

Safeguarding and Sexual Exploitation, Abuse and Harassment Incident Reporting Procedure

Who must make a report?

All MSIAP People, and implementing partners

What must be reported?

Allegations, disclosures, observations, or suspected incidents of:

- **Child abuse, exploitation or harm** by MSIAP People or implementing partners
- **Breaches of the Child Safeguarding Policy or Child Safeguarding Code of Conduct** by MSIAP People or implementing partners
- **Abuse, exploitation or harassment of an adult** by MSIAP People or implementing partners
- **Breaches of the Code of Conduct** by MSIAP People or implementing partners

Note: You do not need evidence or proof in order to report a case. The suspicion of abuse or breach of the MSIAP's Safeguarding Policies or Codes of Conduct constitutes sufficient grounds to report. Your responsibility is merely to report, **not to investigate or collect proof.**

How to make a report?

1. If you become aware of an alleged case either directly or through someone else, you should gather **basic information only**. It is **not your responsibility to investigate the case, only to report it**.
2. Report the case **IMMEDIATELY** verbally or via email to:
 - **a staff member**
 - Either your manager, your HR Manager, your Country Director, Safeguarding Lead, or the MSIAP Executive Officer (who can be contacted on +61 (03) 9658 7564)
 - **the confidential Speaking-Up Service on:**
 - Myanmar & Nepal +44 191 5167761
 - PNG +44 191 5167764
 - Timor-Leste +44 191 5167767
 - Australia 0011 800 7233 2255
 - Cambodia 1800 209 761
 - Vietnam 120 11157
 - via email to the MSI Asia Pacific, Board Chair who can be contacted via report@MSIchoices.org.au, with "Confidential – Safeguarding" in the subject line.
 - If you become aware of or witness an incident during a visit to a country program, you should follow the country's reporting system and report to the Country Director of that country.
3. In receiving an allegation or child safeguarding concern directly from a child, **you should not proceed to question the details of the alleged abuse or "interrogate" the child**. Ask only the number of questions required to gain a clear understanding of what is being said to you.

4. When receiving information of alleged abuse, you should
 - **never promise complete confidentiality**, either to a child or to an adult.
 - explain that you have a duty to ensure that the individual, and any other individuals who may be harmed, are safe, and that you must follow these procedures.
 - **reassure the child/adult that only those who “need to know”, will be informed** of the allegation (i.e., management team members involved in the response and local authorities, in the case of criminal activities).
 - **request that the child/adult also applies a rule of confidentiality** and does not discuss the allegation (or their discussion with you) with anyone, unless they “need to know”. If the person making the allegation is the victim/ survivor, their mental and physical needs are of paramount concern and you should ensure they have access to the appropriate support services.

5. Where you are **dealing with a child or adult who has emergency medical needs or is in immediate danger**, you should address their health and safeguarding needs immediately (for example by bringing the victim/ survivor to a hospital or removing him/her from the dangerous situation) before reporting.

6. After the immediate verbal report, you must:
 - complete the **Incident Report Form** (below) **within 24 hours of making the verbal report**,
 - send the completed Incident Report Form report by email to either:
 - i. Merewyn Foran, Executive Officer, merewyn.foran@msichoices.org.au with “Confidential – Safeguarding” in the subject line; OR
 - ii. To the confidential Speak-Up service via webmail on www.safecall.co.uk/report, or by email on speakingup@safecall.co.uk; OR
 - iii. Or via email to the MSI Asia Pacific, Board Chair, report@MSIchoices.org.au, with “Confidential – Safeguarding” in the subject line;
 - ensure the information you record is as accurate as possible. This could be crucial to the subsequent safeguarding of the individual and the effectiveness of any investigation.

If you are unable to complete and submit an Incident Report Form for any reason, you can request that the person you made the report to submit the form on your behalf. You may also request that the HR Manager, Country Director, Safeguarding Leads or the Speaking-Up phoneline responder to submit the form on your behalf. Where possible, you should ask that the report be read back to you or a copy of the report provided to you, to ensure the information is recorded accurately.

7. Completed Incident Reporting Forms and any supporting documentation are treated as confidential and are stored in secure filing cabinets and electronic versions are secured with a password. Verbal communication should likewise be confidential and team members should operate on a “need to know” approach (i.e. information should be passed only to team members specified in these Reporting Procedures).

What happens after you make a report?

- The Executive Officer will call a Decision Committee. The Decision Committee will design an action plan for the investigation of the reported incident. The exact steps of the investigation will depend on each individual case. This can be:

- Investigated internally;
- Referred to the police or other local authority;
- Managed internally if it is not a criminal matter – for example through disciplinary measures.
- The internal process will ensure that cases are dealt with in a timely, fair, and confidential manner, ensuring the safety of the victim/ survivor, reporter, and alleged perpetrator.
- The Executive Officer will ensure that donors to the project in which the case occurred, are notified as soon as practically possible, and as per donor requirements. This responsibility can be delegated to the Donor Lead, if considered to be appropriate by the Decision Committee.

Some concerns may be resolved by agreed action without the need for an investigation. If urgent action is needed, this will be taken before any investigation is conducted.

How will you receive feedback?

After you have raised a concern, a contact person, identified by the Decision Committee, will be assigned to you. The person will, so far as possible:

- inform you about whether your concern will be investigated;
- give you an approximate time frame for dealing with the matter;
- inform you if your further assistance is required; and
- update you at the conclusion of the matter.

The amount of contact between you and those investigating your concerns will depend on the nature of the concerns and the clarity of your information. You may be asked to meet with those investigating so that they can be certain that they have fully understood your concerns

What happens if you do not make a report?

Failure to report any of the above **may result in disciplinary measures**, including dismissal of team members or representative, or termination of agreements with implementing partners.

Protecting those who make reports

MSIAP recognises that the decision to raise a concern can be difficult. If you honestly and reasonably believe that what you have witnessed is true, you should have nothing to fear because you will be doing your duty to MSIAP and all the clients who benefit from our mission.

If you raise genuine concerns:

- you will be given full support from senior management;
- your concerns will be taken seriously; and
- A contact person will be assigned to you and will help you throughout any investigation.

Confidentiality

The principle of confidentiality will also apply to any concern or report you raise. Your name or position will not be revealed without your permission, unless it is required to do so by law or an enquiry results in a criminal investigation in which you are required to be a witness. MSIAP will also treat the identity of any person suspected of wrongdoing or malpractice as confidential, to the extent that it is able to do so. Within MSIAP, your identity and report will be shared only on a **need-to-know basis**, which means only a few people in management involved in the response process will know your identity and about your report.

No reprisals

MSIAP will not tolerate any harassment or victimisation of, or other form of reprisal (including informal pressure) against, any MSIAP People who raise concerns in good faith, and will take appropriate action to protect such people. Any harassment, victimisation or other form of reprisal will be treated as a serious disciplinary offence and may result in dismissal. If you believe that you are being subjected to a detriment in the workplace as a result of raising concerns under the MSIAP Safeguarding Policies, you should inform your contact person immediately.

Anonymous reports

The MSIAP Safeguarding Policies encourage you to put your name to the concerns you raise wherever possible. If you do not provide your details, it will be much more difficult to protect you or give you feedback. However, concerns that are raised anonymously will not be ignored. They will be considered for investigation taking into account:

- the seriousness of the concerns raised;
- whether the concerns are believable; and
- whether the concerns can be sufficiently investigated based on the information provided, and, if not, whether it is possible to confirm the concerns from other sources.

Unfounded allegations

If you raise a concern in good faith and it is not confirmed by investigation, no action will be taken against you. However, if you make a deliberately false or misleading allegation, appropriate disciplinary or legal action will be taken against you.

APPENDIX 1: Safeguarding Incident Reporting Sheet

This form is to be completed if you have witnessed, been informed of, or suspect that cases of **abuse, exploitation** or a **breach of MSI’s Code of Conduct or Safeguarding Policies** has occurred; or that there was or is an ongoing risk of danger to the safety and security of a client or staff member.

All protection concerns **must** be reported immediately to either your manager, HR Manager or Country Director; and to Executive Officer, Merewyn Foran, merewyn.foran@MSIchoices.org.au

This report should be completed and submitted immediately after a verbal incident report has been made; and in no case, more than 24 hours after the incident.

The report must be treated in strict confidence

Details of Concern / Suspicion / Incident:

Please fill out as many sections as possible with as much detail as you can.

Incident date:	
Incident time:	
Venue/location incident took place in:	
Name of victim/survivor:	
Age of victim/survivor: <i>[particularly important for child safeguarding incidents]</i>	
Name of victim/survivor’s parent/ guardian: <i>[for child safeguarding incidents]</i>	

1) Describe what happened. Including: times; dates; names of persons involved; behaviours or signs observed; and any other relevant details you feel are applicable

Enter text here. Take as much space as you need.

2) Describe in detail any conversations had with the victim/survivor

Enter text here. Take as much space as you need.

3) Have you contacted anyone else about this concern?

- Yes
 No

4) If so, who have you contacted?

Enter text here. Take as much space as you need.

Please sign, date and print your name and position to confirm that you have reviewed this form, verifying that the information provided is correct and truthful to the best of your knowledge.

Signed

Date

Name:

Position:

APPENDIX 2: Confidential Speaking Up Service: Telephone Numbers by Country Programme and Support Office

NOTE: You will be charged to call the UK numbers below. However, you may ask to be called straight back. The free of charge numbers below may be called by you without charge to you. They are literally “free” as the charge will be passed to MSI.

UK Numbers

Afghanistan +44 191 5167756
Bangladesh +44 191 5167756
Burkina Faso +44 191 5167764
Ethiopia +44 191 5167764
Ghana +44 191 5167764
Kenya +44 191 5167764
Madagascar +44 191 5167764
Malawi +44 191 5167764
Mali +44 191 5167764
Mongolia +44 191 5167766
Myanmar +44 191 5167761
Nepal +44 191 5167761
Niger +44 191 5167764
Nigeria +44 191 5167764
Papua New Guinea +44 191 5167764
Senegal +44 191 5167764
Sierra Leone +44 191 5167764
Tanzania +44 191 5167764
Timor-Leste +44 191 5167767
Uganda +44 191 5167764
Yemen +44 191 5167756
Zambia +44 191 5167764
Zimbabwe +44 191 5167764

Free of Charge Numbers

Australia 1800 312928
Austria 00800 72332255
Belgium 00800 72332255
Bolivia 800 110328
Cambodia 1800 209761
China (China Telecom) 10800 4400682
China Unicom/Netcom 10800 7440605
India 000800 4401256
Mexico 01800 1231758
Pakistan 00800 900 44036
Philippines 1800 14410499
Romania 03727 41942
South Africa 0800 990243
Sri Lanka (Colombo) 2423109
Sri Lanka (outside Colombo) 011 2423109
UK 0800 9151571
USA 1 866 901 3295
Vietnam (VNPT) 120 11157
Vietnam (Viettel) 122 80725



APPENDIX 3: Safeguarding Incident Flowchart

MSIAP CHILD SAFEGUARDING, ADULT SAFEGUARDING AND SEXUAL EXPLOITATION, ABUSE AND HARASSEMENT REPORTING PROCESS

WHO MUST REPORT	<p align="center">ANYONE WITH CONCERNS</p> <p>This includes clients, children, parents, community members, MSIAP people, implementing partner</p>																					
WHAT MUST BE REPORTED	<p>Allegations, disclosures, observations or suspected incidents of:</p> <ul style="list-style-type: none"> • Child abuse, exploitation or harm by MSIAP People, representatives, implementing partner • Breaches of the Child Safeguarding Policy or MSIAP Child Safeguarding Code of Conduct by MSIAP People, representative, implementing partner • Abuse, exploitation or harassment of an adult by MSI People, representative, implementing partner • Breaches of the MSI Code of Conduct by MSI People, representative, implementing partner 																					
HOW QUICKLY TO REPORT	<p align="center">CHILD SAFEGUARDING INCIDENTS IMMEDIATELY, WITHIN 24 HOURS</p>	<p align="center">ADULT SAFEGUARDING INCIDENTS IMMEDIATELY, WITHIN 24 HOURS</p>																				
HOW TO REPORT	<p>REPORT TO A STAFF MEMBER or SAFECALL</p> <p>1. Make a direct verbal report to your Manager, HR Manager, or directly to MSIAP Executive Officer on +61 (03) 9658 7564. All reports will be elevated to the MSIAP Executive Officer. Reports can also be made via Safecall on 1800 312 928 or directly to the MSI Asia Pacific, Board Chair via report@MSIChoices.org.au.</p> <p>2. Complete an Incident Report Form (or request HR/Manager to complete on your behalf) and submit it to Merewyn.foran@MSIChoices.org.au speakingup@safecall.co.uk, or MSI Asia Pacific, Board Chair, report@MSIChoices.org.au within 24 hours of making the verbal report. The email title should include: "Confidential – Safeguarding".</p>		<p>REPORT VIA SPEAK- UP</p> <p>1. Phone the Confidential Speaking Up Service on:</p> <table border="0"> <tr><td>Australia</td><td>1800 312 928</td></tr> <tr><td>Bangladesh</td><td>+44 191 5167756</td></tr> <tr><td>Cambodia</td><td>1800 209761</td></tr> <tr><td>Myanmar & Nepal</td><td>+44 191 5167761</td></tr> <tr><td>Pakistan</td><td>00800 900 44036</td></tr> <tr><td>PNG & Senegal</td><td>+44 191 5167764</td></tr> <tr><td>Timor-Leste</td><td>+44 191 5167767</td></tr> <tr><td>Vietnam (VNPT)</td><td>120 11157</td></tr> <tr><td>Vietnam (Viettel)</td><td>122 80725</td></tr> </table> <p>2. Complete an Incident Report Form (or request Speak -Up complete on your behalf) and submit via webmail on www.safecall.co.uk/report OR by email on speakingup@safecall.co.uk</p>		Australia	1800 312 928	Bangladesh	+44 191 5167756	Cambodia	1800 209761	Myanmar & Nepal	+44 191 5167761	Pakistan	00800 900 44036	PNG & Senegal	+44 191 5167764	Timor-Leste	+44 191 5167767	Vietnam (VNPT)	120 11157	Vietnam (Viettel)	122 80725
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WHAT HAPPENS WHEN A REPORT IS MADE	<p>The MSIAP Executive Officer will</p> <ul style="list-style-type: none"> • Identify immediate or potential risk to the child or adult and alleged perpetrator, if any. • Lodge Safeguarding Incident in the MSI Safeguarding Registrar and report to the Director of Safeguarding and Protection • Call a Decision Committee to develop an immediate Action Plan to ensure victim/survivor safety and respond to the report in a timely, safe, confidential and fair manner. • Executive Officer or Donor Lead will report to donor/s in accordance with specific donor requirements, or delegate reporting to the person holding the relation with the donor. 																					
EXAMPLES OF POSSIBLE RESPONSES	<p>Report made to the appropriate local authorities.</p> <p>Emergency Contact : If child or adult in immediate danger or risk of harm: 000</p> <p>Child Protection Service: VIC: 131 278 NSW: 13 21 11 ACT: 1300 556 729 NT: 1800 700 250 QLD: 13 74 68 SA: 13 14 78 TAS: 1800 000 123 WA: 1800 273 889</p>	<p>Refer the child and or person making the report to local support services.</p> <p>Lifeline: 13 11 44 Kids Helpline: 13 11 14 Domestic Violence Line: NSW: 1800 656 463</p>	<p>Internal management process</p> <p>This may include meeting to discuss; further training; formal warning; suspension, termination.</p>	<p>No further action</p> <p>In the event that the report reveals to be unsubstantiated.</p>																		
FEEDBACK	<p>The person who made the report will be updated at the conclusion of the matter.</p>																					