

# Child Safeguarding Policy



**SHOUT-IT-NOW**  
FAST. FREE. FRIENDLY. HEALTH SERVICES

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## 1. Purpose

- 1.1. Shout-It-Now NPC (“**Shout**”) offers health services to children over the age of 12. Shout recognizes that because of the services it provides, it has a duty of care to children who are in contact with the organisation and its partners.
- 1.2. The purpose of this Child Safeguarding Policy (“**Policy**”) and associated procedures implemented in relation thereto by Shout, are to provide clear guidance on how Shout and its partners should engage with children, how to prevent harm to children and to provide clear guidelines on the process to follow in the event of an accusation or suspicion of abuse.
- 1.3. Shout is adopting this Policy, as part of its child safeguarding process – focusing on protecting children from harm and promoting the Welfare of children.
- 1.4. Organisations such as Shout, working with children, have a responsibility to ensure their staff and operations do no harm to children and do not expose children to risk of harm, violence, exploitation or abuse.

## 2. Principles Applying to This Policy

- 2.1.1. Shout recognises and supports that all children, irrespective of ability, ethnicity, faith, gender, sexuality or culture, have the right to be protected from all forms of abuse, neglect, exploitation and violence;
- 2.1.2. Shout has a zero-tolerance policy in relation to any form of child abuse, violence and/or exploitation;
- 2.1.3. Shout recognises that each child’s risk of abuse, violence and/or exploitation may vary according to that child and therefore Shout’s approach to addressing such risks will also vary depending on the specific circumstances;
- 2.1.4. This Policy is applicable to the Audience, as same relates to employees of Shout, whilst such employees are at work and outside of work (to the extent applicable);

- 2.1.5. This Policy is governed by the following legislation, conventions, regulations and policy documents:
- 2.1.5.1. the Constitution of the Republic of South Africa, 1998;
  - 2.1.5.2. United Nations Convention on the Rights of the Child, 1989;
  - 2.1.5.3. Children’s Act, No. 38 of 2005, as amended (“**Children’s Act**”);
  - 2.1.5.4. A Common Approach to Child Safeguarding for International NGOs (2003);
  - 2.1.5.5. Policy/Guidance on the Implementation of USAID Child Safeguarding Standards (2015); and
  - 2.1.5.6. Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007, as amended (“**Criminal Law Sexual Offences Act**”).
- 2.1.6. It is to be noted that while this Policy aims to set out the principles and guidelines in respect of the safeguarding of children by Shout, including the necessary steps to be taken in the event of any incidents involving children, this Policy must be interpreted having due regard to the surrounding circumstances of each incident and the fact that the needs and priorities of each Child will differ.
- 2.1.7. Shout recognises that (i) both employees and children can be of either sex and (ii) that Sexual Harassment, Sexual Abuse and/or Sexual Assault can occur between two individuals of the same sex.
- 2.1.8. In interpreting this Policy, the best interests of a Child must be at the forefront of every decision made by Shout in respect of such Child – depending on the Child’s age, maturity, stage of development, background and other relevant characteristics.

### 3. Audience

The audience of this Policy includes, but is not limited to, the clients, employees, partners, consultants, representatives, subrecipients, subcontractors, service providers and all stakeholders of Shout.

#### 4. Scope

This Policy sets out the principles and guidelines in respect of the safeguarding of children by Shout, as well as the procedures and protocols to be followed by Shout should there be an incident or an allegation of child abuse, violence, exploitation and/or harassment.

#### 5. Definitions

In this Policy, unless a contrary intention clearly appears, the following terms shall have the meanings assigned to them hereunder and cognate expressions shall have corresponding meanings (whether capitalised or not), namely:

- 5.1. **Child** means an individual under the age of 18 years and **Children** shall have a corresponding meaning;
- 5.2. **Child Abuse** means, as contemplated in the Children's Act, any form of harm or ill-treatment deliberately inflicted on a child, including:
  - 5.2.1. assaulting or deliberately injuring a child;
  - 5.2.2. sexually abusing a child or allowing a child to be sexually abused;
  - 5.2.3. bullying by another child;
  - 5.2.4. a labour practice that exploits a child; or
  - 5.2.5. exposing or subjecting a child to behaviour that may harm him or her psychologically or emotionally;
- 5.3. **Child Pornography** means any image, however created, or any description of a person, real or simulated, under the age of 18 years, of an explicit or sexual nature that is intended to stimulate erotic feelings, including any such image or description of such person:
  - 5.3.1. engaged in an act that constitutes a sexual offence;
  - 5.3.2. engaged in an act of sexual penetration;
  - 5.3.3. engaged in an act of sexual violation;
  - 5.3.4. engaged in an act of self-masturbation;

- 5.3.5. displaying the genital organs of such person in a state of arousal or stimulation;
  - 5.3.6. unduly displaying the genital organs or anus of such person;
  - 5.3.7. displaying any form of stimulation of a sexual nature of the female breasts;
  - 5.3.8. engaged in sexually suggestive or lewd acts;
  - 5.3.9. engaged in or as the subject of sadistic or masochistic acts of a sexual nature;
  - 5.3.10. engaged in any conduct or activity characteristically associated with sexual intercourse; or
  - 5.3.11. showing or describing the body, or parts of the body, of that person in a manner or in circumstances which, within the context, violate or offend the sexual integrity or dignity of that person or any other person or is capable of being used for the purposes of violating or offending the sexual integrity or dignity of that person or any other person;
- 5.4. **Child Safeguarding**<sup>1</sup> means:
- 5.4.1. protecting children from abuse and maltreatment;
  - 5.4.2. preventing harm to children's health or development;
  - 5.4.3. ensuring children grow up with the provision of safe and effective care;
  - 5.4.4. taking action to enable all children and young people to have the best outcomes;
- 5.5. **Client** means those persons to or in respect of whom Shout provides services;
- 5.6. **Guardian** means a parent or other person who has guardianship of a child;

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<sup>1</sup> <https://learning.nspcc.org.uk/safeguarding-child-protection>

- 5.7. **Neglect** means, in relation to a child, a failure in the exercise of parental responsibilities to provide for the child's basic physical, intellectual, emotional or social needs, as contemplated in the Children's Act;
- 5.8. **Parent** includes, in relation to a child and as contemplated in the Children's Act, an adoptive parent of the child, but excludes:
- 5.8.1. the biological father of a child conceived through the rape of or incest with the child's mother;
  - 5.8.2. any person who is biologically related to a child by reason only of being a gamete donor for purposes of artificial fertilisation;
  - 5.8.3. a parent whose parental responsibilities and rights in respect of a child have been terminated;
- 5.9. **Partner** means an organization who has a contractual relationship with Shout, to administer authorised services on behalf of and/or in conjunction with Shout;
- 5.10. **Personal Information** means, as contemplated in POPIA, information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:
- 5.10.1. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
  - 5.10.2. information relating to the education or the medical, financial, criminal or employment history of the person;
  - 5.10.3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - 5.10.4. the biometric information of the person;
  - 5.10.5. the personal opinions, views or preferences of the person;

- 5.10.6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 5.10.7. the views or opinions of another individual about the person; and
- 5.10.8. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;
- 5.11. **POPIA** means the Protection of Personal Information Act, No. 4 of 2013, as amended, and includes any regulations to or rules promulgated in terms thereof;
- 5.12. **Prescription** means a time limit prescribing a period of limitation for the bringing of prosecution for offences or crimes committed;
- 5.13. **Processing** means, as contemplated in POPIA, any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:
  - 5.13.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - 5.13.2. dissemination by means of transmission, distribution or making available in any other form; or
  - 5.13.3. merging, linking, as well as restriction, degradation, erasure or destruction of information;
- 5.14. **Sexual Abuse**, in relation to a child, means:
  - 5.14.1. sexually molesting or assaulting a child or allowing a child to be sexually molested or assaulted;
  - 5.14.2. encouraging, inducing or forcing a child to be used for the sexual gratification of another person;
  - 5.14.3. using a child in or deliberately exposing a child to sexual activities or pornography;



- 5.14.4. procuring or allowing a child to be procured for commercial sexual exploitation or in any way participating or assisting in the commercial sexual exploitation of a child; or
- 5.14.5. encouraging, influencing or coercing a child to perform sexual activities in exchange for financial benefits.
- 5.15. **Sexual Assault** means when one person sexually violates another person without their consent – ranging from inappropriate touching to a life-threatening attack, rape, any act which causes contact between the mouth, genital organs or anus of one person (or the breasts of a woman) and any part of the body of another person or an object, drug facilitated sexual assault or any conduct that creates the belief that such behaviour will be engaged in;
- 5.16. **Sexual Harassment** means unwanted, inappropriate and/or unwelcome conduct of a sexual nature, that has a negative impact on the recipient thereof – including physical, verbal and/or non-verbal conduct (for example, this can be in person or telephonically, through social media);
- 5.17. **Special Personal Information** means Personal Information as referred to in section 26 of POPIA;
- 5.18. **Survivor** means a person who has experienced Sexual Harassment, Sexual Abuse and/or Sexual Assault. The terms ‘victim’ and ‘survivor’ are sometimes used interchangeably; ‘victim’ is used most often in the legal and medical sectors, while ‘survivor’ is a term generally preferred in the psychological and social support sectors.
- 5.19. **Violence**<sup>2</sup> means the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment or deprivation;
- 5.20. **Welfare** means, in relation to a child, the statutory procedure or social effort designed to promote protecting children from all kinds of abuse and promoting the safety, well-being and development of children.

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<sup>2</sup> [https://www.who.int/violence\\_injury\\_prevention/violence/world\\_report/en/chap1.pdf](https://www.who.int/violence_injury_prevention/violence/world_report/en/chap1.pdf)

## **6. Children's Rights**

- 6.1. This Policy considers and strives towards the implementation of relevant domestic and international law and the guidance issued by applicable authorities and organisations in relation to child safeguarding.
- 6.2. The fundamental rights of the child, as contemplated in both domestic and foreign law, include the following:
  - 6.2.1. the right to a nationality from birth;
  - 6.2.2. the right to basic nutrition, shelter, health care services and social services;
  - 6.2.3. the right to be protected from physical, sexual and emotional abuse, maltreatment and neglect;
  - 6.2.4. the right to proper care, including the right to family, parental or appropriate alternative care;
  - 6.2.5. the right to have their best interest prioritised;
  - 6.2.6. the right to association and participation;
  - 6.2.7. the right to equality, dignity and non-discrimination;
  - 6.2.8. the right to privacy.
- 6.3. Shout aims to make all children served by Shout aware of their rights, in pursuance of Shout's child safeguarding process.

## **7. Principles for Child Safeguarding**

- 7.1. Shout's principles for the safeguarding of children are guided by domestic and foreign law, as well as international guidance in this regard.
- 7.2. The fundamental principles for the safeguarding of children by Shout, include, but is not limited to, the following:
  - 7.2.1. all children have the right to be protected – including from child abuse (including sexual abuse), harm, exploitation and violence;
  - 7.2.2. child welfare is of utmost importance;

- 7.2.3. all employees of Shout, as well as its Partners, have a duty to safeguard and promote the welfare of children;
- 7.2.4. all employees of Shout are bound by Shout's Code of Conduct;
- 7.2.5. consent to test for HIV will be obtained from the child (above the age of 12) before Shout tests the child for HIV;
- 7.2.6. all Personal and Special Personal Information of children will be treated with the utmost confidentiality and processed in accordance with the provisions of POPIA;
- 7.2.7. all children will be treated with respect regardless of differences in religion, age, culture, gender, ability and economic conditions;
- 7.2.8. Shout will strive towards the protection and strengthening of all fundamental rights of children – including the rights to equality, dignity, privacy and having their best interests promoted at all times – always striving towards the child's best interests.

## **8. Protocols and Guidelines for Child Safeguarding**

- 8.1. Shout's principles in relation to the safeguarding of children forms the basis of its implementation of the various protocols, procedures and guidelines developed by Shout in relation to the safeguarding of children – including this Policy. The purpose of these protocols, procedures and guidelines are to act as preventative and reactive measures for any abuse, exploitation, violence and/or harassment of children.
- 8.2. Shout has appointed a Child Safeguarding Officer who is responsible for child safeguarding for the organisation, as well as implementation of this Policy (whose details are contained on the front page of this Policy).
- 8.3. Recruitment and Selection
  - 8.3.1. Shout follows rigorous recruitment processes to ensure that all staff recruited understand and commit to all of Shout's policies and procedures (including this Policy);

- 8.3.2. Recruitment and selection of staff will follow the guidelines and procedures outlined in the Recruitment & Selection section of the 'Employee Policies Manual';
- 8.3.3. As part of the recruitment and selection process candidates' suitability for working with children (including past experience and other relevant selection criteria) will be evaluated;
- 8.3.4. Relevant Shout policies and procedures (including this Policy) will be discussed in detail as part of the induction course for new employees. New employees will need to certify that they have read and understood these policies and procedures;
- 8.3.5. New employees are required to sign applicable confidentiality agreements, to the extent required, to ensure that the privacy and confidentiality of children are safeguarded;
- 8.3.6. All candidates must undergo criminal clearance checks prior to employment. Candidates who fail to disclose a criminal conviction on their application form may have their application terminated;
- 8.3.7. All Shout employees must undergo annual criminal clearance checks conducted by the Human Resources Department. Accountability here for lies with the People Executive, or in the absence of such position, the Head of People Operations (POPS);
- 8.3.8. Applicants must be screened against the National Sexual Offences Register and the National Child Protection Register. Any offer letter to such candidates will include a clause that states that the candidate's employment is probationary and dependent upon clearances being obtained for both the National Sexual Offences Register and the National Child Protection Register;
- 8.3.9. All Shout employees must undergo annual clearance checks against both the National Sexual Offences Register and the National Child Protection Register. These checks will be submitted annually from the date of submission and will be conducted by the Human Resources Department. Accountability here for lies with the People Executive, or in the absence of such position, the head of POPS;

- 8.3.10. Applicants will not be considered for positions when abovementioned checks show evidence of convictions for an offense involving children and/or for offenses involving violence, dishonesty, illegal substances, indecency and any other conduct contrary to the values and Code of Conduct of Shout, in South Africa or another country;
- 8.3.11. Applicants who fail to disclose a criminal conviction on their application form, may have their application terminated;
- 8.3.12. All current Shout employees will be screened in accordance with this Policy, to the extent necessary and applicable. All consultants and subcontractors of Shout will also be screened in accordance with this Policy, to the extent necessary and applicable.

#### 8.4. Awareness, Training and Education

- 8.4.1. Shout shall bring the existence of this Policy and its content under the attention of all employees, Partners and other representatives to make aforementioned parties aware of issues such as child abuse, sexual exploitation and the risks that children face in this regard;
- 8.4.2. All Shout employees will be trained in accordance with this Policy and the processes, procedures and guidelines contained herein;
- 8.4.3. All Shout employees are required to certify that they have read and understood this Policy, subsequent to abovementioned training;
- 8.4.4. All employees who work directly with children will undergo additional annual child safeguarding training;
- 8.4.5. All social workers must undergo training in relation to children's rights and current legislation pertaining to services rendered to children.

#### 9. **Incident Procedures: Employees**

- 9.1. Shout has a zero-tolerance policy on any form of child abuse, violence or exploitation. Shout recognises and supports that all children have the right to be protected from all forms of abuse, neglect, exploitation, harm and violence.

- 9.2. Every employee of Shout must familiarise itself with and understand the incident procedures laid down below, to ensure that any incidents involving children are handled in the correct manner (“**the Incident Procedures**”).
- 9.3. Disciplinary action will be taken against employees who do not follow the procedures and protocols outlined in this Policy, in line with Shout’s Employee Policies.
- 9.4. The Incident Procedures merely provide a baseline for the handling of incidents involving children and must be adjusted as necessary, in light of all surrounding circumstances relating to the child and the incident.
- 9.5. The age of the child at the time of the incident must be considered and not the time of reporting.
- 9.6. There is no longer a Prescription to prosecute sexual offences in South Africa. Therefore, Survivors can press charges for acts of sexual offences regardless of how long ago it was committed.

The below Incident Procedures must be followed where it has become known that an employee has physically, emotionally or sexually abused a client who is a child. These Incident Procedures are to be followed in any event where a report has been made as aforementioned, whether through Shout’s Connect Hub, directly from a site or at a partner site.

**Note: Stage 1 must be completed in its entirety before Stage 2 can commence. Stage 2 must be completed in its entirety before Stage 3 can commence.**

STAGE 1	STAGE 2	STAGE 3
<p><b>REPORTING</b> - The following information should be recorded when the call comes in or the team member is informed of the incident (by the person to whom the report is made): <b>(Connect Hub Agent/ Team member)</b></p> <p><b>IMPORTANT TO NOTE:</b> Before any information is gathered, as soon as the Connect Hub Agent or Team member is aware of the nature of the call or conversation, they should request that the caller pauses for a moment, and the Connect Hub Agent or Team member should try to move to a private or empty room or space before continuing with the call.</p>	<p><b>REPORTING</b> - If alleged or suspected sexual abuse, Shout has legal duty to report the offence as follows: <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <ul style="list-style-type: none"> <li>○ Under the Criminal Law Sexual Offences Act - to the SAPS</li> <li>○ Under the Children’s Act - to either the SAPS or DSD or a NGO specialising in sexual abuse</li> </ul> <p>Note that SAPS must be informed irrespective – DSD or a NGO is additional and optional, although the SAPS is required to report it to them as well.</p>	<p><b>INTERNAL REVIEW</b> - Implement internal policies and procedures review of the incident <b>(CEO)</b></p> <p><b>INSURANCE</b> - In the event that Shout suffers a quantifiable financial loss, a claim is to be submitted under General Liability cover <b>(CEO/CFO)</b></p>

<p>If a private or empty room or space is not available, the Connect Hub Agent or Team member should then caution what information is repeated on the call or during the conversation. This will also apply before the Connect Hub Agent or Team member moves to a private or empty room or space.</p> <p>The details of the call are to be treated with the utmost confidentiality and sensitivity.</p> <ul style="list-style-type: none"> <li>a) The name of the intake employee receiving the report, as well as the date, time and place where the report is received</li> <li>b) The name of the client</li> <li>c) The name of the employee purportedly involved in the incident</li> <li>d) The name(s) of any alleged accomplices</li> </ul>		
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<p>e) The name(s) of anyone else who might have known of the incident or have any further details in respect thereof</p> <p>f) The date, time and place of the incident</p> <p>g) Full details of the incident, bearing in mind that the Survivor might feel uncomfortable divulging such details to the person to whom the report is made, in which case the Survivor must be informed that a social worker can be involved</p> <p>h) Any action taken by the client in respect of the incident</p> <p>i) Ask if the incident has been reported to any of the following: SAPS, DSD, a NGO specialising in sexual abuse or any other relevant organisations</p> <p>j) Ask if the parents/guardians have been informed/are aware of the incident and, if not, whether the child is comfortable with involving the parents/guardians</p>	<p>With the parent's consent, where possible and practical, Shout will report to DSD too <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <p>The reporting must be done as soon as the facts of the incident have been reasonably ascertained and that there is a reasonable assertion of guilt. Thus, ascertaining the facts as fast as possible is critical. The labour law process to be followed in relation to the perpetrator should not delay this. <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <p>Neither the Children's Act nor the Criminal Procedures Act requires the parents to be informed, however, due regard should be given to the age of the child, the circumstances, preference and safety of the child and the need for the child to have his/her parents/guardians involved. <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p>	
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<p>k) The name of the person reporting the incident, as well as such person's connection to the Survivor (if made on behalf of the Survivor)</p> <p>l) Before concluding the call or conversation, inform the caller that this matter will be handed over to other individuals and that you will no longer be involved in the process</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• Gather as much information as possible</li> <li>• Listen sympathetically and ensure the Survivor that Shout takes the report serious and will take the necessary steps to investigate</li> <li>• Write a report, using the client's own words as far as possible, in the language the client used, with English translation included, if necessary, containing all details</li> </ul>	<p>Child Safeguarding Officer/ Social Work Manager to follow up with organisations reported to within one week <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <p>Social Work Manager to set up meeting with parents (if child consents) <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p>	
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<p>gathered (whether it seems important or not)</p> <ul style="list-style-type: none"><li>• DO NOT investigate – you must REFER</li></ul>		
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<p><b>REPORTING –</b> If the perpetrator is any of the individuals that need to be reported to in this section below, then do not report to them.</p> <p>Remove personally identifiable information of the child (or any other children involved), as well as any intimate details, before reporting the incident. Such information can be retained in the report which is provided to the person who shall be personally investigating the matter <b>(Connect Hub Agent/ Team member)</b></p> <p>If the report comes through the Connect Hub, IMMEDIATELY report to the Call Centre Manager, COO and Head of POPS <b>(Connect Hub Agent/ Team member)</b></p> <p>If the report comes from site, the team member should IMMEDIATELY report to the Team Lead, COO and Head of POPS <b>(Connect Hub Agent/ Team member)</b></p>	<p><b>REPORTING -</b> The Social Work Manager will draft a statement, reflecting the details provided by the client (no other details, provided by any other persons should be contained in the statement) <b>(Social Work Manager)</b></p> <p>The client will have to sign their statement to confirm that it is a true reflection of the events that took place <b>(Social Work Manager)</b></p> <p>The Social Work Manager will ask the client if their parents/guardians know about the incident and, if not, ask the client for consent to inform the parents/guardians of the incidents and communicate with the parents/guardians in relation thereto <b>(Social Work Manager)</b></p> <p>If the client consents to the Social Work Manager informing the parents/guardians, a consent form needs to be signed by the client to consent to Shout informing the parents/guardians.</p>	
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<p>IMMEDIATELY report to the CEO and the Child Safeguarding Officer. Only these 2 individuals need to be made aware of the identify and age of the child, as well as any intimate details of the incident <b>(Connect Hub Agent/ Team member)</b></p> <p>IMMEDIATELY report to the Social Work Manager in the region and their leader, who can also be made aware of the identify and age of the child, as well as any intimate details of the incident <b>(Connect Hub Agent/ Team member)</b></p> <p>As a double check, the Call Centre Manager, COO, Team Lead and Head of POPS should EACH report the incident to the CEO and Child Safeguarding Officer, acknowledging they are aware of the incident <b>(Connect Hub Agent/ Team member)</b></p> <p>Ensure immediate acknowledgment by the CEO and Child Safeguarding Officer via email. If there is no IMMEDIATE email</p>	<p>Alternatively, the client can decide to inform the parents/guardians themselves <b>(Social Work Manager)</b></p> <p>Clients should at all times be encouraged to involve their parents/guardians, specifically where there is a duty on Shout to report the incident <b>(Social Work Manager)</b></p>	
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response, WhatsApp or phone them <b>(Connect Hub Agent/ Team member)</b>		
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<p><b>REPORTING</b> - The Social Work Manager will call the client immediately and set up an appointment where they will conduct an in-depth assessment with the client to get the full story. The client should be made aware that their parents/guardian may accompany them if they feel comfortable with this (the client should be encouraged to involve their parents/guardian) <b>(Social Work Manager)</b></p>	<p><b>CHILD/ SOCIAL WORK</b> - Social Work Manager to determine support required by the client (perhaps by also meeting with family), with Shout to arrange support to the extent possible and necessary <b>(CEO &amp; Child Safeguarding Officer)</b></p>	
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<p><b>REPORTING</b> - Convene a crisis meeting with the following: <b>(CEO)</b></p> <ul style="list-style-type: none"> <li>○ Call Centre Manager or Team Lead</li> <li>○ COO</li> <li>○ Head of POPS</li> <li>○ Social Work Manager in the region</li> <li>○ Child Safeguarding Officer</li> </ul> <p>Report to the Board (divulging only the necessary information to protect the client's privacy and dignity) <b>(CEO)</b></p> <p>Reports received must be addressed immediately (if ongoing/active) and within 48 hours if not active/ongoing (back to client) <b>(CEO &amp; Child Safeguarding Officer)</b></p>		
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<p><b>LEGAL/ REPUTATIONAL</b> - Obtain legal counsel from the company lawyers, Boy Louw Inc. (and its correspondents) <b>(CEO)</b></p> <p>Obtain legal counsel from the labour lawyers, Brendon Guy &amp; Associates <b>(CEO)</b></p> <p>Consult PR company (if applicable) (Rams Mabote) <b>(CEO)</b></p>	<p><b>LEGAL/ REPUTATIONAL</b> - Prepare legal report and opinion <b>(Lawyers)</b></p> <p>Confidentiality of child to be always maintained. Identity of child is only made known on a “need to know” basis <b>(All)</b></p> <p>If the incident must be reported, draft power of attorney and supporting documentation required for the Social Work Manager to take to SAPS and DSD – power to report the incident <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p>	
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	<p>Develop timeline to investigate the incident and take necessary steps <b>(Investigation team)</b></p> <p>Initial written report within 48 hours to CEO, or a reasonable time depending on the circumstances of the incident <b>(Investigation team)</b></p> <p>All Shout staff, as well as the Survivor and witnesses (if applicable) must cooperate with this process, as and when requested by the relevant authorities or other parties involved <b>(All)</b></p> <p>Investigation report to be finalised and submitted within 3-5 days to the CEO, COO and CFO <b>(Investigation team)</b></p>	
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<p><b>FUNDERS</b> - Report to funders as soon facts surrounding the incident has been ascertained. Funders value voluntary, proactive reporting <b>(CEO)</b></p>	<p><b>PR/ CRISIS MANAGEMENT – (Rams Mabote)</b></p> <ul style="list-style-type: none"> <li>• Develop Holding statement</li> <li>• Develop stakeholder list: <ul style="list-style-type: none"> <li>○ Parents (in line with consent from client)</li> <li>○ Staff</li> <li>○ Partners, e.g., CMT</li> <li>○ Funders, e.g., CDC</li> <li>○ DOH regional</li> <li>○ DOH national</li> <li>○ School (if applicable – offence would need to have been committed on school property)</li> <li>○ Other</li> </ul> </li> <li>• Develop PR strategy</li> <li>• Develop communications, including scenario permutations</li> <li>• Develop FAQs</li> <li>• Do media training</li> <li>• Develop comms reporting template in Excel</li> <li>• Set up Social Media Monitoring</li> </ul>	
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The below Incident Procedures must be followed where it has become known that an employee has physically, emotionally or sexually abused a client who is a child. This procedure is to be followed if the report comes through the whistle blower email.

**Note: Stage 1 must be completed in its entirety before Stage 2 can commence. Stage 2 must be completed in its entirety before Stage 3 can commence.**

<b>STAGE 1</b>	<b>STAGE 2</b>	<b>STAGE 3</b>
<p><b>REPORTING</b> - The following should be obtained from the whistle blower, if not disclosed in the original communication: <b>(Head of Compliance)</b></p> <ul style="list-style-type: none"> <li>a) The name of the client</li> <li>b) The name of the employee purportedly involved in the incident</li> <li>c) The name(s) of any alleged accomplices</li> <li>d) The name(s) of anyone else who might have known of the incident or has any information in relation thereto</li> <li>e) The date, time and place of the incident</li> </ul>	<p><b>REPORTING</b> - If alleged or suspected sexual abuse, Shout has legal duty to report the offence as follows: <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <ul style="list-style-type: none"> <li>○ Under the Criminal Law Sexual Offences Act - to the SAPS</li> <li>○ Under the Children’s Act - to either the SAPS or DSD or a NGO specialising in sexual abuse</li> </ul> <p>Note that SAPS must be informed irrespective – DSD or a NGO is additional and optional although the SAPS is required to report it to them as well.</p>	<p><b>INTERNAL REVIEW</b> - Implement internal policies and procedures review of the incident <b>(CEO)</b></p> <p><b>INSURANCE</b> - In the event that Shout suffers a quantifiable financial loss, a claim is to be submitted under General Liability cover <b>(CEO/CFO)</b></p>

<p>f) Any action taken by client in relation to the incident</p> <p>g) Ask if the incident has been reported to any of the following: SAPS, DSD, a NGO specialising in sexual abuse or any other relevant organisations</p> <p>h) Ask if the parents/ guardians have been informed/are aware of the incident and, if not, encourage the client to inform the parents/guardians of the incident</p> <p>i) Try to obtain the identity of the whistle blower and advise them that they will be protected under law, but advise them that they may remain anonymous</p> <p>j) Before concluding the exchange, inform the whistle blower that this matter will be handed over to other individuals and that you will no longer be involved in the process</p>	<p>With the parent’s consent, where possible and practical, Shout will report to DSD too <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <p>The reporting must be done as soon as the facts of the incident have been reasonably ascertained and that there is a reasonable assertion of guilt. Thus, ascertaining the facts as fast as possible is critical. The labour law process to be followed in relation to the perpetrator should not delay this <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p> <p>Neither the Children’s Act nor the Criminal Procedures Act requires the parents to be informed, however, due regard should be given to the age of the child and the need for the child to have his/her parents/guardians involved <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p>	
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<p><u>NOTE:</u></p> <ul style="list-style-type: none"> <li>• Gather as much information as possible</li> <li>• Write a report, using the client's own words as far as possible, containing all details gathered (whether it seems important or not)</li> </ul>	<p>Child Safeguarding Officer/ Social Work Manager to follow up with organisations reported to within one week (<b>Child Safeguarding Officer/ Social Work Manager/ Nurse</b>)</p> <p>Social Work Manager to set up meeting with parents (if child consents) (<b>Child Safeguarding Officer/ Social Work Manager/ Nurse</b>)</p>	
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<p><b>REPORTING –</b> If the employee is any of the individuals that need to be reported to below, then do not report to them.</p> <p>Remove personally identifiable information of the child, as well as any intimate details regarding the incident, and IMMEDIATELY report to the COO and Head of POPS (<b>Head of Compliance</b>)</p> <p>IMMEDIATELY report to the CEO and the Child Safeguarding Officer. Only these 2 individuals need to be made aware of the identify and age of the child, as well as the intimate details of the incident (<b>Head of Compliance</b>)</p> <p>IMMEDIATELY report to the Social Work Manager in the region and their leader, who can also be made aware of the identify and age of the child, as well as any intimate details of the incident (<b>Head of Compliance</b>)</p>	<p><b>REPORTING -</b> The Social Work Manager will draft a statement, reflecting the details provided by the client (no other details, provided by any other persons should be contained in the statement) (<b>Social Work Manager</b>)</p> <p>The client will have to sign their statement to confirm that it is a true reflection of the events that took place (<b>Social Work Manager</b>)</p> <p>The Social Work Manager will ask the client if their parents/guardians know about the incident and, if not, ask the client for consent to inform the parents/guardians of the incidents and communicate with the parents/guardians in relation thereto (<b>Social Work Manager</b>)</p> <p>If the client consents to the Social Work Manager informing the parents/guardians, a consent form needs to be signed by the client to consent to Shout informing the parents/guardians.</p>	
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<p>As a double check, the Head of Compliance, COO and Head of POPS should EACH report the incident to the CEO and Child Safeguarding Officer, acknowledging they are aware of the incident <b>(Head of Compliance)</b></p> <p>Ensure immediate acknowledgment by the CEO and Child Safeguarding Officer via email. If there is no IMMEDIATE email response, WhatsApp or phone them <b>(Head of Compliance)</b></p>	<p>Alternatively, the client can decide to inform the parents/guardians themselves <b>(Social Work Manager)</b></p> <p>Clients should at all times be encouraged to involve their parents/guardians, specifically where there is a duty on Shout to report the incident <b>(Social Work Manager)</b></p>	
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<p><b>REPORTING</b> - The Social Work Manager will call the client immediately and set up an appointment where they will conduct an in-depth assessment with the client to get the full story. The client should be made aware that their parents/guardian may accompany them if they feel comfortable with this (the client should be encouraged to involve their parents/guardian) <b>(Social Work Manager)</b></p>	<p><b>CHILD/ SOCIAL WORK</b> - Social Work Manager to determine support required by the client (perhaps by also meeting with family), with Shout to arrange support to the extent possible and necessary <b>(CEO &amp; Child Safeguarding Officer)</b></p>	
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<p><b>REPORTING</b> - Convene a crisis meeting with the following: <b>(CEO)</b></p> <ul style="list-style-type: none"> <li>○ Team Lead</li> <li>○ COO</li> <li>○ Head of POPS</li> <li>○ Social Work Manager in the region and their leader</li> </ul> <p>Report to the Board (divulging only the necessary information to protect the client's privacy and dignity) <b>(CEO)</b></p> <p>Reports received must be addressed immediately (if ongoing/active) and within 48 hours if not active/ongoing (back to client) <b>(CEO &amp; Child Safeguarding Officer)</b></p>		
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<p><b>LEGAL/ REPUTATIONAL</b> - Obtain legal counsel from the company lawyers, Boy Louw Inc. (and its correspondents) <b>(CEO)</b></p> <p>Obtain legal counsel from the labour lawyers, Brendon Guy &amp; Associates <b>(CEO)</b></p> <p>Consult PR company (if applicable) (Rams Mabote) <b>(CEO)</b></p>	<p><b>LEGAL/ REPUTATIONAL</b> - Prepare legal report and opinion <b>(Lawyers)</b></p> <p>Confidentiality of child to be always maintained. Identity of child is only made known on a “need to know” basis <b>(All)</b></p> <p>If the incident must be reported, draft power of attorney and supporting documentation required for the Social Work Manager to take to SAPS and DSD – power to report the incident <b>(Child Safeguarding Officer/ Social Work Manager/ Nurse)</b></p>	
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9.7. Duty to report

9.7.1. In terms of the Children's Act, any correctional official, dentist, homeopath, immigration official, labour inspector, legal practitioner, medical practitioner, midwife, minister of religion, nurse, occupational therapist, physiotherapist, psychologist, religious leader, social service professional, social worker, speech therapist, teacher, traditional health practitioner, traditional leader or member of staff or volunteer worker at a partial care facility, drop-in centre or child and youth care centre who, on reasonable grounds concludes that a child has been abused in a manner causing physical injury, sexually abused or deliberately neglected, must report that conclusion in the prescribed form to a designated child protection organisation, the provincial department of social development or a police official.

9.7.2. In terms of the Criminal Law Sexual Offences Act, all persons who have knowledge of a sexual offence committed against children are required to report same to a police official.

9.7.3. Sexual abuse or exploitation, we all have a legal obligation under The Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007, to report the abuse as soon as we become aware of it.

9.7.4. Shout employees are obligated, in relation to children, to report suspected sexual abuse, child abuse or neglect of any kind. Any reasonable suspicion is sufficient, bearing in mind all facts and circumstances which led to such suspicion.

9.7.5. Refer to the Definitions of sexual abuse, child abuse and neglect above, to identify and report same.

9.8. How to report?

9.8.1. Suspected child abuse or neglect, as well as the commission of sexual offences against children, should be reported to the below organisations:

9.8.1.1. South African Police Services; and optionally (with the parent's consent) to

- 9.8.1.2. the Department of Social Development and/or a child protection organisation such as Childline South Africa or Child Welfare Society South Africa.

## **10. Responsibilities**

- 10.1. All Shout employees, Partners, consultants, subrecipients and subcontractors have a responsibility to read and comply with this Policy. This Policy must thus be made available to all relevant persons, to ensure that they are aware of its contents.
- 10.2. It is the responsibility of Shout management to create and maintain a culture of zero-tolerance toward any form of child abuse, harm, violence or exploitation. These behaviours are not allowed, and all Shout employees have a responsibility to uphold the professional standards of the organisation. Failure to do so may result in remedial and/or disciplinary actions, including termination of employment, taken in accordance with applicable Employee Policies.
- 10.3. The Child Safeguarding Officer is responsible for regular policy review and policy updating.

## **11. Abuse through mobile and digital technology**

- 11.1. Social networking has become an intricate part of children's lives in South Africa and all over the world. Social networking does possess its benefits, but we cannot ignore the dangers. These dangers need to be acknowledged and prevented.
- 11.2. Use of mobile and digital technology to generate, access or be in possession of child pornography is illegal and should be reported in accordance with national laws. Staff found in possession of child pornography will be suspended pending a formal investigation, in accordance with Shout's Employee Policies.

## 12. Confidentiality

- 12.1. All reports of child abuse must be treated with the utmost confidentiality.
- 12.2. Shout reserves the right to disclose information to other organisations or authorities involving employees terminated by Shout, based on child protection violations. The confidentiality of the child's identity must always be maintained. Identities must not be disclosed beyond the appropriate management personnel unless appropriate authorisation has been obtained.

## 13. Version History

<b>Date</b>	<b>Version</b>	<b>Editor</b>	<b>Summary of changes</b>
2022/01/26	V1	Kaylin Scheepers	Creation of Child Safeguarding Policy