

LIONS AUSTRALIA

# Child Safe Policy

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# Always.

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## 1 OBJECTIVES

The aim of this policy is to protect children and young people whilst they participate in Lions Multiple District 201 youth programs. This will be done by providing an explicit structure when working with children and young people.

It will explain:

- a) Procedures for working with children and young people.
- b) Education in child safe conduct for both children, young people and Lions members.
- c) How allegations of abuse will be managed.
- d) How incidents are managed and reported.

## 2 BELIEFS UNDERPINNING THIS POLICY.

Lions Australia members have a wealth of experience and are genuinely altruistic. Lions Australia at all times believe in the principle that the best interest of the child and young person is paramount. We are volunteers who are determined to do the best we can and be the best person we can be.

We run children and young persons' programs in order to help them achieve goals they may not otherwise have available to them. In doing this we need to assure ourselves and others we act appropriately at all times when working with children and young people, who due to their age are vulnerable.

We acknowledge child safety is every member's responsibility. As proud members of Lions Australia we are transparent in our actions and therefore do not hesitate in upholding the principles as defined in this policy.

## 3 SCOPE OF THIS POLICY.

Although this policy has allowed for the most stringent of state or territory child-protection related acts it is unable to account for any future legislative changes and it will therefore be reviewed annually to ensure Lions Australia maintains a very high standard of compliance.

For the purpose of this policy any youth regardless of their age, participating in a Lions' Youth Program will be covered by this policy but may have different statutory responses. In particular, the rules around obtaining a Working with Children clearance varies from state to state.

Although, this policy relates to activities conducted directly by Multiple District 201 of Lions Clubs International, Clubs and Districts operating Youth Projects should adopt this policy and establish their own procedures consistent with this approach and the legislative arrangements in their jurisdiction.

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## 4 INTRODUCTION.

- a) Children and young people have a right to grow up in healthy communities.
- b) Lions Australia and its clubs have a responsibility to promote the safety and welfare of every child and young person having contact with the organisation and to work in a coordinated and cooperative manner to ensure protection and timely intervention where children and young people are at risk of harm.
- c) Lions Australia, in operating its programs for young people, aims to protect children and young people from situations that pose harm or risk of harm.
- d) In all actions and decisions concerning a child or young person, the safety, welfare and wellbeing of the child or young person must be the paramount consideration.
- e) Wherever a child or young person is able to form their own views on a matter concerning their welfare, they must be given an opportunity to express those views freely and those views are to be given due weight in accordance with the developmental capacity of the child or young person and the circumstances.
- f) In all decisions relating to children or young people, account must be taken of the culture, developmental capacity, language, religion and sexuality of the child or young person and, if relevant, those with parental responsibility for the child or young person.
- g) In deciding what action it is necessary to take, whether by a legal or administrative process, in order to protect a child or young person from harm the course to be followed must be the least intrusive intervention in the life of the child or young person and their family. This will be consistent with the paramount concern to protect the child or young person from harm and promote the child or young person's development.

## 5 CHILD SAFE ORGANISATIONS.

Lions Australia is committed to being a child safe organisation. As such:

- a) We will build an environment that will mitigate harm to children or young people.
- b) We will build an environment that will significantly improve the possibilities of identifying and reporting harm.
- c) We will react appropriately to any disclosure or allegations of harm

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## 6 POLICY DEFINITIONS.

### ADULT.

Any person who is 18 years and over. In some circumstance if a young person is 16 or 17 and is acting in a position of authority and where their behaviour is the subject of concern, they will be deemed as adults under this policy.

### ALLEGATION.

An assertion made by someone which is not yet proven in court.

### BREACH.

A failure of duty of care (see section 17).

### CHILD, CHILDREN OR YOUNG PERSON, PEOPLE.

Sometimes referred to as a minor, it is someone under the age of 18. For the purpose of this policy any person who is participating in a Youth Program is afforded the protection of a child safe environment.

### CHILD SAFE.

The most current term for what has been up until recently referred to as child protection.

### CHILD SAFE TRAINING.

Lions Australia encourages its members working with children to source community-based training to supplement this policy. The availability of such training can be sourced through government child safety regulation websites. Please refer to the [Lions Australia Child Safe Policy Resources](#) web page for more information.

Where 'training' is referred to in this policy, it refers to:

- Reading and becoming familiar with this policy and procedures, and
- Discussing this policy and procedure at a Club meeting.

Minutes of the meeting where the Child Safe Policy has been reviewed should be kept, documenting the names of attendees.

### CODE OF CONDUCT.

Expected appropriate behaviour as deemed by Lions Australia and has been codified for both members, and children and young people for their own protection.

### DISCLOSURE.

When a child or young person informs someone of any age they have been either sexually, physically, emotionally abused or neglected.

### EMOTIONAL ABUSE.

Serious psychological harm as a result of behaviours such as excessive criticism, exposure to domestic violence, intimidation or threatening behaviours resulting in a loss of self-worth and confidence.

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**GROOMING.**

When a child or young person is psychologically manipulated by an adult to form a trust which is highly detrimental to them but allows the adult to advance their chance to sexually exploit the child or young person. Often children and young people do not know they are being groomed. This is commonly done either by face to face, texting or via social media.

**HARM.**

The impact of physical, psychological, and emotional abuse and neglect.

**LIONS YOUTH PROGRAM VOLUNTEER.**

The term is used to cover any person who volunteers to work in any Lions youth program but is not themselves a Lions member but will hold a Working with Children Check or equivalent.

**NEGLECT.**

Neglect is when a parent or caregiver consistently fails to give a child or young person the basic things needed for their growth and development such as food, clothing, shelter, medical attention, supervision, parenting and care.

**PHYSICAL ABUSE.**

As defined in state and territory legislation but usually referring to physical contact on a child or young person that may include the following but not limited to: - Corporal punishment of any kind (e.g. smacking, hitting open or close hand). Restraining by use of force to any body parts. Restricted practices such as locking a child or young person in a room.

**REPORTING.**

Informing Police, Statutory Child Protection Services and Lions’ officials of an incident of sexual or physical abuse by a Lions member, volunteer or young person on a child or young person.

**RISK ASSESSMENT.**

An evaluation of the probability of an adverse departure and its consequences from an organisation’s principles. It is the first phase in managing risks to an organisation.

**SEXUAL ABUSE.**

As defined in state and territory legislation but usually referring to sexual contact of any kind with a child or young person under the age of 18 with or without consent. The perpetrator of this act could be an adult or under some circumstances a minor.

**WORKING WITH CHILDREN CHECK.**

The ‘Working with Children Check’ refers to the government-regulated system in each State and Territory where individuals working with children can apply to be screened for voluntary or paid employment to enable them to work with children. It involves a national criminal history check and a review of findings of workplace misconduct.

It only identifies individuals who have come to the attention of authorities and must therefore be used in conjunction with sound risk management processes and local checks.

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## 7 LIONS CONDUCT WHEN WORKING WITH CHILDREN

Lions Australia is a highly respected organisation through its excellent work in the community and overseas projects. Its logo is highly recognisable and our members are often seen in the wider community performing much needed beneficial tasks and as members we are proud of our achievements. Given this, it is important for both our members and the community to maintain confidence in our activities. A significant part of maintaining this confidence is for all members to adhere to a Code of Conduct. Therefore the following are reasonable expectations we put on ourselves when working with children.

Lion members and volunteers shall:-

- i. At all times whilst at a youth camp or other Lions organised youth events wear a Lions Identification Badge or Passes or lanyards.
- ii. At all times we will take all reasonable steps to protect children and young people in our care.
- iii. Not develop a relationship with child or young person that could be misconstrued as grooming behaviour by others.
- iv. Not develop a relationship with a child or young person that could threaten the child or young person's safety or wellbeing.
- v. Will not disclose children or persons private information other than within the obligations of the Child Safe Policy.
- vi. Be accepting of all children and young people in our care regardless of their ethnicity, religious beliefs, or gender identification.
- vii. Always treat children and young people in our care with respect.
- viii. Always act in accordance with Lions Australia child Safe policy.
- ix. Never offer alcohol or illicit drugs of any kind to a child or young person.
- x. Never be under the influence of alcohol or illicit drugs whilst in the position of care or responsibility of a child or young person.
- xi. Never expose children or young people to pornographic material from any medium.
- xii. Always know where the child or young person is when in your charge.
- xiii. Never intimidate a child or young person through tone of voice or verbally abusive language.
- xiv. Report any breach of the code of conduct through the Lions Feedback and Enquiries form located on the website here. [Keep in touch/feedback](#).
- xv. Uphold, respect, and protect those members and volunteers who in good faith report a breach of this code.
- xvi. Any breach of the Child Safe Policy may result in action by the Lions club to restrict the member's activities, suspend or cancel their membership.

## 8 WORKING WITH CHILDREN CHECK

A Working with Children Check is a criminal screening check. It aims to prevent people who may pose a risk to children or youth from coming into contact with them through their employment or in a voluntary capacity.

- a) Even though, in most states a Working with Children Check or its equivalent is only required for longer term work with young people, it is Lions Policy that any member of any Club operating Youth Programs who has direct involvement with young people, obtain a Working with Children Check or equivalent in their State.

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- b) Lions operating any youth program must appraise themselves of the legislation in their state.
- c) The Working with Children Check register must contain the name, date of birth, registration number and expiration date. If third party verification is required, as in NSW, the date and outcome of that verification should be indicated.
- d) The Child Safe Officer must maintain the Working with Children’s Check Register noting that this position may be held concurrently with other roles. The Club President or District Governor should not hold the role of Child Safe Officer as they may be engaged in future investigations.
- e) Where a number of youth programs are conducted, it is reasonable to maintain a single WWCC Register to cover all programs.
- f) It is highly desirable to eliminate risks to young people participating in a Lions Youth program through following the Child Safe policy rather than rely on a Working with Children Check and operators of Youth Projects should prepare a documented risk management plan for each activity.

**Some jurisdictions restrict the obtaining of a working with children clearance to very specific circumstances. If the state authority refuses to process a working with children check, the Lions Club will maintain a written record of such refusal.**

## 9 TRANSPORTING A CHILD OR YOUNG PERSON.

When a child or young person is required to be transported by a Lion in order to participate in a Lions Australia program the following must apply.

- a) Where transporting must occur, best practice states that it should occur only by a minimum of two adults preferably of differing gender. It is recognised this may not be possible at all times but should be practised whenever possible.
- b) Any member transporting a child or young person must have a valid Working with Children Check or their state or territory equivalent and have undergone child safety awareness training.

## 10 PHOTOGRAPHY AND SOCIAL MEDIA.

Photos of young people involved in Lions activities are a valuable tool in promoting youth programs. However, photos are easily taken these days especially with the use of mobile phones. These images can be readily transmitted leaving young people vulnerable to online grooming and exploitation.

Therefore, any photos taken of children or young people involved in Lions activities shall only be done with the consent of the young person and if under 18 years of age also with a parent or guardian consent. This consent can be obtained as part of the initial application into a Lions youth program or through a specific documented photograph permission form for an event.

Any photo taken must be appropriate and cannot be of a sexualised nature. Particular care should be taken when posting photos on social media.

All social media communication with children and young people should be transparent and accessible to parents. Content should be focused on the youth program and appropriate in tone and language at all times.

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Event organisers should check that consent for photographs exists prior to each activity.

## 11 INTERVIEWING A CHILD OR YOUNG PERSON.

Many of our programs require children or young people to attend an interview, this teaches them valuable interviewing skills and techniques.

- a) When a child or young person is required to participate in an interview, face to face or online, for any Lions Australia program it will only be conducted with the consent of a parent or guardian, and always with the attendance of at least two Lions members or youth program volunteers preferably of differing genders. A record of the names and contact details of those attending the interview will be maintained.
- b) Other than for Youth of the Year and Leo of the Year Judging panels, where attendance of a parent or support person is contrary to the competitive nature of the program, young people may bring a support person to any interview.
- c) To help mitigate child safe issues in the process of interviewing Youth of the Year participants, a Lion shall be present at all times. Therefore, when judges are interviewing a youth, there will be a Lion present in the interview room observing the interaction but not participating in the process.
- d) Any member or volunteer interviewing a child or young person must have a valid Working with Children Check or their state or territory equivalent and demonstrate an understanding of the Lions Australia Child Safe Policy.

## 12 WHAT NEEDS TO BE REPORTED?

Any form of sexual, physical, emotional abuse or negligence as described in the definitions. If you are the person to whom the allegations have been disclosed or you have been made aware of the allegations, it is critical you do not excessively question the child or young person.

Interviewing is for the purpose of understanding the nature of the allegations and ensuring safety. Excessive interviewing can be traumatic for a victim and may inadvertently compromise the evidence and any further evidence may be deemed inadmissible in a court due to perceived coaching or rehearsing.

All pertinent conversations with the child or young person and relevant other parties need to be documented in an impartial manner and with reference to as many direct quotes as possible. Good documentation helps prevent the child from having to repeat the story.

Report any allegations of child abuse or neglect to the Child Safe Officer responsible for the program who will action the Child Safe Procedure (Appendix 1) and complete the Child Safe Incident Report Form directly (Appendix 3), or with the assistance of the Child Safe Officer.

Once a child or young person has made a disclosure keep them safe and reassure them they have done the right thing in disclosing and that any allegations of abuse are not their fault.

Professional independent counselling should be offered to any child or young person and their families where an allegation of abuse has been made noting that the records from these sessions are subject to subpoena.

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### 13 WHO REPORTS ABUSE?

A member may become aware of an allegation or incident of abuse by numerous means such as observation, face-to-face, telephone, social media, text etc.

It is the responsibility of all Lions Australia Club members to report abuse if they:

- a) Witnessed the alleged abuse.
- b) Were informed of the alleged abuse by another member and it had not been reported.
- c) Were informed of the alleged abuse by the child or young person who was the victim.
- d) Were informed of the alleged abuse by a child or young person who was not the victim.
- e) Were informed of the alleged abuse by a non-member of Lions Australia.

All immediate safety concerns are to be reported to the Police by any Lion member as a matter of priority. When the allegation is received by the relevant Child Safe Officer and where immediate safety has been assured the MDCSO activates the Child Safe Procedure (Appendix 5) and completes the Child Safe Incident Report Form. (Appendix 3).

The report should be completed at the program level. This means a report for a club activity is completed by the Club Child Safe Officer or program leader, and a District activity by the District CSO or District Program chair.

Note the general reporting structure in the charts. (Appendix 4)

*Please Note:*

*So long as a report has been made in good faith, legislation in all states and territories protects reporters, therefore no criminal, civil or administrative proceedings can be brought against them.*

### 14 COHORT CONSIDERATIONS WITH YOUTH CAMPS

Although it is important to view this policy as a tool to implement consistent good child safe practices throughout Lions Australia, it is also important to remember who we are doing it for. In our endeavour to be cautious, we need to be mindful that children or youths are not placed in a situation where they feel neglected, isolated, and even worse abandoned by their peer group when on camps.

For example: - this could occur when a youth of 17 years of age, has been instructed they are not permitted to co-share a room with a close friend who may be 18 years of age. Instead, the 17-year-old is required to occupy a room by them self which may leave them feeling upset and abandoned. This could be interpreted as being negligent of the needs of the 17-year-old.

In exceptional circumstances like the above scenario, the Lions responsible for the accommodation of youth camps should take this into consideration.

Therefore, permission should only be granted for a 17-year-old to co-share a room with the following consents.

- 1. Written consent from a parent or guardian.
- 2. Verbal consent from the youth, not hearsay.
- 3. The room is only to be shared by one other person (two people in total in the room).

These consents are required to help confirm the youth is not agreeing to co-share a room under duress.

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## 15 CLUB OR DISTRICT CHILD SAFE OFFICER.

Each club or District operating Multiple District youth programs will identify the position of a Child Safe Officer (CSO) and appoint a member to this position. The CSO should seek to inform themselves to increase their understanding and awareness of Child safety. References are provided in the MD201 Child Safe Policy Resources section of the Lions Australia Website.

### 15.1 CLUB CSO ROLE

- Ensure members have an understanding of Lions Australia Child Safe Policy and relevant state/territory legislation and regulation, and this understanding is revised annually.
- Maintain a register of all members Working with Children Check or its state or territory equivalent. This register will allow the CCSO to remind members of any expiry date.
- Review Child Safe Incident Reports and recommend appropriate responses to the Club President. (Appendix 3).

### 15.2 DISTRICT CSO ROLE

- Provide advice and assistance to the Club CSO
- Maintain at District level compliance to The Child Safe Policy.
- Maintain the Working with Children Check Register for District programs and personnel.
- Liaise with State or Territory Child Safe Officer
- Review Child Safe Incident Reports and recommend appropriate responses to the District Governor. (Appendix 3).

\* See structure chart (Appendix 4)

## 16 MULTIPLE DISTRICT CHILD SAFE TEAM.

The Multiple District Child Safe Team (201MDCSO) has the responsibility to oversee all youth programs within the defined scope adhere to the Child Safe Policy. The team reports to the Multiple District Council through the Executive Officer.

### 16.1 Multiple District Child Safe Officer

#### ROLE:

- Guide and manage the Child Safe Incident Report process where activated.
- Champion the development of sound Child Safe processes throughout the organisation.
- Recommend policy and procedural improvements to the Multiple District Council
- Ensure that records are kept to ensure that any incidents are properly managed.

Full details of the position are available on the MD201 website.

### 16.2 Program Child Safe Officers (Youth Exchange, Leos, Youth of the Year)

#### ROLE:

- Guide and manage the Child Safe Incident Report process within the respective program where activated.
- Champion the development of sound Child Safe processes within the respective program.
- Recommend policy and procedural improvements to the Multiple District Child Safe Officer.

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- d. Ensure that records are kept to ensure that any incidents are properly managed.

Full details of the position are available on the MD201 website.

### 16.3 State Child Safe Resource persons

**ROLE:**

- a. Build expertise in Child Safe policies and procedures within their state.
- b. Share their expertise with Districts and Clubs to improve the application of effective Child Safe procedures within each state.
- c. Recommend policy and procedural improvements to the Multiple District Child Safe Officer.

Full details of the position are available on the MD201 website.

\* See structure chart (Appendix 4)

## 17 FAILURE IN DUTY OF CARE.

Current state and territory legislation varies in terms of who are mandatory reporters and what needs to be reported. As a matter of best practice and in the spirit of protecting vulnerable children and young people it is considered by Lions Australia a failure in duty of care and a breach of this policy when a member:

- a. Knew abuse had taken place but did not report it to the police.
- b. Did not prevent the abuse from occurring when the member knew it was a likely outcome.
- c. Did not adhere to the Child Safe Policy of Lions Australia and respective Club or District Child Safe policies.

## 18 INDUCTION AND SCREENING FOR CLUBS OPERATING YOUTH PROGRAMS.

Lions Clubs members participate flexibly in Club, District and Multiple District programs according to their interests and availability. Where a club operates youth programs, it is desirable that all members hold the relevant WWCC.

If the obtaining of a WWCC is a pre-requisite to membership, this can ensure that all members can participate in the club’s program, however this would need to be adopted as the membership policy of the club. Such a policy should be reflected in the induction of new members to a club.

- a. Any members who refuse to undergo a Working with Children Check or its state or territory equivalent will not be permitted to undertake any child or young person related function in a Lions program.
- b. Each club will keep a confidential record of all members WWCC or its state or territory equivalent status.
- c. New and prospective members must be informed that under Clause 5.1 of the Constitution of Multiple District 201, *“membership of the Multiple District shall be deemed to constitute an acknowledgement that each Lions Club and its members accept and shall observe the Code of Conduct from time to time in force as adopted by the Council.”*

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## 19 SUSPENSION AND TERMINATION.

- a. Lions Australia National Office will advise Clubs and Districts of Child Safe complaints with respect to their members and programs.
- b. The National Office will advise the National Legal Officer of such complaints.
- c. The National Legal Officer will advise clubs of dispute resolution procedures including the option of suspension or termination of membership for an individual member.
- d. A club may suspend or terminate an individual membership if the club believes a member has breached Lions Australia Child Safe Policy.
- e. A member who is subject to an allegation of child abuse or neglect will be asked to stand aside for the duration of any investigation, failure to do so may result in the club suspending or terminating their membership.

## 20 RECORD KEEPING.

The Royal Commission into Institutional Responses to Child Sexual Abuse recommends that all documentation relating to child abuse be held in archives for 45 years.

Each program has unique needs and requirements with respect to record-keeping. The National Chairperson of each program is responsible for meeting these record-keeping responsibilities.

### 20.1 Youth of the Year

The Youth of the Year Program will maintain an annual register that contains:

- a. The name of each judge participating in Club, District, State and National Finals associated with the date and location of the final.
- b. The name of each participant participating in Club, District, State and National Finals associated with the date and location of the final.
- c. Incident reports.
- d. Such information will be archived at the National Office annually.

### 20.2 Youth Exchange

The Youth Exchange Program will maintain an annual register that contains:

- a. The name and suburb of each participant in the program, the sponsoring club and date of the exchange.
- b. The names and contact details of the host families associated with each participant.
- c. The name of the relevant Program Coordinator associated with each exchange.
- d. Incident reports.
- e. Such information will be archived at the National Office annually.

### 20.3 Leo of the Year Program

The Leo of the Year Program will maintain an annual register that contains:

- a. The name of each judge participating in Club, District, State and National Finals associated with the date and location of the final.
- b. The name of each participant participating in Club, District, State and National Finals associated with the date and location of the final.

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- c. Incident reports.
- d. Such information will be archived at the National Office annually.

## 21 REVIEW DATES.

Lions Australia understands at this time some state and territory legislation is being reviewed in light of the Royal Commission into institutional responses to child sexual abuse (RCIRCSA). This Policy will operate on the understanding that all of the standards stated in the RCIRCSA shall be implemented nationally. This policy shall be reviewed annually.

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## 22 YOUTH EXCHANGE CHILD SAFE PROCEDURE.

### PREAMBLE

Lions at all times believe in the principle the best interest of the child and young person is paramount. With this guiding principle, Lions will take all practicable steps to prepare a youth for exchange and manage any incident that may arise during the exchange process. It is logical to understand the strict standards we apply to ourselves in working with inbound youths to Australia we should also apply to Australian youths who are outbound. On that precept policies to assist Lions members involved in the youth exchange program are important.

**Note: Detailed information about conducting the Youth Exchange Program is contained in the relevant manual. This Child Safe policy should be used in conjunction with that manual**

### 22.1 Youth Exchange Interviews

All youth exchange interviews must be conducted as stated in Section 11 of the Child Safe Policy.

Clubs are directed to the Lions Clubs International MD201 Youth Exchange guidelines for Prospective Youth Exchange.

Unsuccessful applicants' applications must be destroyed and all unsuccessful online applicants' information, including submitted photos, are to be deleted.

### 22.2 Communication with participants

Structured official communication helps to ensure consistency within the program.

- a. Program information should be delivered to participants in a structured way, using official documents in the Youth Exchange Manual.
- b. Email addresses and contact information of participants is held securely and only provided to the District Youth Exchange Chairperson, Youth Support Officer, the appointed Chaperones, and the Lions travel agent.
- c. Records of participants must be kept as indicated in Section 20 – Record keeping.

### 22.3 Youth Support Officer (inbound and outbound)

Young people needing assistance in our programs need multiple contacts. The Youth Exchange Program will identify "Youth Support Officers" for both inbound and outbound exchanges. A Youth Support Officer may support more than one Exchangee, however the key principle is that they are accessible by telephone, and meet the Exchangee at the commencement of their stay. Every effort should be made to meet in person but where this is not possible, video-conferencing can be used.

This person is a point of contact with the club for any issues that an Exchangee may have concerning their host family including their safety.

The Youth Support Officer is independent of the host families and is not a current office holder in the Youth Exchange Program. This ensures impartiality.

The Youth Support Officer must have a current Working with Children Check, or equivalent and should understand this policy and the support materials available on the Multiple District website.

Outbound Exchangees are to contact the overseas Youth Support Officer via email on their arrival to each new host family. This is a minimum communication standard.

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Inbound Exchangees are to have independent contact with the Youth Support Officer as a minimum on their arrival in Australia.

## 22.4 Debriefing

Debriefing is an essential part of the exchange, to ensure that participants are able to identify any issues and problems, and to enable the program to improve its systems and processes.

Where possible, inbound Exchangees will debrief in person or by telephone, prior to their return home. This will be carried out by the Youth Support Officer or other suitable personnel who will report to the Youth Exchange Chairperson in writing.

Outbound Exchangees will debrief in person or by telephone, to the relevant Program Coordinator within four weeks of their return.

Any concerns identified in the Youth Exchange including those identified as part of the debrief should be recorded on the Child Safe Incident Report Form (See Appendix 3) which is to be forwarded to the Youth Exchange Chairperson and copied to the program and Multiple District Child Safe Officer.

## 22.5 Airport Greeter activities

- a. Ensure that others are present while speaking with participants, or are within sight of the situation.
- b. Where practical have two adults, of differing genders, in attendance.
- c. Greeters must have a current Working with Children Check or their state or territory equivalent.

## 22.6 Youth Exchange Chaperone

The Youth Exchange program currently involves transporting children or young people, inbound or outbound to locations in Australia and overseas. Lions who accompany these children or young people are referred to as Chaperones.

The Youth Exchange Program Chairperson will report to the Multiple District Council each year, regarding the requirement for Chaperones including a risk assessment.

Due to the variety of locations and situations experienced, Chaperones eliminating all risks is a challenging task. To reduce a child's, young person's or chaperone's risk, the following guidelines should be adhered to wherever possible.

- a. Individual chaperones should not be alone with children and young people who are travelling as part of a Lions program unless they are clearly in a public space with other people around them.
- b. There must be two chaperones (of differing genders) when used.
- c. Any chaperone must have a valid Working with Children Check or their state or territory equivalent and have undergone child safety awareness training.

Any alternative arrangements for chaperoning, based on operational needs, must be reported to the Council in advance of those arrangements.

## 22.7 Pre-Departure Briefings

- a. Pre-Departure briefings provide the opportunity for program personnel to remind Exchangees of their obligations, and the systems and procedures to ensure their

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safety. Depending on the program and destination they occur prior to travel, at the airport or on both occasions.

- b. Two adults (one can be a parent or guardian) to be in attendance with the appropriate gender mix. Participants to remain with the group.
- c. Any chaperone must have a valid Working with Children Check or their state or territory equivalent and have undergone child safety awareness training.

**22.8 Working with Children Check**

- a. Refer to Section 8 for the general provisions related to WWCC.
- b. The Youth Exchange Child Safe Officer is responsible for compliance with child protection legislation.
- c. Club and District Youth Exchange personnel must ensure that adults directly participating in Youth Exchange hold a valid Working with Children Check. Details of compliance must be provided to the Youth Exchange Child Safe Officer prior to participating.
- d. As a minimum, a Working with Children Check or equivalent, must be held for the adults in a direct care role with young people. (Note: This excludes those in a purely administrative role) These include:
  - i. Chaperones.
  - ii. Host families, including any children over the age of 18 years.
  - iii. Airport greeters.
  - iv. Camp personnel staying overnight or in child-care positions (e.g.: Kitchen staff not in a direct care role do not require a WWCC).
- e. The register of those holding the ‘check’ must be compiled and held by the Youth Exchange Child Safe Officer who will verify that they are complying with the relevant legislation, in writing to the Multiple District Child Safe Officer each year on 31 July and 31 January.
- f. The Working with Children Check register must contain the name, date of birth, registration number and expiration date. If third party verification is required, as in NSW, the date and outcome of that verification should be indicated.

**22.9 Outbound Youth Exchange Issues**

Districts operating outbound Youth Exchange Programs will provide information and training to participants regarding child protection risks.

The Youth Exchange Chairperson will identify the availability of child protection working with children style checks in host countries and obtain those checks from host families.

Lions Australia will only endorse host countries that can provide the following assurances:

- i. Have statutory legislation regarding Child Protection Issues, and
- ii. Host families can demonstrate they are compliant with any child protection legislation, and
- iii. Host families can demonstrate that they have undergone a rigorous interview, including a home visit and a minimum of two referee checks of which none are family members or relatives, and
- iv. The host clubs can provide a point of contact for the Exchangee who will respond to child safety concerns and who is not a host family member.

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### 22.10 Youth Camp Specific Issues

- a. Camp participants can be aged from 16-20 years of age.
- b. Young people aged 18 or over are adults according to Australian law.
- c. Youth camps should not accommodate youths under the age of 18 in the same dormitories as over 18's.
- d. Accommodation in youth camps must separate males and females.

### 22.11 Reported Incidents of Abuse or Neglect.

Any allegation of child abuse or neglect that occurs during a Youth Exchange, inbound or outbound is of extreme concern and members must follow the Child Safe Procedure Flow chart (Appendix 1) and be documented on the Child Safe Incident Report Form (Appendix 3).

If the alleged incident involves an allegation of sexual abuse or sexual misconduct it must be reported to the Police.

The Person managing the Child Safe Procedure must consider a child or young person's age, intellectual capacity, and specific vulnerabilities. The guiding principle shall always be to act in the best interests of the child and in a manner that is the least intrusive to the child or young person whilst securing their wellbeing.

### 22.12 Participants Code of Conduct

It is important for the youths, their families and the sponsoring club who participate in this program to be prepared for the exchange as reasonably as possible. With this in mind, a Participants Code of Conduct will be followed by all participants in the process.

For youth participants to be sure of their own personal responsibilities, the participant's Code of Conduct will be explained to each of them and signed by them and a parent or guardian and witnessed by the sponsoring club representative. A copy will be given to both the youth and their parent or guardian, and a copy retained by the sponsoring club and the Youth Exchange committee.

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**YOUTH EXCHANGE PARTICIPANTS CODE OF CONDUCT**

**1 NO CONSUMPTION OF ALCOHOL**

Rationale: Alcohol is forbidden for youths on the Youth Exchange program. This rule also applies to the countries that permit the consumption of alcohol for people under 18, for example Belgium and Denmark, as it is not legal in Australia and children of this age in Australia have most likely not yet learnt safety issues involved with alcohol. Additionally, there is no recommended safe drinking levels and drinking is often associated with the grooming process in child sexual assault. Therefore, participants on the Youth Exchange will not consume alcohol at all.

**2 NO DRIVING OF MOTORISED VEHICLES.**

Rationale: Not all countries are as safety conscious as Australia when it comes to motor vehicle safety, after all, the world’s first compulsory seat belts law was introduced into Victoria in 1970. Although youths who participate in the exchange program may be of age and already hold a driver’s licence it would be safer if they did not drive a motorised vehicle of any description including electric motor scooters. Motor vehicle driving is a potentially dangerous activity even for an experienced driver. European countries require drivers to drive on the right-hand side. Once again this is a challenge for experienced drivers and potentially lethal for inexperienced drivers. Given the age and therefore the likelihood of the youth having only a small amount of experience of driving, Youth Exchange participants shall not drive a motorised vehicle of any description while on their exchange.

**3 NO PERMANENT BODY DECORATING**

Rationale: It can be fashionable for today’s youth to decorate their bodies in tattoos, body piercing and implants or any other permanent body modification. Australia has stringent health rules in regards to such matters. Once again this may not be the case in other countries and Australian tourists have been known to contract infections while participating in these activities in overseas countries. Therefore, no participant on the Youth Exchange program shall permanently decorate their body while they are on their exchange.

**4 NO DRUGS**

Rationale: Although some drugs are no longer deemed to be illegal in an increasing number of countries, for example Marijuana is legal to consume in the Netherlands and more recently Canada and a few states in the USA, it is not yet deemed legal in this country. Research into marijuana is actively being trialled in Australia for limited medicinal use only. Other common drugs such as opioids are sold as either prescription-only medication such as Codeine and morphine, or illicitly sold such as heroin and opium. These drugs are highly addictive and overuse can lead to accidental death. It should be noted that the identification of illicit drugs and their ingredients are of real concern. Other drugs like stimulants are of no less concern such as crystal methamphetamine (otherwise known as ice). These can lead to erratic and harmful behaviour.

At this stage, the only drug that can be considered safe is that which is only prescribed to the person whose name is on the prescription and only under a medical practitioner’s supervision.

Therefore, no participant on the Youth Exchange program shall take drugs unless prescribed to them by a medical practitioner.

**5 RESTRICTED DOWNLOADING AND UPLOADING.**

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Rationale: Although firewalls and internet security are at a much higher standard today than it was just a few years ago, internet surfers are still vulnerable to predators. This is particularly noticeable with youths whose world is mostly conversing with online friends. They are vulnerable to online scams whether it is of a sexual nature, financial or otherwise. To the uninitiated downloading could prove to be costly, embarrassing, and illegal in the host country. Downloading or uploading of any content shall be limited for school purposes, the youth’s own family purposes and Lions International purposes, all with the knowledge of the host family. Therefore, no participant on the Youth Exchange program shall download or upload contrary to what is stated in the previous sentence.

**6 NO DATING**

Rationale: It is understood youths on the exchange may be attracted to another person whether the other person is also on an exchange or not. If this is left to grow and the youth becomes romantically attached, then the youth on the exchange has lost the opportunity they first sought by applying for the exchange in the first place. Romantic relationships at this age can exclude other relationships and may hamper the opportunity to make new friendships and acquaintances. Given the exchange is time limited it would appear this would not be helpful to them. However non-romantic correspondence with other exchange students and youths in their host country are to be expected as it adds to the student’s experience while on the program. Therefore, no participant on the Youth Exchange program shall date another person while participating in the program.

**7 NO DANGEROUS ACTIVITIES AND SPORTS**

Rationale: The list is too long to name all potentially dangerous activities but youth exchange participants and their families will have a reasonable idea what they are. An indication are activities insurance companies may not cover. The youth on the exchange may participate in dangerous sporting activities in Australia with their parent’s consent. For example, skydiving in Australia may be done by a twelve-year-old with parents’ consent. However, whilst in another country, activities considered dangerous may not be rigorously accredited as most are here in Australia. Insurance will most likely not cover such an activity and may well leave the exchange student’s family with a heavy medical bill and transport costs home. Therefore, no participant on the Youth Exchange program shall participate in dangerous activities.

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## 23 LEO OF THE YEAR PROGRAM

This policy relates to the operation of the Leo of the Year Program as this is a Multiple District Program. Leo Clubs are formed, managed, and operated by the sponsoring Lions Club and are therefore beyond the scope of this policy, however a Child Safe Policy template is available from the Multiple District for adoption by Lions Clubs that sponsor a Leo Club

These guidelines are provided for the information of the sponsoring club. It is essential that any Lions Club that operates a Leo Club, develops its own Child Safe policies consistent with the Multiple District approach, and reflecting the rules and laws operating with its State.

**Note: Detailed information about conducting the Leo of the Year Program is contained in the relevant manual. This Child Safe policy should be used in conjunction with that manual**

### GUIDELINE

#### 23.1 Leo of the Year Records

A record of Leo of the Year Participants will be kept to enable complaints to be investigated.

- a. The name of each judge participating in Club, District, State and National Finals associated with the date and location of the final.
- b. The name of each participant participating in Club, District, State and National Finals associated with the date and location of the final.
- c. Incident reports.
- d. Such information will be archived at the National Office annually.

#### 23.2 Working with Children Check

As per Section 8, all Lions or other adults having direct contact with participants under the age of 18 years must comply with relevant WWCC requirements.

The Leo Advisor is responsible for ensuring WWCC compliance for members/volunteers assisting with the Leo of the Year activities and that the Child Safe policy and procedures are adhered to.

#### 23.3 Activities incorporating Alpha and Omega members.

Lions Clubs International specifies that:

*"The Leo Club Program is for youth ages 12 - 30. A Leo club must be designated as either an Alpha club (12-18 years) or an Omega club (18- 30 years) and may not include members of both age brackets."*

Leo Clubs in both age groups routinely cooperate in projects and activities, and Child Safe practices must reflect the legal status of some of these members as 'adults'.

Where over-18 members participate in activities with under-18 members:

- a. All Leo members over the age of 18 years must have WWCC or its state equivalent.
- b. Care must be taken to ensure that all interactions between club members occur in public spaces.
- c. Where possible, at least two Leo advisors should be present at all times when younger Leos are involved.

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- d. Parental approval must be obtained before allowing an adult Leo to transport an under 18 years Leo to any club activity.

### 23.4 Attendance at Leo club meetings, functions, or projects

It is recommended that at least two Lions members of differing genders attend all Leo activities (unless held on school premises with school staff present).

### 23.5 Transporting Leos to club activities

- a. It is the responsibility of the parents or guardians of the candidate to ensure the participant arrives at the event in good time.
- b. Should transport occur by a Lion, then two Lions members, preferably of differing genders and with relevant Working with Children Checks are to provide the transport.
- c. Written parental or guardian’s approval must be obtained prior to any transporting of under -18-year-old applicants.

### 23.6 Interviews for Leo of the Year

As per Section 11 – Interviewing a Child or Young Person.

### 23.7 Contact with Leo of the Year participants

- a. All email communication is to be issued to the club’s email address.
- b. Email addresses and contact details for Leo members are held securely and are only provided to the Lions Club President, Secretary and Leo Advisors..
- c. Where it is necessary to email individual participants, this should be issued on official template, and copied to club or parent email address.
- d. Names of participants will be recorded as indicated above.

### 23.8 Photography and social media

As per Section 10 – Photography and Social Media.

### 23.9 Leo of the Year participation in Camps and Conferences

- a. Camps and conferences may be held within District or State boundaries. They often take place over 2-3 days and include residential accommodation in a youth camp facility. Leo members aged between 12 and 30 years may attend these events, so particular care must be taken to ensure that the young people are safe.
- b. All adults (including Leos over the age of 18 years) participating in these camps or conferences with direct contact with participants must provide valid WWCC to the organising committee.
- c. All participants in Camps must sign a Code of Conduct as part of the registration process.
- d. Leo camps must not accommodate Leos under the age of 18 in the same dormitories as over 18’s.
- e. Accommodation in camps must separate males and females. A camp registration list indicating Leos and Lions attending must be archived at National Office and local copies destroyed within 3 months after the camp is held. The name of the participant, camp and dates of participation will be held by the National Office for 45 years.

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### 23.10 Leos of the Year Participants attending Lions Conventions

- a. Participants under the age of 18 years who attend Lions conventions must have a nominated chaperone, with appropriate WWC clearance and approved by parents/guardians.
- b. Leos involved in Leo of the Year program are under the jurisdiction of the MD Leo Committee and must abide by all reasonable requests regarding their conduct and attendance throughout the convention.
- c. It is recommended that any accommodation required for Leos attending Convention is arranged by parents or guardians. If however, billeting with a Lion or other host is required, then the principles of Youth Exchange Hosting apply. (Section 22.9)

Hosts must complete a Youth Exchange Host application form.

### 23.11 YOUTH SUPPORT OFFICER

The Leo of the Year program leaders are encouraged to appoint Youth Support Officers. A Youth Support Officer is a Lion that is not an office holder in the Leo Project who can provide assistance to Leos if needed. The position is most useful if a Leo is having difficulties with the Leo Advisor or other existing Leo personnel

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## 24 YOUTH OF THE YEAR CHILD SAFE POLICY

### PREAMBLE

Lions have successfully run Youth of the Year program for over fifty years. It is a program for youths aged from 15 to 18 years of age. With encouragement and support from members, youth participants develop their self-confidence over several different challenges. As Lions we carry this responsibility greatly, as we are aware the young people undertaking this program are vulnerable and therefore require us at all times to be appropriate with them. The responsibility of helping young people in Youth of the Year to achieve their best is an honour we hold dearly and therefore subscribe to the child safe procedure. Volunteer partners are also expected to adhere to this procedure.

**Note: Detailed information about conducting the Youth of the Year Program is contained in the relevant manual. This Child Safe policy should be used in conjunction with that manual**

### 24.1 Recruiting and Interviewing Candidates

Although the child safety risk may appear small with this program it nevertheless still requires us to be vigilant, particularly as the age range of participants may vary from a young person (15 years) status to adult (18 years).

#### 24.1.1 Recruiting

During the recruiting phase, there should be at least two Lions' members (or one Lions' member and a teacher or parent/guardian) preferably of differing genders, present when talking to a YOTY candidate.

#### 24.1.2 Interviewing

YOTY participants are interviewed by a panel of volunteer judges, preferable of differing genders and with a Lions' member present in the room as an observer. It is strongly recommended that volunteer judges have a current WWCC clearance.

### 24.2 Working with Children's check

All Lions or other adults, including volunteers, including judges with Youth of the Year candidates under 18 years must comply with Section 8 of the Child Safe Policy.

The Club and District Chairpersons are responsible for ensuring WWCC compliance at the respective levels of the competition and that Risk Assessment documentation is completed and archived for future reference noting that the Child Safe Officer will maintain the WWCC Register.

### 24.3 Allegations of Assault

For allegations of assault refer to Section 15 of the Child Safe Policy. The MD201 Child Safe Officer has overall responsible for adherence to the Policy and the progression and completion of Child Safe Incident Form if required. This is initiated by the appropriate Child Safe Officer at the corresponding level of the competition.

### 24.4 Transporting and Escorting Youth of the Year Contestants

- d. It is the responsibility of the parents or guardians of the candidate to ensure the participant arrives at the event in good time.

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- e. Should transport occur by a Lion, then two Lions members, preferably of differing genders and with relevant Working with Children Checks are to provide the transport.
- f. Written parental or guardian’s approval must be obtained prior to any transporting of under -18-year-old applicants.

**24.5 Communication**

When communicating with a Youth of the Year candidate, it is important this communication is transparent at all times, appropriate in language, content and tone. When communication is by email or hard copy, ensure a copy of your communication is on the appropriate letterhead and is cc’d to the parents or guardians.

**24.6 Photography and Social Media**

As per Section 10 – Photography and Social Media.

**24.7 Accommodation at Events**

It is recommended that any accommodation required for a candidate is arranged by parents or guardians.

If, however, billeting with a Lion or other host is required then the principles of Youth Exchange Hosting apply. (Section 22.9)

Hosts must complete a Youth Exchange Host application form

**24.8 Youth of the Year Judging Panels**

It is imperative that the highest standards of integrity are exhibited by all those associated with the Program, including Lions Clubs members and the judges who will interview our youth.

Judges will be required to provide a Working with Children Clearance and sign a Judges Code of Conduct prior to participation. This Code of Conduct is contained in the Youth of the Year manual.

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## 25 HISTORIC ABUSE COMPLAINT HANDLING PROCEDURE

### PREAMBLE

People who are victims of abuse are gaining more confidence in coming forward and disclosing their abuse. Historical abuse refers to abuse disclosed by people over the age of 18 years in respect to the abuse they had been subjected to as a child or young person, often at the hands of an adult who had been entrusted to care for them. Lions, as with other organisations that work with children, may become subject to an allegation of historical abuse. For the purpose of section 24 the term allegations or complaint are interchangeable.

Allegations are usually made against an individual, however the Royal Commission into Institutional Responses to Child Sexual Abuse (2017) declared it is not only an individual's responsibility but also an organisational responsibility in how historic abuse is managed. The Royal Commission noted all too often organisations treated victim's allegations with disbelief, contempt and with total disregard, leaving victims feeling an additional abuse.

Lions Australia is a responsible and respected service organisation in the Australian community and therefore we take any allegation of abuse seriously. Where there are allegations of harm, Lions Australia will investigate those complaints promptly, transparently, compassionately and with the legal framework of each jurisdiction. We will endeavour whenever it is within our power to work with alleged victims in managing their complaint.

### 25.1 Challenges

Lions Australia operates a limited number of programs directly. These are determined each year at the National Convention.

Each Lions Club and District operates independently, and many are incorporated in their own right. Where allegations of harm are raised with Lions Australia regarding District or Club programs, Lions Australia will promptly advise complainants of the contact details of the responsible organisation, if known.

### 25.2 MD201 Complaint Handling Procedure and Child Safe Policy

Allegations relating to historical child sexual abuse are to be read in conjunction with MD201 Complaint Handling Procedure. Given the sensitive nature of child abuse allegations the procedure for managing complaints and allegations fall within the Child Safe Policy.

### 25.3 Who can make an allegation?

Historical allegations of child sexual abuse may be received from members of the public, representatives of Government departments, media, commercial organisations, and members of Lions clubs within Australia and overseas. The complaint may or may not come from the alleged victim. It may take the form of a verbal or written report via a variety of mediums. The allegation may be received at any level of the Lions Organisation.

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#### 25.4 How to Respond to a Complaint.

1. All reports regardless of where they are received, are to be forwarded to the MD201 Child Safe Officer who will instigate the Allegations of Historical Child Abuse Procedure as illustrated in The Historic Child Abuse Complaints Flowchart (Appendix 2). The Child Safe Officer will ascertain if the allegations involve a current Lion member and if there are any current child safety issues.
2. If the alleged perpetrator has access to under 18-year-olds, the Child Safe Incident Report Form 1 must be completed and forwarded to the National Office Executive Officer.
3. As noted in Child Safe Incident Report Form 1, any immediate safety concerns are to be referred to the Police and relevant Statutory Authorities.
4. Where there are no identified current child protection concerns and the allegations are reported by the alleged victims the following procedures will take place:
  - a. The Executive Officer will write to the alleged victims.
    - i. Initially:
      1. Requesting confidential details of the complaint and requesting advice as to what remedy is being sought.
      2. Reassuring the victim or survivor they did the right thing in reporting the matter.
      3. Explaining the likely process, people involved, the anticipated time frame and what will be required of the victim or survivor.
    - ii. Subsequently:
      1. Identifying the accountable organisation within Lions for the allegation.
      2. Offering referral to any necessary medical treatment and psychological support and counselling.
      3. Offering a trusted adult, independent support person and/or advocate to assist them.
      4. Explaining the options that may arise from a complaint; for example, breach of code of conduct and/or criminal charges.
      5. Avoiding making the victim or survivor repeat their account of what happened.
  - b. Subject to the nature of the allegation, it is likely that the complainant will need to be referred to the Lions Club of which the alleged perpetrator is a member.
  - c. In most circumstances, the complainant will be asked to report the matter to the police to ensure that an appropriate investigation can take place.
  - d. The Executive Officer will continue to communicate throughout on the investigation's progress and any resulting court proceedings or results of any other investigation (noting that if the police are also investigating the matter, this communication should only be carried out in consultation with the police).
  - e. MD201 strongly recommends all parties (alleged victim and alleged perpetrator) seek independent legal advice if appropriate. MD201 is not in a position to furnish any legal advice and cannot do so.
  - f. The Policy acknowledges that each Lions Club is autonomous and that the rights, privileges, and responsibilities of membership are matters for the sole determination of the Board of Directors of each Club. Neither the Council of Governors nor any District Governor has the authority to direct the Board of

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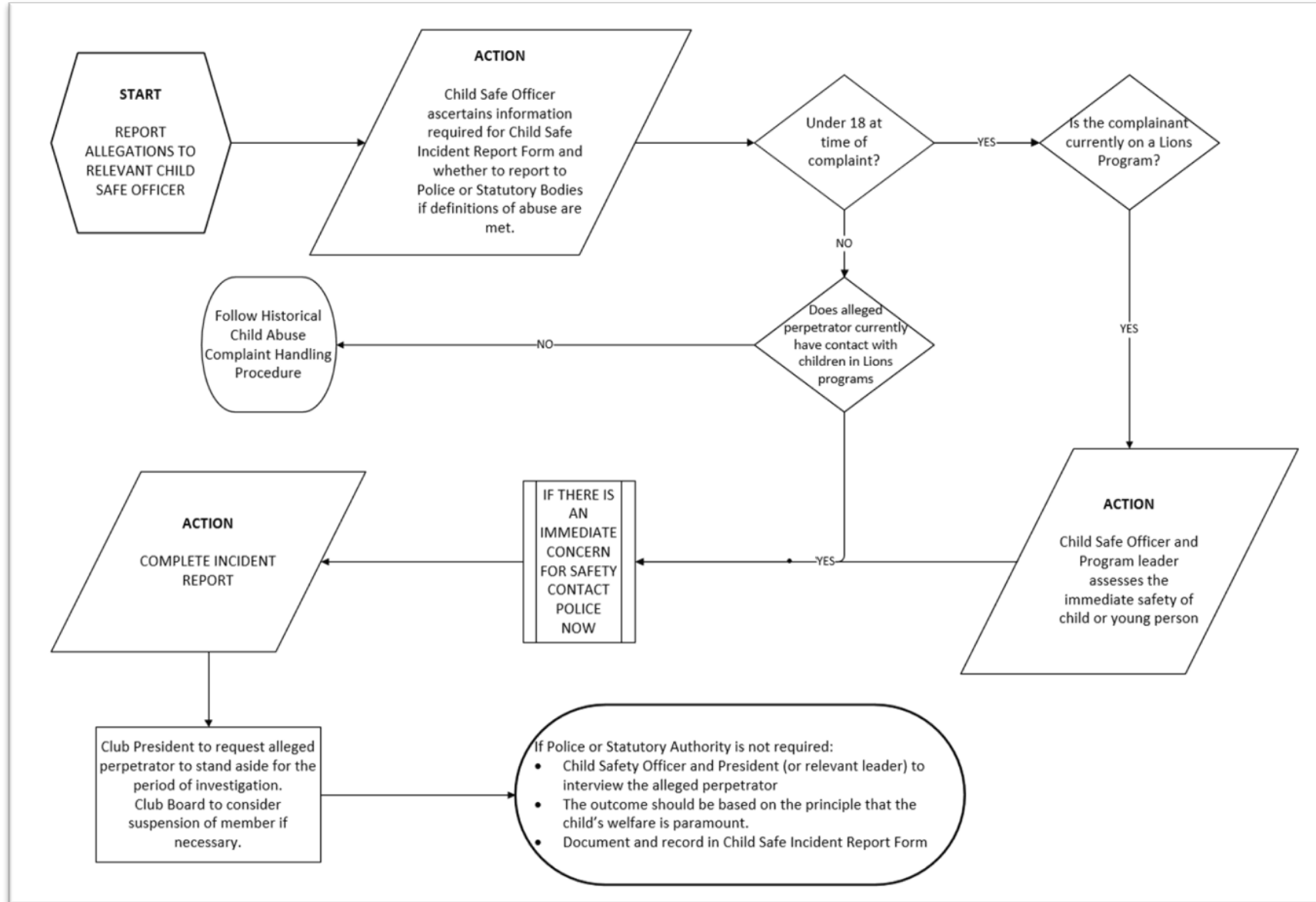
Directors of any Lions Club to act in relation to such matters. In accordance with section 19 of the Child Safe Policy, the alleged perpetrator may be requested by their club to stand aside from Lion duties for the duration of any investigation.

- g. All documentation once completed is to be forwarded to the Executive Officer for possible actioning, registering and archiving.

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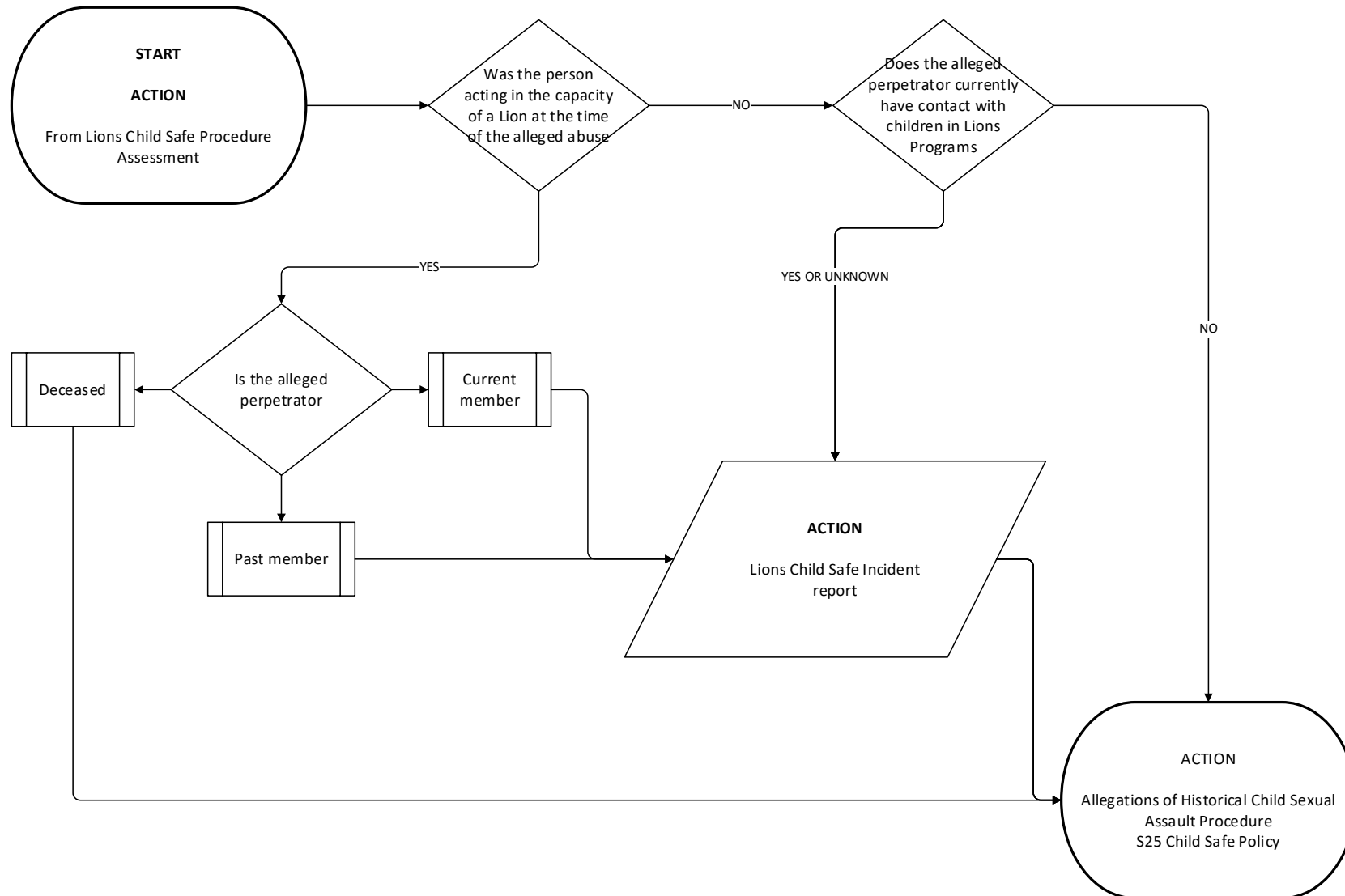


**APPENDIX 1 - CHILD SAFE PROCEDURE**





## APPENDIX 2 - ALLEGATIONS OF HISTORICAL CHILD ABUSE PROCEDURE



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Revision Date	25 March 2022	Applies to	Leos, YOTY, Youth Exchange
Author	Rob Oerlemans	Authorised by	Legal Officer



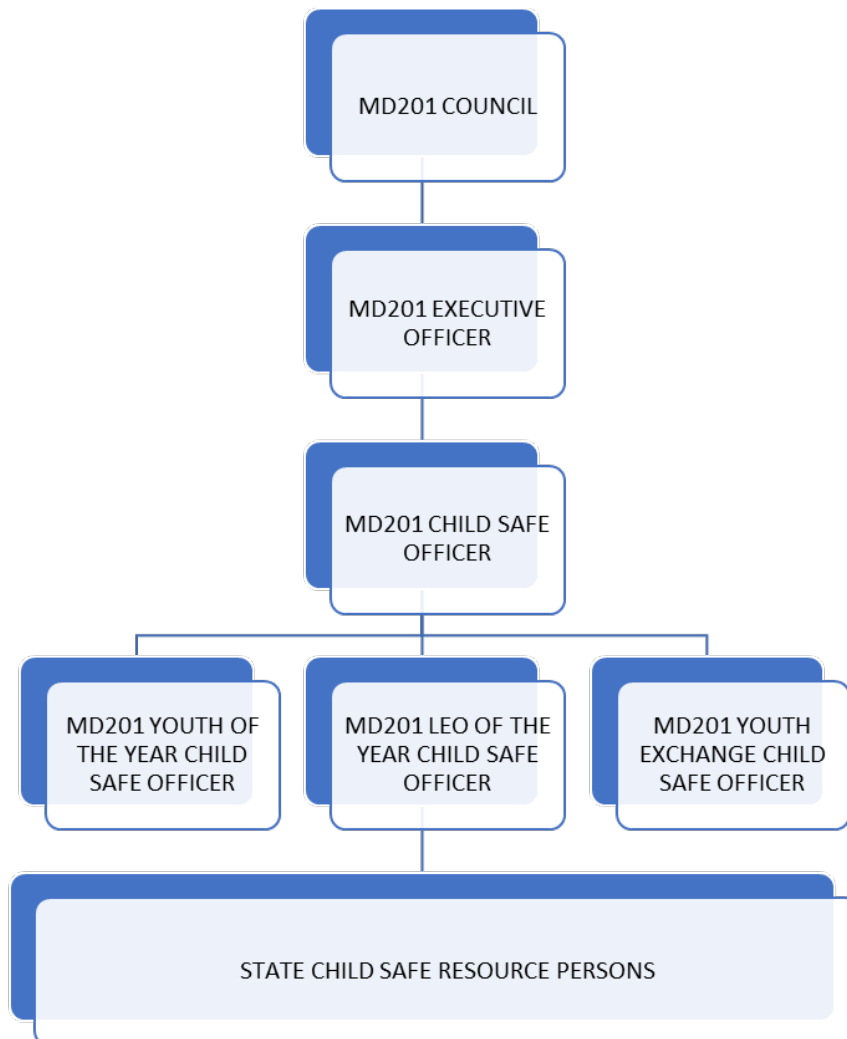
### APPENDIX 3 - CHILD SAFE INCIDENT REPORT FORM

<b>To be completed by the Club Child Safe Officer.</b>	
<i>NOTE: - ALL IMMEDIATE SAFETY CONCERNS ARE TO BE REPORTED TO THE POLICE BY ANY MEMBER AS A MATTER OF PRIORITY.</i>	
<b>Lions District &amp; Club Name</b>	
<b>Details of Child or Young Person if known.</b>	Name: _____
	Age: _____ DOB: _____
<b>Program (circle)</b>	Youth Exchange    Leo    YOTY    Other (Name)
<b>Reported by</b>	Name: _____
	Date & Time reported: _____ Address and Contact Details: _____
<b>Reported to (if different from above)</b>	Name: _____
	Address and Contact Details: _____
<b>Incident Location (if known)</b>	Incident Date & Time: _____
<b>Person/s involved in incident</b>	Name/s: _____
<b>Description of allegation.</b>	
<b>Immediate actions taken and by whom. State reason if no action taken.</b>	
<b>Witness/es (if any)</b>	Name & Contact Details: _____
<b>Outcome of allegation if known at this stage.</b>	

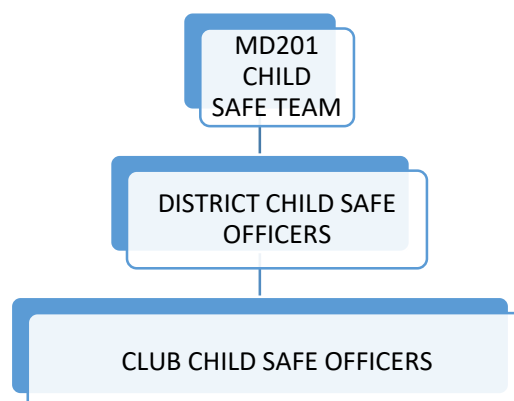
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## APPENDIX 4 - CHILD SAFE STRUCTURE

### 25.5 MD201 CHILD SAFE TEAM



### 25.6 EXTENDED CHILD SAFE STRUCTURE



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## APPENDIX 5 - REPORTING A CHILD SAFETY INCIDENT OR CONCERN

Child Safe issues ideally must be reported by a Lions or Lion Volunteer who has, as an individual, witnessed the event, to a Child Safe Officer Depending on the program, this may be either a Club or District Child Safe Officer.

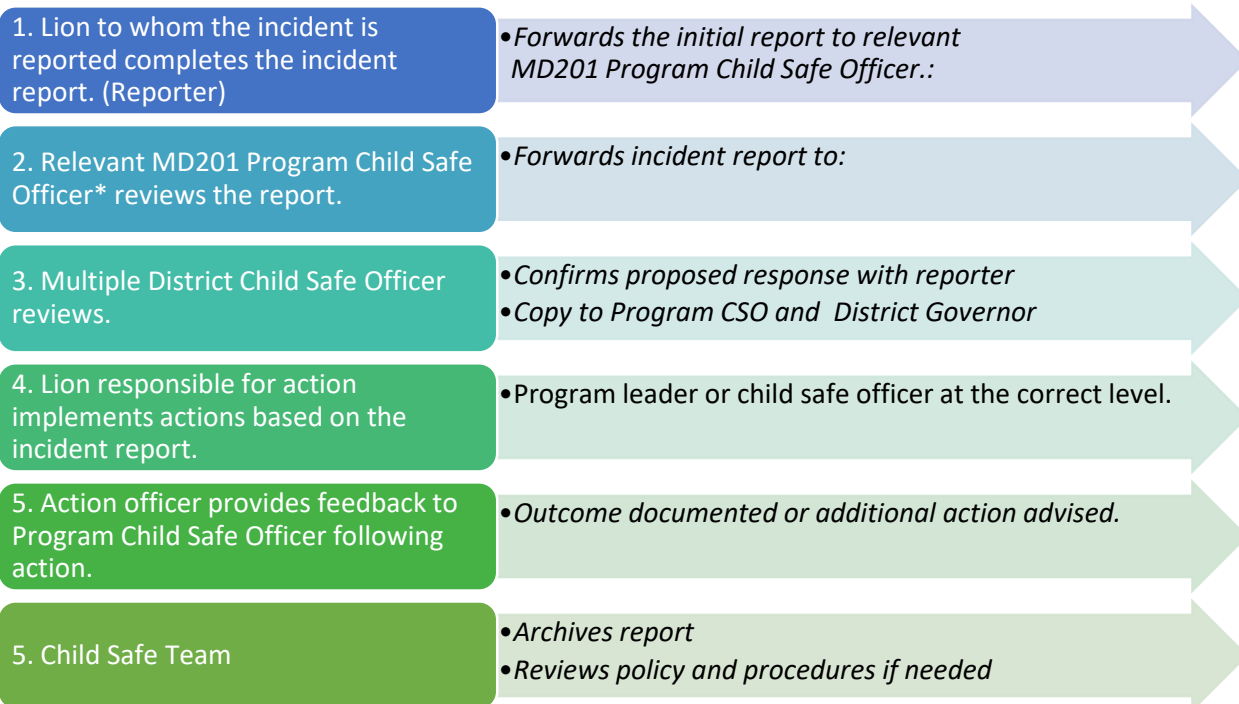
It is important that the investigation and report are conducted immediately when the allegation is made or the incident occurs. The only matter that takes precedence is ensuring the immediate safety of the young person.

The chart below describes the procedure.

In summary, once the report is completed, it is escalated through the Child Safe Officer structure where the recommended actions are endorsed.

Once actioned, the final report is provided to the Child Safe Officer for archiving in the official record system.

Note: If the relevant Child Safe Officer is not available, the report should be escalated immediately to the more senior officer so the matter can be dealt with, without delay.



\*Youth Exchange, Youth of the Year or Leo Program Child Safe Officer.

It is important that the incident report is completed by a Lion with close proximity to the alleged incident. If the incident occurred at a club activity, that could be the club child safe officer, Constitution and By-Laws Chairperson or Program Leader. In appointing a person, one should be careful to exclude any club member that may be included in a future investigation

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## APPENDIX 6 – YOUNG PEOPLE IN LIONS - HOW I CAN MAKE A COMPLAINT?

Please remember you have the right to be treated with respect!

The following telephone numbers, web addresses and emails are for you to use if at any time you feel either under threat of abuse, neglect or grooming by either a Lion or a Lion volunteer.

Lions Australia and its clubs are committed to providing a child safe environment for all young participants. If at any time you feel concerned you can reach out to a Lions Advisor for help, or consider these other avenues.

- **If you feel your life is in danger or you have concerns for your immediate safety,**  
Call 000 now.
  
- **Lions Australia Executive Officer**  
Telephone free to call: 1800 655 201  
Email: CustomerService@lions.org.au
  
- **Kids Helpline for Teens**  
<https://kidshelpline.com.au/teens>
  
- **Kids Helpline for Young Adults**  
<https://kidshelpline.com.au/young-adults>
  
- **eSafety Commissioner**  
<https://www.esafety.gov.au/report>

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