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SAFEGUARDING POLICY



**The Sister Superior of the Good Shepherd Nuns, Malaysia
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Vision

One person is of more value than the whole world

Core Values



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This policy will be reviewed every three (3) years.

empowering **LIVES**, restoring **RIGHTS**, upholding **DIGNITY**

Safeguarding Policy

A. Introduction

The Good Shepherd Sisters in Malaysia are part of the larger Congregation of Our Lady of Charity of the Good Shepherd founded in the year 1835 by St Mary Euphrasia in Angers, France. The mission had its beginnings in the care, rehabilitation, and education of girls and young women.

Today, the mission continues to serve people who experienced injustice, disenfranchisement and marginalisation, especially women and children; in the hope of enabling in each person, a sense of uniqueness, worth and value. In Malaysia, the Good Shepherd Mission encompasses social, educational and pastoral services. In line with its commitment to address injustices and people in the margins the congregation recognises that every person in the mission have access to services that uphold their rights and dignity.

"The Congregation is committed to enabling positive change and to protect and promote the fundamental human rights of girls, women and children. We are committed to providing an environment that serves the best interests and developmental needs of children and person/s in vulnerable situation/s.

We strive for the highest standards of professional care and adherence to the principles of the United Nations Convention on the Rights of the Child (UNCRC), Universal Declaration of Human Rights (UDHR) as well as Congregational guiding principles through its charism and spirit. All sisters and associated people of the Congregation are required to abide by these standards."

Extracted from the Congregation Safeguarding webpage - <https://rgs.gssweb.org/en/homepage-blocks/safeguarding>

In the spirit of co-responsibility this Safeguarding Policy details the commitment of the Good Shepherd Sisters and all Partners-in Mission (both sisters and lay) in ensuring that all children and person/s in vulnerable situations are safeguarded from harm and accorded their rights in all the ministries and programmes in Malaysia.

The focus of the Mission is to make visible the mercy and forgiving love of God, especially to those who are marginalised and broken, restoring in them their rights, worth and dignity. Each person is served with respect and dignity, and accompanied with care and compassion.

B. Good Shepherd Sisters in Malaysia

The Good Shepherd Sisters arrived in Kuala Lumpur in 1956 and founded a mission that is rooted in a history that reached out to women and girls in crisis and those in the margins. The sisters' mission was subsequently recognised in Malaysia under an act of parliament, Act 108 - Good Shepherd Nuns (Incorporation) Act, in the year 1973 (henceforth, referred to as **Act 108** in this policy).

As the Mission grew and expanded to Perak, Johor and Sabah the continuing focus is on being of service to women and children, those who have experienced sexual and gender-based violence and deprived of their rights. Many of the programmes were gradually managed by dedicated and qualified lay professionals who worked with the Good Shepherd Sisters in various capacities and eventually taking on leadership roles in the Mission.

For the purpose of sustainability and focus, the sisters incorporated the following three entities under the Companies Commission of Malaysia to manage all its programmes.

- Good Shepherd Services – **GSS** (1142853-U); incorporated in 2015
- Global Shepherds Berhad – **GSB** (1247970-T); incorporated in 2017
- Joyful Steps Sdn Bhd – **JSSB** (1258526-A); incorporated in 2017

The Malaysian community programmes was assigned to GSS and non-Malaysian citizens programmes assigned to GSB, thus ensuring that the underserved communities, whether citizens or not, were given the necessary attention and focus. JSSB focus in on early childhood education.

In the spirit of co-responsibility for Mission, the board of directors of each entity comprises both sisters and lay persons, who collectively contribute their expertise for the growth and sustainability of Good Shepherd Mission.

The Good Shepherd Mission encompasses the above three entities and all those who work under the Act 108, continuing its legacy in upholding the rights and dignity of women and children in underserved communities through empowerment and advocacy.

C. Scope of Policy

The main objective of this policy is to protect and safeguard 1) children and 2) person/s in vulnerable situation/s. The Good Shepherd Mission in Malaysia has a duty of care to safeguard children and person/s in vulnerable situation/s, with whom they come into contact, directly or indirectly. This Safeguarding Policy applies to all Partners-in-Mission, both sisters and lay:

1. Board of Directors
2. Management Team
3. All employees (full-time and part-time)
4. Volunteers
5. Service providers, contractors or anyone providing services
6. Parents/Guardians and Visitors
7. Good Shepherd Sisters in ministries (other than the entities stated)

Hence, in this Safeguarding Policy, reference to the Good Shepherd Mission (**GSM**) in Malaysia includes the above, both sisters and lay Partners in Mission at all levels of the structures of the three registered entities and under Act 108.

Every level of structure is to comply with this Safeguarding Policy and the entities established by the Good Shepherd Sisters will develop comprehensive procedures manuals that can be operationalised within the context of the social works and the education programmes.

This policy always applies, including in both the professional and personal lives of the above listed persons, while they are engaged with work or visits related to the organisation.

IMPORTANT NOTE :

- ◆ Being part of the larger Congregation of Our Lady of Charity of the Good Shepherd, the Good Shepherd Sisters in Malaysia endorses the Congregational Safeguarding Policy;
- ◆ The endorsement of the Congregational Safeguarding Policy by the Good Shepherd Sister in Malaysia applies to all entities owned by the sisters;
- ◆ All the three entities will retain the existing Child Safeguarding & Protection Policies that have been approved by their board of directors;

D. Purpose of this policy

The Good Shepherd Mission is committed to adopt preventive and responsive policies, systems and practices to safeguard from harm and abuse all children they come into direct and indirect contact. This is extended to how we respond to any concerns related to the physical, emotional, sexual and psychological safety of a child or person/s in vulnerable situation/s.

This policy aims to promote good practices by :

- Providing everyone with an environment that favours their development and ensures protection from harm;
- Support all in the Mission to make informed and confident responses to safeguarding concerns;
- Maintain a high level of awareness with regards to safeguarding and its practices;
- Ensure a culture of prevention of exploitation and harm;
- Provide services with a person-centred approach.

For clarity on the terms used in this Safeguarding Policy, please refer to the Definition of Terms in **Appendix 1** for more information.

E. Commitment Statement

The Good Shepherd Mission is committed to ensuring the safety, development, protection and participation of the child and person/s in vulnerable situation/s; and commit to the following:



Create and maintain safe spaces

- Promote a safety, trust and a transparent culture where every individual is committed to keeping all children and vulnerable persons safe;
- Promote child-safe spaces and a child-friendly culture



Respond and act

- Create an open and well-informed environment where the wellbeing and protection of a child and person/s in vulnerable situation/s are paramount and any concerns can be raised and managed efficiently and fairly;



Implement and monitor

- Provide framework to work respectfully and effectively with children and persons in vulnerable situations, create a safe environment and a response mechanism for concerns and allegations of abuse and exploitation
- Standard operating procedure are written and clearly outline procedures for all who are in direct or indirect contact with children and vulnerable persons.

F. Guiding Principles

- This policy is based on the below mentioned principles and laws of Malaysia.
 - The Universal Declaration of Human Rights (UDHR), 1948
 - The United Nations Convention on the Rights of the Child (CRC), 1989
 - The United Nations Convention on the Elimination of all forms of Discrimination Against Women (CEDAW), 1979
 - The United Nations Convention on the Rights of Persons with Disabilities (CRPD), 2006
 - The Inter-Agency Standing Committee (IASC) Six Core Principles Relating to Sexual Exploitation and Abuse
 - Malaysia Child Act 2001 (Act 611)
 - Malaysia Care Centres Act, 1993 (Act 506)
 - Malaysia Sexual Offences Against Children Act, 2017 (Act 792)
 - Anti-Sexual Harassment Act 2021
 - Vision, Mission and Core Values of the organisation
 - Employee Handbooks of each entity established by the Good Shepherd Mission - Code of Ethics and Conduct (see **Appendix 3**)

- The Good Shepherd Mission in Malaysia commitment to this policy is guided by the following principles for every child and/or person/s in vulnerable situation/s and that a person-centred approach is applied in all programmes, projects and ministries:
 - That all forms of abuse and exploitation by anyone who works for or is associated with Good Shepherd Mission in any capacity are unacceptable and not tolerated.
 - That every child and/or person/s in vulnerable situation/s has the right to be protected from harm, neglect, abuse, violence and exploitation.
 - That every child and/or person/s in vulnerable situation/s is provided with safe and protective services and environments to safeguard health, safety and well-being of the person.
 - That every child and/or person/s in vulnerable situation/s has the right to be listened to, to have their views given careful consideration and to be supported in participating in decisions which affect them.
 - That every child and/or person/s in vulnerable situation/s should always be treated with dignity and respect regardless of gender, disability, cultural, religious or ethnic origin.

- That all activities which involve children especially, are well thought out and appropriate and that all decisions on the welfare and protection of children are made based on the principle of *Best Interests of the Child* which shall be a primary consideration.

“**Best Interests of the Child**” refers to decisions where the child receives the maximum benefit possible from services provided, and that the positive impact of any course of action outweighs any negative impact.

- This policy also adopts the “**Do no harm**” principle that has been used in the humanitarian sector but can equally be applied to the development field. It refers to an organisation’s responsibility to take all measures to prevent harm and to mitigate the harm it may inadvertently cause as a result of their organisational ministries, projects and programmes.

G. Code of Ethics and Conduct

All Board Members, Management Team and Employees (Full-time & Part-time), Volunteers, Service Providers, who are involved in the programmes conducted by the Good Shepherd Mission in Malaysia are provided with a copy of the

- a) Safeguarding Policy
- b) Code of Ethics & Conduct
- c) the relevant entity Child Safeguarding (& Protection) Policy.

- 1) All Board Members, Management Team and Employees (Full-time & Part-time) are required to read, understand and abide by this Code of Ethics and Conduct that outlines the rules of appropriate and proper conduct and behaviour. They are also required to be familiar with the specific Child Safeguarding Policy and undertake to act in accordance with these provisions.

A declaration of their commitment to the Safeguarding Policy is required and documented by signing the declaration.

(see **Appendix 2** - to be completed and signed).

- 2) All Volunteers, Service Providers or anyone providing services and who are involved in the programmes are provided with a copy of the Code of Ethics & Conduct for Volunteers and the Safeguarding Policy.

A declaration of their commitment to the Safeguarding Policy is required and documented by signing the declaration.

(see **Appendix 2** - to be completed and signed).

- 3) Parents/Guardians/Visitors are briefed and provided with information on the Code of Ethics & Conduct and the Safeguarding Policy in order for them to understand and be familiar with these.
- 4) All Good Shepherd sisters providing services under their own capacity as counsellors or case management are also subject to the Code of Ethics and Conduct.

Details of the Code of Ethics and Conduct are provided in **Appendix 3**.

If any Board member, Management team, employees, volunteers, visitors, service providers, Good Shepherd sisters or anyone providing services in the Good Shepherd Mission fail to comply with local and/or international laws, which include regulations on child protection, necessary actions will be taken against them. As abuse and exploitation are criminal offences, the transgression will be dealt with according to the law.

H. Communication Standards

Photographs, videos and audio recordings are prohibited; unless consent is given by the child / person in vulnerable situation, and the Head of the entity or the delegated Centre Manager/ Head of the programme, subject to the guidelines (please refer to the guidelines for photographs and media coverage in **Appendix 4**).

Guidelines on how to communicate and respond appropriately to protect children and "grounding" techniques are given in **Appendix 5**.

I. Human Resources

a. Recruitment and selection

All the entities mentioned in this policy will implement a robust recruitment procedures and checks to ensure that persons who are unsuitable to work with children and person/s in vulnerable situation/s, or who may pose a risk to children and vulnerable persons, or who are disqualified from working with children and vulnerable persons or who do not have suitable skills and experience for the intended role are not appointed, to minimise the risks of abuse being committed by an employee, volunteers or independent service providers.

Details of the recruitment and selection procedures can be found in **Appendix 6**.

b. Induction and Training

All new board members, employees, volunteers, service providers or anyone providing services to children are given a copy of the Safeguarding Policy, including the Code of Ethics & Conduct, as part of their induction into the Mission.

Induction and training on Safeguarding and Protection, which is mandatory, will be conducted to ensure all new employees, volunteers, service providers or anyone providing services to children are able to undertake their duties and responsibilities in accordance with the policy, guidelines and procedures on Safeguarding, specifically the following:

- That they are aware of and remain alert to the risk of abuse;
- That they know how to identify and respond to abuse;
- That they understand how they are expected to behave towards children and vulnerable persons;
- That they analyse their own practice so that they are protected from false allegations;
- That they recognise their responsibilities and report any concerns about suspected abuse;
- That they know how to respond to concerns expressed by a child or a person in vulnerable situation/s; and
- That they know how to work safely and effectively with children and vulnerable persons.

Completion of the mandatory induction and training on Safeguarding will be certified and declared in **Appendix 2**.

Employees, volunteers, service providers, Good Shepherd sisters, or anyone providing services will receive on-going trainings by attending seminars, workshops and/or short courses related to child protection awareness and practice, skills in handling children in crisis and updates on relevant policies.

J. Safeguarding Risk Management

All programmes conducted involving children and person/s in vulnerable situation/s will be managed carefully to reduce risks to the programme participant.

The Good Shepherd Mission in Malaysia recognises that there may be potential risks to children and persons in vulnerable situation/s, in the delivery of its programmes and as such, will proactively assess, identify and manage these potential risks to reduce the risks of harm to the programme participants.

All employees, volunteers, service providers, Good Shepherd sisters or anyone providing services to children and persons in vulnerable situation/s are required to continually be aware of potential risks and strive to minimise opportunities and situations where children and persons in vulnerable situation/s can be harmed.

K. Confidentiality

All matters relating to Safeguarding and personal information on suspected cases of abuse are kept confidential as possible. Particular care should be taken when disclosing sensitive information relating to the alleged victim / survivor and her family. Disclosure to another person or persons should only be done if it is necessary and only on a “need to know” basis. Generally, personal information should only be disclosed to third parties, including other agencies, with prior consent of the alleged victim / survivor.

If the alleged victim / survivor is a child, prior consent is to be obtained from the child and/or the child’s parents. However, obtaining prior consent may not be possible sometimes or be in the best interests of the child. For example, where safety and welfare of the child necessitate that the information should be shared.

The Good Shepherd Mission undertakes that in deciding whether there is a need to share information, the alleged victim / survivor's best interests are of paramount importance and legal advice will be sought when in doubt.

L. Safeguarding Focal Person

The GS Sisters in Malaysia will appoint Safeguarding Focal Person/s (SFP), which may comprise one sister and one lay person, for the purpose as outlined below:

1. Assist and direct the implementation of the Safeguarding Policy, including awareness raising and training on safeguarding.
2. Support the community and entities safeguarding contact person.
3. Receive all report of concern and/or allegations of abuse and report these to the Unit leader.
4. Follow up with safeguarding contact person on the progress of the case.
5. Complete annual report for Safeguarding Advisor at safeguarding@gssweb.org. Annual report to state if any allegations received and if any, number of allegations and conclusions.
To note that local practices of confidentiality does not permit information sharing without the consent of the alleged victim/s.

M. Complaints/Disclosures

It is mandatory for all employees, volunteers, service providers or anyone providing services to children and person/s in vulnerable situation/s to immediately report concerns, allegations, suspicions or incidents relating to abuse, neglect or exploitation committed by anyone covered under the Safeguarding Policy.

All allegations of abuse must be taken seriously at all times. Do not dismiss any accusation of abuse without a thorough and appropriate investigation, no matter who the alleged perpetrator is.

Please refer to **Appendix 5** for the guidelines on how to respond to complaints/disclosures. It is important to note that the alleged victim/s will be in a state of distress and depression, and is negatively impacted by her violation. The organisation must draw up a workable referral pathway to ensure that the alleged victim/s receive necessary assistance and support

during the process and thereafter, if required or determined by the service provider in the referral pathway.

Complaints/disclosures must be referred to the Head of the Good Shepherd entities and the Safeguarding Focal Person.

N. Mandatory Reporting

If there are reasonable grounds to believe that a child or a person/s in vulnerable situation/s is physically or emotionally injured as a result of being ill-treated, neglected, abandoned or exposed, or is sexually abused, the employee, service provider or anyone providing services must notify the Head of the entity and the Safeguarding Focal Person.

The reporting structure is in the **Appendix 8a and 8b** flowchart. This procedure applies to all board members, employees, (full-time and part-time), volunteers, service providers or anyone providing services to children who receive disclosure of abuse or suspected abuse or to whom an allegation of abuse has been made while in the course of their work.

When a child is involved, refer to the entity's Child Safeguarding (& Protection) Policy for the reporting mechanism and Malaysia's Child Act 2001, section 29(1).

Reminder

Do not wait

- Any allegations, concerns or suspicions of sexual exploitation and abuse by anyone associated with the entity should be reported to the Child Protection Officer/Head of Entity or Safeguarding Focal Person as soon as possible.
- Failure of employees to report any known safeguarding concerns will be considered a misconduct and disciplinary action will be taken.

Do not resolve

- The employee/associated person receiving the report should not try to resolve the safeguarding concerns themselves or try to mediate between the person being investigated and alleged victims and families to find solutions.

Do not investigate

- Do not try to find out if the allegation involving associated person is true as that is the responsibility of the investigators/ police.
- Do not try to interview the alleged victim and alleged perpetrator to find out if the allegation seems to be credible.

Historic allegations

Sometimes a Safeguarding complaint may be reported much later than when the concern took place. The Good Shepherd Mission will always take such a complaint very seriously and will investigate every case according to the evidence provided. The Good Shepherd Mission will act in a way that is sensitive and fair to the complainant, to witnesses and the subject of the complaint but will always act in the best interests of the child and/or person/s in vulnerable situation/s and the care and wellbeing of the survivor.

O. Record Keeping

All records of allegations, suspicions or disclosure of abuse cases are kept and maintained in a confidential file that is kept in a locked cabinet, and retained in perpetuity.

P. Evaluation And Monitoring

The Good Shepherd Mission in Malaysia will continuously evaluate and monitor the implementation of its Safeguarding Policy.

The effectiveness of Safeguarding Policy shall be reviewed once every two years. This will be followed up by a briefing and re-training/training for Management, employees (full-time and part-time), volunteers, service providers or anyone providing services to children and persons in vulnerable situations to ensure that the policy is implemented.

Appendix 1 – Definition Of Terms

Child

In accordance with the United Nations Convention on the Rights of the Child (CRC) and the Child Act 2001 (Act 611), a child means any person under the age of 18 years.

Malaysia's Laws :

- Age Of Majority
Age where legally considered an adult and no longer a minor (in Malaysia, 18 is the age of majority - refer Age of Majority Act 1971)

- Age Of Consent
Age where legally competent to consent to sexual relations, varies by countries. In Malaysia, 18 is the age of consent.
Under the Malaysian Penal Code (Act 574), Section 375, the specified age is 16; A man is said to commit "rape" who, except in the case hereinafter excepted, has sexual intercourse with a woman under circumstances falling under any of the following descriptions, With or without her consent, when she is under sixteen years of age.
However, Article 17 the Sexual Offences Against Children Act of 2017 makes any sexual touching of a child (defined as under 18 years) punishable by up to 20 years imprisonment.

Person/s In Vulnerable Situation/s

- vulnerable adult; adult/s in need of protection; adults/s at risk of harm
A person who, although having reached the age of 18, has physical, mental, or emotional conditions or an illness that makes the person unable to defend herself, to protect herself, or get help for herself when injured or emotionally abused.

When a person who is ministering or caring, abuse her position of power with another adult, it is a serious violation of trust, ethics and morality.

Safeguarding

Safeguarding is the action that is taken to promote the welfare of children and person/s in vulnerable situation/s; and protect them from harm.

Child Safeguarding

Child Safeguarding is the responsibility that organisations have to ensure their employees, operations, and programmes **do no harm** to children, that is, that they do not expose children to the risk of harm and abuse, and that any concerns the organisations have about children's safety within the communities in which they work, **are reported** to the appropriate authorities.

“Do no harm” is a principle that has been used in the humanitarian sector but can equally be applied to the development field. It refers to an organisation's responsibility to not harm children if they may be doing so inadvertently as a result of their organisational activities.

Child protection

Child protection focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures that detail how to respond to concerns about a child in its programmes and structures.

Types Abuse

All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the health, survival, development or dignity of a child or person/s in vulnerable situation/s in the context of a relationship of responsibility, trust or power.

Detailed definition of type of abuse

Type Of Abuse	Child	Person/s in vulnerable situation/s
Physical	<p>Child Act 2001 (Act 611), Physical abuse is substantial and observable injury to any part of the child's body as a result of the non-accidental application of force or an agent to the child's body that is evidenced by, amongst other things, a laceration, a contusion, an abrasion, a scar, a fracture or other bone injury, a dislocation, a sprain, haemorrhaging, the rupture of a viscous membrane (the layer between solid or liquid or connective tissues), a burn, a scald, the loss or alteration of consciousness or physiological functioning or the loss of hair or teeth (<i>Section 17(2)(a) of Child Act 2001 (Act 611)</i>).</p> <p>Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.</p>	<p>Includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions. Refer to Penal Code, Chap. 16 List of offences</p>
Emotional	<p>Child Act 2001 (Act 611), Emotional abuse is substantial and observable impairment</p>	<p>Emotional abuse includes threats of harm or</p>

Type Of Abuse	Child	Person/s in vulnerable situation/s
	<p>of the child’s mental or emotional functioning that is evidenced by, amongst other things, a mental or behavioural disorder, including anxiety, depression, withdrawal, aggression or delayed development (<i>Section 17(2)(b) of Child Act 2001 (Act 611)</i>).</p> <p>Emotional abuse occurs when a child is repeatedly rejected or frightened by threats. This may involve name-calling, being put down or continual coldness from parent or caregiver to the extent that it affects the child’s emotional development.</p> <p>Other signs of emotional abuse include low self-esteem, showing delayed speech or sudden speech disorder, fear of new situations, obsessions or phobias, compulsive stealing, lack of concentration and lying.</p>	<p>abandonment, deprivation of contact. Humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.</p>
<p>Sexual</p>	<p>Child Act 2001 (Act 611), Sexual abuse is the participation of a child whether as a participant or as an observer in any activity which is sexual in nature for the purposes of:</p> <ol style="list-style-type: none"> 1) any pornographic, obscene or indecent material, photographic, recording, film, videotape or performance; or 2) sexual exploitation by any person for that person’s or another person’s sexual gratification. <p><i>(Child Act 2001 (Act 611), Section 17(2)(c))</i></p> <p>Sexual abuse involves threatening, forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. It may involve physical contact, including rape or oral sex, kissing, rubbing, masturbation, or touching outside the clothing. Sexual abuse also involves non-contact activities such as</p>	<p>Includes rape and sexual assault, or sexual acts to which the person/s in vulnerable situation/s has not consented or could not consent, or into which she was compelled to consent. Refer to Penal Code, chap 16</p>

Type Of Abuse	Child	Person/s in vulnerable situation/s
	involving children in looking at, or in the production of, sexual images, watching sexual activities or encouraging children to behave in sexually inappropriate ways.	
Neglect	<p>Child Act 2001 (Act 611), n</p> <p>Neglect refers to a situation in which any person or organisation having the responsibility of care of a child:</p> <ol style="list-style-type: none"> 1) abuses, neglects, abandons or exposes the child in a manner likely to cause him physical, emotional and psychological injury or causes or permits him to be so abused, neglected, abandoned or exposes; or 2) sexually abuses the child or causes or permits him to be so abused. <p>Neglect is the persistent failure to meet a child’s physical and psychological needs (e.g. food, shelter, clothing, sanitation, clean water and medical care) or failure to protect a child from exposure to any kind of physical and emotional harm or danger, including cold and starvation, or extreme failure to carry out important aspects of supervision and care (physical, emotional, and developmental), resulting in the significant impairment of the child’s health, education, development, nutrition, safety and protection.</p>	<p>Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services and/ or the withholding of the necessities of life such as medication, adequate nutrition and safe place of refuge.</p>
Bullying	<p>Bullying is a hurtful behaviour that is intentionally aggravating and intimidating, repeated over a period of time by an individual or a group of persons, where it is difficult for those being bullied to defend themselves. Children can be bullied by adults, including adults who are not related to them, as well as their peers in the Home or school.</p> <p>Bullying can take the following forms:</p>	<p>Bullying is the repeated aggression - whether verbal, psychological or physical, - that is conducted by an individual or group against others.</p>

Type Of Abuse	Child	Person/s in vulnerable situation/s
	<ol style="list-style-type: none"> 1) Physical e.g. hitting, kicking, pushing, punching, extortion or any other actions that cause hurt or injury. 2) Verbal e.g. teasing, making racist remarks, spreading rumours, threatening or name-calling, jeering, sneering that ridicule or humiliate a child. 3) Emotional e.g. rejection, excluding or isolating a child from activities or segregation especially by peer group. 4) Harassment e.g. using abusive, insulting or manipulative behaviour in a manner intended to cause embarrassment, alarm or distress. 	
Corporal Punishment	Corporal punishment refers to the intentional application of physical pain or punishment as a method of changing behaviour or as a form of discipline in which physical force is used and intended to cause pain or discomfort e.g. hitting, spanking, whipping, punching, kicking, pinching, shaking, choking, slapping or forced to perform painful body postures or prevention of urine or stool elimination perpetrated by adults or older children against younger children.	Refer to Penal Code on Physical Harm against another.

Types Of Abuse That Is Exploitative

Type of Exploitation	Child	Person/s in vulnerable situation/s
Labour	<p>Child labour refers to work that deprives children under the age of 18 of their childhood, their potential and their dignity and that is harmful to their physical and mental development. It refers to work that is mentally, physically, socially and/or morally dangerous or harmful and that interferes with their schooling.</p> <p>Under international standards, developing countries may allow children over 15 years of age to work under certain conditions.</p>	According to ILO, forced labour refers to situations in which persons are coerced to work through the use of violence or intimidation or by more subtle means such as accumulated debt, retention of identify papers or threats of denunciation to immigration authorities.

Type of Exploitation	Child	Person/s in vulnerable situation/s
	<p>Forced labour and child labour are closely linked. Relevant provisions relating to the employment of children and young persons under the Children and Young Persons (Employment) Act 1966 (Act 350) will be applicable.</p>	<p>The ILO defines forced labour as “all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily.”</p>
<p>Sexual</p>	<p>Sexual exploitation of a child is defined as the act of employing, using, persuading, inducing, enticing or coercing a child to engage in sexually explicit conduct for the purpose of producing visual depictions. Actual acts that are considered sexual exploitation of a child include indecent touching or exposure of or to a child, use of sexually explicit language towards a child, involvement of a child in pornography, showing a child pornographic material, early forced marriage, rape, incest or sexual slavery.</p> <p>Child Act 2001 - Child exploitation for sexual purposes occurs if a child is threatened or intimidated for purposes of prostitution or for purposes of having sexual intercourse with another or for any immoral purpose.</p>	<p>Actual or attempted abuse of a position of vulnerability. Power, or trust for sexual purposes, including, but not limited to, or politically from the sexual exploitation of another. It includes trafficking, being used as an object of prostitution and pornography.</p>
<p>Trafficking in Persons as per Act A1644 Anti-Trafficking in Persons and Anti-Smuggling of Migrants (amendment) Act (2022)</p>	<p>According to the “United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children (2000)” (Palermo Protocol), child trafficking is defined as the recruitment, transportation, transfer, harbouring and/or receipt of children for the purpose of forced labour and/or exploitation. It is a violation of their rights, their well-being and denies them the opportunity to reach their full potential.</p> <p>The definition for child trafficking given here applies only to cases of trafficking that are transnational and/or involves organized criminal groups. In spite of this,</p>	<p>ATIPSOM definitions for trafficking in persons include;</p> <ol style="list-style-type: none"> 1. “children” “or a person who is unable to fully take care of or protect himself because of a physical or mental disability or condition is trafficked for the purpose of exploitation (the means of trafficking being irrelevant). 2. All actions of recruiting, conveying, transferring, acquiring, maintaining,

Type of Exploitation	Child	Person/s in vulnerable situation/s
	<p>child trafficking is now typically recognized well outside of these parameters. The International Labour Organization expands upon this definition by asserting that movement and exploitation are key aspects of child trafficking.</p>	<p>harbouring, providing or receiving, a person, for the purpose of exploitation, by the following means:</p> <ul style="list-style-type: none"> (a) threat or use of force or other forms of coercion; (b) abduction; (c) fraud; (d) deception (e) abuse of power; (f) abuse of the position of vulnerability of a person to an act of trafficking in persons; or (g) the giving or receiving of payments or benefits to obtain the consent of a person having control over the trafficked person
<p>Child Pornography</p>	<p>In accordance with the Optional Protocol to the convention on the Rights of the Child, 'child pornography' means 'any representation, by whatever means, of a child engaged in real or simulated explicit sexual activities or any representation of the sexual parts of a child for primarily sexual purposes.'</p> <p>According to a working paper on Child Sex Offences by United Nations Office on Drugs and Crime in 2015, child pornography refers to materials or matter that are understood as or depict sexual acts of a child or with a child who is not over the age of 18, through images, stories or in a manner that can be understood as pornographic, whether in the form of documents, drawings, illustrations, printed matter, pictures, advertised images, symbols, photographs, movies, audio tapes, video tapes or any other similar manner.</p>	

Online Grooming

The act of sending an electronic message with indecent content to a recipient whom the sender believes to be under 16 years of age, with the intention of procuring the recipient to engage in or submit to sexual activity with another person, including but not necessarily the sender.

Section 12(1) of the Sexual Offences Against Children Act 2017 (Act 792) states that "Any person who communicates by **any means** with a child with the intention to commit or to facilitate the commission of any of the following offences or any offence specified in the Schedule against the child commits an offence and shall, on conviction, be punished with imprisonment ..."

- 1) Making, producing, directing the making or production of, etc. any child pornography (*Section 5*); or
- 2) Making preparation to make, produce or direct the making or production of any child pornography (*Section 6*); or
- 3) Using a child in making, producing, directing the making or production of, etc. any child pornography (*Section 7*); or
- 4) Exchanging, publishing, etc., any child pornography (*Section 8*) or
- 5) Physical sexual assault on a child (*Section 14*); or Non-physical sexual assault on a child (*Section 15*)

Contact With Children

a) Direct Contact with Children

Being in the physical presence of a child or children in the context of the ministries or programmes, whether the contact is occasional or regular, short or long term.

b) Indirect Contact with Children

Having access to information on children in the context of the ministries/programmes example children's names, location (addresses of individuals or projects), photographs, database and case studies.

Appendix 2 - Declaration Of Commitment To Safeguarding

I hereby confirm that I understand my obligations and undertake to comply with the provisions outlined in the Good Shepherd Sisters' Safeguarding Policy, (*name of entity*) Child Safeguarding (& Protection) Policy and the Code of Ethics and Conduct.

I understand that a breach of the abovementioned policies and code may provide grounds for my employment to be terminated and may result in criminal prosecution.

I declare that:

1. I have read and understood the Good Shepherd Sisters' Safeguarding Policy and Child Safeguarding Policy
2. I will work within the process laid out in the Good Shepherd Sisters' Safeguarding Policy and Child Safeguarding Policy.
3. I will report any suspected abuse, involving children and/or person/s in vulnerable situation/s, by others immediately.
4. I have not been accused or convicted of any offence involving physical or sexual abuse of children or young people.
5. I understand that if a complaint is brought against me regarding any abuse whilst I am engaged in programmes involving children and/or person/s in vulnerable situation/s, the allegation will be thoroughly investigated in cooperation with the appropriate authorities.
6. I understand that it is my responsibility to avoid actions or behaviours that are abusive or exploitative of children and/or person/s in vulnerable situation/s, or actions that could be construed as such.
7. I authorise (*name of entity*) to undertake any necessary enquiries, including criminal record checks and reference checks as part of my appointment and recruitment process.
8. I confirm I have attended the mandatory induction training and also confirm my willingness to participate in training sessions on safeguarding and protection of children and/or person/s in vulnerable situation/s.

Signature : _____

Name : _____

IC/passport No. : _____

Job Position : _____

Home Address: _____

Contact H/P No : _____

Date : _____

Appendix 3 – Code Of Ethics And Conduct

Board of Directors

Oversee the governance and ensure strict compliance with the overall implementation of the Good Shepherd Sisters' Safeguarding Policy and organisation's Child Safeguarding (& Protection) Policy.

Management team, All Employees (Full-time and Part-time), Volunteers, Service Providers and anyone providing services to children

1. For Residential Programmes, only employees of are allowed to accompany the residents out from the Centre. Volunteers, service providers and anyone providing services to residents must ensure that they are being supervised by another employee of when they are in the residents' dormitory/room.
2. Treat all person in care or in the programmes fairly and with respect and dignity at all times regardless of race, colour, gender, language, religion, ethnic or social origin.
3. Set and expect appropriate behaviours from children and apply disciplinary measures that are free of violence and humiliation. Never use physical punishment.
4. Be vigilant and aware of situations which may present risks to children, manage and minimise these risks prior to implementing any activity or programme. Do not conduct intrusive forms of play.
5. Respond to any concerns, allegations, suspicion or incidents of abuse and exploitation of children and person/s in vulnerable situation/s. Report immediately to the (*Head of Entity*) and Centre/Programme Manager in accordance with appropriate procedures.
6. Ensure physical contact, if necessary, with children is appropriate at all times (e.g. restraining or preventing imminent injury to the children or others or preventing serious damage to property) and not an invasion of the children's privacy.
7. Minimise the risks of being alone with a child/person in vulnerable situation and ensure that another person is present at all times when in contact with children and person/s in vulnerable situation/s, or that you are visible to others when you are with the child/person in vulnerable situation.
8. Behave appropriately and use language in communicating with children that is appropriate to the age of the child. Do not use language that is insensitive, racist, derogatory, or discriminating or act in a way that is inappropriate, sarcastic, offensive or abusive that may

- cause shame, humiliation, belittling or degrading in nature towards children or in the presence of children.
9. Do not threaten, discriminate or intimidate the child/person in vulnerable situation.
 10. Do not express physical emotions e.g. touching, holding hands, kissing or hugging.
 11. Do not make use of the child/ person in vulnerable situation to do your work or run errands for you which places them at risk or injury.
 12. Do not engage in sexual activity or develop sexual/secretive relationships with the child/person in vulnerable situation, including paying for sexual services or acts.
 13. Do not give gifts or show favours or lend money to a particular child to the exclusion of other children. Accepting gifts of any kind or money from the child or parents is strictly prohibited.
 14. Do not provide transportation to the unaccompanied child in your car and/or invite the unaccompanied child to your home.
 15. Never share your personal details, including contact numbers, with the child and/or their parents.

Parents/Guardians/Visitors – For Residential Programmes for Children

1. Parents/guardians/visitors are not allowed to be in the residents' dormitory/room without the supervision of an employee.
2. Only a parent/guardian is allowed to accompany the residents out from the Centre.
3. In the event a child has been placed in the legal custody of a sole parent or authorised guardian, a copy of the Court Order is to be obtained to determine custodian rights. In such cases, only the said authorised parent/guardian will be allowed to accompany the residents out from the Centre.
4. Where a fostering agreement has been implemented, the Centre is to ensure that the guidelines have been adhered before foster parents are allowed to accompany the residents out from the Centre.

Appendix 4 - Guidelines For Photographs And Media Coverage

The Good Shepherd Mission in Malaysia as a rule, does not use the children and person/s in vulnerable situation/s for publicity or media coverage. Therefore, photographs, video and audio recordings are taken for work-related purposes only. This includes programme reports and for the local welfare department information. The following are guidelines for photographs and recordings.

1. Only employees are allowed to take photographs of the children and person/s in vulnerable situation/s. Any photographs used for reporting and local authorities will not show full frontal view of the children's faces.
2. Photographs of children and person/s in vulnerable situation/s must never be used in a manner that places the children and person/s in vulnerable situation/s at risk or compromises their safety.
3. Consent of the children (and parents/guardians) and person/s in vulnerable situation/s must be obtained before taking the photographs and explanation must be provided as to how the photographs or images will be used.
4. In the instance where video and/or audio recording is required for counselling/counselling supervision purpose, consent is required from the parents/guardians and the children as well as the person/s in vulnerable situation/s
5. Images of children and person/s in vulnerable situation/s must not reveal any identifying information about them. The identity of the children and person/s in vulnerable situation/s should be protected and their names must not be used/tagged to the image to ensure privacy and minimise the risks of exposure to inappropriate contact by strangers.
6. Photographs, films and videos of children and person/s in vulnerable situation/s must be presented in a respectful and dignified manner and not in a vulnerable manner. Children must be dressed adequately and appropriately and not seen as sexually suggestive.
7. Rules on confidentiality and privacy in accordance with the Child Act 2001 states that publication and media reporting is strictly prohibited. The Centre shall not reveal the name, address or educational institution, or include any particulars that lead to the identification of any child so concerned either as being the person against or in respect of whom action is taken or as being a witness to the action.

All Board Members, Management Team, employees (full-time & part-time), Volunteers, Visitors, Service Providers or anyone providing service to children and person/s in vulnerable situation/s are required to adhere to the above guidelines.

Appendix 5 – Guidelines For Communication To Safeguard And Protect Children And Person/s In Vulnerable Situation/s

Informed Consent

The Good Shepherd sister or employee / volunteer/ service provider associated with the entities under the Good Shepherd mission must ensure that before providing any form of services, e.g counselling, case management, shelter must obtain the programme participant's consent in writing to ensure that the individual is aware of her rights and the responsibilities of the service provider.

A sample of the consent form can be found in **Appendix 5a** below. Please note that the entities have their own consent forms and the service provider will utilise the appropriate forms as per the Standard Operating Procedure for each entity.

Communication

1. Ensure all children and person/s in vulnerable situation/s in our programmes, projects and ministries are informed of the Safeguarding Policy and know who they can talk to, on any abuse incident.
2. Explain the lines of communications to the children and person/s in vulnerable situation/s in the programmes to reassure them of their rights to express their needs and opinions and that their views are taken into consideration by the organisation.
3. Use language that is positive and appropriate to the age of the child to build their self-confidence and encourage their development and learning.
4. Use language that is positive, sensitive and trauma-informed with the person/s in vulnerable situation/s to build their self-confidence, self-worth and dignity.

Guidelines on Responding to a Disclosure

1. Ensure the conversation takes place in a private place where the child and person/s in vulnerable situation/s feels comfortable.
2. Be sensitive and respond calmly throughout the disclosure to show support to the child and person/s in vulnerable situation/s
3. Listen carefully, empathetically and attentively without displaying shock or disbelief; take the person seriously and consider the views of the person when making decisions.
4. Reassure the person that you take what they are saying seriously; it is not their fault and that they have taken the right action in talking to you.
5. Allow the child and person in vulnerable situation/s to take her time to speak and to use her own words to explain what has occurred. Do not make her feel rushed or panicked.
6. Ask questions for clarification only. Do not ask leading questions that can be seen as putting words in the person's mouth.

7. Check back with the person that what you have heard is correct and understood.
8. Do not express any opinions about the alleged abuser/perpetrator
9. In the event of alleged abuse, encourage the person who is unable to articulate verbally, to write if she is comfortable to do so.
10. Make some brief notes and record the conversation, in as much detail as possible, using the actual words of the person. Complete the Abuse Incident Report Form, sign and date the record.
11. Ensure that the person understands the procedures to follow. Let the person know what you will do next to make the process less intimidating and make the person feel safe.
12. Report and pass the completed Abuse Incident Report Form to the
 - a) Local Area Leader (if disclosure to Good Shepherd Sister)
 - b) Head of the entity and Centre Manager/Head of programme (if disclosure to entity);Do not attempt to deal with the problem alone or discuss with anyone.
5. Treat the information confidentially; do not promise to keep anything secret; explain to the person when and with whom specific information may need to be shared in her best interest and to protect her.
6. Do not confront the abuser/perpetrator or discuss the disclosure.

Note: The Local Area Leader OR Head of the entity & Centre Manager/Head of programme will compile evidence to lodge an official report to the Officer-in-Charge in the State Welfare Department or the Child Protection Officer or the District Welfare Officer, whilst keeping the Safeguarding Focal Person in the communication and updates.

Grounding Techniques

Grounding techniques are important skills for assessors and all other behavioral health service providers who interact with traumatized clients (e.g., nurses, security, administrators, clinicians). Even if you do not directly conduct therapy, knowledge of grounding can help you defuse an escalating situation or calm a client who is triggered by the assessment process. Grounding strategies help a person who is overwhelmed by memories or strong emotions or is dissociating; they help the person become aware of the here and now. A useful metaphor is the experience of walking out of a movie theater. When the person dissociates or has a flashback, it's like watching a mental movie; grounding techniques help him or her step out of the movie theater into the daylight and the present environment. The client's task is not only to hold on to moments from the past, but also to acknowledge that what he or she was experiencing is from the past. Try the following techniques:

1. **Ask the client to state what he or she observes.** Guide the client through this exercise by using statements like, "You seem to feel very scared/angry right now. You're probably feeling things related to what happened in the past. Now, you're in a safe situation. Let's try to stay in the present. Take a slow deep breath, relax your shoulders, put your feet on the floor; let's talk about what day and time

it is, notice what's on the wall, etc. What else can you do to feel okay in your body right now?"

2. Help the client decrease the intensity of affect. • "Emotion dial": A client imagines turning down the volume on his or her emotions. • Clenching fists can move the energy of an emotion into fists, which the client can then release. • Guided imagery can be used to visualize a safe place. • Distraction (see #3 below). • Use strengths-based questions (e.g., "How did you survive?" or "What strengths did you possess to survive the trauma?").

3. Distract the client from unbearable emotional states. • Have the client focus on the external environment (e.g., name red objects in the room). • Ask the client to focus on recent and future events (e.g., "to do" list for the day). • Help the client use self-talk to remind himself or herself of current safety. • Use distractions, such as counting, to return the focus to current reality. • Somatosensory techniques (toe-wiggling, touching a chair) can remind clients of current reality.

4. Ask the client to use breathing techniques. • Ask the client to inhale through the nose and exhale through the mouth. • Have the client place his or her hands on his or her abdomen and then watch the hands go up and down while the belly expands and contracts.

Source: Melnick & Bassuk, 2000. (SAMHSA: Part 1: A Practical Guide for the Provision of Behavioral Health Services)

Appendix 5a – Informed Consent (sample)

Consent Form for Counselling Services

Full Name	
Date of birth	
Contact number	
Email (if applicable)	
Address	

(Entity) is a registered organisation several years of experience specializing in various counselling and case management. We value our relationship with our clients and believe that such relationship is the beginning of the healing and reconciliation process.

We believe that each individual is unique and has her own way of addressing resolutions. Thus, we believe that each individual can be empowered and enabled to focus on solutions that works for the individual.

Client's Rights

1. Unless there is an emergency, all sessions are private and confidential with the exception of specific exceptions described below:
 - a. Child, elder or dependant abuse,
 - b. Expressed threats of violence toward an ascertainable victim,
 - c. Detailed planning or concrete signs of future suicide attempts,
 - d. Sharing information is necessary to facilitate client care across multiple providers,
 - e. Sharing information is necessary for the treatment/assistance,
 - f. Requests from legal and administrative institutions.
2. With the Client's prior written consent, the Counsellor may legally speak to another healthcare provider or Client's family members in emergency situations. The Client may direct the Counsellor to share information with whomever the Client desires, and the Client may change his/her mind anytime and revoke the permission.

3. The Counsellor is allowed to keep brief notes of the session which shall be kept in strict confidence. The Client may, at any time request a copy of the notes kept during the session.
4. The Client may ask questions on what to expect during and end result of the sessions.
5. The Client may decline to proceed with therapy sessions as recommended by Counsellor.
6. The Client may cease to continue session anytime, without any impediment and may return to counselling anytime.
7. The counsellor has the right to dismiss the Client from the session.

Acknowledgement

I have reviewed this Counselling Informed Consent Agreement.

I accept this agreement and consent to counselling.

Client Signature :

Name :

Date Signed :

For Child receiving services

Parent/guardians signature :

Name :

Date Signed:

Appendix 6 – Recruitment And Selection Procedures for Direct Services

Safe recruitment procedures are adopted for the selection and appointment of all employees (full-time or part-time, temporary or long term), volunteers, service providers and anyone who are likely to have contact with children in performing their duties. Careful selection of candidates must be taken into consideration with regard to their interest in caring for the survival, development and protection of children and persons in vulnerable situations.

The recruitment procedures will include the following:

- 1) Conduct face-to-face interview with all potential employees, volunteers and service providers carried out to acceptable protocol and recommendations. If there are any inconsistency or gaps in employment history, clarifications must be requested. Specific sample behavioural interview questions that can be asked on their attitudes and values towards children, rights and safeguarding of children and persons in vulnerable situations are provided below.
 - a) Have you ever worked in any place where a child or a person in a vulnerable situation was abused? What happened and how was it handled? What did you think of the way it was handled? Would you have handled it differently?
 - b) What experience do you have with regard to Safeguarding of children and persons in vulnerable situations?
 - c) What major challenges and problems did you face in handling Safeguarding issues in your previous job?
 - d) What are your attitudes to Safeguarding of children and persons in vulnerable situations? How have these developed over time?
 - e) Child Safeguarding is an important part of our work. Can you give me some examples on how you would contribute to making the organisation a safer environment for children?
 - f) Tell us about a time when you have been working with children and persons in vulnerable situations, your authority was seriously challenged. How did you react? What strategies did you employ to bring things back on track?
 - g) Describe the key aspects of Safeguarding of children and person in vulnerable situations, in your workplace.
 - h) Have you ever had concerns about a colleague with regards to her behaviour or attitude towards the children and vulnerable persons in her care? How did you deal with this?
 - i) What do you feel are the main reasons that have led you to want to work with children and persons in vulnerable situations?

- 2) Conducting referee checks as a condition of employment for roles involving working with children and persons in vulnerable situations, directly or indirectly. Specific questions to ask the referees will relate to the candidates' conduct and attitude towards children, rights and safeguarding of children and persons in vulnerable situations, and any behavioural issues in their previous workplace, especially in connection with working or interacting with children and/or persons in vulnerable situations.

Employees

At least two (2) confidential references, preferably with the most recent supervisors, including one (1) on their previous work with children and persons in vulnerable situations

Volunteers & Service Providers

One (1) confidential reference

- 3) Conducting a background screening and verification check with the Police before hiring any potential candidates for roles involving direct or indirect contact with children and vulnerable persons, to find out if there are charges, convictions or investigations related to violence against children, assault, abuse of all forms and inappropriate social behaviour.

Persons who are paedophiles and sex offenders and those with criminal records such as child abuse, child pornography, child trafficking, sexual assault, kidnapping, murder, rape and robbery will not be hired.

If background screening and verification check is not feasible, the potential candidates are required to sign a statutory declaration stating that they have never been convicted of, are not currently suspected of, or are not being prosecuted for any offence involving child abuse and declare that they are suitable to work with children and person/s in vulnerable situation/s (see **Appendix 9**).

- 4) Potential candidates shortlisted for employment may undergo a compulsory medical check-up with appointed medical practitioners appointed by the entity to ensure they are free of drug abuse and/or communicable/transmittable diseases.
- 5) All potential candidates should complete an application form which states information about their past, that there is no record of drug abuse, disclosure of transmittable diseases and a self-disclosure about any criminal record and submit copies of their Malaysian identity card, passport or driving licence. Potential candidates should

be informed that employment is subject to references provided by referees and police background checks.

- 6) All potential candidates recruited must sign and agree to conform to the Safeguarding Policy, Child Safeguarding (& Protection) Policy and the Code of Ethics and Conduct.
- 7) All new hires will undergo a minimum probation period of three (3) months up to an extension of one year, if required.

Appendix 7 - Abuse Incident Report Form

The information contained in this report is confidential. This report is prepared to disclose any alleged incident or suspected cases of child abuse or maltreatment.

Type of Incident

- | | |
|--|--|
| <input type="checkbox"/> Physical Abuse | <input type="checkbox"/> Serious Neglect |
| <input type="checkbox"/> Emotional Abuse | <input type="checkbox"/> Exploitation |
| <input type="checkbox"/> Sexual Abuse | <input type="checkbox"/> Others (Please specify) |
-

Disclosure of Incident reported by the child

Date of Disclosure reported	
Details of Child/Person Involved	Name Gender Disability (if any)
When did the incident take place	
Time the incident occurred	
Place where incident occurred	
Name of Witnesses, if any	
Details of Incident	
Nature & Extent of Injuries	

Does the person need medical examination or attention?	
Your Observations <i>(State observations of the person in terms of behaviour or physical abnormalities)</i>	

Details if alleged victim is a Child

Name:			
Date of Birth/Age:		Gender:	
Language used by Child:			
Child's Home Address:			
Name & Telephone Contact of Parents/Guardian:	Father:	Tel No.	
	Mother:	Tel No.	
	Guardian:	Tel No.	
Address of Parents/Guardian:			
History of maltreatment of the child, if any			

Details of Alleged Abuser/Perpetrator

Name	
Relationship to the alleged victim	
Any other information that may be useful	

Details of Informant, if applicable)

(This section is to be completed if the disclosure of the alleged incident or suspected case is someone other than the alleged victim).

Name	
Job Position	
Name of Employer	
Contact Telephone No.	
Address	
Email	
Relationship with alleged Victim	

Note : To print the report from the informant if in writing or emailed.

This Report was submitted by:

Signature

Date submitted

Name:

FOR OFFICE USE ONLY

Details of External Agencies Contacted

Has this incident been reported to the Police? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, which police station: Name of Police Officer: Contact Telephone No:
Has this incident been reported to Social Services? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, which one: Name of Officer-in-Charge: Contact Telephone No:

<p>Has this incident been reported to Local Authority?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If yes, which Local Authority:</p> <p>Name of Officer-in-Charge:</p> <p>Contact Telephone No:</p>
<p>Has this incident been reported to other NGO?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If yes, which NGO:</p> <p>Name of Officer-in-Charge:</p> <p>Contact Telephone No:</p>

Signature:

Name:

Date :

Appendix 8 a – Reporting Procedure Guideline

In accordance with the Act 611 Child Act 2001 (sections 27, 28, 29, 29a), any person who has knowledge of abuse and neglect of a child shall inform a Social Welfare Officer; and failing to do so is an offence.

This procedure applies to all board members, employees, (full-time and part-time), volunteers, service providers or anyone providing services to children who receive disclosure of abuse or suspected abuse or to whom an allegation of abuse has been made while in the course of their work.

Who can report?

Reporting of abuse incidents can be done by alleged victim/survivor, board members, employees, volunteers, service providers, parents or visitors who have concerns or have witnessed incidents relating to abuse committed by any individual or groups of people.

What to report?

Any suspicion or disclosure of abuse must be reported immediately. The following are situations that would constitute reasonable grounds for concern and should be reported:

- a) Direct - A disclosure of an alleged incident from an alleged victim / survivor that she was abused.
- b) Indirect - An account by a person who saw the alleged victim/survivor being abused or who has reasonable cause to suspect that the alleged victim/survivor has been abused or evidence, such as injury or behaviour, which is consistent with abuse and unlikely to be caused another way.
- c) Indirect - Suspicion of maltreatment that shows consistent indication over a period of time that an alleged victim/survivor is suffering from emotional or physical neglect.

Please note that children sometimes may not be able to articulate the abuses or violence that they have experienced. It will take an adult to recognise some of the not signs of abuse, neglect and other forms of violence that the child may have experienced. Please refer to **Appendix 10** for “Recognising Signs Of Possible Abuse in children”.

Details of the alleged incident are required to be documented in the Abuse Incident Report Form (see **Appendix 7**). When completing this Form, information should be provided as much as possible. Information documented in this Form is to be kept confidential. Only those who are

directly involved are allowed to have or have access to the relevant information.

Who to report to?

The completed and signed Abuse Incident Report Form must be submitted to the Centre Manager / Head of the programme with a copy given to the Head of the entity and/or directly to the Safeguarding Focal Person.

What happens next?

All reports will be responded to with the appropriate action. Any report that has been made towards/by any board member, employee, volunteer, service provider or visitor will be acted upon within 24 hours on receipt of the complaint/disclosure. All reports will be properly considered and treated seriously with care, discretion and in a timely manner.

If the victim is a non-Malaysian citizen, the relevant Embassy/High Commission/Consular Office will be notified.

Depending on the specific circumstances of the alleged abuse incident, the Centre Manager / Head of the programme, will report to external agencies such as the police, social welfare department, local authorities or other non-governmental organisations for action, including other actions that may need to be taken such as contacting the parents/guardian of the child, if the alleged victim is a child.

If the child or person/s in vulnerable situation/s involved is in need of extra protection, the entity will confer with the relevant authorities, agencies or organisations to ensure the provision of the necessary assistance.

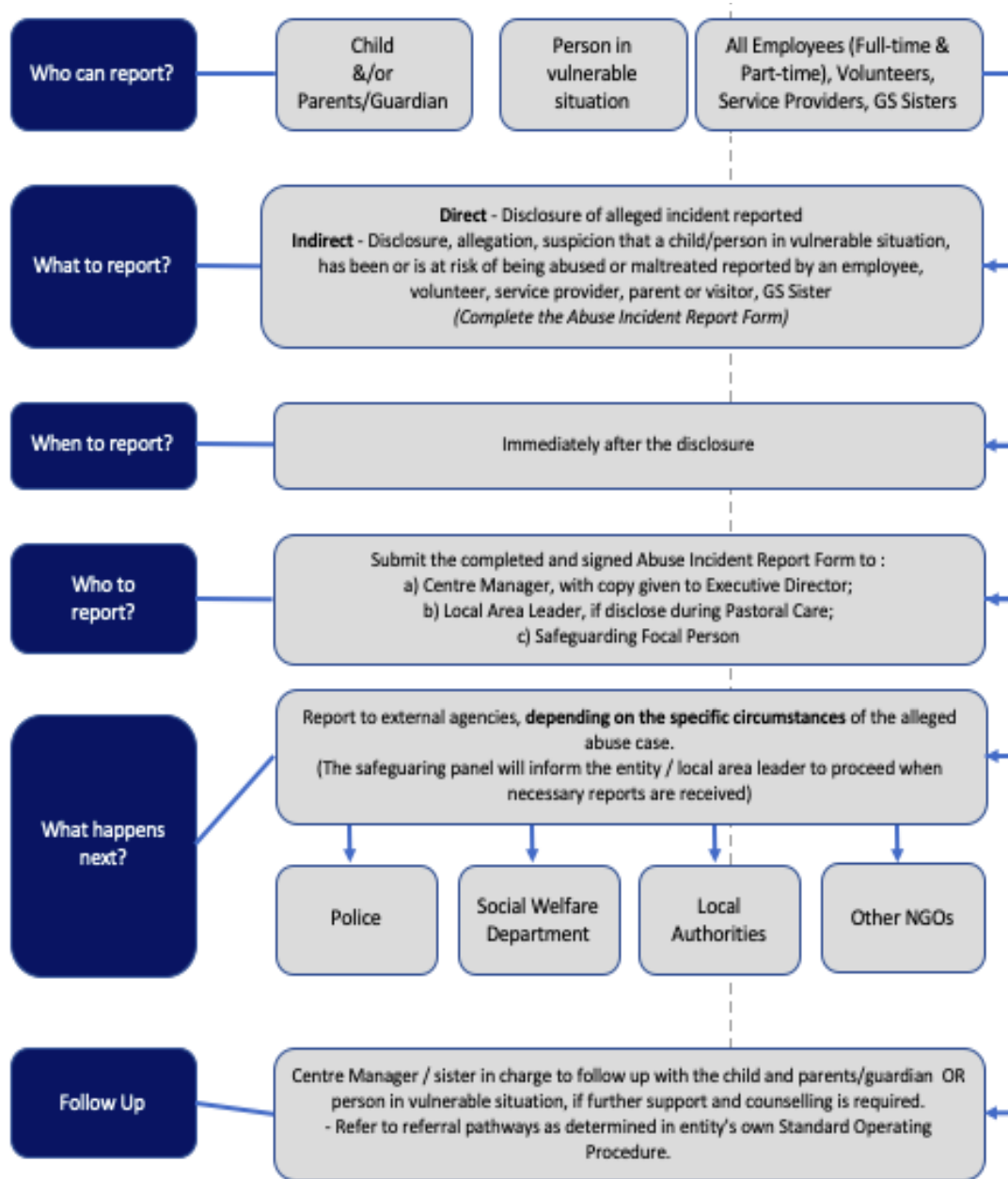
Any investigation on the abuse case will be kept confidential. All facts and evidence related to the investigation and allegation will be recorded carefully, chronologically and confidentially filed.

Follow-Up

The Centre Manager / Head of the programme will follow up with the alleged victim, and if a child is involved, the parents/guardian will be contacted if further support and counselling are required.

The reporting process flowchart is given in **Appendix 8b**.

Appendix 8 b – Reporting Process Flowchart



Appendix 9 – Statutory Declaration On Criminal Record

(EMPLOYEES, VOLUNTEERS, SERVICE PROVIDERS OR ANYONE PROVIDING SERVICES TO CHILDREN)

I hereby confirm that, to the best of my knowledge, I have not been charged or convicted of, am not currently suspected of, or am not being prosecuted for any offence involving any type of harm towards a child or children.

I also confirm that I have never been dismissed from employment or had any disciplinary action taken against me which may be related to working with children.

I declare that there is no element which could affect my suitability to work with children and that I am aware of the seriousness of this declaration and that any erroneous declaration may be considered as gross misconduct.

Signature : _____

Name : _____

NRIC No. : _____

Job Position : _____

Home Address: _____

Contact H/P No.: _____

Date : _____

Appendix 10 – Recognising Signs Of Possible Abuse in children

Children generally are not able to articulate the abuses or violence that they have experienced. It will take an adult to recognise some of the signs of abuse, neglect and other forms of violence that the child may have experience. The following are some signs that when found, either on their own or in various combination, can point to possible abuse.

Physical Abuse

- Unexplained bruises, burns, fractures, sprains, dislocations, cuts, bites or abrasions
- Injuries which have not received medical attention
- Injuries that occur to the body in places that are not normally exposed to falls, rough games, etc.
- Showing wariness or distrust of adults or a particular individual
- Dressed inappropriately to hide bruises or other injuries
- Aggressive towards other children or animals

Emotional Abuse

- Mental and emotional development is delayed
- Symptoms of depression, anxiety, withdrawal or aggression
- Symptoms of self-destruction behaviours such as self-harming, suicide attempts, drug or alcohol abuse
- Low self esteem
- Frequent complaints of headaches, nausea or abdominal pains
- Display attention-seeking behaviours
- Obsessions or phobias about something or someone

Sexual Abuse

- Pain or irritation to the genital or anal area
- Bruises, lacerations, redness, swelling or bleeding in genital or anal area
- Difficulty or discomfort when passing urine
- Infection, bleeding or discharge in genital or anal area
- Sexually transmitted disease
- Fear of people or places
- Being unusually quiet and withdrawn or unusually aggressive
- Mention receiving special attention from an adult or a new “secret” friendship with an adult

Neglect

- Persistent skin disorders or rashes resulting from improper care
- Has no understanding of basic personal hygiene
- Inadequately supervised or left alone for unacceptable periods of time
- Medical needs unattended
- Malnourished or lack of proper food
- Inadequate or inappropriate clothing for the weather

Good Shepherd Sisters, Malaysia

- Extremely smelly, dirty or unwashed
- Extreme need for affection or attention
- Frequent lateness or non-attendance at school
- Poor social relationships
- Compulsive stealing

References

- Congregation of Our Lady of Charity of the Good Shepherd - Congregational Safeguarding Policy
- Ministry of Women, Family and Community Development
<http://www.kpwkm.gov.my>
- Malaysia - Child Act 2001 (Act 611)
- Malaysia – Care Centres Act 1993 (Act 506)
- Malaysia - Sexual Offences Against Children Act, 2017 (Act 792)
- Malaysia – Children and Young Persons (Employment) Act 1966 (Act 350)
- The United Nations Convention on the Rights of the Child (CRC)
www.unicef.org/crc
- United Nations – Universal Declaration of Human Rights
www.un.org
- Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)
<https://www.un.org/womenwatch/daw/cedaw/>
- IASC Six Core Principles Relating to Sexual Exploitation and Abuse, UN Sec Gen Bulletin Oct 2003 – *refer to next page for details*

IASC Six Core Principles Relating to Sexual Exploitation and Abuse

1. Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence.
3. Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

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