



TCP Child Safeguarding and Protection Guidelines

The Common People (TCP) take child safety and protection of vulnerable people very seriously. It is our commitment to the children and communities we serve that we will strive to protect them from any harm or risk of harm through all our services.

We have a zero-tolerance policy for any form of violence and discrimination against children and vulnerable people. TCP have put in place clear child safeguarding policy and practices across the organisation.

TCP's international aid work is underpinned by core humanitarian principles listed by the United Nations. We comply with all the standards set out by the Australian government in relation to international humanitarian work and child safety standards.

As part of our details child safety policies and procedures, we have a mandatory requirement of obtaining police checks, background and reference checks before engaging staff and volunteers with humanitarian work. In circumstances where a police check is hard to obtain, we conduct thorough background checks and require character references from credible sources and/or community leaders.

If you have any child safety concerns you wish to disclose to us, please email us at connect@thecommonpeople.org

Use of child photograph and personal information guidelines

Child sponsorship is a rewarding experience and we encourage you to share your joy with friends and family.

- You may display the image of the child in your home, work or business place with the same basic information we have provided to you: First name, age, grade, hobbies, aspirations, city and country.
- You may share online the child and community images with the limited information (first name, age, grade, hobbies and country) unless otherwise specified.
- You may share online the general brief background we provide to you about the child's circumstances and family background
- You may NOT edit/photoshop, manipulate the image of the child we provide to you in any manner.
- You may NOT share online the child's
 - Surname
 - Date of Birth
 - Geographical location, village/community name
 - Religion



Complaints Procedure

- Receiving feedback and responding to complaints are important ways for The Common People (TCP) to improve performance and be accountable. TCP recognises the value of complaints as an important tool in understanding and responding to stakeholder expectations. Ensuring that our stakeholders can hold us to account will improve the quality of our operations and bring greater impact.
- TCP will ensure that stakeholders, including children and youth, have clear and accessible means to make a complaint. TCP will respond to complaints in a fair and timely fashion. Complainants will be treated respectfully, confidentially, kept informed and supported in exercising their right to make a complaint without fear of discrimination.

Method of Complaint

Complaints can be received by the following methods:

- Telephone
- Letter
- Facsimile
- Email
- In person
- Social Media
- Through comments and feedback on surveys

To ensure consistency of response and to manage complaints effectively, TCP has put in place appropriate mechanisms for children and youth to express complaints in a practical and safe manner. TCP will make sure that these complaints are either resolved or referred on to the relevant manager or department.

Serious Misconduct

- If there are serious concerns raised about the conduct of a staff or volunteer with regards to the safety of children, youth or other staff, the staff/volunteer will be stood down until a thorough investigation is conducted and clearance issued.
- Formal procedures constitute grounds for disciplinary action, and may lead to dismissal from service or TCP as a whole, and may result in legal proceedings.

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