements for different personnel and volunteer types.

Standard 5: Safer programming

The Safer Programming Guidance Note outlines the practical terms implementing safer programming activities to protect children, adults and community members from harm and to ensure our operations, programming and representatives “do no harm.” Activities that support safer programming are:

1. **Project proposals:** All proposals ensure that child and adult safeguarding risks are assessed and that corresponding mitigation measures are identified. (see sample template for risk assessment in proposals in [Appendix C](#))
2. **Project designs:** Mitigation plans detailing the activities required to reduce the likelihood of injury, harm, abuse and exploitation will be embedded in the project design with a detailed implementation plan. Special attention will focus on child safeguarding and disability-inclusive considerations. See also HFHA’s Disability Policy and related tools.
3. **Budgeting:** All safeguarding activities will be adequately funded in accordance with the proposal and design plan. Activities and resources may vary depending on the size, scope and risks associated with the project.
4. **Project risk assessments:** Safeguarding risk assessments and mitigation plans are monitored and reviewed regularly, but at least six monthly throughout the project life cycle. In the event that new risks are identified or mitigation measures are insufficient, the risk assessment and mitigation plan will be updated. Risk assessments will ensure cross-cutting factors are assessed and include any context-specific risks, especially those impacting children; women; people with disabilities; people in ethnic, racial, religious or cultural minorities; and the LGBTQI+ community.
5. **Participatory Project Design, Implementation, Monitoring and Evaluation:** The design and implementation of projects is based on analysis of the needs of different groups within the community, considering in particular the needs of vulnerable and marginalised people including women, people with disability and ethnic minority groups. Projects are designed to respond to these needs, while safeguarding vulnerable people from unintended harm. Projects create space for community members, including vulnerable and marginalised people, to meaningfully participate in project activities, monitoring and evaluation. This is guided by program policies and tools including: HFHA’s Gender and Development Policy and related tools and HFHA’s Disability Policy.

Standard 6: Safe partnerships

1. **Partner agreements:** A safeguarding clause is included in partner agreements with funded downstream partners outlining four basic standards required to receive HFHA funding or work with children and at-risk adults:
 - A. The partner must adopt HFHA’s safeguarding policy or have a safeguarding policy of equal or greater rigor. All partner representatives must receive, read and acknowledge the policy.
 - B. The partner must provide contextualised training to all project implementers. Training includes identification of risks and mitigation measures, behavioral expectations, and reporting responsibilities.
 - C. The partner will complete a risk assessment, mitigation strategy, and monitoring plan associated with the funded project and/or implementation plan.
 - D. The partner must establish reporting channels, inform HFHA when a concern on a HFHA-funded or HFHA-related project arises, and have procedures in place for responding to any reported concern, suspicion or known safeguarding incident. In the alternative, the partner should be informed that it may use Habitat’s reporting system ([HEAL](#)) to ensure timely reporting of any safeguarding concern, suspicion or known incident. For partners receiving DFAT funding through HFHA, reporting must follow required timeframes to meet DFAT contractual obligations as described in [Standard 11](#).
2. **Due diligence assessment:** The safe partnership due diligence assessment gives HFHA and its partners a baseline for assessing partners’ organisational capacities on safeguarding, including prevention of sexual exploitation, abuse and harassment, or PSEAH. In collaboration with HFHA, partners (including downstream partners on HFHA funded projects implemented by HFH national offices in Asia Pacific region), depending on the nature and extent of their engagement, will complete the assessment before formalising the partnership and commencement of work with children or at-risk adults or in fragile contexts.

3. **Capacity building:** HFHA is committed to engaging partners who may require additional support with capacity building. If capacity building is needed, it will be documented as an action plan as part of the safe partnership due diligence assessment with specific activities, people responsible, and dates for completion. For HFHA's program implementing partners from across the Asia Pacific, HFHA will liaise closely with HFHI-Asia Pacific Office to support any identified gaps in safeguarding capacity as part of our ongoing commitment to partner capacity building. This includes the assessment and support of local downstream partners of HFH partner entities overseas.

Standard 7: Volunteer management

1. **Code of conduct:** Every volunteer receives, reads and acknowledges the Volunteer Code of Conduct to ensure understanding of their commitment to safeguard children, at-risk adults and community members. This must be done before volunteer activities begin. Volunteers must be informed that they are strongly discouraged from using personal devices, such as smart phones, cameras, iPads, video cameras, computers or other technology, to take photos or film children, adults or community members. Any consent or assent given by a child or adult should be carried out by Habitat staff for use of imagery as part of HFHA's communications and fundraising work. Use of photos, video or storytelling, especially of children and at-risk adults on personal social media accounts, is prohibited.
2. **Vetting and background records checks, or BRCs:** HFHA completes thorough BRCs for key volunteers and regular volunteers who have contact with children, at-risk adults or community members before volunteer activities begin. BRCs may include but are not limited to police checks, working with children checks, identity confirmation and anti-terrorism vetting. A signed self-declaration will also be requested of all volunteers and character references provided by volunteers who are unable to complete BRCs, for instance those traveling from their country of residence to another country.
3. **Training:** Volunteers — child or adult — will receive contextualised safeguarding training before beginning volunteer activities. Training includes identification of risks and mitigation measures, behavioral expectations, and reporting responsibilities. For safeguarding training geared for children, it is important that the training is appropriate to their age, development and culture. (See detail on existing training for different volunteer types in [Appendix D](#) and guidance on what should be included in training in [Standard 9.2](#))
4. **Supervision plan:** Volunteers — child or adult — must never be alone or unaccompanied during any volunteer activities. A minimum of one paid staff member (whether from HFHA or community partner organisations who are hosting volunteers) for domestic projects where no community members are present and two paid staff members for overseas projects or activities where beneficiaries are on site should be present to supervise interactions between volunteers and community members, especially when children or at-risk adults are present. An agreed supervision plans should be developed (in partnership with hosting community organisation partners and/or schools where students are participating in volunteer activities) regardless of the age of the volunteers. Special considerations for child volunteers are detailed below.
Overseas, Global Village Team Leaders (voluntary leader of the other volunteers) are required to ensure their team is compliant with HFHA Safeguarding Policy and Procedures at all times. If at any time a team member does not comply with HFHA policies, Team Leaders are required to inform both the local host coordinator and the HFHA Volunteering staff immediately.
In Australia, HFHA's Site Supervisors are required to ensure Community and Corporate Volunteers are compliant with the Safeguarding Policy and Procedures during the activity. If at any time a volunteer does not comply with HFHA policies, the Site Supervisor is required to inform the Head of Australian Programs immediately.
All Community and Corporate Volunteers are only allowed onsite with HFH staff at designated times. They are not left alone with children or families and volunteer activities are not undertaken directly with children. The nature of the program mitigates the risk of participants interacting with children and vulnerable community members.

5. **Child volunteers or participants:** HFHA has special guidance for any person under the age of 18 volunteering or participating in any capacity on a Habitat project. The minimum age for participation as a volunteer on an activity is 15 years on the first day onsite the build site, or older if required by the hosting program and child labour laws. The Global Village Sending Program, Australian Program or host partner organisation may require this minimum to be raised.

The following must be practiced whenever children are present:

- A. **Permissions:** For any child under the age of 18 who takes part in a volunteering activity written informed consent and permissions provided by their parent or legal guardian must be on file. If the parent or legal guardian is not the adult who will be supervising their child on the activity, they will nominate the adult responsible for their child in a waiver and pass on guardianship of their child to this adult for the duration of the activity.
- B. **Ratios:** There must always be a minimum of two paid HFHA staff members, two partner staff members, two teachers (where student volunteers are involved) or one paid Habitat staff member and one key/regular Habitat volunteer (i.e., the two-adult rule) when children are present during project activities, programming or volunteering. HFHA staff members, teachers, partners and volunteers should never be alone with a child participant or child volunteer. The child's parent or an adult from the community **does not fulfill** the two-adult rule, because of the power dynamics between HFHA and community members. For this reason, one paid staff member and one parent — except during certain activities³ — is not acceptable. Refer to [Chart 1](#) for recommendation ratios, depending on the age of children participating.

Gender-balanced supervision: At least one adult female (e.g., a paid HFHA staff member, partner or key/regular volunteer) will be assigned at project and program sites where girls and women are present. This includes any in-person or online activities.

Active supervision: Observing the ratio requirements above, paid staff members must engage in active supervision of children. Active supervision means that paid staff members will be able to see and hear the children throughout the project activity or volunteer project. Children must never be out of visibility. Toileting plans should be developed for any activities or volunteer projects to ensure facilities are safe, accessible and developmentally appropriate (e.g., young children using proportionately sized toilets, children with disabilities accessing toilets, etc.). If toileting supervision is required, a parent or related adult must be present with the child to assist.

Children with disabilities: Whenever HFHA is responsible for providing supervision, it is important to note that children with disabilities may require special supervision plans. In such instances, please coordinate with the child's parent to ensure adequacy of care during activities or volunteer projects. (Meeting the special needs of a child is **not** considered preferential treatment or a demonstration of favoritism.)

Child labour guidance: Based on U.N. guidance, child labor restrictions are designed not only to prevent the economic exploitation of children but also to protect their health, safety and morals. While these standards primarily discuss work on the job site, The International Knowledge Center has additional resources addressing how to engage appropriately and safely with children in other areas of the Habitat mission

Child labour restrictions: HFHA recognises that children often help their families to perform household duties or to engage in light and age-appropriate forms of work. In situations where home partner children are with their parent or guardian at a construction site, these children should not work on the construction site. In cases where express parental or guardian permission has been provided, children should only participate after school hours and perform work that is appropriate to their age group, and not in contradiction of this Policy.

³ If there is a home visit, evaluation or repair in the home, it might not be possible to have two paid Habitat staff members present. Other exceptions may also apply, but this should be documented and anticipated during the project design and implementation.

The guidance below serves to ensure the safety of children, whether engaged in a “sweat equity” project or involved in a volunteer project. Please refer to the Habitat Child Engagement Guidance for more details about age ranges and categorization of activities.

| Age | Level of Involvement | Description |
|-------------|---|--|
| Under 13 | ▪ Not permitted | Must be supervised by a parent or guardian at all times on a construction site. |
| 13 or older | ▪ Light work/duties | Limited to activities including: <ul style="list-style-type: none"> <li data-bbox="540 566 1307 665">▪ Preparing meals, painting, light landscaping, moving building materials (limited to the child's capacity and not more than 5-7 kgs), babysitting. <li data-bbox="540 671 1253 734">▪ Must not be present on building sites where dangerous work is being undertaken. <li data-bbox="540 741 1204 768">▪ Must be accompanied by a parent or guardian at all times. |
| 15 or older | ▪ Light work/duties ▪ General Construction | In addition to the above, activities are limited to: <ul style="list-style-type: none"> <li data-bbox="540 819 1290 882">▪ General construction work – carpentry, plastering, flooring, laying foundations, brick making, finishing work. <li data-bbox="540 889 1253 916">▪ Must not work on the roof or at a height greater than 180cm metres. <li data-bbox="540 922 1253 950">▪ Must not operate power tools or participate in any heavy lifting. <li data-bbox="540 956 1302 998">▪ Consent must be given by a parent or guardian to participate in any general construction activities. <li data-bbox="540 1005 1318 1068">▪ [For Global Village volunteers aged 15-17, please refer to the <i>Global Village Minor's Policy</i>] |
| 18 or older | ▪ Any activities as required | All necessary construction activities can be undertaken following due consideration of general health, ability and safety requirements including use of Personal Protection Equipment. |

6. **Post-Volunteering Follow Up:** For Global Village, a debrief call with Team Leaders and post-build surveys to Team Members capture any concerns or issues, such as Child Protection Policy or Code of Conduct breaches that have not been escalated during the build week.

Standard 8: Community engagement and child participation

Where projects involve opportunity for community engagement and/or child participation, HFHA will engage with project implementing partners during program design to ensure the following are considered,

1. **Engagement plan:** Community members are invited to contribute to safeguarding throughout the project life cycle. Children and adults will be asked to share insights, identify protective capacities, recommend mitigations, and support with the monitoring of safeguarding activities throughout the project life cycle.
2. **Existing risks:** Children and adults are asked to identify existing risks that may be exacerbated during and/or after the project life cycle. Community feedback is used to inform the risk assessment and corresponding mitigation measures.
3. **Child participation:** Each project team working with children to deliver activities or supporting child volunteers will develop a plan for mainstreaming children's engagement in the planning, design, and monitoring and evaluation of the activities or volunteer work. During such planning, children and their caregivers should also be engaged in contributing to a safeguarding plan, whereby they are able to identify how project teams can safely engage with them, how they can interact safely with each other, and how or to whom they can report concerns.

4. **Child labour:** please refer to guidance provided above (Standard 7.5. E-G) on safely and appropriately managing any child participation in project construction activities.

Training and awareness

Standard 9: Training and management responsibilities

1. **Mandatory training:** Habitat for Humanity's Safeguarding Foundational Course⁴ and/or in-person or live online training will be completed by all HFHA staff and Board members with designated responsibilities for safeguarding oversight and key or regular volunteers who may engage with project participants as part of onboarding. Verification of training will be recorded and become a part of the representative's personnel record, along with other mandatory training courses. Managers are responsible for ensuring that their team members complete the mandatory safeguarding training. Any representative who does not complete the training will be ineligible to work on projects where children, at-risk adults or community members in fragile contexts are present. Other volunteers will also complete contextualised safeguarding training before working on Habitat projects where there will be contact with children, adults or community members (see **Appendix D**).
2. **Contextualised training:** The purpose of contextualised training is to share additional knowledge with HFHA representatives about a specific project or context. Any contextualized training will provide a brief reintroduction to child and adult safeguarding, and it will identify specific risks, mitigation measures or unique considerations to safely implement project activities. For example, a contextualised training for a construction project should include information about labour exploitation (child and adult); supervision of children; securing the site before, during and after working hours; building latrines or water, sanitation and hygiene (WaSH) facilities; and securely storing chemicals or substances that may be harmful.

Global Village Volunteers receive written documentation and a pre-departure briefing outlining the safety, security and expected behaviours while on a Volunteering Program. In addition, Team Leaders receive a Team Leader Manual, Incident and Emergency Management Process explanation and documentation. Complaint mechanisms (including HEAL) are explained to all volunteers and community members to ensure they know how to report alleged abuse, and action can be taken quickly.

Global Village (GV) Volunteers are required to adhere to the Safeguarding Code of Conduct and Policy. HFHA provides a Safeguarding Briefing for Children and Young People (under 18 years). The briefing reiterates that the volunteer must uphold the Safeguarding Policy, and that as children/young people themselves they too should feel safe at all times whilst participating in the program and know how to report incidents.

Community and Corporate Volunteers are required to complete Work Health and Safety induction training which includes safeguarding training. As part of this induction, Community and Corporate Volunteers are required to tick a box indicating their agreement to comply with the HFHA Child Protection Code of Conduct. An appropriate supervision plan will also be developed for every project involving volunteers, especially where children are present (see Standard 7.4)

3. **Implementing partners, contractors and suppliers:** When required, safeguarding training will be a part of the partnership agreement and will be completed before the project begins. Partners, contractors and suppliers will maintain records of completion of safeguarding training for all staff members and volunteers, which will be made available to HFHA upon request. HFHA will make accessible any contextualized safeguarding training that has been developed and is relevant to the project.
4. **Refresher training:** HFHA will make available refresher training for all Habitat representatives to complete annually or as required for a specific project or in accordance with donor requirements or a partner agreement.
5. **Managers:** All managers are responsible for ensuring that staff members within their direct line management know how to access the safeguarding training and are made aware of their responsibility to complete training as outlined in the policy. The Office Administrator will keep a record of completed training and alert managers when staff are behind schedule in completing their training requirements.

⁴ Or other approved online safeguarding training.

6. **Visitors:** There may be times when guests visit project sites (“casual visitors”). All visitors are expected to conduct themselves with the utmost ethical conduct when visiting project sites or touring HFHA programs. Where the project site is managed by HFHA (and not by a community partner), and where there is a possibility that community members may be present, as a condition of their visit, all guests will receive a verbal safeguarding briefing. Each briefing will alert visitors to Habitat’s safeguarding policy along with how any visitor may report a safeguarding concern. Whenever possible and practical, visitors will sign the Code of Conduct and/or Safeguarding Policy. Where sites are managed by an external Community Partner (eg a homelessness service run by a delivery partner) – HFHA will defer to their Safeguarding procedures.

Standard 10: Raising awareness

1. **Awareness materials:** Signs/posters at HFHA offices, overseas work sites and worksites in Australia managed by HFHA will promote safeguarding and include culturally appropriate and context-specific messaging to reinforce the principles of “do no harm.” HEAL Posters will be displayed to ensure awareness of reporting processes. HFHA will include information on our Safeguarding Policy, reporting procedure and complaints mechanism on our website.
2. **Availability of information:** Where HFHA is directly implementing a project which involves contact with community members, project teams will develop a communication plan to ensure children and adults are aware of HFHA’s commitment to safeguarding. Internally, the policy will be used in training, induction and always made accessible. For external stakeholders’ policy and information of reporting channels will be made available via HFHA’s website.

Reporting

Standard 11: Reporting procedures and mechanisms

The policy requires that all HFHA representatives report safeguarding allegations in a timely manner. In accordance with our Whistleblower Policy, all credible reports shared in good faith will be treated seriously, with confidentiality, and reporters will be protected from any adverse actions (e.g., retaliation).

1. **How to report:** Any report or complaint is to be reported immediately to the Safeguarding Officer who will immediately inform the HFHA CEO and Chair of the Board of Directors, and where relevant the local Affiliate CEO and Board Chair. If the representative has reason to believe that any of these people may be involved in the misconduct or has a conflict of interest in connection with it, the reporting party may report to:
 - A. The Asia Pacific Office safeguarding officer,
 - B. The Habitat Ethics and Accountability Line, or HEAL.

Reports can be made using the form provided in Appendix 6, or verbally to the Safeguarding Officer and/or CEO.

Where a criminal activity is witnessed, criminal justice processes should take precedence over internal reporting requirements. In these instances, reports should be made to law enforcement in the first instance.

2. **Community feedback and reporting mechanisms (CFRMs):** The International and Australian Programs teams, will work in partnership with local implementing partners to ensure reporting channels are in place whereby children, adults and others from the community, including locally based partners, contractors and suppliers, can report their concerns.
3. **Central reporting system:** All safeguarding concerns reported by staff or through CFRMs must be entered into the HEAL system by the Safeguarding Officer (either of HFHA, or the local partner who receives the complaint) to ensure proper review, response and management consistent with HFHA’s and Habitat for Humanity International’s response and investigation procedures. Local implementing partners must also inform HFHA of any reports received related to HFHA-funded activities.

4. **External reporting:** Any concern that requires reporting to external authorities (e.g., police, judiciary or other legal actors), donors or regulatory bodies will be coordinated with HFHA and Habitat for Humanity International leadership team members (e.g., the Safeguarding, GRC and Legal teams) to ensure fulfillment of responsibilities. In cases where reporting a safeguarding allegation to an external party increases the risk of harm to the affected person or — in rare cases — to the respondent, the HFHI Legal department must be consulted to determine the most appropriate course of action considering safety and accountability factors.

HFHA has the following existing commitments to report based on contractual agreements and Australian law.

A. **For overseas projects supported by Department of Foreign Affairs and Trade (DFAT) funding:**

- Any suspected or alleged case of child exploitation, abuse or policy non-compliance must be reported immediately to DFAT via childwelfare@dfat.gov.au. Specifically, for any alleged case of child exploitation or abuse, the reporting requirement is immediate and mandatory to DFAT within 2 working days and for any policy non-compliance or breach of code of conduct, reporting to DFAT is mandatory within 5 working days.
- HFHA must immediately (within two working days of becoming aware of an alleged incident) report to DFAT any suspected or alleged incident of sexual exploitation, abuse or harassment related to the delivery of DFAT funded activities. HFHA must (within five working days of becoming aware of an alleged incident) report to DFAT any alleged Policy non-compliance related to the delivery of DFAT funded activities. All reports of alleged SEAH incidents should be made using the DFAT Sexual Exploitation, Abuse and Harassment Incident Notification Form (www.dfat.gov.au/pseah) and emailed to seah.reports@dfat.gov.au

B. **For local housing projects where HFHA is responsible for tenancy management**

In some States or Territories HFHA and Affiliate management and staff may be **mandatory reporters**. This means that if during the course of their work, if they have a reasonable suspicion that a child is at risk of significant harm from abuse or neglect, they are legally obliged to report these concerns to the relevant child protection agency. HFHA and Affiliate management and staff who deliver services to children or which may include children should inform themselves about mandatory reporting requirements that apply to them.

C. All **observed** and suspected child abuse occurring within Australia, regardless of whether it is connected with HFHA's programs, should be reported to the relevant state organisation:

- New South Wales: 13 21 11
- Queensland: **1800 177 135**
- Victoria: 131 278.
- South Australia: 131 478.

If a child is in immediate risk, the police should be contacted immediately.

Response

Standard 12: Responding to reported concerns

1. Aftercare and survivor care

A. **Aftercare and survivor care referrals:** Support will be offered to any child or adult affected by alleged misconduct or unsafe programming, regardless of their participation in a formal internal response or HFHA and Habitat for Humanity International mobilisation of an investigation. When receiving a disclosure that a child or adult has been harmed, it is important to coordinate the response with GRC, the regional

safeguarding adviser, or another responsible person identified to act. Any action to deliver aftercare or survivor care should be done in a consultative fashion and include local specialists, when appropriate.

- i. The Safeguarding Officer, the Regional Safeguarding Advisor and GRC will maintain communications throughout the delivery of Aftercare and during the investigation process.
- ii. Affected people should be given detailed information about available services, including the risks and benefits, and may choose if and when they would like to access support or options available to them. In any case, an affected person always has the right to refuse support or services, but aftercare or survivor care is not an isolated offering. As people may reconsider the need for assistance, HFHA should revisit the provision of aftercare or survivor care throughout the course of case management. All discussions and decisions about aftercare or survivor care must be documented.

Aftercare or survivor care for children: Because of the unique vulnerabilities and developmental stages of children, it is important that aftercare or survivor care is delivered with special care and consideration.⁵

- i. When responding to children, a well-trained professional who understands the vulnerabilities and capacities of children should be engaged to uphold the principle of “do no harm” and ensure the best interests of the child are served.
- ii. All care should be delivered confidentially and without discrimination.
- iii. Aftercare should reflect the best interests of the child.
- iv. All children have the right to life, survival and development, which should be central to identifying and delivering care and providing assistance.
- v. Children have evolving capacity and have the right to express their views and for those views to be considered and reflected in decisions for their care.
- vi. Children’s needs should be continually assessed, and services may be longer-term in order to protect the child’s physical, psychological, emotional, spiritual and social safety and well-being.
- vii. Children’s affiliation or membership with a group should be considered when providing aftercare.
- viii. Children should be engaged in the consent process, and the language used should be tailored to their age and developmental stage.
- ix. Unless the parent or responsible adult is unable to protect the children or their actions will put the child at further risk of harm, abuse or exploitation, the parent or parent substitute should be actively involved in making decisions about the child’s aftercare services. In many jurisdictions, parents are required to give informed consent.
- x. Children have the right to know about and participate in any legal or accountability procedures and be accompanied by a parent or parent substitute. For legal processes, the child should be paired with a trained professional throughout the process who will ensure that the child’s best interests are prioritized and effectively communicated.

2. **Legal mapping:** The aftercare or survivor care plan should be completed alongside the legal mapping tool to support a holistic approach and to ensure safety and protection concerns related to external reporting are assessed. Legal mapping may be completed proactively and available as a reference tool whenever a concern is reported, or it may be completed reactively as part of the response process.
3. **Investigation procedures:** HFHA and Habitat for Humanity International investigation protocols for potential safeguarding misconduct will be focused on keeping the affected person or people — children or adults — safe; minimising harm; and conducting a thorough, impartial investigation. Safeguarding investigations will be performed and overseen only by qualified individuals who are:
 - A. Independent from the parties and allegations received.
 - B. Free from the appearance or existence of bias
 - C. Specifically trained in appropriate safeguarding investigation procedures.

⁵ Adapted from [United Nations Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse](#).

To ensure all safeguarding investigations are handled with appropriate due diligence and professional care, Habitat for Humanity International has established an independent investigations unit within the Governance, Risk Management and Compliance department, or GRC. The GRC unit is composed of experienced investigators who have been trained in safeguarding investigations. In addition, GRC's investigators may partner with third-party legal and investigative experts to assist in conducting safeguarding investigations, including sexual exploitation, abuse and harassment, or SEAH. Further details of the expected processes when conducting appropriate safeguarding investigations can be found in the Investigations Handbook.

A. **Complaint assessment:** Upon receiving an allegation, GRC-Investigations, in consultation with the Safeguarding team and management of HFHA organisation, where appropriate, will assess the appropriateness of an investigation based on the nature of the allegations and the parties involved. In considering the response, GRC-Investigations, in consultation with Safeguarding, where appropriate, will assess factors such as whether there is an allegation of a criminal offense, the immediate safety concerns of the affected person or survivor and other individuals involved, and risks such as loss of evidence and damage of property.

Communications with the affected person or survivor: HFHA will provide periodic updates on the status of the investigation. In addition, HFHA will provide a summary of the investigation findings when the investigation is completed. If the affected person or survivor is a child, the parent or parent substitute will receive communications on the child's behalf. Depending on the child's age and development, information will be shared with the child in age-appropriate language and with the assistance of a local specialist, as needed.

4. **Investigation process:** After assessment of the allegations and the needs and preferences of the affected person or survivor, reports of safeguarding misconduct will be either investigated promptly by or under the supervision of GRC-Investigations, in the manner set out in Habitat for Humanity International's Investigations Handbook, or referred to the appropriate local governmental authority for investigation or inquiry regarding the potential misconduct or violations of law.

A. **Safety:** Both during and after an investigation, HFHA will take appropriate steps to ensure that the affected person or survivor is provided with an environment free of exploitation, abuse, harassment or bullying.

- This may include reassignment of the respondent to a comparable work assignment on a temporary or permanent basis.
- As there may be circumstances where the performance of an investigation would increase the harm to the affected person or survivor, any such actions will be taken only after full consideration of the safety and risk factors and the informed consent of the affected person or survivor, along with HFHA's overall duty of care to the community. The basis for all decisions related to investigation performance or nonperformance will be documented.
- Where the affected person is a child, the parent, parent substitute or local specialist will be consulted on the safety and risk factors, along with the child, if the child is of an age or developmental stage to be able to participate and provide such insights.

B. **Person-centered, trauma-informed approach:** Our actions are informed by a person-centered approach, which means that the needs and wishes of the affected person guide our response, that all affected people are treated with dignity and respect, and that the rights of an affected person to privacy and support are prioritized. If the affected person is a child, HFHA will work with the parent, parent substitute and/or local specialist to ensure that the best interests of the child are considered during each step of the process.

C. **Confidentiality:** All investigations will be performed in a manner designed to protect confidentiality for — and the safety of — the survivor and all concerned and will not be disclosed or discussed with anyone other than those who have a legitimate need to know the details of the case.

D. **Documentation:** Whether performed by a HFHA team, Habitat for Humanity International or an external investigator, all investigation procedures, findings and recommendations will be thoroughly documented in accordance with HFHA and Habitat for Humanity International policies. Documentation of investigation

procedures will be retained in a central repository within HFHA. To protect confidentiality, access to the information will be restricted as discussed above.

5. **Management response:** A written report or memo summarising the investigation's findings and recommendations will be prepared and provided to management for their use in initiating any appropriate remediating actions. Investigation recommendations will specifically include, but are not limited to, any recommendations related to necessary discipline of Habitat representatives, any potential requirements to report findings to local authorities, and necessary improvements to any processes or controls to prevent or reduce future occurrences of the safeguarding misconduct.
 - A. **Logging:** Within 48 hours after the investigation finalisation, a copy of the report should be uploaded to the GRC-Investigations secured drive by HFHI, with a reference to the case number assigned when the complaint was submitted to the Habitat Ethics and Accountability Line. In Australia, the report should be included in the secure Safeguarding Investigations folder. An anonymised high level summary of the incident and results of the investigation should also be included in the WHS incidents register which goes to each Board meeting.

Management of remediating actions: Upon receipt of the investigation report or memo, management will promptly initiate any necessary remediating actions related to investigation findings, including but not limited to:

- i. **Internal disciplinary procedures:** If the safeguarding allegation is substantiated, HFHA will discipline the person responsible for the harm in accordance with disciplinary procedures. For staff members, disciplinary actions will be based on the seriousness of the offense and could range from a written warning to termination of employment. For other HFHA representatives (e.g., donors, board members, volunteers, implementing partners, suppliers, etc.), the disciplinary actions will also depend on the seriousness of the offense and may result in the termination of their relationship with HFHA and/or Habitat for Humanity International more broadly.
- ii. **Pursuing legal action:** In addition to internal discipline, for all substantiated allegations, HFHA is committed to supporting and/or pursuing appropriate legal action in instances where a crime may have been committed. Since local laws vary on the definitions and illegality of certain behaviors (e.g., abuse, harassment, prostitution, adultery, etc.), HFHA will consult with both the affected person/survivor — including parents of a child survivor — and with appropriate local legal counsel in considering whether to pursue legal recourse. The basis for all such decisions will be documented.
- iii. **Other internal remediating activities:** HFHA's senior management and board, where applicable, will be responsible for ensuring HFHA promptly implements all necessary improvements to any processes or controls to prevent or reduce future occurrences of the safeguarding misconduct.

Chart 1: Ratios

| Age | Ratio requirement ⁶ | Instructions |
|-------------------------|----------------------------------|--|
| Under 6 | 2:3 | |
| 6–8 | 2:10 | |
| 9–12 | 2:12 | |
| 13–16 | 2:15 | Child labor requirements and restrictions apply for teens involved in volunteer projects. |
| 17–18 | 2:20 | |
| Child with disabilities | Variable, based on child's needs | Coordinate any special care needs and ratio requirements with the parent to ensure children with disabilities are included in activities or volunteer opportunities. |
| Gender-balance | At least one adult female | Where girls are participants or volunteers, at least one female will be present in accordance with the recommended ratios. |

⁶ Ratio of paid staff members, partners or skilled volunteers to children.

Chart 2: RASCI chart — cross-cutting procedures checklist

RASCI is a matrix designed to promote efficiency with project management. The implementation of the Global Safeguarding Policy into action should be approached as an ongoing project promoting a culture of protection as well as meeting compliance requirements.

Acronym stands for responsible, accountable, support, consult and inform. The purpose of the RASCI is threefold:

- It creates actions associated with each safeguarding standard.
- It identifies who takes action and the extent of each person's participation in the action.
- It assigns specific roles and responsibilities to each person to clarify how and to what extent each person is expected to contribute to the completion of the actions or standard.

Responsible: The role or person who manages the activities to achieve the action or desired outcome for the standard.

Accountable: The role or person required or expected to justify actions or decisions. This role is ultimately in charge of ensuring that the actions are properly managed by those carrying out activities.

Support: Any role or person helping achieve the action or standard.

Consult: Any role or person who is consulted on a specific action or standard to ensure proper alignment and consistency.

Inform: Any role or person who should be apprised of actions but does not need to respond to achieve the desired outcome.

RASCI for Safeguarding Procedures

Completed by: __Safeguarding Officer_____ Date completed: __3/6/2025_____

Pillar 1: Governance and Culture

Standard 1: Fostering a Culture of Safeguarding

1.1. Policy review

| Responsible | Accountable | Support | Consult | Inform |
|----------------------|-------------|-----------------------------------|---------|--------|
| Safeguarding Officer | CEO | SLT, Program Managers, Affiliates | | Board |

1.2. Annual review and verifications (ARV)

| Responsible | Accountable | Support | Consult | Inform |
|----------------------|-------------|---|---------|--------|
| Safeguarding Officer | CEO | Specific tasks assigned to SLT and Affiliates | | Board |

Standard 3: Risk Management

3.1. Risk assessments

| Responsible | Accountable | Support | Consult | Inform |
|---------------|---------------|----------------------|---------|--------|
| Project leads | Program Heads | Safeguarding Officer | | |

3.2. Risk registers

| Responsible | Accountable | Support | Consult | Inform |
|---------------|-------------|---------|---------|----------------------------|
| Program Heads | CEO | | | Board Committees and Board |

Pillar 2: Prevention*Standard 4: Safer Recruitment*

| Responsible | Accountable | Support | Consult | Inform |
|----------------|-------------|---------------------|---------|--------|
| Hiring Manager | CEO | HR, Officer Manager | | |

Standard 5 and Standard 8: Safer Programming

| Responsible | Accountable | Support | Consult | Inform |
|-------------|-------------|---------------|---------|------------------|
| | CEO | Project Staff | | Board Committees |

Standard 6: Safer Partnerships

6.1. Partner agreements

| Responsible | Accountable | Support | Consult | Inform |
|------------------|-------------|---------------|---------|------------------|
| Head of Programs | CEO | Project Staff | | Board Committees |

6.2. Due diligence assessment

| Responsible | Accountable | Support | Consult | Inform |
|------------------|-------------|---------------|---------|------------------|
| Head of Programs | CEO | Project Staff | | Board Committees |

Standard 7: Volunteer Management

| Responsible | Accountable | Support | Consult | Inform |
|-------------------|-----------------------------|--------------------------|---------|--------|
| Volunteer Manager | Head of Impact & Engagement | Volunteer teams (GV/BWK) | | |

Pillar 3: Training and Awareness*Standard 9: Training and Management Responsibilities*

| Responsible | Accountable | Support | Consult | Inform |
|----------------------|-------------|-------------------------------------|---------|--------|
| Safeguarding Officer | CEO | Program Leads, Office Manager, HFHI | I | |

Standard 10: Raising Awareness

| Responsible | Accountable | Support | Consult | Inform |
|---------------|---------------|----------------------|---------|--------|
| Project Staff | Program Heads | Safeguarding Officer | | |

Pillar 4: Reporting*Standard 11: Reporting Procedures and Mechanisms*

| Responsible | Accountable | Support | Consult | Inform |
|---------------|-------------|----------------------|---------|--------|
| Program Leads | CEO | Safeguarding Officer | HFHI | Board |

Pillar 5: Response*Standard 12: Responding to Reported Concerns*

| Responsible | Accountable | Support | Consult | Inform |
|------------------------------------|--------------------|----------------------|--------------------------------------|---------------|
| HFHI or Local partner in Australia | CEO | Safeguarding Officer | Program Leads, relevant stakeholders | Board |

Appendix A: Verbal briefing for visitors

The verbal briefing below may be edited for context.

Habitat for Humanity is responsible for ensuring that children, families who partner with the organization, at-risk adults, and community members are safe during any HFHA activity. We have zero tolerance for any form of harm, abuse, discrimination, exploitation or harassment. We also recognize that children are particularly vulnerable to abuse because of their dependency on adults and because of visitors' interest in interacting with children. As part of your presence, we require that you agree to the following:

1. Visitors must always be escorted by a HFHA representative. Please do not meet with any child or adult from the community without accompaniment.
2. All children and adults must be treated with dignity and respect. When interacting with community members, please take care to respect their background (social, emotional, economic and/or familial situation) and refrain from asking invasive or probing questions.
3. When interacting with children or adults from the community:
 - A. Please refrain from any critical remarks, raising your voice, or using inappropriate language (e.g., cursing; yelling; criticizing the local culture or norms; commenting on the clothing, hygiene, food or economic status of community members; etc.).

Please abstain from conversations or behavior of a sexual nature toward any child or adult. Verbal behavior that is unacceptable includes but is not limited to any sexual comments, jokes or stories. Non-verbal behavior that is unacceptable includes but is not limited to glares, stares, winks or suggestive gestures. Physical behavior that is unacceptable includes all unwelcome touching, any touching of a sexual nature, wrestling, tickling, patting, stroking (e.g., hair or back), or any other form of touching that may be construed as sexual, inappropriate or culturally insensitive.

Please refrain from any behavior that may be culturally insensitive. This may include comments, mannerisms or conduct that creates offense or is intended to denigrate a child's or adult's culture, community or traditions.

4. All conversations with children or adults from the community must be in an open space or with a HFHA representative present. At no time should visitors request or be granted access to speak with a child or adult alone. Please speak with an even tone/normal voice level and avoid whispering when interacting with children and adults from the community.
5. Please do not express favoritism or show preferential treatment to any child.
6. It is never okay to provide any kind of money, items of value or promise financial support to any child, family who partners with Habitat, or other adults in the community. The exchange of gifts, especially with children, is strictly prohibited.
7. The exchange of contact information is **never** allowed. Please do not ask any child or adult to share their social media handle, email, phone number or other means of contact. Additionally, please refrain from asking personal information about children and adults (e.g., the name of a child's school or where the family lives). If a visitor is privy to specific data or personally identifiable information, any such request will be managed by the appropriate HFHA representative and should not be requested when actively visiting with children and adults from the community.
8. The use of personal mobile phones or other devices (including analog and digital cameras and recorders) to photograph or film during project visits is strongly discouraged. To promote the work that we do in the community, HFHA may request that children assent to photographs and adults provide informed consent, but all photography, video or storytelling is for business purposes only. Visitors are welcome to "reshare" any social media posts that HFHA makes on its official channels. We prohibit images, video or storytelling that catastrophize a child's or adult's experience, perpetuate negative stereotypes, or depict any child or adult as helpless or dependent.
9. During the visit, any concerns observed must be reported to the point of contact for the visit, to a local safeguarding focal point, or via Habitat for Humanity's ethical reporting and accountability hotline, HEAL.
10. Lastly, it is important that all visitors find the experience to be educational, enriching and fun. Please let any HFHA representative know how we can best support your experience.

I acknowledge that I have read and reviewed the visitors' briefing and agree to follow the practices above.

I understand that I should consult with the HFHA project leader, safeguarding officer or other designated HFHA staff person associated with this project or site visit regarding any questions that I may have about the visitors' briefing.

Signature

Date received

Name (typed or printed)

NOTE: This ends the verbal and/or written visitors' briefing. It is important that all HFHA representatives provide briefings for all visitors: donors, celebrity ambassadors, invited guests, government dignitaries. The briefing above can be read to a group or provided as a handout. The HFHA representative should note the date, time and person to whom the briefing was given as part of the project's routine safeguarding documentation.

Appendix B: Safeguarding Officer Role and Responsibilities

- Ensure Child and Adult Safeguarding Policy and procedures are up to date and relevant – lead biennial review.
- Together with the CEO, jointly respond to any allegations which directly contradicts HFHA's Child and Adult Safeguarding Policy.
- Monitor organisation-wide compliance with Child and Adult Safeguarding Policy and Procedures (including through working with HFHI to prepare annual safeguarding assessment).
- Prepare and take responsibility for annual safeguarding action plan
- Convene six monthly meetings with relevant teams leads to review progress against plan actions, and update relevant Board Sub Committee (IPAC) annually.
- Promote safeguarding by ensuring inclusion of a safeguarding agenda item at least quarterly in all staff meetings.
- Provided advice to staff (and where relevant seek external advice) to support compliance questions as they arise.
- Participate in ACFID Safeguarding Community of Practice
- Respond to safeguarding requests and activities initiated by HFHI Asia Pacific Office

Appendix C: Project Risk Assessment template

(Source HFHA International Program Handbook)

HFHA is committed to reducing project risks within all projects it supports. HFHA project risk management includes important sub-categories of project level risk, including:

- General project delivery risks
- Fraud risks
- Child protection risks and
- Sexual exploitation, abuse and harassment risks

This template supports execution of the HFHA Fraud Policy, the HFHA Child and Adult Safeguarding Policy and aims to provide the basis for Partners to conduct strong project risk assessments, mitigation, including a fraud risk assessment and control strategy.

GENERAL PROJECT RISKS

This section should capture a variety of different risks associated with the implementation of a project. General risks pertain to events or influences that can affect the successful implementation of the project and the achievement of planned impacts and outcomes.

FRAUD RISKS

Fraud risks are not solely a matter for finance staff to manage but instances of fraud can take place in various ways during the implementation of a project and thus is also the responsibility of program managers and project coordinators. Fraud can take place as part of the management, delivery and storage of construction materials, the management and payment of contracted/sub-contracted staff and within the construction process itself. A thorough fraud risk assessment should be undertaken to identify all possible ways that fraudulent activity can take place within a project.

The template below can be used by Partners to identify all potential project fraud-related risks and they should be assessed in the same way as the broader 'general' project risk assessment. Following the fraud risk assessment, specific control strategies for each risk should be identified as shown. A strong emphasis should be placed on preventing fraud through appropriate control strategies. A series of examples of Fraud Control Strategies have been provided (in red) that should be considered as possible means of preventing, detecting and correcting instances of fraud related to a project. However, partners are encouraged to consider these and other control strategies that might be suitable for the specific risks the project presents.

CHILD PROTECTION AND PSEAH (SAFEGUARDING) RISKS

HFHA commits to work with Partner Organisations to take all necessary measures to reduce the risk of child abuse and sexual exploitation, abuse & harassment of vulnerable adults in all aspects of HFHA funded programs. Individual project level safeguarding risk assessments are also required for all projects. Risk management mitigations and practices established at the commencement of a project should be regularly reviewed throughout the life of a project and updated in reporting to HFHA. Risks identified and mitigation measures should not be generic risks but should take into consideration specific project risks associated with the communities and stakeholders with which the project is being delivered. Risks must also include appropriate application to partnerships with other local 'downstream' contracted partners in-country. Suitable evidence of the implementation and effectiveness of these safeguarding risk measures is essential for HFHA to support a project.

EXAMPLES OF COMMON CHILD PROTECTION RISKS IN HFH PROGRAMS

The table below includes some common potential risks from HFH programs. This list is intended as a reference to help you identify risks and possible actions to mitigate them. The list is not comprehensive, and you must consider at the start of each project or activity, what specific risks need to be considered and managed.

| Project Activity | Potential Risks | Risk Mitigation |
|--|--|--|
| Construction activities | Children playing on construction site exposed to onsite hazards including tools or hazardous materials. | <ul style="list-style-type: none"> Briefing to home partners and labourers at start of construction and monitoring by project personnel. Fence off dangerous build sites where possible. |
| | Children hired or used as labourers by local contractors | Brief contractors prior to signing contracts on HFH stance against child labour and monitoring by project personnel. |
| | Children playing in area where construction materials delivered | Try to schedule deliveries during school hours and keep children away from the area where materials are being unloaded. |
| Training activity with child participants | Child left alone with trainer | Ensure all trainers working with children (whether they be HFH personnel, local partners personnel or community volunteers) have undergone internal child protection screening processes. |
| Personnel have opportunity to spend time alone with children (Children may include project beneficiaries, community members, child GV volunteers eg youth build, school builds) | Child abuse perpetrated by a personnel member | <p>Prior to employment:</p> <ul style="list-style-type: none"> All personnel are screened through reference checks and police checks (where possible). All personnel are inducted on Child Protection Policy and sign Child Protection Code of Conduct. <p>Prior to GV volunteers visiting site:</p> <ul style="list-style-type: none"> All volunteers screened through police checks (sending country). Volunteers briefed on Child Protection Policy and sign Code of Conduct (sending country). <p>During GV build/volunteer visit:</p> <ul style="list-style-type: none"> GV Hosting personnel and Team Leader remind volunteers of expectations under Code of Conduct as part of briefing. GV Hosting personnel and Team Leader monitor behaviour of volunteers throughout build and take action immediately to address any of code of conduct breaches that occur, including reporting to GV Managers in hosting and sending Nos. Drugs or alcohol are not permitted under any circumstances on HFH projects or activities. |
| Volunteers provide gifts to individual children or make available or provide alcohol and/or drugs. | Gift giving or the provision of drugs or alcohol provides opportunity for abusing children or grooming children for future abuse | |
| Staff/Volunteers have access to personal information about children | Volunteers return to visit child/family | |
| Stories and photos taken by volunteers and staff of children | Inappropriately clothed children included in photos Personal information of | <ul style="list-style-type: none"> All personnel are briefed on Use of Stories and Photos Policy (or similar). Communications personnel ensure photos/stories comply with these standards prior |

| Project Activity | Potential Risks | Risk Mitigation |
|------------------|--|---|
| | <p>children made publicly available</p> <p>Children's photos/information published without parent or guardian's permission</p> | <p>to publication, including ensuring appropriate consent is in place.</p> <ul style="list-style-type: none">• Volunteer photos are monitored by GV sending personnel through social media feeds during and post build and volunteers are asked to remove any inappropriate photos.• Geo-tagging switched off when taking. Photos to ensure locations cannot be easily identified. |



We build **strength, stability, and self-reliance through shelter.**

The following risk management plan template and contents developed by partners must be aligned with information provided in Project Proposals.

- Project: [insert project name]

| Project Risk Event (Project Specific Details) | Potential Impact on Project | Risk Mitigation Strategy or Control Strategy | Risk Assessment Level (post-mitigation) | | Risk Rating | Responsible Person(s)/Role(s) |
|---|-----------------------------|--|---|---|----------------|----------------------------------|
| | | | L | C | | |
| GENERAL PROJECT RISK ASSESSMENT | | | | | | |
| | | • • | | | | |
| FRAUD RISK ASSESSMENT AND CONTROL STRATEGIES | | | | | | |
| | | PREVENTATIVE EXAMPLES <ul style="list-style-type: none">• Physical and information security controls• ICT security and access control systems and policy• Policies and procedures• Ethics programs• Defined roles and responsibilities• Conflict of interest register• Regular documented fraud risk assessment• Regular awareness training• Code of conduct affirmation• Police checks• Separation of duties and approvals• Governance arrangements, inc. board oversight• Key performance indicators• Fraud risk assessments• Secure storage of equipment DETECTIVE EXAMPLES | | | | |

| Project Risk Event (Project Specific Details) | Potential Impact on Project | Risk Mitigation Strategy or Control Strategy | Risk Assessment Level (post-mitigation) | | Risk Rating | Responsible Person(s)/Role(s) |
|---|-----------------------------|---|---|---|----------------|----------------------------------|
| | | | L | C | | |
| | | <ul style="list-style-type: none"> • Evaluations and quality assurance checks (both desktop and at site) • Maintain an asset register and conduct an annual stocktake of assets • Ensure access to systems done so through unique identifiers so work areas can trace who entered data • Whistleblowing Processes • Internal and External Audits • Inspections and Surveys • Ensure an audit trail (data log) of changes made to the IT system, including when changes were made and by which user • Monitoring and acquitting of expenditure through monthly reconciliation of invoices/statements by delegate • Build capacity to allow work areas to identify data or patterns which may indicate the emergence of a fraud risk • Conduct random process checks regularly • ICT access logs are maintained and reviewed periodically • Review any entitlement claims, such as travel claims • Maintain vehicle logs, listing the dates, times, mileage or odometer readings, purpose of the trip, and name of the officer using the vehicle • Manage audit of expense reports, credit card charges, and telephone bills periodically to determine whether charges are appropriate • Separate handling (receipt and deposit) functions from record keeping functions | | | | |

| Project Risk Event (Project Specific Details) | Potential Impact on Project | Risk Mitigation Strategy or Control Strategy | Risk Assessment Level (post-mitigation) | | Risk Rating | Responsible Person(s)/Role(s) |
|---|-----------------------------|--|---|---|----------------|----------------------------------|
| | | | L | C | | |
| | | <p>(recording transactions and reconciling accounts)</p> <ul style="list-style-type: none"> ● Maintain an equipment list and periodically complete an inventory ● Conduct audits of personal leave and hours worked if needed ● Conduct checks on claims in job application submissions ● Conduct referee checks ● Key Performance Indicators ● Verify education qualifications <p>CORRECTIVE EXAMPLES</p> <ul style="list-style-type: none"> ● Crisis management plan ● Insurance ● Increased monitoring ● Formal evaluations ● Training and awareness ● Implementing controls ● Re-conducting fraud risk assessment ● Recovery of funds | | | | |
| CHILD PROTECTION RISK ASSESSMENT | | | | | | |
| | | <p>PREVENTATIVE EXAMPLES</p> <ul style="list-style-type: none"> ● Child Protection Policy and Code of Conduct in place ● Orientation of Policy and Code of Conduct to staff and implementing partners ● Clear guidelines regarding use of Photos and Stories of Children and ensured that informed consent is given by the parent/guardian | | | | |

| Project Risk Event (Project Specific Details) | Potential Impact on Project | Risk Mitigation Strategy or Control Strategy | Risk Assessment Level (post-mitigation) | | Risk Rating | Responsible Person(s)/Role(s) |
|---|-----------------------------|---|---|---|----------------|----------------------------------|
| | | | L | C | | |
| | | <ul style="list-style-type: none"> Identifying activities which may put children in harm e.g. construction and training activities and ways of reducing the risks associated Site-specific measures in place to minimise risk of unaccompanied/unsupervised interactions between project participants and children <p>DETECTIVE EXAMPLES</p> <ul style="list-style-type: none"> Community Based Feedback Mechanism and reporting process in place and orientation of its use provided to the community CP focal person established <p>CORRECTIVE EXAMPLES</p> <ul style="list-style-type: none"> Clear CP investigation/handling process developed that ensures safety of children at all time | | | | |
| PREVENTION OF SEXUAL EXPLOITATION, ABUSE & HARRASSMENT RISK ASSESSMENT | | | | | | |
| | | <p>PREVENTATIVE EXAMPLES</p> <ul style="list-style-type: none"> PSEAH Policy in place Orientation of Policy and to staff and implementing partners Site-specific measures in place to minimise risk of unaccompanied/unsupervised interactions between project participants and vulnerable community members <p>DETECTIVE EXAMPLES</p> | | | | |

| Project Risk Event (Project Specific Details) | Potential Impact on Project | Risk Mitigation Strategy or Control Strategy | Risk Assessment Level (post-mitigation) | | Risk Rating | Responsible Person(s)/Role(s) |
|---|-----------------------------|--|---|---|----------------|----------------------------------|
| | | | L | C | | |
| | | <ul style="list-style-type: none"> Community Based Feedback Mechanism and reporting process in place and orientation of its use provided to community Safeguarding focal person established <p>CORRECTIVE EXAMPLES</p> <ul style="list-style-type: none"> Clear investigation/handling process developed that ensures safety of survivors at all times | | | | |

| | | Key: L - Likelihood C - Consequence | | | | | |
|----------------|---|---|----------------------------------|--|--|------------------------|---|
| | | Temporary delay Resource Intensive | Short period, isolated impact | Impacts across a number of activities | Suspension of program Loss of credibility | Termination of Program | |
| | | Consequence (C) | | | | | |
| | | Insignificant | Minor | Moderate | Major | Severe | |
| Expectation: | | 1 | 2 | 3 | 4 | 5 | |
| Likelihood (L) | Is expected to occur in most circumstances | 5 Almost certain | M | H | H | E | E |
| | Will probably occur at some stage | 4 Likely | M | M | H | H | E |
| | Might occur at some time in the future | 3 Possible | L | M | M | H | E |
| | Could occur but doubtful | 2 Unlikely | L | M | M | H | H |
| | May occur but only in exceptional circumstances | 1 Rare | L | L | M | M | M |

RISK RATING:

E = Extreme level of risk
 H = High level of risk
 M = Medium level of risk
 L = Low level of risk

Appendix D Representatives Requirements Matrix

HFHA has significant variation in the level of exposure different Representatives have with children and other vulnerable community members. The following matrix is based on a risk assessment of typical contact levels of different personnel types to guide application of different requirements as regards recruitment and training.

Definitions:

- **Personnel** includes employees, contractors, consultants, interns, National Office Volunteers and board/committee members.
- **Personnel with possible direct contact with children or vulnerable community members** include: staff (permanent or casual), consultants and regular volunteers travelling overseas, or participating in site-based program activities in Australia. Includes Habitat Women trainees and casual employees.
- **Global Village volunteers** – participating under supervision in on-site program activities overseas, generally for 5 days in duration
- **Corporate Volunteers** – volunteering under supervision in on-site program activities booked by their employer, usually limited to one day
- **Community Volunteers** – volunteering under supervision in on-site program activities in Australia, generally on multiple occasions
- **Re-Store Volunteers** – volunteering in ReStore shops
- **Suppliers and Contractors** include companies paid to deliver services where these is direct interaction with community participants (eg builders, training providers) or who have access to sensitive information related to project participants (eg CRM/data companies)

| | Safeguarding obligations included in Position Description/Contract | Safeguarding question included in interview/screening | Reference checks x 2 | Safeguarding reference check questions | Criminal History Record Checks | Working with Children Check | Read Safeguarding Policy and sign Code of Conduct | Volunteer Code of Conduct | Safeguarding online training | Required to read employee handbook including safeguarding-related policies | WHS online training that includes safeguarding, and onsite verbal induction | Briefing and manuals that cover safety, security and expected behaviour; Onsite verbal induction |
|---|--|---|----------------------|--|--------------------------------|-----------------------------|---|---------------------------|------------------------------|--|---|--|
| Personnel that may have direct contact with children or vulnerable community members | | | | | | | | | | | | |
| Personnel – no unsupervised contact with children or program communities | | | | | | | | | | | | |
| Short-term personnel (less than 10 working days), no direct contact with children/community | | | | | | | | | | | | |
| Global Village volunteers over 18 | | | | | | | | | | | | |
| Global village volunteers under 18 | | | | | | | | | | | | |
| Corporate and ReStore volunteers | | | | | | | | | | | | |
| Community volunteers | | | | | * | | | | | | | |
| Suppliers and Contractors | | | | | | | | | | | | |

* HFHA will trial working with children checks for community volunteers one year from June 2025 to assess compliance burden and impact on volunteer numbers vs risk mitigation.

Appendix E: National Criminal History Record Checks

State, Territory and Federal Police conduct Criminal Background Checks.

Habitat for Humanity Australia conducts and accepts police checks via appropriately accredited providers.

Appropriately accredited providers of National Criminal History Record Checking Services (NCHRC Services) work in cooperation with the Australian Police Services. By using these online service HFHA is able to:

- View results online
- Print certificates when required
- Obtain copies of any disclosable outcomes (police records) to nominated authorised officer

The majority of checks are completed within one business day unless (a) the check reveals a conviction or (b) someone with a similar name to the applicant has a conviction and the check is then manually processed by each State or Territory police force which can take approximately one to four weeks.

Applicants must sign the Safeguarding Code of Conduct and provide a NCHRC to be eligible to volunteer on a program. HFHA will keep the NCHRC on file for three years.

A NCHRC needs to be completed before every Global Village or Local Village Build (if volunteer completes two builds within 12 months of their NCHRC, a new NCHRC does not need to be completed).

In addition to the NCHRC, **Australian Working with Children Checks (WWCC)** are required for any roles which have contact with children. WWCC are also required for any HFHA Personnel travelling overseas regardless of whether there will be any contact with children. A certified copy of the Australian Working with Children Check card needs to be provided and validated with the relevant State or Territory authority before every volunteer build. Any HFHA Personnel who will have direct access to children under an on-site supervisor role will be required to submit a WWCC (or Australian State or Territory Government equivalent) in addition to their NCHRC. The check is valid for 5 years and applicants are continuously monitored on the site should HFHA need to review eligibility at any time.

If police checks are not attainable (particularly in instances where people from other countries are volunteering with HFHA and a NCRHC equivalent is not available in their country) a Statutory Declaration needs to be signed and disclose any child abuse or exploitation offences. Checks are to be conducted for a person's citizen country and also for any country where a person has lived for the past 12 months in the previous 5-year period.

HFHA has a process for reviewing and assessing National Criminal History Check Court Disclosures; see below for process and related form. All Court Disclosures are required to be assessed using this form, irrespective of the offence and their potential Child Protection risk.

Assessment Procedure for National Criminal History Check Disclosures

Habitat for Humanity Australia (HFHA) has a process for reviewing and assessing National Criminal History Check Court Disclosures. In the event of disclosure of criminal record, this process determines whether it is appropriate for the individual with a Disclosable Court outcome to continue their involvement with HFHA (for example participate in a volunteering Program, HFHA Board directorship, office volunteering, employment, etc.). HFHA will assess the relevance of a person's criminal history to the inherent requirements of the position based on the condition outlined below. Having a criminal record does not automatically preclude an individual from participating in activities with HFHA. HFHA recognises that National Criminal History Checks alone are not a rigorous or full assessment of suitability for a role and HFHA will undertake a comprehensive assessment on a case-by-case basis of an individuals' involvement in the event of a National Criminal History Check Court Disclosure.

| |
|--|
| Name: |
| Position Applied for: (e.g. Global Village Volunteer, Committee Member) |
| Details of Criminal History: |
| Date of Offence: |
| Seriousness of the conviction/s or offence/s and its relevance to the job in question: |
| Whether in relation to the offence there was a finding of guilt but without conviction, which indicates a less serious view of the offence by the courts: |
| The age of the applicant when the offences occurred: - |
| Length of time since the offence occurred: - |
| Whether the applicant has a pattern of offences: - |
| The circumstances in which the offence took place, for example if it was an offence that took place in a work, domestic or personal context: - |
| Whether the applicant's circumstances have changed since the offence was committed (for example, past drug use): - |
| The attitude of the job applicant to their previous offending behaviour: |
| Character, work and professional references: |
| Other relevant mitigating circumstances: |
| Action Taken: Approved or not approved application for position of (insert position) |
| HFHA has determined that the inherent requirements of the activity (list requirements of activities or association with HFHA), i.e. <i>participating in a Global Village Build include:</i> <ul style="list-style-type: none"> • <i>Travel overseas to a developing country</i> • <i>Fundraise a donation to the Global Village or Local Village Programme</i> • <i>Be part of a team</i> • <i>Build in a community</i> |
| We decided that the nature of the offence does or does not impact the inherent requirements of the activity. |
| We would therefore like to accept or deny (full name of person) position on the (name of build/committee or activity). |

| |
|---|
| Signature of CEO or their representative: |
| Signature of Safeguarding Officer: |
| Signature of Relevant Functional Manager: |

Appendix F: Reporting Form for Suspected Safeguarding Abuse or Policy Breaches

| HFHA REPORTING FORM FOR SUSPECTED ABUSE OR A SAFEGUARDING POLICY BREACH | |
|---|--|
| <ul style="list-style-type: none"> • This form is to be completed immediately after becoming aware of a potential breach of the Child Protection Policy. • Once completed to the extent possible, send this report to the Habitat for Humanity Australia CPO and CEO. Phone +61 2 9919 7000 and email complaints@habitat.org.au • Until further directions have been passed on by the CPO & CEO, ensure that all the information listed below remains CONFIDENTIAL. It is important that confidentiality is maintained when making a report (by reporting only to the designated person). Any breach in confidentiality can have negative effects on the child, their family, the complainant and the alleged offender. • It is important to note that those who report suspected Child Abuse or Child Protection Policy or Code of Conduct breaches are not required to investigate their concern. • If you do not have all the information necessary to complete this form, please only complete the relevant sections based on the knowledge you have. • All reports and complaints will be treated seriously, handled professionally, in confidence and in a timely manner. Procedural fairness will be applied and all decisions made will be in the best interests of the child. • An alternate reporting mechanism is also available called Habitat Ethics and Accountability Line (HEAL). HEAL is a hotline and website provided by a third-party service. This system can be used when the reporter or complainant wishes to remain anonymous. Reports can be made online or via telephone 24 hours a day, 7 days a week: <ul style="list-style-type: none"> • Online: heal.habitat.org • Within Australia: Call 1 800 763 983. • For phone numbers in other countries check the HEAL website above. | |
| Part One: About You | |
| Name: | |
| Your role or association with Habitat for Humanity Australia: | |
| Details of any other organisation involved: | |
| Your relationship to the victim concerned: | |
| Part Two: About the Victim/s | |
| Name(s): | |
| Sex: | |

| |
|------------------------------------|
| Age: |
| Address: |
| Who does this person(s) live with? |

| |
|---|
| Your Concerns |
| How did your concern arise? Was any form of abuse observed or suspected? Was any breach observed or suspected? |
| Was an allegation made by the victim? Did the victim or someone else disclose abuse to you? Who disclosed the policy breach? Date, time and place of any incident(s): |
| Describe the nature of your concern/allegation: |
| Observations made by you of the victim's state (mental, physical, emotional) or observations made by you of the policy breach: |
| If you spoke with the victim/s concerned, write down exactly what they said, and what you said: |
| Any other relevant information? |
| Were other people either involved in the incident or aware of it? |

Who else have you discussed or reported this incident to? When and where did this occur?

List any action that has been taken so far:

- *I declare that, to the best of my knowledge, the information listed above is true and accurate.*
- *I understand that it is my duty at all times to ensure that the rights of children and vulnerable people are held paramount.*
- *I understand the serious implications in falsely accusing or reporting a HFHA stakeholder of actual or suspected abuse.*

Completed by: _____

Date: _____

Signature: _____