



Preventing Sexual Exploitation, Abuse and Harassment Standard

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Overview

Overarching Policy This document supports implementation and must be read in conjunction with the [Service Delivery Policy](#) (MD_OM_POL_TCSS).

Purpose This standard outlines The Salvation Army’s (TSA) commitment to the prevention of sexual exploitation, abuse and harassment and the expected standard of behaviours required in delivering that commitment.

This commitment aligns with TSA’s Vision, Mission and Values.

Who does this apply to? This standard applies to all people engaged, in international development activities or other mission delivery supported by the Australia Territory overseas.

Effective date 01/04/2020

Definitions

Term	Definition
Abuse	<p>All forms of behaviour occurring within a relationship of responsibility, trust or power that results in actual or potential harm to an individual's health, survival, development or dignity.</p> <p>Abuse causes fear, physical and/or psychological harm, is a violation of human rights and can include (and as otherwise defined in this document), but is not restricted to:</p> <ul style="list-style-type: none"> ▪ Sexual abuse ▪ Physical abuse ▪ Emotional abuse ▪ Neglect ▪ Exposure to family violence <p>Abuse can be a single incident or repeated actions and may occur over a period of time.</p>
Approved Authorities Matrix	<p>A supporting document attached to the Approved Authorities Policy (GO_LR_POL_TAAP) that identifies what authority a role has in relation to a specific Authority Topic.</p>
Australian Council for International Development (ACFID)	<p>The Australian Council for International Development is the peak body for Australian non-government organisations (NGOs) involved in international development and humanitarian action.</p>
Board, The	<p>The Salvation Army Australia (Territory) Board provides governance oversight to the Australia Territory and has been established to strategically position the Territory so it has a sustainable, major influence on Australian society. The Board provides advice and assistance to the Trustees.</p>
Child, Young Person	<p>Refers to and includes all persons under the age of 18 years.</p>
Department of Foreign Affairs and Trade (DFAT)	<p>Department of Foreign Affairs and Trade is the department of the Federal Government of Australia responsible for foreign policy, foreign relations, foreign aid, consular services and trade and investment.</p>
Discrimination	<p>Disadvantaging someone because of an actual or perceived personal characteristic (protected attribute) as defined in relevant legislation such as:</p> <ul style="list-style-type: none"> ▪ Age ▪ Physical features ▪ Industrial activity ▪ Parental status ▪ Political belief ▪ Personal association ▪ Race/ethnic background ▪ Carer status ▪ Relationship status ▪ Gender, Gender identity, sexual orientation ▪ Pregnancy ▪ Lawful sexual activity ▪ Impairment/disability ▪ Unrelated criminal record ▪ Religious belief/activity <p>Discrimination occurs if a person treats or proposes to treat a person with a protected attribute less favourably because of that attribute.</p>

Term	Definition
Engaged	Any individual or entity with a formal or informal relationship with The Salvation Army including but not limited to suppliers, corps attendees, service recipients and members of the community.
Equity and Diversity	<p>Equity ensures everybody has an equal opportunity, and is not treated differently or discriminated against because of their characteristics.</p> <p>Diversity takes into account the differences between people and respects the diversity of perspective and contribution of all people.</p> <p>TSA values the diverse skills and perspectives people bring to its operations, mission expressions, and the workplace through their gender, gender identity, age, language, ethnicity, cultural background, disability, religious belief, sexual orientation and marital status.</p>
Focal person	A TSA person situated in the Professional Standards and Quality Department who provides a key role in raising awareness throughout TSA and in coordinating, supporting and advising on the development of PSEAH policy documents. This person is a requirement under the ACFID Code of Conduct.
Fraternisation	Any relationship that involves, or appears to involve, partiality, preferential treatment or improper use of rank or position including but not limited to voluntary sexual behaviour. It could include sexual behaviour not amounting to intercourse, a close and emotional relationship involving public displays of affection or private intimacy and the public expression of intimate relations.
Mission Enablers	Services that support and enable Mission Delivery at the front-line.
Mission Expression	<p>Ministries or services of The Salvation Army that provide holistic mission and serve people in local communities.</p> <p>This includes Corps, Social and Community programs, Chaplaincy and Mission Enterprises.</p> <p>Examples include but are not limited to Corps meetings and programs, accommodation services, Doorways and Salvo Stores.</p>
Non-national personnel	TSA personnel who are not a citizen of the country in which the international development activity is being implemented.
Personnel, TSA	A person who may be an officer, territorial envoy, aux-lieutenant, cadet, candidate, person serving under officer conditions, employee, volunteer, a contractor or subcontractor, employee of a contractor or subcontractor, employee of a labour hire company, trainee or student on placement that is engaged in any TSA mission delivery or mission expression or is a Board or Board Committee member.
Policy Owner	<p>The Policy Owner is the delegate to ensure that all policies, procedures and supporting documents are developed, amended, rescinded and reviewed according to the Policy Management Policy (GO_LR_POL_TPMP) and the Policy Lifecycle Procedure (GO_LR_PRO_TPMP).</p> <p>The Policy Owner is responsible for managing the following four stages of the Policy Lifecycle:</p> <ol style="list-style-type: none"> 1. Identify and Plan 2. Develop, Consult and Approve 3. Implement 4. Monitor and Review
Sexual Abuse	<p>The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. It covers sexual offences including but not limited to: attempted rape (which includes attempts to force someone to perform oral sex); and sexual assault (which includes non-consensual kissing and touching).</p> <p>All sexual activity with children (under the age of 18) is considered to be sexual abuse. Sexual abuse can also include the engagement of a child in sexual activity by another child who by the nature or their age of development has increased power.</p>

Term	Definition
Sexual Exploitation	Any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes. it includes profiting monetarily, socially or politically from sexual exploitation of another.
Sexual Harassment	<p>A person sexually harasses another person if the person makes an unwelcome sexual advance or an unwelcome request for sexual favours or engages in other unwelcome conduct of a sexual nature, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.</p> <p>Sexual harassment can take various forms. It can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by any person of any gender towards any person of any gender.</p>
The Salvation Army (TSA)	This refers to The Salvation Army Australia inclusive of all Mission Expressions and Mission Enablers.
Transactional sex	The exchange of money, employment, goods, services or other benefit for sex, including sexual favours.
Victim/Survivor	A person who is or has been sexually exploited, harassed or abused.
Vulnerable Person	<p>Vulnerable Person for the purpose of this policy means:</p> <ul style="list-style-type: none"> ▪ A child or young person under 18 years of age ▪ An individual aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason
	This symbol indicates either a special note or an attachment.
	This symbol highlights a matter that may have serious personal or organisational impact if not considered or acted upon.

Preventing Sexual Exploitation, Abuse and Harassment (PSEAH)

Principles

Zero tolerance	<p>TSA is committed to the safety and wellbeing of all Personnel, those we are engaged with and program and project beneficiaries.</p> <p>Sexual exploitation, abuse and harassment (SEAH) are never acceptable and are not tolerated by TSA. Zero tolerance also applies to inaction in reporting and preventing SEAH.</p>
Prevention is a shared responsibility	<p>The prevention of SEAH is the responsibility of all TSA Personnel.</p> <p>TSA Personnel must:</p> <ul style="list-style-type: none">▪ Respond immediately to any complaints, allegations or incidents of abuse, misconduct or breach of TSA's Code of Conduct Policy (GO_LR_POL_TCOC) and Code of Conduct Standard (GO_LR_PRO_TCOC)▪ TSA Personnel are required to report and manage such matters in accordance to TSA's Incident Management Policy (GO_QA_POL_TCIM)▪ Report concerns, disclosures and allegations of abuse and harm to relevant external authorities as required under legislative and/or contractual obligations
Prioritising the needs of victims/survivors	<p>TSA commits to prioritising the rights, needs and wishes of the victim/survivor by:</p> <ul style="list-style-type: none">▪ Treating the victim/survivor with dignity and respect▪ Involving the victim/survivor in decision-making▪ Providing the victim/survivor with comprehensive information▪ Protecting privacy and confidentiality▪ Not discriminating based on gender identity, age, race/ethnicity, ability, sexual orientation, or other characteristics▪ Considering the need for counselling and health services to assist the victim/survivor with their recovery
Gender equality	<p>TSA is committed to achieving gender equality, inclusivity and safety for all people impacted by its operations and mission activity, as outlined in the Gender Equality Policy (GO_LR_POL_TGEP).</p> <p>Refer to the Code of Conduct Standard (GO_LR_PRO_TCOC) regarding the need to ensure behaviour recognises and minimises the power imbalance that is inherent in the role and position of personnel.</p>

Expected Behaviours

TSA Code of Conduct	<p>All Personnel are expected to comply with the conduct and behaviours specified within the Code of Conduct Standard (GO_LR_PRO_TCOC).</p> <p>The Code of Conduct Standard (GO_LR_PRO_TCOC) sets out behaviours that are not condoned by TSA for any personnel towards any child, vulnerable person or other individual, including the following:</p> <ul style="list-style-type: none">▪ That all interactions with people must not violate their physical, psychological and sexual boundary limits▪ That under no circumstances is any form of sexual behaviour to occur between, with or in the presence of children or vulnerable people, irrespective of the age of the child or vulnerable person <p>All Personnel must report all concerns, complaints and allegations, and actual or perceived breaches of TSA's policies relating to the safety and wellbeing of any individual.</p> <hr/>
Prohibited behaviours	<p>In addition to prohibited behaviours defined in the Code of Conduct Standard (GO_LR_PRO_TCOC), TSA also prohibits any form of SEAH, including transactional sex and or fraternisation (by non-national personnel), against any persons, whether they be child or adult.</p> <p>TSA takes prompt action to address any concerns or allegations of such behaviour.</p> <hr/>

Prevention

Risk management

A risk assessment must be undertaken in the design phase of any program or project considering the risk of SEAH. Risk must be re-assessed on an annual basis or where there is a significant change to the context, environment or other factors impacting on the level of risk. SEAH risk will be recorded in local risk registers and risks will be escalated as outlined in the [Enterprise Risk Management Policy](#)(GO_LR_POL_TERM).

TSA is committed to preventing any incident or repeat occurrence of SEAH.

Training programs

TSA is committed to:

- Providing induction and training on the identification and prevention of SEAH
 - Development of materials pertaining to personnel behaviours and complaints processes for communities.
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Recruitment and screening

Personnel being engaged in management and service, program and project delivery roles must be recruited in accordance with the [Recruitment and Onboarding Policy](#) (BS_HR_POL_TROB), [Recruitment Procedure](#) (BS_HR_PRO-05_TROB), [Induction and Onboarding Procedure](#) (BS_HR_PRO-06_TROB) and [Pre-employment Procedure](#) (BS_HR_PRO-04_TROB).



Pre-employment checks must include screening and reference checking for former misconduct.

Refer to the [Disciplinary Procedure](#) (BS_HR_PRO-04_TWPR) for the range of interventions that can be implemented for improvement of performance or conduct, and the disciplinary consequences for failing to make the necessary improvements.

Refer to the [Grievance Resolution Procedure](#) (BS_HR_PRO-03_TWPR) for how to raise a grievance in relation to the [Code of Conduct Standard](#) (GO_LR_PRO_TCOC).

Reporting of SEAH Incidents

TSA Reporting requirement

All allegations of SEAH will be reported internally as per the Incident Management Policy (GO_QA_POL_TCIM) and reporting requirements.

The PSEAH Focal Person must be informed of any incidents by email to professionalstandards@salvationarmy.org.au.

DFAT Funded Programs

In addition to the above reporting requirements, DFAT funded programs, services or project must report as follows:

- Mandatory and immediate reporting
- Mandatory reporting

All reports to DFAT of alleged SEAH incidents will be made by the SAID Compliance and Partnership Manager and must be made using the DFAT SEAH Incident Notification Form (www.dfat.gov.au/pseah) and emailed to seah.reports@dfat.gov.au.

Mandatory and Immediate Reporting

Mandatory and immediate (within two working days of becoming aware of an alleged incident) reporting of any alleged incident of SEAH related to the delivery of DFAT business.

Mandatory Reporting

Mandatory reporting (within five working days) of any alleged Policy non-compliance. For example, failure to adhere to the DFAT PSEAH Policy Minimum Standards or principles.

Reporting and investigation processes

TSA Personnel must comply with the reporting and investigation processes outlined in the Incident Management Procedure (GO_QA_PRO-01_TCIM) and the [Feedback and Complaints Procedure](#) (GO_QA_PRO-01_TBFK).

Complainant support

As per the Incident Management Procedure (GO_LR_PRO-01_TCIM), the [Feedback and Complaints Procedure](#) (GO_QA_PRO-01_TBFK) and as required by ACFID/DFAT, complainants must:

- Be able to make anonymous complaints
- Be assured that complaints will be de-identified at the request of the complainant or victim/survivor
- Be provided with appropriate support and referrals, including but not limited to:
 - Medical assistance
 - Legal assistance
 - Financial assistance

Any complaints relating to other organisations will be referred to the relevant organisation, where it is safe to do so and following consultation with the PSEAH Focal Person.

Criminal activities

Where it is assessed based on local laws, culture and service structures as safe to do so, and in accordance to the wishes of the victim/survivors and/or whistleblowers, all alleged SEAH incidents that involve a criminal aspect should be reported through the appropriate local law enforcement channels, in addition to mandatory TSA and DFAT reporting requirements.

Roles and Responsibilities

The roles associated with execution of this policy are indicated in the table below.

Line Managers	Ensure Personnel comply with this Standard.
Focal Person	Provide a key role in raising awareness throughout TSA and in coordinating, supporting and advising on the development of PSEAH policy documents. Ensure all incidents that require assistance, to be addressed in accordance with the Incident Management Policy (GO_QA_POL_TCIM) and this Standard.
SAID Compliance and Partnership Manager	Make reports to DFAT as per regulatory requirements.

Risk and Compliance

Obligation	All Personnel under the terms of their service, employment, engagement or contract must comply with all TSA policies, procedures and supporting documents.
Consequences of non-compliance	Failure to comply with this standard may result in disciplinary action and, in serious cases, termination of employment or engagement with TSA.

Location

Repository	Territorial Policy Application
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Feedback

Feedback is encouraged	Feedback is used to improve and enhance the impact of this standard. It will be considered when reviewing and updating the document.
Who is feedback provided to?	All feedback is to be forwarded to the Head of Department SAID via email to policy@salvationarmy.org.au .

Related Documents and References

Policy Documents	Service Delivery Policy (MD_OM_POL_TCSS) Preventing Sexual Exploitation Abuse and Harassment Standard (MD_OM_STA-01_TCSS) Service Charter (MD_OM_FOR-01_TCSS)
Related Policy Documents	Approved Authorities Policy (GO_LR_POL_TAAP) Approved Authorities Matrix (GO_LR_PRO_TAAP) Code of Conduct Policy (GO_LR_POL_TCOC) Code of Conduct Standard (GO_LR_PRO_TCOC) Disciplinary Procedure (BS_HR_PRO-04_TWPR) Enterprise Risk Management Policy (GO_LR_POL_TERM) Feedback and Complaints Policy (GO_QA_POL_TFBK) Feedback and Complaints Procedure (GO_QA_PRO-01_TBFK) Gender Equality Policy (GO_LR_POL_TGEP) Grievance Resolution Procedure (BS_HR_PRO-03_TWPR) Incident Management Policy (GO_QA_POL_TCIM) Induction and Onboarding Procedure (BS_HR_PRO-06_TROB) Pre-employment Procedure (BS_HR_PRO-04_TROB) Recruitment and Onboarding Policy (BS_HR_POL_TROB) Recruitment Procedure (BS_HR_PRO-05_TROB) Safety and Wellbeing of Children and Young People Policy (GO_LR_POL_TSWC) Whistleblower Protections Policy (GO_LR_POL_TWBP)
Related Legislation	N/A
Funding Agreement Requirements	N/A
Governance/ Accreditation/ Certification Standards	Code of Conduct (2019) Australian Council for International Development (ACFID) Conduct and Ethics Manual (2019) Department of Foreign Affairs and Trade, Australian Government External Conduct Standards, Australian Charities and Not-for-profits Commission Preventing Sexual Exploitation, Abuse and Harassment Policy (2019) Department of Foreign Affairs and Trade, Australian Government
Audit Report Findings	N/A
Other Relevant Documents /Resources	N/A

Document Control Information

Document ID	MD_OM_STA-01_TCSS		
Theme	Mission Delivery		
Category	Other Mission		
Policy Owner	Assistant to the Chief Secretary		
Policy Implementer	Secretary for Mission and Group Executive for Mission Enterprises		
Approval Authority	Assistant to the Chief Secretary		
Review Date	N/A		
Next Review Date	March 2021		
Previous Documents	AUE – N/A		
	AUS – N/A		
Document History	Version	Date Approved	Summary of Changes
	1-0	20/03/2020	Inaugural version