



Protecting our Children and Young People

An **NYCI Toolkit**

for Youth Work Organisations
to design, review and evaluate
their child protection policy

The **National Youth Council of Ireland** is the representative body for national voluntary youth work organisations in Ireland. Is é Comhairle Náisiúnta na nÓg an eagrais ionadaí ochta an óige in Éirinn. It represents and supports the interests of voluntary youth organisations and uses its collective experience to act on issues that impact on young people.

www.youth.ie

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Introduction

The Child Protection Programme in the National Youth Council of Ireland has responsibility for resourcing the youth work sector in child protection and welfare. The programme provides child protection training, information, guidance, a youth work Garda vetting consortium and produces resource materials such as this toolkit.

This new resource is aimed at youth clubs, services and organisations that are designing their child protection policy for the first time or reviewing their existing child protection policy.

As outlined in 'Children First National Guidance for the Protection and Welfare of Children 2011',

“Consistent with the principles of Children First, every organisation, both public and private, that is providing services for children or that is in regular direct contact with children should... Develop guidance and procedures for staff and/or volunteers who may have reasonable grounds for concern about the safety and welfare of children involved with the organisation. These procedures should not deviate from the current Children First: National Guidance, but may offer further elaboration to ensure local relevance and applicability... It is the responsibility of each organisation to ensure that such guidance and procedures are in place”

In addition to a child protection policy, other organisational child protection responsibilities include;

- A code of behaviour for staff and volunteers
- Appointment of a Designated Liaison Person (and where appropriate a deputy DLP) with clear reporting procedures in place.
- Child protection awareness training for staff/volunteers
- Safe recruitment and selection procedures (including references and Garda vetting)
- Volunteer/staff support and supervision

Also, in line with the National Quality Standards Framework in youth work, all youth clubs, services and organisations must be able to evidence their child protection policies and procedures and this resource is a supportive tool for this process.

This toolkit should be used as a guidance document only and should be used in conjunction with HSE advice and guidance. Independent legal advice may also be obtained by organisations. This document is not a legal tool.

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Section One

What is a child protection policy?

A policy is defined as a statement of the ethos and values of an organisation. It defines a boundary within which issues are accepted. It also clarifies roles, relationships, and responsibilities and they can serve as a basis for decision making. Policies tell people what to do in any given situation; procedures tell them how to do it.

A child protection policy is necessary for youth work organisations to ensure that the young people in their service are protected. An effective policy ensures that all stakeholders in the youth organisation are clear about their role and responsibilities and clear on what to do if you:

- Want to know what constitutes appropriate behaviour while working with children and young people.
- Are recruiting staff and volunteers to work with young people
- Are concerned about a child's welfare
- Receive a disclosure of abuse from a child
- Witness an incident which places a child at risk
- Witness a child being abused
- Have concerns about another staff member or volunteer's behaviour in relation to child protection and safeguarding
- Receive an allegation made against a staff member or volunteer
- Wish to make an accurate and appropriate response or report relating to any of the above

One of the key principles in Children First which must inform your organisational child protection policy is that

'The welfare of children is of paramount importance'.

Section Two

Why do we need a child protection policy?

Developing and implementing a child protection policy shows that youth organisations and groups are actively involved in safeguarding children, young people, volunteers and staff. While also fulfilling both moral and legal obligations, a child protection policy represents a genuine commitment on behalf of the organisation to upholding children's rights in all aspects of their work. The following is a list of some of the key functions and benefits of a child protection policy.

The purpose of a child protection policy includes:

- Enabling organisations to reflect their ethos and position in the work they do;
- Encouraging good practice;
- Supporting staff, management, young people and parents;
- Providing consistency in how to respond to the issue of child protection
- Meeting the specific needs of the organisation's target groups;
- Providing a framework for interagency co-operation;

The benefits of having a child protection policy include:

- The policy communicates that the organisation is committed to keeping children safe
- It helps to create a safe and positive environment for children
- Clear procedures and guidance help to ensure that there is a prompt response to concerns about a child's safety or welfare
- It shows that the organisation is taking its duty of care seriously and is complying with Children First Guidance

A child protection policy can legitimately help to develop a protective culture within organisations in which young people are safe and protected and where staff/volunteers are encouraged and supported to ensure that the safety of children and young people are prioritised

Children First states that 'All organisations involved with children have an obligation to provide them with the highest possible standard of care in order to promote their well-being and safeguard them from abuse. Organisations may also be legally responsible for their failure to provide adequate care and safeguards for children in their care'.

Section Three

What makes a policy effective?

For a policy to be really effective and practical to use; it must be clear, concise and accessible to all those it relates to. In order to achieve this goal, it is important to reflect on the process needed to both develop and implement your policy. The most effective policies are those which have been developed using a participative approach. It makes sense therefore to involve representatives from all the major stakeholders in every stage of this process including planning, developing, implementing, monitoring and reviewing. The more involved people are in this process, the more likely they are to understand the policy and to use it effectively.

There are a number of other considerations to ensure the successful implementation of a policy; the following is a checklist outlining some of those.

A policy is worthwhile if

- The necessary support, supervision and training has been provided to assist and ensure its implementation.
- It is communicated to everyone involved in the organisation/agency
- All the procedures are acted upon

Effective policies are:

- Realistic
- Connected to Practice
- Accessible/Visible
- Understood
- Inclusive
- Owned
- Reviewed regularly
- Updated

Any breach of the child protection policy must be handled in accordance with the organisation disciplinary procedures and in accordance with any advice or guidance received from HSE and/or An Garda Síochána.

Section Four

Who is our child protection policy for?

A child protection policy is primarily about the protection of children and young people. It also protects all of those involved in youth work such as staff and volunteers while also taking into consideration the rights of parents/guardians and obligations of boards of management. It should highlight the importance of shared responsibility in relation to child protection. Keep in mind from the outset that the needs of stakeholders should be taken into account when you are developing an accessible child protection policy.

It is also worthwhile to adapt the organisational policy to one which could easily be communicated to children and young people and one which could provide parents/guardians with the relevant information, see **appendix one** for information to be included for children and parents.

When devising a policy consider:

- Children First: National Guidance for the Protection and Welfare of Children 2011
- The needs of those who use the service i.e. children and young people
- The needs of volunteers, staff and management
- The rights and responsibilities of all involved, including parents and board members
- Does it link with other policies in the organisation?
- Purpose – what need is it meeting? What is improving because of it?
- Does it reflect the ethos of the organisation?
- Relevant guidelines, legislation and standards

Your organisational child protection policy is for:

- Young People (service users)
- Volunteers, Staff, Management
- Parents / Legal Guardians
- Tutors / instructors / guest speakers
- Sessional staff / relief staff
- Students on placement
- Other organisations that you work with

Section Five

How do we make our child protection policy accessible?

We have already highlighted what makes a child protection policy effective, particularly in relation to the planning and development stage of the process. Equally, a policy is only truly effective if it is communicated effectively. Making your policy accessible to all stakeholders is crucial if organisations and groups want a policy which impacts positively on the day to day work of an organisation. However, this can sometimes present some challenges. Ensuring that the policy is effectively communicated is an on-going task and is achieved by maintaining its relevance through monitoring and reviewing. This section will help to provide you with some practical ideas for how to go about producing a user friendly child protection policy which is easily understood and appropriate to all stakeholders.

Strategies for communicating your policy include:

Staff and Volunteers

- Induction process – All new staff and volunteers should be given a copy of the policy and provided with an opportunity to seek clarification on any aspect of it as required as part of the induction process. Child protection training during induction should refer to and highlight the key elements of the policy.
- Discussed in supervision – Supervision is a time to reflect on current work practices and discuss any challenges and successes. Allowing time for a brief discussion on the practicalities of implementing the policy for staff and volunteers is crucial as this will highlight not only how useable the policy is but also will reflect the level of familiarity staff have of its key elements.
- Reviewed at team meetings – This can provide staff with a forum to discuss collective issues during the implementation process and also an opportunity to clarify aspects of the policy if needed.
- Training in organisational policy – Staff/volunteers should always realise the importance or purpose of any organisational policies and specific policy training can be very useful in getting people on board from the outset.
- Material – Producing leaflets based on the policy pinpointing specific aspects of it can help in highlighting issues of particular importance to staff and volunteers. Including aspects of the policy in membership and application forms. Devising a code of conduct for all and producing posters to publicly display rights and responsibilities and appropriate behaviour. Devising a code of conduct for all and producing posters to publicly display rights and responsibilities and appropriate behaviour are all strategies to communicate your policy and code.



Communicating your policy to young people and parents/legal guardians

- Parent friendly version of policy – This version can include key messages aimed specifically at parents, in relation to the organisation’s child protection practices and procedures. Where possible, parents could also be involved in producing this document. Providing parents with a copy of the policy when their child enrolls with the organisation sends a clear message that you are taking child protection seriously and are showing transparency in how you achieve this.
- Youth friendly version of policy – This can take the form of leaflets and/or posters written in youth friendly language, taking into consideration levels of understanding and literacy. Ideally young people and children should be involved in the process whether through planned workshops or various other creative activities. Although this can be a time consuming process, it can also be quite insightful to hear what young people have to say. Moreover, it is invaluable in terms of communicating to young people not only their rights but also their responsibilities in relation to creating a safe and happy environment for everyone. They will also have more ownership of the policy if they are involved in creating it.

See appendix one for suggested information to be included in a child protection policy for parents and young people

- Membership forms to include key points of policy
- Public displaying of the policy/statement – is a good way of raising awareness of child protection and can also help to encourage daily recognition among staff, volunteers and young people as to the importance of a safe environment.

Section Six

How do we write a child protection policy?

Writing your child protection policy does not have to be a daunting task and should not fall on the shoulders of just one person. The process that has been described so far is all about making this task straightforward and achievable. Establishing a cross section working group to input into the policy content is a good first step. Also, identifying needs based on the target audience and including all stakeholders in the development and implementation process will help in realising this goal.

This section guides you through a step by step approach to developing a child protection policy.

<p>Step 1</p> <p>Establish a policy working group</p>	<p>This should consist of a small group of people who are broadly representative of the different levels and areas within the organisation (key stakeholders). This group will consult with the wider organisation, as well as key informants external to the organisation, about the development of the policy. This group will also draft and re-draft the policy</p>
<p>Step 2</p> <p>Clarify the present position within the organisation</p>	<p>This is about getting a clear picture of the organisation and its practice in relation to child protection. This will involve consulting with all the relevant stakeholders such as employees/volunteers, senior management, boards of management, parents/legal guardians, children and young people, HSE social work services, An Garda Síochána, other local services working with children and young people. In particular, this consultation should focus on looking at what is working well, including any relevant existing policies or procedures and also looking at where the gaps are. This should be measured against recognised good practice in child protection (as identified for example in <i>CHILDREN FIRST</i> and <i>Our Duty to Care</i> and other associated documents).</p>
<p>Step 3</p> <p>Identify the procedures that need to be addressed in the policy</p>	<p>It is important that the organisation has procedures so that everyone knows how to fulfil their responsibilities in relation to child protection.</p> <p>The working group should clarify issues such as reporting, for example, how does a concern regarding possible abuse of a child get reported and who has responsibility for managing the process? There may already be an informal procedure but it may not be written down anywhere. What is working well and where are the gaps?</p>
<p>Step 4</p> <p>The Appointment of a Designated Liaison Person</p>	<p>All organisations should have a named designated liaison person who is responsible for ensuring that the child protection policy is implemented and followed. The role and contact details for the DLP should be clearly outlined in the policy.</p>

<p>Step 5</p> <p>Drafting the Policy</p>	<p>Agree the target audience for the policy. Also agree the content and format for the policy. Assign roles and responsibilities regarding the writing of the policy. Following completion of the first draft circulate it to relevant stakeholders for comment and feedback. Consider the production of user friendly formats for children, young people and their parents/guardians.</p>
<p>Step 6</p> <p>Pilot the policy</p>	<p>Following agreement on the final draft of the policy, disseminate as appropriate for comment on its usefulness. Pilot the policy using relevant case studies/scenarios to test its usefulness</p> <p>Make any changes necessary to improve the policy</p> <p>Ensure that the legal implications of the policy have been approved.</p>
<p>Step 7</p> <p>Ratify the policy</p>	<p>Senior management/Board of Management should officially sign off on the policy</p>
<p>Step 8</p> <p>Implement the policy</p>	<p>Develop an implementation plan to roll out the policy. This will involve:</p> <ul style="list-style-type: none"> • dissemination of the policy to relevant stakeholders both within and outside the organisation; • Briefing sessions for relevant stakeholders as appropriate • Training sessions on the use of the policy for relevant personnel
<p>Step 9</p> <p>Monitor and evaluate the policy</p>	<p>Appropriate monitoring and evaluation measures should be in place to support the implementation of the policy. An agreed date for a formal review of the policy should be noted in the policy document itself along with the name of the person responsible for overseeing this task</p>

Section Seven

What should be in a child protection policy?

Though your child protection policy should be tailored to suit your organisation's specific needs, there are a number of key elements which do need to be included. The section provides you with a list of some of those key elements.

IMPORTANT:

All legitimate child protection policies must be based on Children First: National Guidance for the Protection and Welfare of Children, 2011.

Suggestions as to what to include in the policy document

(This is not an exhaustive list)

Introduction, policy statement, policy aims and objectives, geographical boundaries and target audience for the policy

Safe recruitment, vetting and selection procedure
(may be included in a different organisational policy)

Guidelines on the support, supervision and training of staff and volunteers

Code of behaviour for employees/volunteers

*Reporting procedures – internal and external to the organisation

Role and responsibilities of the designated liaison person

Dealing with allegations against staff, volunteers and young people

Record keeping, access and storage of information

*Guidelines on confidentiality

Guidelines for sharing information with young people, parents/guardians and other agencies

Guidelines for interagency working

Procedures for dealing with accidents & incidents
(may be included in a different organisational policy)

Procedure for dealing with non child protection related complaints
(may be included in a different organisational policy)

Appendices e.g. Definitions of abuse as per Children First*

***Must not deviate in any way from detail in Children First: National Guidance for the Protection and Welfare of Children, 2011**

Section Eight

How do we know if our child protection policy is working?

A child protection policy is a working document, meaning that even in its completed form, it must remain a work in progress in order to update and adapt it as needs arise. In much the same way as your organisation and work practice evolves with time and adapts to suit the changing needs of the young people you engage with, so too must your policy. This section provides you with a template for helping you to make the most out of your policy document and help you to improve its effectiveness through simple monitoring and evaluation techniques.

Policy evaluation questions include:

- Who devised it and how was it devised?
- When the policy was last reviewed?
- What need is this policy meeting/why do we have this policy?
- What gains does it provide/how does it improve our work?
- What challenges does it present?
- Have we used the policy? How often? How effective was the policy when we used it? What worked and what did not work?
- Is the policy accessible to all stakeholders in terms of understanding, visibility and relevance?
- If so, what parts and what was the outcome?
- If not, why not?
- How are we monitoring the effectiveness of this policy?
E.g. proof it against a scenario.
- What, if anything needs to be changed?
- What, if any, changes have taken place (organisational, national, legislation)?

These questions could be drafted into a questionnaire for staff and volunteers to complete and the responses collated to give you some general feedback. It would be worthwhile asking the young people and parents how they would suggest reviewing the policy.

Child Protection Policy Checklist

For youth work organisations

IMPORTANT:

This document is intended to be used as a guidance tool and should be adapted to each organisation's own specific context.

Adapted from GUIDANCE TOOL FOR THE DEVELOPMENT OF CHILD PROTECTION POLICY, PROCEDURES AND PRACTICES' HSE December 2009.

Checklist contents

- Policy statement, aims and objectives, target audience etc...
- Recruitment, vetting and selection procedures
- Organisational support, supervision and training structures
- Code of behaviour for volunteers/staff
- Reporting procedures and role of the Designated Liaison Person (DLP)*
- Procedure for dealing with allegations against staff/volunteers and young people
- Record keeping, access and storage of information
- Confidentiality and sharing of information*
- Guidelines for interagency working
- Accidents and incidents (may included in a different organisational policy e.g. health and safety)
- Procedure for dealing with non child protection related complaints (may included in a different organisational policy)
- Appendices e.g. definitions of abuse as per Children First*

***Must not deviate in any way from detail in Children First: National Guidance for the Protection and Welfare of Children, 2011**

Policy Statement

Does your child protection policy outline the following?

	Yes	In progress	No
A child protection policy statement which explains the organisation's/agency's intention to keep children / young people safe?			
The geographical boundaries of the policy? e.g. on site, trips away, trips abroad?			
The welfare of the child is paramount?			
Who the policy covers i.e. target audience?			
Procedures to be followed in line with Children First			
Does it outline that the child protection policy, procedures and practices will be reviewed on a bi/annual basis?			
Does it link the policy to other related organisational policies?			

Recruitment, vetting and selection procedures

Does your child protection policy outline the following?

	Yes	In progress	No
Advertising process?			
Applications process?			
Job descriptions?			
Interviewing process?			
Garda vetting process?			
Verification of identity and of qualifications?			
Selection process?			
Reference checking system?			
Induction and probationary period?			

Support, supervision and training

Does your child protection policy outline the following?

	Yes	In progress	No
Supervision and support processes for new and existing staff/volunteers			
All staff, volunteers & students whether temporary or permanent will receive induction training in the organisation/agency child protection policy?			
All staff, volunteers & students whether temporary or permanent will be required to sign up to the child protection policy.			
That the organisation has a responsibility for co-ordinating the training needs of all staff, volunteers & students and with specific regard to child protection and welfare?			
Training, information and policies should be updated regularly and communicated to all parties involved in the organisation			

Code of Behaviour

Does your code of behaviour outline the following?

	Yes	In progress	No
Appropriate adult supervision and ratio's			
Appropriate relationships and boundaries between leaders and young people			
Appropriate physical contact			
Appropriate language			
Appropriate behaviour when addressing challenging behaviour			
Procedures for dealing with bullying			
Considerations for off -site activities and overnight trips away			
Considerations for one to one/outreach/detached youth work			
Safe use of technology, including internet use and mobile technology			
Safe use of transport			
Consideration for working with children with special needs or vulnerable young people			

Reporting procedures and role of the DLP

Does your child protection policy outline the following?

	Yes	In progress	No
A named Designated Liaison Person & their role? And deputy DLP (if appropriate)?			
The DLP's contact details?			
Information on definitions of abuse as per Children First?			
Information on reasonable grounds for concern?			
Procedure for seeking advice from HSE when unclear whether to report?			
Reporting procedures with clear role and responsibilities for all involved?			
Guidelines in relation to dealing with a disclosure?			
Reference to verbal & written reports being made to the HSE without delay?			
Reference to informing parents/guardians that a report is being made to the HSE (where appropriate, unless doing so would put the child at further risk?)			
A copy of the standard reporting form to the HSE?			
Out of duty social work hours or any emergency situation should be referred to the Gardaí?			
All relevant numbers i.e. local HSE duty social work numbers, addresses, Gardaí numbers?			
Mechanisms for recording concerns that may not need to be reported to HSE?			
Procedure for reporting retrospective disclosures of child abuse by an adult?			

Dealing with Allegations

Does your child protection policy outline the following?

	Yes	In progress	No
Does your policy respond to allegations against: Staff? Volunteers? Management? Young people?			
Does your procedure include a named person to deal with & respond to allegations of child protection and welfare in relation to: • The child? • The staff member/volunteer?			
Does your procedure include steps/measures that consider the principle of paramountcy and principle of natural justice e.g. right of the worker/volunteer/young person to know of the allegation and their right to respond? HSE to be informed of response?			
Does your procedure outline the following considerations in relation to the protection and welfare of children? - Level of risk to children in the service? - Notification & liaising with HSE & or An Garda Síochana to ensure there is no impediment to the investigation? - Proportionate response ie. protective action/supervision/suspension of worker/volunteer/student pending assessment and investigation of allegation? - Informing, where appropriate, parents/guardians/young people & children (age appropriate) of actions planned & taken?			
Support measures for volunteers/staff/young people against whom an allegation has been made?			

Record keeping, access and storage of information

Does your child protection policy outline the following?

	Yes	In progress	No
Records are up to date and regularly reviewed?			
Clear recording system in place for monitoring concerns etc...?			
Recording systems are safe and confidential?			
Process for the storage of information?			
Access to information is clearly defined and on a 'need to know' basis			
Clear procedure for archiving old information			

Confidentiality and sharing of information

Does your child protection policy outline the following?

	Yes	In progress	No
Limits on confidentiality communicated when working with young people			
Where child protection concerns arise, information must be shared on a 'need to know' basis in the best interest of the child			
Sharing information re child protection concern is not a breach of confidentiality			
Parents/guardian & children & young people have a right to know if personal information is being shared & or a report is being made to the HSE unless doing so could put the child/young person at further risk?			
Sharing information with parents/guardian and children?			
Systems for communicating information both internally and externally to other organisations in relation to child protection and welfare issues?			

Interagency working

Does your child protection policy outline the following?

	Yes	In progress	No
Scope of the CP policy and who it covers?			
Clear procedures for working with other agencies e.g... which organisational CP policy to follow?			
Reporting procedure to statutory services?			
Agreements on sharing information with other agencies?			

Accidents and Incidents

Does your child protection policy outline the following?

	Yes	In progress	No
The accident and incident procedure			
The procedure for recording? I.e. an accident/incident book?			
A system for informing parents/guardians of an accident/incident?			
An identified/named person trained in first aid?			
An up to date contact number list for parents and staff?			
Location of a first aid box? Do you display emergency numbers?			
Insurance cover?			

Dealing with Complaints (not related to child protection issues)

Does your child protection policy outline the following?

	Yes	In progress	No
A complaints procedure to deal with issues/concerns in relation to service for: Children/young people? Parents/guardians? Staff/volunteers/students?			
Systems to ensure that all of the above individuals are aware of your complaints procedure?			
A person identified and named as the person who receives and responds to the complaint?			
A complaints form?			
Steps in place to respond to all complaints? (verbal and written)			
A procedure that considers: <ul style="list-style-type: none"> • Timescale for dealing with complaints? • Feedback to all involved? • Resolving issues at source? • Advice/consultations with HSE and or other? 			
An accompanying disciplinary procedure?			
An accompanying appeals procedure?			

A suggested List of appendices for a child protection policy
Does your child protection policy contain the following?

	Yes	In progress	No
Definitions of Abuse (as per Children First)			
Relevant legislation incl. Protections for Persons Reporting Child Abuse Act, 1998 (see Children First)			
Standard Reporting Form (see Children First)			
HSE Duty Social Work contact numbers / Garda contact numbers (see Children First)			
Sample staff/volunteer application forms			
Sample Garda vetting application form			
Sample reference forms			
Information for parents/guardians/children/ young people			

Suggested information to include in your child protection policy for parents

IMPORTANT:

Remember – this policy should be written in a manner which is appropriate to your service and to your parents/guardians and should be based on Children First

What can you, as a parent, expect from this club/service/organisation?

- The safety and welfare of children is of paramount importance.
- Parents are encouraged to be involved in the youth club/service/organisation.
- Parental consent is required for membership.
- Specific consent is required for particular activities such as trips etc...
- Parents are required to provide their contact details, child medical details and allergies etc...
- Safe recruitment procedures for staff and volunteers are outlined.
- Organisational training, policies and code of behaviour are outlined.
- Parents should be informed of any accident or incident involving their child.
- Parents have a right to access information on their child which may be both stored and/or shared by the organisation.
- Confidentiality is outlined i.e. 'need to know basis' and personal information is treated with the utmost respect.
- Organisational duty of care to report child protection concerns, allegations, disclosures etc... Is outlined
- Parents have a right to be informed of a report being made to the statutory services, unless this is not appropriate to the situation.
- Parents who wish to make a complaint can contact the assigned person in the organisation (contact details to be included).

Appendix one continued

Suggested information to be included in your child protection policy for children

IMPORTANT:

Remember –this should be written in a manner which is appropriate to your service and to your young people

What can you, as a child/young person/member, expect in this club/service organisation?

- Your safety and welfare is of paramount importance
- Staff and volunteers should be recruited safely and trained.
- Staff and volunteers are expected to follow a code of behaviour
- You are expected to follow a code of behaviour
- You should always be treated with respect
- You have a right to feel safe and secure in your club
- You have a right to be heard and involved in decision making in your club
- If you are worried or concerned about anything in your club you should talk to your leader.
- If someone is hurting you in anyway, you should tell someone you trust. Remember, it is never O.K. for someone to hurt you and it's not your fault.
- If someone is hurting you, the leaders in the club will have to talk to someone who can help.
- Your personal information will be treated with respect and shared only on a 'need to know basis'.
- You should always be told the truth and everything should be explained to you.
- If you wish to make a complaint, you can contact the assigned person in the organisation (contact details to be included).

Appendix Two

Resource Information

Where can you get more information and guidance on designing and reviewing your child protection policy?

Organisational Support

- Your national organisation (where applicable) may be able to provide you with information and guidance on policies and procedures.
- HSE Children First Information and Advice Officers provide information and advice to organisations on child protection and welfare. They also review organisational child protection policies. **See HSE contact details in appendix number four.**
- The Child Protection Programme in the National Youth Council of Ireland provides training, guidance and resources to youth work organisations on a wide range of child protection and related issues.

Child Protection Programme,
NYCI, 3 Montague Street, Dublin 2.
01 4784122/01 4255943
childprotection@nyci.ie
www.childprotection.ie

Publications

HSE Children First: National guidance for the Protection and Welfare of Children
http://www.dcy.gov.ie/documents/child_welfare_protection/ChildrenFirst.pdf

HSE Practice Handbook
<http://www.hse.ie/eng/services/Publications/services/Children/WelfarePractice.pdf>

HSE Frequently asked questions http://www.dcy.gov.ie/documents/child_welfare_protection/Children_First_-_Frequently_Asked_Questions_2011.pdf

Our Duty to Care
http://www.dcy.gov.ie/documents/publications/ODTC_Full_Eng.pdf

Appendix Three

HSE Information and Advice Officers

Name	Area	Contact Address	Contact Numbers
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