



External Conduct Standard 4: Protection of vulnerable individuals

1. Purpose

The purpose of this policy is to help board members of **Project Juan** to take reasonable steps to ensure the safety of vulnerable individuals overseas. This policy applies when Project Juan provides services or individuals accessing benefits under programs provided by Project Juan directly or through collaboration with a third party.

2. Objective

The objective of this policy is to ensure **Project Juan's** operations outside Australia are undertaken in a way that minimises the risk of harm, exploitation or abuse of a vulnerable person and is consistent with the community's expectations of charities.

3. Scope

This policy applies to the board members of **Project Juan** and to all volunteers, engaged third parties and all people who engage in any activities in conjunction with Project Juan.

4. Definition of vulnerable individuals

Vulnerable individuals are defined as people under the age of 18, or those who may be either unable to take care of themselves – due to their age, an illness, trauma, disability, or some other disadvantage – or unable to protect themselves against harm or exploitation.

The vulnerability may be permanent or temporary.

5. Policy

Project Juan will consider the risks to vulnerable people associated with its overseas activities, including those carried out in collaboration with a third party.

Project Juan will take reasonable steps to ensure reasonable procedures are maintained tailored to the particular circumstances at hand and consider the associated risks involved.

Project Juan will consider the following steps when it comes to dealing with vulnerable individuals:

- The nature and degree of the vulnerability of the people it works with
- The size and the number of staff and volunteers it has
- The level of knowledge and experienced people are in working with vulnerable people
- The nature, scale, complexity, and location of its overseas activities
- The effectiveness of the current policies and procedures governing its activities
- The working and living conditions of staff and volunteers overseas
- How disasters or conflict could affect the vulnerability of people in the area
- Cultural issues and local practices
- Work with third parties.

Project Juan understands by not taking the appropriate steps to protect vulnerable people it risks abuse or harm to vulnerable beneficiaries, health and safety issues, including injury to beneficiaries,



staff and volunteers, compensation claims and legal action due to stress or harassment and damage to the reputation of the organization as well as the reputation of the wider charity sector.

5. Compliance with this policy

To meet the requirements of the External Conduct Standard 4: Protection of vulnerable individuals, **Project Juan** will identify and assess the risks to vulnerable people associated with its activities overseas. **Project Juan** will pay attention to high-risk activities linked to children and vulnerable people, such as overseas volunteering and child sponsorship. **Project Juan** will also implement the following:

- Develop a policy that commits the charity's staff, volunteers, third parties and visitors to protecting vulnerable individuals.
 - The policy will entail that the safety of vulnerable people as an important criterion when selecting third parties.
- Ensure appropriate behaviour when working with vulnerable people.
- Ensure staff, volunteers and visitors are aware they must report suspected abuse within the charity.
- Ensure the privacy of vulnerable people is always protected.
- Establish thorough staff and volunteer recruitment processes, including adequate background checks.
- Provide training, induction and orientation to all volunteers, visitors and third parties undertaking programs involving vulnerable beneficiaries.
- Training and orientation will be provided by Project Juan's staff / coordinator(s) subject to the program undertaken
- An online induction training on dealing with vulnerable beneficiaries must also be read and completed by each volunteer, visitor or third parties prior to undertaking in any programs involving vulnerable beneficiaries.
- Ensure staff and volunteers are suitable by having high ethical standards when safeguarding vulnerable people and properly supervised when working with them.
- Have a process for confidential complaints that is accessible for all vulnerable persons, staff, volunteers and third parties.
- Deal with complaints appropriately, sensitively and promptly.
- Ensure staff and volunteers working overseas have access to suitable housing, food, insurance, medical services and communications. Work with local authorities and local governing bodies to adopt an emergency exit plan for staff and volunteers working in conflict zones or other dangerous locations.
- Thoroughly check the legal status, reputation and procedures of third parties. Ensure they have the appropriate registrations and licenses to conduct activities with vulnerable people, and that they meet required standards. Have written agreements that clearly set out roles and responsibilities of third parties, and monitor third parties' activities through regular checks.

Project Juan will ensure it meets safeguarding requirements, or relevant minimum standards, as set out in both Australian law and the laws of the host country.

Contacts



For questions about this policy, contact the board or **Alden Viado** by email on project_juan@zoho.com