

2024

BILDUNG
ÜBERWINDET
ARMUT!



Safeguarding Policy *of Jugend Eine Welt*



JUGEND
EINE
WELT

Jugend Eine Welt Safeguarding Guidelines

1. Introduction

These Guidelines relating to protection against violence, abuse, exploitation, neglect, harassment and discrimination (Safeguarding Guidelines) supplement the Jugend Eine Welt Child Protection Guidelines. The validity of the Jugend Eine Welt Child Protection Guidelines is not affected by these supplementary Guidelines which focus on particular aspects of the former. Should any discrepancy arise between the two sets of Guidelines, the stricter of the two shall have precedence.

The present Guidelines aim to ensure that the rights of children, young people and vulnerable adults are protected in the context of activities, projects and programmes organised or supported by Jugend Eine Welt and that they are not exposed to violence, abuse, exploitation, neglect, harassment or discrimination of any kind. These Guidelines are binding for all employees, volunteers, partners, external contractors and other relevant parties associated with Jugend Eine Welt.

2. What we Understand by Safeguarding

The term "safeguarding" refers to all measures that have been taken or must be taken to protect health and well-being and to uphold human rights, specifically to protect beneficiaries and employees from violence, abuse, exploitation, neglect, harassment and discrimination.

The term "safeguarding" encompasses child protection, violence prevention and victim support. In this document it is therefore to be understood as a generic term which also includes PSEAH (protection from sexual exploitation, abuse and harassment).

The necessary safeguarding measures also include sensitisation of employees and partners, regular training, responding to every complaint lodged and monitoring and regularly evaluating Jugend Eine Welt's structures.

2.1 Definitions

Abuse

is any act, either carried out or threatened, likely to harm another person irrespective of whether this takes the form of violence, coercion or an imbalance of power. Such acts include physical abuse as well as emotional or sexual abuse and neglect. It also includes abuse on the internet and/or via mobile technologies.

Exploitation

means taking advantage or attempting to take advantage of vulnerability, an imbalance of power or a position of trust with the aim of obtaining financial, social or political gain. In particular, this includes sexual exploitation, child labour, human trafficking and survival sex (a situation in which a minor or a vulnerable adult living in poverty or extreme need decides to engage in a form of prostitution as a last resort in order to survive).

Neglect

can harm children, young people and vulnerable adults in the same way that abuse does. Neglect means a permanent or recurring lack of care, for example insufficient care or supervision or failing to provide medical care or protection from danger etc. Neglect can also take emotional forms such as a lack of attention or affection.

Discrimination

is treating a person or group less favourably, disparaging or ostracising them on grounds of characteristics they actually possess or are attributed to them. Discrimination starts with disparaging remarks of a general nature or deliberate insults. Harassment and mobbing can also be forms of discrimination. Discrimination can also lead to structural violence. A distinction needs to be made here from affirmative action that can serve to help particularly disadvantaged persons (e.g. preferring a person with a disability when candidates are equally well qualified).

Vulnerable adults

Vulnerable adults can be people with a disability, people requiring care, LGBTQI+ people, refugees, migrants, people living in difficult social circumstances or in poverty, people with mental health issues.

3. Protective Measures

3.1 Project partners

- Jugend Eine Welt emphasises the importance of safeguarding in the cooperation and funding agreements concluded with project partners.
- By signing the cooperation agreement, project partners undertake to maintain the safeguarding standards as set out in these Guidelines. We ask long-term partners to send us not only their child protection guidelines but also their safeguarding guidelines and their procedure for dealing with staff members accused of misdemeanours, if they have such guidelines and procedures in place.
- If a project partner fails to implement sufficient safeguarding measures, Jugend Eine Welt reserves the right to withdraw its financial support.

3.2 Employees

- When they start work at Jugend Eine Welt, every employee is given a copy of the Safeguarding Guidelines and the Code of Conduct. All employees sign a written undertaking to abide by the Code of Conduct.
- All new employees attend a training session on the subject of safeguarding. This training session is mandatory for every employee.
- Furthermore, employees of Jugend Eine Welt whose responsibilities mean they regularly come into contact with children and young people or who are travelling abroad to visit a project must submit the criminal record certificate "Kinder- und Jugendfürsorge" (child and youth welfare) pursuant to § 10 (1 a) of the Criminal Record Act (not more often than once a year).
- Jugend Eine Welt appoints a safeguarding officer to deal with all internal and external matters relating to safeguarding issues and has a system of reporting for suspected cases (see 4.1.).

3.3 Volunteers

- Volunteers undertaking a period of work abroad organised by Jugend Eine Welt must attend a preparatory course. Safeguarding is a compulsory topic on this course. The volunteers are sensitised to the topic of safeguarding and are told who at Jugend Eine Welt they can turn to.
- Every volunteer is given a copy of the Jugend Eine Welt Safeguarding Guidelines and Code of Conduct. The objective of the Code of Conduct is to establish clear protection standards inside and outside the volunteer's area of deployment. With their signatures, all volunteers undertake to abide by the Code of Conduct.
- The criminal record certificate "Kinder- und Jugendfürsorge" (child and youth welfare) must be submitted by every prospective volunteer who comes into direct and regular contact with children during the period of voluntary work.
- Volunteers who do voluntary work in Austria also agree to abide by the Code of Conduct by signing it.

4. Procedure in Suspected Cases of Violence, Abuse, Exploitation, Neglect or Discrimination

4.1 Mandatory reporting

If an employee, volunteer, external contractor or project partner has grounds for suspecting that a person working for Jugend Eine Welt, whether as a paid employee or in an unpaid capacity, has committed an act of violence, abuse, exploitation, neglect, harassment or discrimination, he or she is obliged to notify the Safeguarding officer of this suspicion immediately, i.e. within the next 24 hours. If the complaint lodged also concerns the Safeguarding officer it should be submitted directly to the director of Jugend Eine Welt. If necessary, the Safeguarding officer reports the case to the competent bodies (e.g. the authorities in Austria, the project partner abroad) and launches the mandatory internal procedure.

If an employee, volunteer, external contractor or project partner has grounds for suspecting that an act of violence, abuse, exploitation, neglect, harassment or discrimination has been committed in the context of a project supported by Jugend Eine Welt, he or she is obliged to notify the Safeguarding officer of this suspicion immediately, i.e. within 24 hours. At Jugend Eine Welt, the Safeguarding officer is responsible for determining whether a report must be submitted to the competent bodies (e.g. the authorities in Austria, the project partner abroad) or which alternative measures are to be taken. If there is a Safeguarding officer in the locality of the project partner, this officer is informed of the incident and a decision is made about who should follow it up. Jugend Eine Welt is to be informed at least of the outcome of the investigations or measures.

4.2 Imminent danger

If an employee, volunteer or external contractor personally witnesses an act of violence, abuse, exploitation, neglect, harassment or discrimination or is notified of such an act, and if there are grounds for suspecting that the individual affected by this act is in imminent danger, immediate measures must be taken, in addition to reporting the incident, to protect that individual. In the interests of a survivor-centred approach, these measures require the personal consent of the individual concerned as far as possible. It is important here to ensure that neither the reporting of the incident nor the ensuing measures put the witness or other persons investigating the incident in danger (dispute, fight...). If time allows, the Safeguarding officer is to be consulted about the case.

If the incident occurs within the sphere of influence of a partner organisation, the project partners must also be notified and involved in clearing up the case. Ideally, this is done through the local Safeguarding officer in the interests of confidentiality and the survivor-centred approach.

4.3 Incidents in the sphere of influence of Jugend Eine Welt

If the individual affected by the transgression or the person accused of committing it is an employee, volunteer or external contractor, Jugend Eine Welt's case management system comes into play.

Every accusation, suspicion or report of violence, abuse, exploitation, neglect, harassment or discrimination is taken seriously and followed up. Every investigation and every decision are based on the so-called survivor-centred approach. The objective of this approach is to prioritise the rights and interests of the individuals concerned and to ensure that they are treated with dignity and respect.

It is especially important to act in a trustworthy way and to share the information given in confidence with as few people as possible, ideally only with those responsible (first and foremost the Safeguarding officer). At every stage, protecting the individual affected by the (alleged) transgression and dealing sensitively with him or her takes precedence over clearing up the allegation. During the investigation, care must be taken to ensure that protection is also extended to the person who provided the information. This includes keeping all documents in the appropriate files. Access to these files is restricted to the Safeguarding officer and persons directly involved in case management who are also sworn to confidentiality.

Jugend Eine Welt does everything in its power to ensure that accused persons have no contact with children, young people or vulnerable adults until the investigation into the allegations has reached a conclusion. If warranted by the seriousness of the allegations, Jugend Eine Welt may suspend staff members for the duration of the investigation. As soon as the results of the investigation are known, the Jugend Eine Welt board decides whether the accused person can remain with the organisation or not. If an offence in connection with violence, abuse, exploitation, neglect, harassment or discrimination of children, young people or vulnerable adults has been legally proven, the individual concerned will be barred from employment or continued employment by Jugend Eine Welt.

In the case of persons doing voluntary work abroad, the assignment is terminated with immediate effect if there are firm grounds for suspecting a serious breach or an infringement of the Code of Conduct.

4.4 Incidents in the sphere of influence of partner organisations

In the event of a suspected transgression that falls within the sphere of influence of partner organisations, Jugend Eine Welt takes steps to ensure that it is investigated and hands the case over to the responsible Safeguarding officer. Project partners are urgently requested to ensure that, until the investigation of an incident has reached a conclusion, it is the alleged culprit who is removed from the project and not the individual subjected to the alleged transgression.

The project partners ensure that all necessary steps for reporting and investigating incidents with relevance to Safeguarding are taken. If a partner organisation's own mechanisms for dealing with such incidents are temporarily unavailable, the project partner can apply the Jugend Eine Welt guidelines that have the same purport. In the case of joint projects, the project partners inform Jugend Eine Welt of any incidents that fall within their sphere of influence. Jugend Eine Welt reserves the right to investigate a specific complaint made in the context of a joint project itself, for example by instructing a local expert. The project partner is obliged to inform Jugend Eine Welt at least of the outcome of the investigations or the measures taken.

In the context of project partnerships, a serious violation of the Safeguarding Guidelines results in termination of the cooperation.

5. Safeguarding Officer

It is incumbent on the management of Jugend Eine Welt to appoint one or two persons who assume the role of Safeguarding officer and that officer's deputy. The main tasks of the Safeguarding officer are as follows:

- to support and ensure implementation of the Safeguarding Guidelines
- to receive reports of suspected cases, plus support and crisis management
- to keep anonymised records of Safeguarding cases (subject, location/country, brief description, status of the investigation)
- to act as a mediator between all parties concerned and external institutions
- to monitor and report to management (or, if the complaint concerns the organisation's director, directly to the chair of the board) whenever a case arises that renders this necessary, but at least once a year

Approved by: Reinhard Heiserer, director

Proofread by: Bernhard Morawetz

Compiled by: various Jugend Eine Welt staff members



Education overcomes Poverty!

Jugend Eine Welt

Münichreiterstraße 31, 1130 Vienna

www.jugendeinewelt.at

+43 1 879 07 07 - 0

info@jugendeinewelt.at



**JUGEND
EINE
WELT**

 [jugendeinewelt](https://www.facebook.com/jugendeinewelt)