



Social Impact Award International

Safeguarding Policy

Safeguarding Children and Vulnerable Adults

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1 Introduction

1.1 The organization

Social Impact Award (SIA), founded in 2009, is Europe's largest community for early-stage social entrepreneurs under 30. SIA runs education and incubation programs in 15+ countries in Europe, Central Asia and East Africa to support early-stage social entrepreneurs in developing and implementing innovative business solutions to tackle the most important societal challenges of our times. We do so by hosting events and organizing workshops to raise awareness for social entrepreneurship, teaching the necessary skills to navigate from vague intentions to promising ventures, providing access to networks and promoting the best teams with the Social Impact Award.

1.2 Purpose

This policy deals with the safeguarding of children and vulnerable adults, as defined by the UN Convention on the Rights of the Child. Social Impact Award respects the Convention as a holistic document providing a comprehensive framework for the safeguarding, provision and participation of all children. All children and adolescents involved in the activities implemented and/or supported by Social Impact Award have the right:

- to have their health, safety, well-being, and their best interests considered as top priority;
- to have their development promoted and safeguarded so that they can achieve their full potential;
- to be valued, respected and understood within the context of their own culture, religion and ethnicity;
- to be listened to and to have their views given careful consideration;
- to be able and allowed to participate in decisions which affect them (including rights of the child protection).

Social Impact Award believes that non-governmental organizations working for the rights of children and vulnerable adults have an absolute duty to protect children and vulnerable adults from abuse, mistreatment and exploitation. This duty is imperative and indisputable.

Therefore, Social Impact Award

- strives to create an environment in which all our community members discuss issues of the safeguarding of children and vulnerable adults freely and openly,
- strives to promote open lines of communication both internally and externally (with its partners) to raise awareness and improve implementation of child safeguarding policies and practices,
- strives to create a framework ensuring that any allegations of abuse are handled openly, consistently and fairly.

This document outlines our policy, procedures and guidance on safeguarding. It explains our commitment to, and the procedures we have in place for, safeguarding children (e.g. pupils under the age of 18) and vulnerable adults (e.g. refugees) that take part in activities offered by Social Impact Award.

We are committed to providing safe and supportive environments for children, vulnerable adults and all group members involved in our community. We believe that everyone, and specifically those who are in vulnerable circumstances and less able to protect themselves, has the right to be kept safe from harm, exploitation, radicalization, abuse and neglect.

1.3 Who this policy applies to?

This policy applies to all group members of Social Impact Award. This includes volunteers, staff from partner organizations and anyone working with or on behalf of Social Impact Award.

Any breach of this policy, or guidance associated with it, will result in a review of the relationship with the respective person. Serious breaches may lead to termination of our collaboration, as well as reporting to any partner organizations (if they are staff members working on the behalf of the organization) and referral to local authority safeguarding teams or the police.

This policy focuses on all activities that the SIA Social Impact Award gemeinnützige GmbH is directly involved in. This includes:

- program activities in Austria
- program activities in Germany
- international activities of Social Impact Award (e.g. Social Impact Award's annual international community conference, the SIA Summit)

Outside of Austria and Germany and beyond such international activities, we mainly operate through licensees, called "Social Impact Award Hosts". It is planned to develop national policies, processes and guidelines on safeguarding with those licensees in the upcoming years.

1.4 Definitions

In this document, the following definitions will be used.

The term '**child**' will be used to describe anyone under the age of 18. This is the definition established by United Nations Convention of the rights of a Child 1989 and the Children Act 1989.

The term '**adult**' will therefore be used to describe anyone aged 18 years or over.

The term '**vulnerable adult**' will be used to describe an adult who has needs for care and support, who is experiencing, or at risk of, abuse or neglect and as a result of their care needs - is unable to protect themselves. This is the definition established by The Care Act 2014 (also referred to as 'adult at risk').

The term **'community member'** will be used to describe all stakeholders of Social Impact Award, including participants of its events, workshops and events as well as applicants, finalists, winners and alumni of the Social Impact Award program. Furthermore, it includes coordinators, mentors, experts, coaches, facilitators, speakers, jury members, screening team members and all other roles that support the delivery of the Social Impact Award program as well as the representatives of Social Impact Award's (in-kind and financial) partners.

The term **'group members'** will be used to describe all volunteers or staff working with or on behalf of Social Impact Award. It also includes contracted individuals or organizations that work with or on behalf of Social Impact Award. In addition, it includes volunteers, staff or contractors of Social Impact Award Hosts, i.e. organizations that run activities under the brand of Social Impact Award in their respective local context.

The term **'safeguarding team'** will be used to describe the group of Safeguarding Officers that are responsible of leading the development, implementation, monitoring and adaptation of this Safeguarding Policy at Social Impact Award.

The term **'abuse'** refers to any, or failure to act, which results in a significant breach of a vulnerable person's human rights, civil liberties, bodily integrity, dignity or general well-being, whether intended or inadvertent, including sexual relationships or financial transactions to which the person has not or cannot validly consent, or which are deliberately exploitative.¹

The term **'violence'** refers to all forms of physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse.¹

1.5 Communicating this policy

We at Social Impact Award consider it as our responsibility to promote safeguarding as a key element of our work across the globe among our group members and stakeholders. In this spirit, we communicate this policy as follows:

- All Social Impact Award staff members, volunteers, contractors and Social Impact Award Hosts are made aware of this policy during their recruitment, induction and training.
- A copy of this policy is sent to the Safeguarding Teams of Social Impact Award Hosts.
- An introductory message summarizing the intent and content of this policy as well as a copy of this policy is integrated into our website <http://socialimpactaward.net/safeguarding>.
- Any other people or partners we work with as well as the general public can request a copy of this policy.

¹ As the terms 'abuse and 'violence' are relatively complex and entail various elements that might not be intuitive for group members they are explained in further detail in appendix 1.

Any changes to this policy will be communicated with all group members, and training provided if necessary.

1.6 Safeguarding legislation

The safeguarding team of Social Impact Award has conducted a thorough analysis of the national legislation in Austria and Germany around safeguarding of children and vulnerable adults. Being headquartered in Austria and operating as a gGmbH primarily in Austria and Germany (outside of Austria and Germany we mainly operate through the licensees, called “Social Impact Award Hosts”). Details on the safeguarding legislation in both countries can be found in appendix 2 (for Austria) and appendix 3 (for Germany).

1.7 Monitoring and review

The safeguarding team of Social Impact Award will monitor and review this policy every on an annual basis, or at an earlier opportunity should the need arise. For example, following feedback from relevant external bodies or any updates to legislation.

1.8 Further information

Any queries or comments about this policy should be addressed to Social Impact Award’s Safeguarding Team (safeguarding@socialimpactaward.net).

2 The safeguarding policy statement

2.1 Who we are

Social Impact Award (SIA), founded in 2009, is Europe's largest community for early-stage social entrepreneurs under 30. Social Impact Award (SIA), founded in 2009, runs education and incubation programs in 15+ countries in Europe, East Africa and Central Asia to support early-stage social entrepreneurs in developing and implementing innovative business solutions to tackle the most important societal challenges of our times. SIA does so by hosting events and organizing workshops to raise awareness for social entrepreneurship, teaching the necessary skills to navigate from vague intentions to promising ventures, providing access to networks and promoting the best teams with the recognition of the Social Impact Award.

Since 2009, SIA has trained more than 31,000 people under 30 years old through 1,000+ workshops and events in 25 countries, incubated about 730 promising impact ventures and provided 300+ teams with awards and funding.

SIA's impact work for the youth (18-30y) fosters youth empowerment, youth employability, and crucial assets such as personal and professional skill building as young change agents. We especially engage with underprivileged youth to challenge youth unemployment and leverage alternative entrepreneurial career paths.

2.2 Our responsibility

Social Impact Award (SIA) aims to enable young people to contribute to solving problems and making a social impact. It does so by annually engaging with more than 8,000 young social innovators from 15+ different countries. It can be estimated that approximately 5-10% of these participants are children (i.e. 400 to 800 children annually) and 10-15% have a migrant background (800 to 1,200 people annually).

Violence and abuse against children, for instance, is a societal problem – not just one of an individual person who is “sick”, “criminal” etc. The high number of sexual and other abuse cases prove that hypothesis. Therefore, preventing and responding to violence against children and other vulnerable groups of people has to be part of any attempt and strategy to create positive change in a society and making a social impact.

2.3 Our safeguarding commitment

We are committed to providing safe and supportive environments for Social Impact Award's participants, alumni, mentors, facilitators, coaches, coordinators and volunteers. We believe that everyone, and specifically those who are in vulnerable circumstances and less able to protect themselves, has the right to be kept safe from harm, exploitation, radicalization, abuse and neglect. No organization, no community is free of the risk of abuse or violence in any form towards children and/or vulnerable adults.

We will:

- promote the general health, safety and well-being of all.
- take steps to minimize the possibility that harm, exploitation, radicalization, abuse and neglect occur.
- strive for raising awareness on the importance of non-violent conflict resolution and education, especially towards our group members.
- develop trusting and respectful relationships with our group members, recognizing that they have rights and should be treated with dignity and respect, and in doing so, provide them with a safe and supportive environment.
- encourage the active participation of our community members in keeping themselves and others safe, encouraging them to voice their concerns and knowing where and how to seek help if needed.
- always act in the best interests of the community member, respecting and involving them, providing them with safe and appropriate information that meets their needs and supports their rights.
- act quickly and appropriately where there are safeguarding concerns.

To meet this commitment, we will ensure that:

- all group members read the Safeguarding Policy, which sets our ways of working, expected standards of behavior and how to identify and report a safeguarding concern.
- we set up and maintain an easily accessible online complaint mechanism by integrating and prominently placing a youth-friendly safeguarding concern form (see appendix 7) into SIA's website (www.socialimpactaward.net/safeguarding), which usage is intuitive and mobile-friendly to meet the needs of children and vulnerable adults.
- all group members receive safeguarding training to help them understand and feel confident about their role and responsibilities.
- there are appropriate risk assessments in place for all our activities, in order to remove, minimize or manage the potential risk of harm to community or group members.
- there are effective procedures in place for responding to safeguarding concerns and a Safeguarding Team to respond to them.
- we practice safer selection, checking the suitability of our group members, as outlined in our Safer Selection guidelines (see below).
- we monitor the implementation of our safeguarding policy and take any measures required to strengthen and improve existing practice.

- We make sure that each child and vulnerable adult that takes part in Social Impact Award activities feels comfortable to take part in any media coverage (see consent form; appendix 6).
- we respond to all safeguarding concerns.

3 Safeguarding roles and responsibilities

3.1 All Group Members

All group members have the following responsibilities, to:

- Read and follow this Policy.
- Attend safeguarding training provided by the Safeguarding Team.
- Be aware of, and alert to signs and indicators that all might not be well with a community member, especially with children and/or vulnerable adults.
- Treat all safeguarding concerns seriously, reporting immediately to the Safeguarding Team and taking advice when needed.
- If for any reason the Safeguarding Team cannot be contacted, it is not appropriate to do so, or the need is immediate, report any safeguarding concerns directly to the appropriate agencies (e.g. ombudsperson).

3.2 Safeguarding Team

The Safeguarding Team consists of a group of Safeguarding Officers. They are responsible for the implementation of the policy across their areas of responsibility. They also ensure any safeguarding concerns, allegations or incidents have been reported and that any adults or children involved in Social Impact Award's work are ultimately safeguarded.

This includes:

- writing and approving the safeguarding policy
- reviewing the policy annually or at an earlier opportunity should the need arise
- keeping up to date with relevant safeguarding legislation and good practice
 - ensuring this policy meets the requirements of the National Child Protection Authority
 - ensuring group members are recruited safely (as outlined in the Safer Selection guidelines below)
 - supporting group members with advice and guidance on safeguarding issues
 - providing safeguarding training for group members
 - managing safeguarding concerns raised by group members or community members
 - referring concerns to external agencies including the police and local authority social care when required
 - putting in place arrangements in the event of a complaint against any group member by the community member or vice versa

The members of the Safeguarding Team shall represent a gender balance as group members or community members might feel more comfortable approaching a Safeguarding Officer of a specific gender to report safeguarding concerns.

In case that a member of the Safeguarding Team is overwhelmed by the complexity or sensitivity of a case (e.g. in case a superior manager is involved in a reported safeguarding concern), he or she is obliged to consult with a competent external person of trust (e.g. ombudsperson or child protection center).

In addition, no Managing Director, Board Member or National Coordinator of Social Impact Award can be appointed as Safeguarding Officer as the power of those roles potentially shies away other group members or community members to report safeguarding concerns.

The Safeguarding Team shall consist of at least one DEAT² Safeguarding Officer and one International Safeguarding Officer. Each of these roles comes with additional responsibilities beyond those mentioned above.

3.3 DEAT Safeguarding Officer(s)

The DEAT Safeguarding Officer(s) needs to be embedded in the department of Social Impact Award that manages the operations in Germany and Austria. He/she serves primarily as a focal point for group members and community members from Germany and Austria (e.g. participant of Social Impact Award workshops or events).

Key responsibilities of the DEAT Safeguarding Officer(s) are:

- developing, implementing and reviewing guidelines for supervising support roles active in Germany and Austria (e.g. workshop facilitators, mentors, volunteers, jury members, etc.)
- developing, implementing and reviewing contractually binding behavioral guidelines for contracted support roles active in Germany and Austria
- developing, implementing and reviewing behavioral guidelines for Social Impact Award participants in Germany and Austria (since participants of Social Impact Award engage with each other in various settings during the SIA program)
- ensuring full adherence to GDP regulations in all external communication of Social Impact Award in Germany and Austria (social media, website, platforms, newsletters, etc.); in close collaboration with Social Impact Award's Data Protection Officer

3.4 International Safeguarding Officer(s)

The International Safeguarding Officer(s) needs to be embedded in the international department of Social Impact Award and serves primarily as a focal point for group members and community members from outside of Austria (e.g. participants of Social Impact Award's international conferences).

Key responsibilities of the International Safeguarding Officer(s) are:

² "DEAT" refers to Germany (DE) and Austria (AT)

- serving as the ombudsperson for safeguarding matters on sight of the international community gathering of Social Impact Award
- developing, implementing and reviewing guidelines for supervising support roles active at Social Impact Award’s international community gatherings and program offerings (e.g. facilitators, mentors, volunteers at the Social Impact Award Summit)
- developing, implementing and reviewing behavioral guidelines for international Social Impact Award participants at the international community gathering of Social Impact Award (e.g. winners, finalists, alumni taking part in the Social Impact Award Summit since those participants engage with each other in various settings during such gatherings)
- providing guidelines, templates and training on risk assessment for Social Impact Award Hosts
- integrating safety into due diligence analysis of future Social Impact Award Hosts
- designing program elements for Social Impact Award Hosts with safety in mind (in codification of program interventions)
- providing guidelines for recruitment policy and procedures for Social Impact Award Hosts (incl. references)
- developing a protocol on safeguarding as an integral part of the licensing contract with Social Impact Award Hosts
- structuring guidelines and policies for Social Impact Award Hosts in internal knowledge base (“SIA Playbook”)
- supporting the fundraising of Social Impact Award Hosts for safeguarding on a local level
- ensuring full adherence to GDP regulations in all external communication of Social Impact Award’s international channels (social media, website, platforms, newsletters, etc.); in close collaboration with Social Impact Award’s Data Protection Officer

4 Safe selection of staff members, volunteers and contractors

4.1 Our responsibility for safer selection

Safer selection means thinking about and including issues to do with safeguarding at every stage of the recruitment process. We know people who seek to harm others may look for an organization or project where they can have access to children or vulnerable adults and where good recruitment practices are not in place.

Therefore, Social Impact Award is committed to minimizing the risk of harm to any community member. We will select, train and support all staff and volunteers in line with our Safer Selection guidelines.

This means that we will:

- ensure that our recruitment and selection processes are inclusive, fair, consistent and transparent
- take all reasonable steps to prevent those who might harm community members from working with Social Impact Award
- adhere to safer selection guidance responding positively to changing understandings of good safer recruitment practice

4.2 Safer selection process

Alongside the respective HR manager, the Safeguarding Team is involved in any hiring process of staff members and volunteers as well as any contracting of third parties that potentially will be in touch with children or vulnerable adults in their future roles at Social Impact Award. It ensures that the following guidelines³ are followed along the hiring process.

Role description design:

When designing the role description (job/volunteer/contractor), the vacant role is analyzed with regards to all issues of safeguarding and risks in that job. Key questions are:

- What contact with children or vulnerable adults will the job involve?
- Will the person have unsupervised access to children or vulnerable adults, or hold a position of trust?
- What other sort of contact may the person have with children or vulnerable adults (e.g. via email, phone, letter, and internet)?

³ Source: Handbook Keeping Children Safe: Child Safeguarding Standards and how to implement them - Adapted from Nolan, P (2004): The role of HR in Child Protection, People in Aid

In any case, the role description shall entail a clear statement that safeguarding is of paramount importance at Social Impact Award. A reference to this Safeguarding Policy shall be included into any role description.

Application process:

Each candidate for a role (job/volunteer/contractor) shall be asked to send documentation to confirm identity and proof of relevant qualifications.

Each shortlisted candidate shall also be asked to share all relevant information on a person's past convictions/pending disciplinary proceedings (see appendix 5: Statement of Commitment to Social Impact Award's Safeguarding Policy).

Interviews with candidates:

The interviewer shall have the relevant experience of and knowledge about safeguarding and best practice.

The interviewer shall make sure to have a well-planned interview process which includes some specific questions in the interview that draw out people's attitudes and values in relation to the protection of children and vulnerable adults, such as:

- Can the candidate give examples of where he/she has acted to protect a child and/or a vulnerable adult?
- What has he/she learnt from this?
- What impact did it have had on his/her current practice?
- Etc.

Further steps before a hiring decision:

The HR Manager (in close collaboration with the Safeguarding Team) shall take the following final steps before a hiring decision:

- Take two references including some from previous employees or others who have knowledge of the candidate's experience and suitability to work with children and vulnerable adults.
- Consider the use of probationary periods of employment to ensure suitability once in post.

Integration of Safeguarding Policy into labor contract:

This Safeguarding Policy will become an integrative part of all labor contracts with SIA employees (integrated as a mandatory annex).

4.3 Recruitment of ex-offenders

We are committed to equality of opportunity for all job and volunteer roles and aim to select people based on their skills, abilities, experience and knowledge. This assessment will take place before any assessment of a person's criminal record.

Having a criminal record will not automatically bar someone from volunteering with Social Impact Award. Any person with a criminal record will be assessed for risk to children and vulnerable adults, which will depend on the circumstances and background of their offences.

As an organization using criminal records checks to assess person's suitability, we will:

- treat all applicants for positions fairly
- only ask a person to provide details of convictions and cautions we are legally entitled to know about.
- not discriminate unfairly against any subject of a criminal record check based on a conviction or other information revealed.
- have an open and measured discussion about any offences or other matter that might be revealed with the person as part of the approval process.

4.4 Criminal record checks

Where information is disclosed on the criminal record check, the HR Manager and the responsible Safeguarding Officer will meet to assess suitability. Any assessment of suitability will take into consideration the nature of the offence, the number of offences, the age of the person at the time of the offence and the time period since the offence.

Particular attention will be given to all offences against children or vulnerable adults, or of a sexual, violent or threatening nature. Any unspent convictions involving sexual, violent or threatening offences will automatically result in a decision not to approve a person for a role.

Where there is no risk to children, vulnerable adults or other group members we are committed to the active rehabilitation and integration of previous offenders and would seek to offer support and guidance for anyone with a non-violent criminal record.

5 Responding to safeguarding concerns

5.1 What is a safeguarding concern?

A safeguarding concern is any worry or concern about the safety or well-being of a person because of something seen or heard, or information which has been received. This includes any concerns about the behavior of group members which is harmful or puts others at risk.

A concern may arise in several ways, for example:

- Someone's behavior gives cause for concern.
- Someone says they are being harmed, exploited, or abused.
- Someone indicates they want to harm themselves.
- Signs of harm, exploitation, radicalization, abuse or neglect are seen
- Someone witnesses a person being harmed.
- An adult survivor tells discloses their experience of harm, exploitation, radicalization, abuse or neglect (often called 'historical abuse'). The perpetrator may still be alive, and others may be at risk.

5.2 What will we do when we have a safeguarding concern?

Our group members will:

- treat all safeguarding concerns seriously.
- if appropriate try to speak to the person, to explain their concerns and seek further information.
- always act in the best interests of the person, respecting and involving them, giving them a choice over decision making which impacts them, unless they lack the capacity to do so or it would put them at serious risk of harm, exploitation, radicalization, abuse and neglect.
- report concerns to the Safeguarding Team as soon as possible, but within 24 hours, for advice on what to do next.
- the Safeguarding Team will follow the procedures as laid out in this chapter.
- provide people with safe and appropriate advice, signposting and referring them to services that meet their needs.
- work in partnership with other organizations, including statutory services like the police and social care to make sure they get the help they need.
- refer concerns where a child or adult at risk has been or is at significant risk of harm, exploitation, radicalization, abuse and neglect to local authority social care or the police.
- Protect confidential information except where the wider duty of care or the public interest might justify making it known.

In any medical emergency or when there is a risk of imminent, significant harm, we will contact the appropriate emergency services, and report directly to the Safeguarding Team immediately.

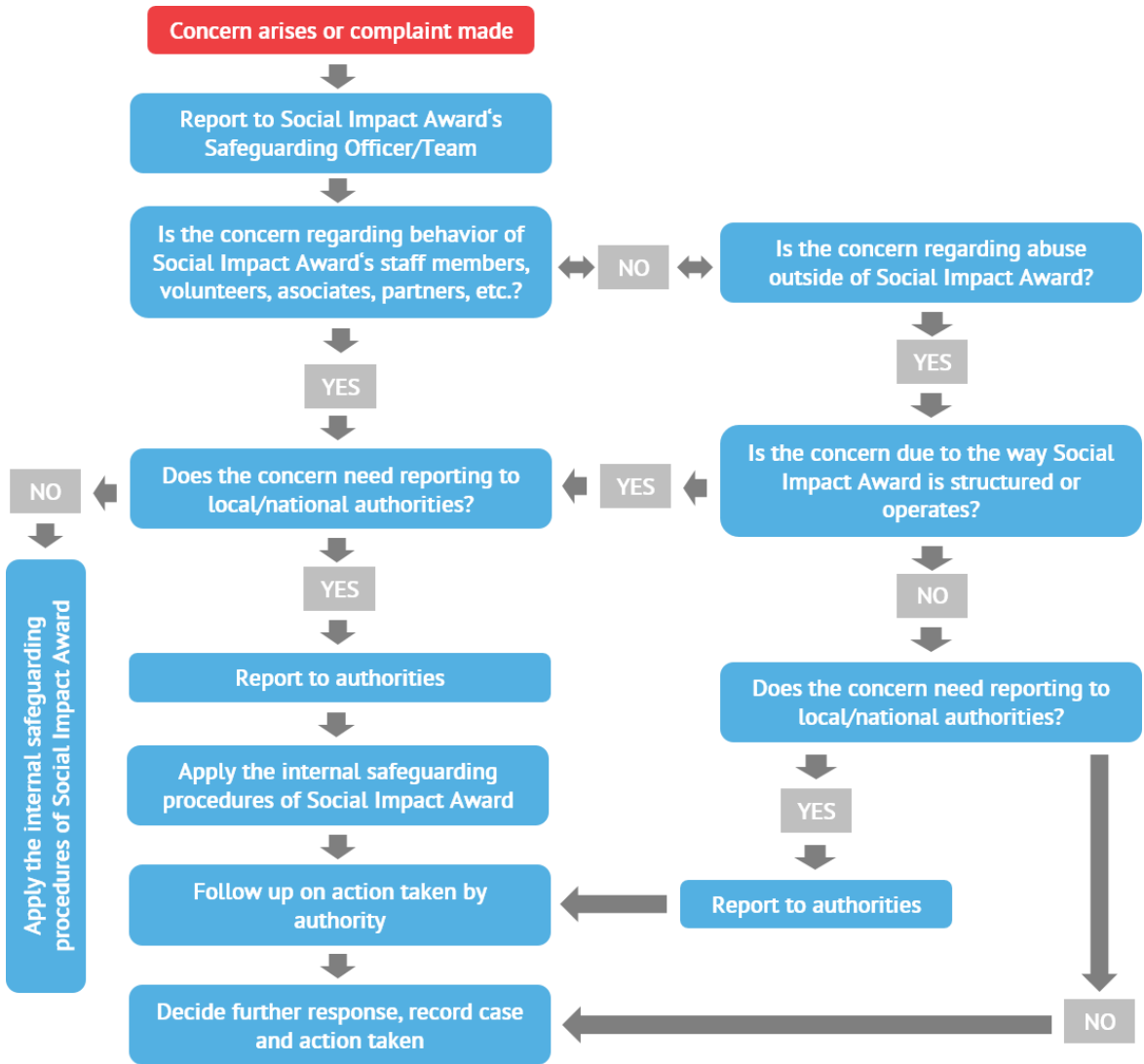
5.3 How can you report a safeguarding concern?

Anyone can report a safeguarding concern. You can:

- contact the Safeguarding Team via safeguarding@socialimpactaward.net (for further contact information, please see appendices 8, 9 and 10)
- If you are worried about the safety or welfare of a person you can call the police (if they are in immediate need of help: 133)

5.4 What happens when a safeguarding concern is reported?

Once the Safeguarding Team has received a concern, they assess and decide what action needs to be taken. Any action will always be discussed within the entire Safeguarding Team. The following decision chart outlines the general procedure (details below):



5.5 Initial Assessment of a concern

Once the Safeguarding Team has received a concern, they will together assess what type of safeguarding concern it is and take informed decisions on the following aspects:

1. **Immediate actions:** What immediate actions is needed? The key objective is to reduce any risk to:
 - any person directly involved;
 - the welfare and reputation of Social Impact Award and any group member subject to a complaint or allegation;
 - any other community member, including Social Impact Award's partner organizations
2. **Further support:** What further support (if any) should be offered to the person and those affected?
3. **Outside agencies:** Should the concern be reported to outside agencies (e.g. local authorities or the police), if this has not already happened?
4. **Informing family members:** Should parents or carers (if a child is involved) or other relatives (e.g. if a vulnerable adult is involved) be informed? If so, who? Parents and carers will always be informed UNLESS they think this may increase the risk of harm to the person, or they are part of the concern, or it may interfere with a criminal investigation.
5. **Policy breach:** Does the allegation amount to a potential breach of the Safeguarding or other policy?
6. **Information management and communication:** How shall the sharing of information be managed? This comprises any issues related to information sharing and reputational risk management, including any decisions of:
 - who needs to know and, importantly, exactly what information can be shared;
 - how to manage speculation and gossip and what, if any, information can be reasonably given to the wider community.

At this point the Safeguarding Team will make a record of the discussions and any actions, including:

- next steps, by whom and by when
- a decision to contact the relevant authorities
- any further information needed, from whom and who will be responsible for gaining this information.
- where appropriate, how the person subject to a complaint or allegation will be informed and updated.

- whether the person subject to a complaint or allegation will receive a temporary suspension until the case can be closed.
- other people who need to be informed about the concern and how information will be kept confidential.

5.6 Initial actions and timescales

When a Safeguarding concern has been raised, the Safeguarding Officer will follow the procedures and timescales outlined below, with support from the Safeguarding Team and, whenever needed, by Social Impact Award’s Leadership Team.

The Safeguarding Officers must follow a gradual system of consequences with regards to the person subject to a complaint or allegation. Depending on the severity of the allegation, the person will

- receive an immediate temporary suspension until the case can be closed (see cases below);
- can be dismissed by SIA’s Leadership Team in the worst case.

Situation	Safeguarding emergency
Characteristics	A life-threatening situation where there is imminent danger and harm to a person.
Timescale	Immediately
What we will do	Immediately contact the emergency services directly. Once the emergency service has taken charge of the situation, we will establish how others are coping and determine if there are any immediate support needs. The suspect will receive an immediate temporary suspension until the case can be closed.

Situation	Protection concerns
Characteristics	A person is unable to protect themselves and is at current risk of or has experienced harm, abuse, exploitation, radicalization, or neglect.
Timescale	Within 24 hours
What we will do	Within 24 hours contact the local social care services or the police directly and make a telephone referral. We will be guided by them on any further actions. This should always be followed up with a written referral. The suspect will receive an immediate temporary suspension until the case can be closed.

Situation	Complex or serious needs
Characteristics	No-one has been harmed in any way, but person is experiencing a wide range of vulnerable circumstances and personal vulnerabilities and has needs which without intervention would seriously impair their health or development or put them at risk of harm.
Timescale	Within 3 days

What we will do	Within three days we will help the person to access local social care services or refer them to another organization with their consent. If the person refuses consent we will contact the local social care service for advice and inform the person of our actions.
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Situation	Vulnerable or emerging needs
Characteristics	No-one has been harmed in any way, but a person shows signs of being in vulnerable circumstances and you have concerns for their health, wellbeing or safety if they do not get help.
Timescale	Within 7 days
What we will do	Within seven days we will speak with the person, or their parents or carers if they are a child, to make sure they have the support they need. We may help the person to access services or give them the information they need to access it themselves. If the person already has another lead professional, for example a social worker, we will speak to them about the person’s needs.

Situation	Allegation involving a group member
Characteristics	Someone has made an allegation of harm, exploitation, radicalization, or abuse, or alleged there may be a risk of harm from a group member.
Timescale	Within 24 hours
What we will do	Within 24 hours we will contact the Safeguarding Team as well as the Leadership Team of Social Impact Award. The suspect will receive an immediate temporary suspension until the case can be closed. We will be guided by the Safeguarding Team and the Leadership Team on any further actions, which might include a permanent suspension of the group member from any further activity.

Situation	Allegation involving a community member
Characteristics	Someone has made an allegation of harm, exploitation, radicalization or abuse, or alleged there may be a risk of harm from a community member of Social Impact Award towards another community member or member of the public.
Timescale	Within 24 hours
What we will do	Within 24 hours we will contact the local social care services or the police directly and make a telephone referral. The community member will receive a temporary suspension until the case can be closed.

5.7 When we are unsure what to do

We may encounter situations where we are not sure whether to make a referral. In such cases we will contact the local child protection offices or social care services. No confidential information, including names, will be disclosed at this stage, without the consent of the person concerned.

5.8 Consent

The person we are concerned about will be involved in any discussions about referrals or professional help. This means explaining they need immediate professional help, or that we are really worried about their safety or wellbeing.

If the person refuses permission, we will explain we may still need to share the information with other professionals, in order to make sure they or their family or others affected get the help they need. In exceptional cases, we reserve ourselves the right to inform parents or other legal guardian.

We will not need to seek consent to share information if it might:

- Be unsafe to seek (e.g. if it might increase the risk to the child or vulnerable adult).
- Cause an unjustified delay.
- Prejudice the prevention, detection or prosecution of a serious crime

5.9 When statutory agencies take a referral

If local social care services or the police decide to accept a referral or to investigate the concern, we will be informed within 48 hours. We will follow up if we are not informed of the next steps within 48 hours. In some situations, the local social care services or the police may ask us to work with them to manage the situation. We will always share any information we have permission to share with the persons concerned.

If local social care services or the police take the lead for an investigation, we will confirm what actions are expected of us. This may include providing evidence or removing the person from any further activity while an investigation is carried out.

5.10 Recording Information

The following forms have been developed to enable Safeguarding Officers and those that want to report safeguarding concerns to record information appropriately:

Safeguarding Concern Report Form

This form shall be used to report a safeguarding concern.

It shall be used by anyone who wants to report a safeguarding concern to the Safeguarding Team, i.e. a Safeguarding Officer, a group member, a community member or anyone else.

It can be filled out by hand and then send to safeguarding@socialimpactaward.net. Alternatively, it can also be filled out via a web-based form on Social Impact Award's website: www.socialimpactaward.net/safeguarding.

A template of the safeguarding concern report form can be found in appendix 7.

Case Management Form

This form shall be used to record information on a received safeguarding concern.

Whereas the safeguarding concern report form can be filled out by anyone you want to report a safeguarding concern, the case management form should be completed only by a Safeguarding Officer.

- It consists of three parts:
- Part 1: Assessing and responding to a safeguarding concern
- Part 2: Managing a safeguarding concern
- Part 3: Closing the safeguarding concern

A template of the case management form can be found in appendix 8.

Record keeping

All confidential written records (including group member or family information) will be stored securely. Paper files will be kept in a locked cabinet at Social Impact Award's headquarter in Vienna, Austria. Electronic copies will be kept in secure files on Social Impact Award's file structure. Safeguarding records will be separate from other project material.

Files will be kept for at least 12 months after the case has been closed or beyond that in line with current data legislation and guidance.

5.11 Confidentiality and Information Sharing

Safeguarding information will be dealt with in a confidential manner.

The Safeguarding Team will consider:

- If acting through an interpreter, making them aware of the need for confidentiality.
- Which group members will be informed. Relevant details will only be given to group members when the Safeguarding Team feels their having knowledge of a situation will improve their ability to deal with an individual and/or family.

The Safeguarding Team will always:

- Make a written record of what information has been shared with whom, and when.
- Provide information to other statutory agencies, like the local social care services and the police as deemed relevant and appropriate.
- Parents and carers will be made aware of any information held or shared on their children and be kept up to date regarding any safeguarding concerns unless to do so would be unsafe.

5.12 When is a safeguarding concern closed?

When deciding whether to close the concern the Safeguarding Team will consider:

- If the concerns have been addressed and there is no longer a need for support or protection, the concern can be closed.
- Any decision not to escalate, but rather to monitor the situation, means that the concern can be closed.

- What statutory authorities (police, social care) have said about the ongoing concerns. If you are informed there are no further actions required from you, the concern can be closed.
- If the person is still a volunteer or being supported by the group. After six months of a person leaving the group, concerns involving them should be closed.

5.13 Learning lessons

As the management of the safeguarding concern is concluded, we will complete a final report. The report will include:

- clear and comprehensive summary of the concern;
- details of how the concern was followed up (including any allegation investigation) and resolved;
- a note of any action taken, and decisions reached;
- a brief report on lessons learnt from this experience;
- recommendations on changes to policy or working practices.

Appendix 1: Detailed definitions

This appendix provides definitions, examples and indicators of abuse and violence with which all staff members must be familiar.

Definition of Abuse

Abuse is defined as⁴:

Any act, or failure to act, which results in a significant breach of a vulnerable person’s human rights, civil liberties, bodily integrity, dignity or general well-being, whether intended or inadvertent, including sexual relationships or financial transactions to which the person has not or cannot validly consent, or which are deliberately exploitative.

Abuse may be perpetrated by any person (including by other people with disabilities) but it is of special concern when it takes place within a relationship of trust characterized by powerful positions based on:

- legal, professional or authority status;
- unequal physical, economic or social power;
- responsibility for the person’s day-to-day care;
- and/or inequalities of gender, race, religion or sexual orientation.

It may arise out of individual cruelty, inadequate service provision or society’s indifference.

It requires a proportional response – one which does not cut across valid choices made by individuals with disabilities but one which does recognize vulnerability and exploitation.

Abuse can manifest in various ways: physical, sexual, emotional/psychological, financial, institutional, neglect or discriminatory. The different forms of abuse as describe in the table below:

Type of Abuse: Physical	
Definition	Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
Examples	Hitting, slapping, pushing, burning, inappropriate restraint of adult or confinement, use of excessive force in the delivery of personal care, dressing, bathing, inappropriate use of medication.
Indicators	Unexplained signs of physical injury – bruises, cuts, scratches, burns, sprains, fractures, dislocations, hair loss, missing teeth. Unexplained/long absences at regular placement. Service user appears frightened, avoids a particular person, demonstrates new atypical behavior; asks not to be hurt.

⁴ Source: Council of Europe, 2003: Safeguarding adults and children with disabilities against abuse, <https://rm.coe.int/16805a297e>; accessed: 05 November 2020.

Type of Abuse: Sexual	
Definition	Sexual abuse includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which he or she was compelled to consent.
Examples	Intentional touching, fondling, molesting, sexual assault, rape. Inappropriate and sexually explicit conversations or remarks. Exposure of the sexual organs and any sexual act intentionally performed in the presence of a service user. Exposure to pornography or other sexually explicit and inappropriate material.
Indicators	Trauma to genitals, breast, rectum, mouth, injuries to face, neck, abdomen, thighs, buttocks, STDs and human bite marks. Service user demonstrates atypical behavior patterns such as sleep disturbance, incontinence, aggression, changes to eating patterns, inappropriate or unusual sexual behavior, anxiety attacks.

Type of Abuse: Emotional/Psychological (including Bullying and Harassment)	
Definition	Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
Examples	Persistent criticism, sarcasm, humiliation, hostility, intimidation or blaming, shouting, cursing, invading someone’s personal space. Unresponsiveness, not responding to calls for assistance or deliberately responding slowly to a call for assistance. Failure to show interest in, or provide opportunities for a person’s emotional development or need for social interaction. Disrespect for social, racial, physical, religious, cultural, sexual or other differences. Unreasonable disciplinary measures / restraint. Outpacing – where information/choices are provided too fast for the vulnerable person to understand, putting them in a position to do things or make choices more rapidly than they can tolerate.
Indicators	Mood swings, incontinence, obvious deterioration in health, sleeplessness, feelings of helplessness / hopelessness, Extreme low self-esteem, tearfulness, self-abuse or self-destructive behavior. Challenging or extreme behaviors – anxious/ aggressive/ passive/withdrawn.

Type of Abuse: Financial	
Definition	Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Examples	Misusing or stealing the person’s property, possessions or benefits, mismanagement of bank accounts, cheating the service user, manipulating the service user for financial gain, putting pressure on the service user in relation to wills property, inheritance and financial transactions.
Indicators	No control over personal funds or bank accounts, misappropriation of money, valuables or property, no records or incomplete records of spending, discrepancies in the service users internal money book, forced changes to wills, not paying bills, refusal

	to spend money, insufficient monies to meet normal budget expenses, etc.
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Type of Abuse: Institutional	
Definition	Institutional abuse may occur within residential care and acute settings including nursing homes, acute hospitals and any other in-patient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs.
Examples	Service users are treated collectively rather than as individuals. Service user’s right to privacy and choice not respected. Staff talking about the service users personal or intimate details in a manner that does not respect a person’s right to privacy.
Indicators	Lack of or poor quality staff supervision and management. High staff turnover. Lack of training of staff and volunteers. Poor staff morale. Poor record keeping. Poor communication with other service providers. Lack of personal possessions and clothing, being spoken to inappropriately, etc.

Type of Abuse: Neglect	
Definition	Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition and heating.
Examples	Withdrawing or not giving help that a vulnerable person needs so causing them to suffer e.g. malnourishment, untreated medical conditions, unclean physical appearance, improper administration of medication or other drugs, being left alone for long periods when the person requires supervision or assistance.
Indicators	Poor personal hygiene, dirty and disheveled in appearance e.g. unkempt hair and nails. Poor state of clothing. Non-attendance at routine health appointments e.g. dental, optical, chiropody etc. socially isolated i.e. has no social relationships.

Type of Abuse: Discriminatory	
Definition	Discriminatory abuse includes ageism, racism, sexism, that based on a person’s disability, and other forms of harassment, slurs or similar treatment.
Examples	Shunned by individuals, family or society because of age, race or disability. Assumptions about a person’s abilities or inabilities.
Indicators	Isolation from family or social networks.

Definition of Violence

The UN Study on Violence Against Children was informed by the concept of violence reflected in the Convention on the Rights of the Child, especially in articles 19, 34 and 37, other human rights treaties and human rights instruments such as the 1993 Declaration on the Elimination of Violence against Women.

In accordance with article 19 of the Convention and the work of the Committee on the Rights of the Child, violence, for the purpose of the study, included "all forms of physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse".

The study was also underpinned by the general definition of child abuse agreed by the experts participating in the WHO [Consultation on Child Abuse Prevention](#) in 1999: "child abuse or maltreatment constitutes 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 child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power."

Violence can happen in various settings. By 'settings' we are referring to subsections, or areas of study in which violence may occur:

1. **Violence in the home and family:** Includes infanticide, physical, psychological and sexual violence
2. **Violence in schools and education settings:** This includes violent and humiliating discipline, physical, emotional, and sexual violence and harassment, and bullying in special schools (including military schools) and mainstream schools.
3. **Violence in institutions:** Includes violence in alternative care situations such as orphanages, foster and other care homes, NGO shelters, and institutions for disabled children and young people.
4. **Violence in the community and on the streets:** Including children in conflict with the law, gang violence and children and young people involved in organized crime, but not "war" situations. Also includes private security guards, death squads and vigilantes, as well as harmful traditional practices.
5. **Violence in work situations:** Includes children in domestic work, trafficking (for forced labor and sexual exploitation), commercial sexual exploitation, (includes sex tourism), and child labor in hazardous conditions.

Appendix 2: A national analysis of safeguarding in Austria

Being headquartered in Austria and operating as a gGmbH primarily in Austria (and Germany, see below), it is important to understand the national context of safeguarding in Austria.

Therefore, this analysis of the Austrian ecosystem around safeguarding of children and vulnerable adults has been conducted in September 2020.

It comprises analyses of the legal framework (i.e. international laws that are officially approved by Austria as well as national laws), its child protection system (i.e. relevant national institutions and programs), national procedures and NGOs operating in the field of safeguarding in Austria.

Legal Framework

International Laws approved by Austria	Yes	No	Reference
CRC - Convention on the Rights of the Child	x		https://treaties.un.org/pages/ViewDetails.aspx?src=IND&mtdsg_no=IV-11&chapter=4&clang=_en
OP1 – Optional Protocol on the sale of children, child prostitution and child pornography	x		https://treaties.un.org/pages/ViewDetails.aspx?src=IND&mtdsg_no=IV-11-c&chapter=4&lang=en
OP2 - Optional Protocol on the involvement of children in armed conflict	x		https://treaties.un.org/pages/ViewDetails.aspx?src=TREATY&mtdsg_no=IV-11-b&chapter=4&lang=en
OP3 – Optional Protocol on a communication procedure	x		https://treaties.un.org/Pages/ViewDetails.aspx?src=TREATY&mtdsg_no=IV-11-d&chapter=4&clang=_en
UN Guidelines for Alternative Care of Children		x	Purely voluntary instrument
CEDAW - Convention on the Elimination of All Forms of Discrimination against Women	x		https://en.wikipedia.org/wiki/List_of_parties_to_the_Convention_on_the_Elimination_of_All_Forms_of_Discrimination_Against_Women
Convention concerning Minimum Age for Admission to Employment	x		https://en.wikipedia.org/wiki/Minimum_Age_Convention,_1973
Convention concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour	x		https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C182

Current National Laws	Yes	No	Law Text or/and Number/Information
Definition of the child	x		https://www.ohchr.org/en/professionalinterest/pages/crc.aspx ; www.kinderhabenrechte.at www.kinderrechte.gv.at
Prohibition of all forms of violence against children (at home and family, at schools and educational settings, in care and justice systems, in work settings, in the community)	x		https://www.gewaltinfo.at/betroffene/kinder/gewalt_erziehung.php https://unicef.at/kinderrechte-oesterreich/schluss-mit-gewalt-gegen-kinder/gewalt-in-oesterreich/ § 146a of the ABGB (Allgemeines Bürgerliches Gesetzbuch - General Civil Code) prohibits the use of any form of violence, physical or emotional, to punish children. It was clearly stated, however, that this law does not prohibit parental "blast", but rather insults.
Prohibition of corporal punishment and sanction	x		https://www.gewaltinfo.at/betroffene/kinder/gesetzliches_gewaltverbot.php
Law on Protection against domestic violence	x		https://www.frauen-familien-jugend.bka.gv.at/familie/gewalt/forschung/gewaltfreie-kindheit.html https://www.interventionsstelle-wien.at/gewalt-gegen-frauen-und-kinder
Penalization of sexual offences against children	x		https://www.ris.bka.gv.at/eli/bgbl/1974/60/P206/NOR40023134 https://www.ris.bka.gv.at/eli/bgbl/1974/60/P207/NOR12040599
Legal Age of Consent	x		https://rechtsanwalt-strobl.at/fachgebiete/strafrecht/sexualstrafrecht-irrtuemer-und-begriffserklaerungen-zum-alter/
Protection of Children against Sexual Exploitation	x		See above
Establishment of an independent national complaints mechanism accessible for all children	x		https://www.kija.at/
Establishment of Child Ombudsman	x		https://www.oesterreich.gv.at/themen/leben_in_oesterreich/ombudsstellen_und_anwaltschaften/Seite.3240006.html
Realization of the right of the child to be heard and express	x		Art. 13 CRC

the views freely in all matters affecting him/her			
Existence of Juvenile Justice System (age of criminal responsibility)	x		https://www.oesterreich.gv.at/themen/jugendliche/jugendrechte/4/1/Seite.1740313.html

Child Protection System - National Institutions and Programs

National Institution	Agency/Office Name	Contact
National Child Protection Authority	Kinder- und Jugendanwaltschaft des Bundes	0800/240 264
Child Ombudsman	Kinder- und Jugendanwaltschaften der Bundesländer	Per State: https://www.oesterreich.gv.at/themen/leben_in_oesterreich/ombudsstellen_und_anwaltschaften/Seite.3240006.html
Governmental authority coordinating all actions on violence against children	Kinder- und Jugendhilfeträger	Per state: +43 1 4000-8011 (Vienna)
Governmental authority responsible for supervising alternative care settings	Fachaufsicht der Landesregierung	
National mechanism for preventing torture and other cruel or degrading treatment or punishment	European Convention for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment CPT / CAT 1987	
Independent national complaints mechanism for children in alternative care	Partially implemented (e.g. Vienna)	
Child Protection Helpline or Hotline available across the whole country	Rat auf Draht	147
Institution/Programme for recovery of child victims of abuse	kostenlose psychosoziale und juristische Prozessbegleitung (§ 66 Abs. 2 StPO, ggf. Zivilprozess § 73b ZPO) (free psychosocial and legal process support)	

Institution/Programme for recovery of children with abusive behaviour	No	
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National Procedures

Mechanisms	Procedure
National Road Map(s) for responding to violence against children	Non existing („Nationaler Aktionsplan über die Rechte von Kindern und Jugendlichen“ 2004)
Independent governmental investigations of alleged CP cases	No
Strategy for preventing and combating child abuse	Guideline for social/educational institutions https://www.gewaltinfo.at/uploads/pdf/betroffene/LeitfadenfuergewaltfreieEinrichtungen.pdf
National database on cases of child abuse	Annual police crime statistics https://www.gewaltinfo.at/uploads/pdf/fachwissen/pks-2018-05-teil-b-tab3-opfer.pdf
National register of child abusers	Not existing
Defined reporting channels for reported CP cases in alternative care settings	Partially implemented (e.g. Vienna)

Other Procedures & Initiatives (NGOs)

Mechanisms	Procedure
National Road Map(s) for responding to violence against children	Not existing
Independent governmental investigations of alleged CP cases	See above
Strategy for preventing and combating child abuse	https://www.gewalt-ist-nie-ok.at/de/wie-kann-ich-helfen
National database on cases of child abuse	Annual police crime statistics https://www.gewaltinfo.at/uploads/pdf/fachwissen/pks-2018-05-teil-b-tab3-opfer.pdf
National register of child abusers	Not existing
Defined reporting channels for reported CP cases in alternative care settings	https://www.nicht-wegsehen.at/

Appendix 3: A national analysis of safeguarding in Germany

[To be developed]

Being active in Germany, it is important to understand the national context of safeguarding in Germany.

Therefore, this analysis of the German ecosystem around safeguarding of children and vulnerable adults has been conducted in November 2020.

It comprises analyses of the legal framework (i.e. international laws that are officially approved by Germany as well as national laws), its child protection system (i.e. relevant national institutions and programs), national procedures and NGOs operating in the field of safeguarding in Germany.

Legal Framework

International Laws approved by Germany	Yes	No	Reference
CRC - Convention on the Rights of the Child	x		https://treaties.un.org/Pages/ViewDetails.aspx?src=TREATY&mtdsg_no=IV-11&chapter=4&clang=en#10
OP1 – Optional Protocol on the sale of children, child prostitution and child pornography	x		https://indicators.ohchr.org/
OP2 - Optional Protocol on the involvement of children in armed conflict	x		https://indicators.ohchr.org/
OP3 – Optional Protocol on a communication procedure	x		https://indicators.ohchr.org/
UN Guidelines for Alternative Care of Children		x	Purely voluntary instrument
CEDAW - Convention on the Elimination of All Forms of Discrimination against Women	x		https://en.wikipedia.org/wiki/Convention_on_the_Elimination_of_All_Forms_of_Discrimination_Against_Women https://indicators.ohchr.org/
Convention concerning Minimum Age for Admission to Employment	x		https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:11300:0::NO::P11300_INSTRUMENT_ID:312283
Convention concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour	x		https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C182

Current National Laws	Yes	No	Law Text or/and Number/Information
Definition of the child	x		Article 1 of UN Convention of the Right of the Child See Federal Ministry for Family Affairs, Senior Citizens, Women and Youth Germany: https://www.bmfsfj.de/resource/blob/93140/78b9572c1bffdda3345d8d393acbbfe8/uebereinkommen-ueber-die-rechte-des-kindes-data.pdf
Prohibition of all forms of violence against children (at home and family, at schools and educational settings, in care and justice systems, in work settings, in the community)	x		Article 19 of UN Convention of the Right of the Child See Federal Ministry for Family Affairs, Senior Citizens, Women and Youth Germany: https://www.bmfsfj.de/resource/blob/93140/78b9572c1bffdda3345d8d393acbbfe8/uebereinkommen-ueber-die-rechte-des-kindes-data.pdf also: Bundeskinderschutzgesetz
Prohibition of corporal punishment and sanction	x		Right to non-violent upbringing – § 1631, Abs. 2, Bürgerliches Gesetzbuch (German Civil Code): https://www.gesetze-im-internet.de/bgb/_1631.html
Law on Protection against domestic violence	x		Gewaltschutzgesetz (Protection Against Domestic Violence Act) https://www.gesetze-im-internet.de/gewschg/BJNR351310001.html Further information Federal Ministry for Family Affairs, Senior Citizens, Women and Youth Germany: https://www.bmjv.de/SharedDocs/Publikationen/DE/Schutz_haeusliche_Gewalt.pdf?__blob=publicationFile&v=22
Penalization of sexual offences against children	x		Strafgesetzbuch (StGB) § 176 Sexueller Missbrauch von Kinder (criminal code, child abuse): https://www.gesetze-im-internet.de/stgb/_176.html
Legal Age of Consent	x		Strafgesetzbuch (StGB) § 182 Sexueller Missbrauch von Jugendlichen criminal code, abuse of young people): https://www.gesetze-im-internet.de/stgb/_182.html

			https://de.wikipedia.org/wiki/Schutzalter#:~:text=Sexuelle%20Handlungen%20mit%20Kindern%20unter,T%3%A4ter%3B%20der%20Versuch%20ist%20strafbar.
Protection of Children against Sexual Exploitation	x		See above
Establishment of an independent national complaints mechanism accessible for all children		x	(only internal complaint procedures in schools and kindergarten)
Establishment of Child Ombudsman	x		Per State: https://ombudschaft-jugendhilfe.de/ombudsstellen/
Realization of the right of the child to be heard and express the views freely in all matters affecting him/her	x		Article 13 of UN Convention of the Right of the Child
Existence of Juvenile Justice System (age of criminal responsibility)	x		Jugendgerichtsgesetz (JGG) https://www.gesetze-im-internet.de/jgg/_1.html

Child Protection System - National Institutions and Programs

National Institution	Agency/Office Name	Contact
National Child Protection Authority	Jugendämter (youth welfare office)	Per State: https://www.jugendaemter.com/jugendaemter-in-deutschland/
Child Ombudsman	Bundesnetzwerk Ombudschaft in der Jugendhilfe e.V.	Per State: https://ombudschaft-jugendhilfe.de/ombudsstellen/
Governmental authority coordinating all actions on violence against children	Jugendämter (youth welfare office)	Per State: https://www.jugendaemter.com/jugendaemter-in-deutschland/
Governmental authority responsible for supervising alternative care settings	regulated at three levels: the federal, state and municipal level	
National mechanism for preventing torture and other	European Convention for the Prevention of Torture and	

cruel or degrading treatment or punishment	Inhuman or Degrading Treatment or Punishment CPT / CAT 1987	
Independent national complaints mechanism for children in alternative care	/	
Child Protection Helpline or Hotline available across the whole country	1) Nummer gegen Kummer 2) Kinderschutz Hotline	1)a) for children: 116111 1)b) for parents: 08001110550 2) 0800 19 210 00
Institution/Programme for recovery of child victims of abuse	Unabhängiger Beauftragter für Fragen des sexuellen Kindesmissbrauchs (UBSKM)	https://www.deine-playlist-2020.de/
Institution/Programme for recovery of children with abusive behaviour	/	

National Procedures

Mechanisms	Procedure
National Road Map(s) for responding to violence against children	Nationaler Rat gegen sexuelle Gewalt an Kindern und Jugendlichen (National Council against Sexual Violence against Children and Young People)
Independent governmental investigations of alleged CP cases	/
Strategy for preventing and combating child abuse	Annual police crime statistics https://www.bka.de/DE/AktuelleInformationen/StatistikenLagebilder/PolizeilicheKriminalstatistik/PKS2019/pks2019_node.html
National database on cases of child abuse	/
National register of child abusers	/
Defined reporting channels for reported CP cases in alternative care settings	Youth welfare offices

Other Procedures & Initiatives (NGOs)

Mechanisms	Procedure
National Road Map(s) for responding to violence against children	See above

Independent governmental investigations of alleged CP cases	/
Strategy for preventing and combating child abuse	https://www.kein-raum-fuer-missbrauch.de/initiative https://www.dksb.de/de/unsere-arbeit/schwerpunkte/gewalt-gegen-kinder/
National database on cases of child abuse	/
National register of child abusers	/
Defined reporting channels for reported CP cases in alternative care settings	

Appendix 4: Code of Conduct

Social Impact Award is committed to providing safe and supportive environments for Social Impact Award’s participants, alumni, mentors, facilitators, coaches, coordinators, volunteers and every other SIA community member. We believe that everyone, and specifically those who are in vulnerable circumstances and less able to protect themselves, has the right to be kept safe from harm, exploitation, radicalization, abuse and neglect. No organization, no community is free of the risk of abuse or violence in any form towards children and/or vulnerable adults.

.....
(Name)

.....
(Job title/role)

By signing this document, I agree to:

- Fully comply with Social Impact Award’s Safeguarding Policy.
- Be responsible for observing and spreading awareness for the Code of Conduct and the Safeguarding Policy in my work/volunteer environment.
- Respond immediately to any concerns, allegations and incidents, and to notify SIA’s Safeguarding Officers without delay.

In this respect, I will

- Contribute to creating a safe, nurturing and empowering environment for children and vulnerable adults at SIA.
- Take the beliefs and concerns of children and vulnerable adults seriously
- Take all necessary steps to minimize the possibility that harm, exploitation, radicalization, abuse and neglect occur in the work of Social Impact Award.
- Develop trusting and respectful relationships with our group members, recognizing that they have rights and should be treated with dignity and respect, and in doing so, provide them with a safe and supportive environment.
- Encourage the active participation of our community members in keeping themselves and others safe, encouraging them to voice their concerns and knowing where and how to seek help if needed.
- Always act in the best interests of the community member, respecting and involving them, providing them with safe and appropriate information that meets their needs and supports their rights.

- At quickly and appropriately where there are safeguarding concerns.
- Respect the human dignity of children and vulnerable adults and their need to be protected at all times when taking photographs, filming or writing reports for public relations work; in particular, this also applies to handling personal data with care and requiring that this is also respected by third parties who receive information about children and/or vulnerable adults in the framework of Social Impact Award.

I will also refrain from any and all forms of threats, discrimination, physical or verbal abuse or intimidation. This means that I will never

- Abuse the power afforded to me by my position or office.
- Abuse or exploit a child or a vulnerable adult sexually, physically or emotionally.
- Hug, pat, kiss or touch a child or a vulnerable adult in any manner that is inappropriate or culturally insensitive.
- Use any language that is inappropriate, indecent or abusive.
- Develop a relationship with children or vulnerable adults that could be regarded as exploitative or abusive.
- Ask for a favor or service that could be viewed as abusive or exploitative towards children or vulnerable adults.

.....

(Signature)

(Date and place)

Appendix 6: Consent form regarding media appearances

WE WANT TO MAKE SURE YOU FEEL COMFORTABLE TO TAKE PART IN MEDIA ACTIVITIES

Social Impact Award and its Communications Team are actively promoting (e.g. activities/events/etc). **We publish photos and or statements of participants.** In this way we inform our stakeholders and general public and decision makers about (event).

If you or your parents/carers are interested in following Social Impact Award’s work via social media, you can do this by following one or more of the following channels:

- **SIA Facebook page:** www.facebook.com/socialimpactaward
- **SIA Austria Instagram page:** www.instagram.com/socialimpactawardat
- **SIA Twitter:** www.twitter.com/siatweets
- **SIA YouTube:** www.youtube.com/socialimpactaward
- **SIA LinkedIn:** www.linkedin.com/company/socialimpactaward

You can also take a look at Social Impact Award’s websites:

- **International website:** www.socialimpactaward.net
- **Austrian website:** www.austria.socialimpactaward.net

If you say it is ok, we might share photos, film, audio, writing or art on our websites or social media; in our reports or leaflets; at our events; and/or in the promotion work we do to support nascent social entrepreneurs around the world.

Please tick Yes or No:

Yes No

Is it ok for us to capture your voice in film, photos, audio, writing and/or art and to share this content in the ways listed above?

Please tick Yes or No:

Yes No

Is it ok if we tell people your first name when we share this content? (you can still take part (event) even if you don’t want us to tell people your name).

Please tick Yes or No:

Yes, you can share my first name No, you cannot share my first name

Appendix 7: Safeguarding concern form

This form shall be used by anyone who wants to report a safeguarding concern to the Safeguarding Team.

Safeguarding Concern Report Form

Please email this report to safeguarding@socialimpactaward.net within 24 hours. You can also fill out this form via our website: www.socialimpactaward.net/safeguarding.

Date of report:		Location of report:	
Reported by			
Your name:		Your position:	
Your phone number:		Your email address:	
Person being protected (the victim)			
Surname:		First name:	
Date of birth:		Gender:	
Nationality:		Address:	
Further contact details:			
Are other children or vulnerable adults involved? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide name and contact details.			
Surname:		First name:	
Date of birth:		Gender:	
Nationality:		Address:	
Further contact details:			
If there are more children or vulnerable adults involve, please add details at the end of this report.			

Have all victims given consent for you to share information?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If a child, does the parent/carer know about concern?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Person who caused the problem (the offender)			
Surname:		First name:	
Date of birth:		Gender:	
Nationality:		Address:	
Further contact details:			
Does this person work for Social Impact Award? If so, in which role or position?			
What is the person's relationship with the child or vulnerable adult?			
If there are two or more people who caused the problem, please add details at the end of this report.			
Facts (details of the incident/report)			
Date of the incident:		Time of the incident:	Location of the incident:
How did you become aware of the incident?			
<input type="checkbox"/> I witnessed it. <input type="checkbox"/> Third person told me. <input type="checkbox"/> Victim told. <input type="checkbox"/> Other (specify below)			
Were there any other witnesses to the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide name and contact details.			

Surname:		First name:	
Date of birth:		Gender:	
Nationality:		Address:	
Further contact details:			
If there are more witnessed, please add details at the end of this report.			
Please describe the specific incident. What were you worried about? What happened?			
Background to the concern			
Is there anything you have observed or know about the situation that might help in understanding the concerns?			

Action taken
What immediate action has been taken to protect the victim(s)?
Impact on you
What is the impact of this situation on you? Do you need any additional support?
Additional Notes
Anything to add at this point?

Appendix 8: Case management form

Whereas the *safeguarding concern report form* (see appendix 7 above) can be filled out by anyone you wants to report a safeguarding concern, the *case management form* should completed only by a Safeguarding Officer.

Part 1 – Assessing and responding to a safeguarding concern.

This part of the form should be completed by a Safeguarding Officer as soon as the concern is reported or the Safeguarding Officer becomes a were of a potential incident.

Date concern received:	Date and Time (of writing):
Name of Safeguarding Officer:	

Is this a safeguarding concern?		
Has a person been harmed in any way, or is the person at risk of harm if we don't take any action?	YES	NO
Are there signs or indicators that suggests the person may be being harmed, exploited or abused?	YES	NO
Is there a concern that the person has endangered the safety or wellbeing of others?	YES	NO
Has something happened which makes this person's safety or wellbeing at risk, and in need of professional support or assistance?	YES	NO

INITIAL SAFEGUARDING ASSESSMENT	
Level of Safeguarding Concern	
High risk – Protection concern <i>Action needed in 24 hours: Call the local authority social care team or the police</i>	
Medium risk – person in need of help <i>Action needed in 3 days: Provide access to local authority services</i>	
Low Risk – Early help and targeted support <i>Action needed in 7 days: Talk to parents or carers + provide access to local authority services</i>	
Not a safeguarding concern <i>Complaint, management issue or concern to be dealt with separately</i>	
Does the matter need to be reported to external agencies (police, social care, healthcare)?	
<i>If so, who, why and when.</i>	
What immediate actions need to take place to reduce any risks to the person(s) and others?	
<i>Including the option of a temporary suspension of the person subject to a complaint or allegation.</i>	

Part 3: Closing the safeguarding concern.

This part of the form should be completed by a Safeguarding Officer when any actions have been completed and the safeguarding concern can be closed.

Final Outcomes	
Date concern closed on:	
Name of person closing concern:	
Details of the outcome.	
Outstanding issues arising from the concern	
<i>Including a potential dismissal of the person subject to a complaint or allegation</i>	
Lessons learned from this concern.	
Recommendations on changes to policy or practice	

Once completed this form should be stored securely. The Safeguarding Officer should discuss any outcomes, lessons learned, recommendations etc. within the Safeguarding Team and take appropriate action (e.g. adapting the Safeguarding Policy).

Date of closure:	
Date discussed within Safeguarding Team:	



Appendix 9: General Contact Information

Social Impact Award

Postal address: Lindengasse 56 / 18-19, 1070 Vienna

Phone: +43 1 5227143

Fax: +43 1 5227317

Email addresses:

- For safeguarding concerns: safeguarding@socialimpactaward.net
- For international concerns: info@socialimpactaward.net
- For Austrian concerns: austria@socialimpactaward.net

Websites:

- International website: www.socialimpactaward.net
- Austrian website: www.austria.socialimpactaward.net
- Safeguarding info-page: www.socialimpactaward.net/safeguarding

Further organizational information:

- Official name of the organization: SIA Social Impact Award gemeinnützige GmbH
- Official registration number: FN 485253h
- Managing Director: Jakob Detering

Safeguarding Team

International Safeguarding Officer

Ana Janosev, ana.janosev@socialimpactaward.net, +43 (0)681 2044 8123

DEAT Safeguarding Officer

Jonas Dinger, jonas.dinger@socialimpactaward.net, +43 (0)677 6163 4056

Appendix 10: Important Contact Information for Austria

Child protection helpline in Austria

Rat auf Draht

Hotline (free of charge): 147

Online consultation: www.rataufdraht.at/online-beratung

Chat consultation: www.rataufdraht.at/chat-beratung

Child ombudsperson in Austria

Below you can find the contact details of the respective child ombudsperson per Austrian state as per September, 2020. For updated information please visit:

https://www.oesterreich.gv.at/themen/leben_in_oesterreich/ombudsstellen_und_anwaltschaften/Seite.3240006.html

Kinderschutzzentren

Overview of state and local contacts on the website of the Austrian child protection association: www.oe-kinderschutzzentren.at/

Kinder- und Jugendanwaltschaft Burgenland

Mag. Christian Reumann

Europaplatz 1, 7000 Eisenstadt

Phone: +43 57 600 - 2808

Fax: +43 57 600 - 2187

E-Mail: post.jugendanwalt@bgld.gv.at

Kinder- und Jugendanwaltschaft Kärnten

Astrid Liebhauser

Völkermarkter Ring 31, 9020 Klagenfurt

Telefon: +43 800 22 17 08 oder +43 50 536 571 32

E-Mail: kija@ktn.gv.at

Kinder- und Jugendanwaltschaft Niederösterreich

Mag. Gabriela Peterschofsky-Orange

Tor zum Landhaus. Stiege A, 3. OG., Wienerstrafse 54, 3109 St. Pölten

Telefon: +43 274 290 811

E-Mail: post.kija@noel.gv.at

Kinder- und Jugendanwaltschaft Oberösterreich

Mag. Christine Winkler-Kirchberg

Kärntnerstrafse 10, 4021 Linz

Telefon: +43 73 277 201 40 01

Fax: +43 73 277 2021 40 77

E-Mail: kija@ooe.gv.at

Kinder- und Jugendanwaltschaft Salzburg

Dr. Andrea Holz-Dahrenstädt

Gstättengasse 10, 5020 Salzburg

Telefon: +43 662 430 550

Fax: +43 662 430 550-3010

E-Mail: kija@salzburg.gv.at

Kinder- und Jugendanwaltschaft Steiermark

Mag. Denise Schiffrer-Barac

Paulustorgasse 4/III, 8010 Graz

Telefon: +43 316 877 - 4921 (Kinder- und Jugendrechtetelefon)

E-Mail: kija@stmk.gv.at

Kinder- und Jugendanwaltschaft Tirol

Mag. Elisabeth Harasser

Meraner Strafe 5, 6020 Innsbruck

Telefon: +43 0512 508 37 92

E-Mail: kija@tirol.gv.at

Kinder- und Jugendanwaltschaft Vorarlberg

DSA Michael Rauch

Schiefsstätte 12, 6800 Feldkirch

Telefon: +43 5522 849 00

Fax: +43 5574 511-923 270

E-Mail: kija@vorarlberg.at

Kinder- und Jugendanwaltschaft Wien

Mag. Ercan Nik Nafs

DSAⁱⁿ Dunja Gharwal, MA

Alserbachstrafse 18, 1090 Wien

Telefon: +43 1 70 770 00

E-Mail: post@jugendanwalt.wien.gv.at

Alternatively, the local youth welfare office (Jugendamt) can be contacted as well.

Other public emergency hotlines in Austria

Police: 133

Fire service: 122

Ambulance: 144

European emergency hotline: 112

Mountain rescue: 140

Emergency hotline for people with hearing impairments: 0800 133 133

Appendix 11: Important Contact Information for Germany

Child protection helpline in Germany

Nummer gegen Kummer

For children: 116111

For parents: 08001110550

Kinderschutz Hotline

0800 19 210 00

Hilfetelefon Sexueller Missbrauch (Sexual Abuse helpline)

0800 225530

Child ombudsperson in Germany

Below you can find the contact details of the respective child ombudsperson per state as per November 2020. For updated information please visit:

<https://ombudschaft-jugendhilfe.de/ombudsstellen/>

Jugendämter (youth welfare offices)

Below you can find the contact details of the youth welfare offices per state:

<https://www.jugendaemter.com/jugendaemter-in-deutschland/>

Other public emergency hotlines in Germany

Police: 110

Fire service: 112

Ambulance: 144

European emergency hotline: 112

Suicide hotline: 0800 111 01 11

Kids and youth hotline: 0800 111 03 33

Parental hotline: 0800 111 05 50

Alcoholics Anonymous: 19 295

AIDS hotline: 0180 331 94 11