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CHILD & PROTECTION POLICY

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1. Introduction

All children have the right to be protected, nurtured, and free from all forms of violence, abuse, neglect, maltreatment, and exploitation. A Child Protection Policy is a vital tool for safeguarding children and ensuring their well-being. This policy is in line with the Section 28 (Children's Act No 38 of 2005) of the South African Constitution.

This section of the Child Protection Policy provides an overview of the policy and presents iZibalo's Statement of Commitment. It also outlines the policy's scope and definitions, related documents, the responsibilities of the policy owner, and the procedures for reviewing the policy.

1.1 Foreword

iZibalo provides Mathematics tutoring services to children in township and rural areas from Grade 1 to Grade 12.

Keeping children safe is everyone's responsibility, and the welfare of the child is iZibalo's foremost priority. This policy provides clear guidelines for staff, interns, and volunteers to create safe environments for children. It serves as a tool to protect both children and staff by defining the actions required to keep children safe and by ensuring consistent behaviour across the organisation.

iZibalo is committed to upholding the human rights and dignity of all participants. The best interests of learners are always at the centre of our work, and we treat every individual with respect.


Our reputation, and our ability to deliver effectively in often complex and insecure environments, depends on all staff consistently demonstrating conduct aligned with iZibalo's values and principles. A failure to act in line with these standards undermines our mission and integrity as an organisation.

As an organisation that often operates from positions of power and trust—whether with children, partner organisations, or one another—we commit never to abuse this trust. Protecting children and their rights is a central obligation of our work.

Every staff member, volunteer, and intern represents iZibalo both during and beyond working hours. We are all personally and collectively responsible for upholding this Child Protection Policy. Breaches of the policy may result in disciplinary action, including possible dismissal. In severe cases, breaches may lead to criminal prosecution or mandatory reporting to relevant professional or legal authorities.

1.2 Statement of Commitment

iZibalo is committed to safeguarding children from harm. This statement defines our stance on child protection and demonstrates our zero-tolerance approach to any form of injustice against children. Our aim is to create a safe and positive environment for all children in our care, while upholding their dignity at all times.

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Policy Statement

- iZibalo is committed to always acting in the best interests of the children it serves.
- iZibalo is committed to the prevention of abuse and to promoting the well-being of children and their families – regardless of age, culture, disability, gender, language, racial origin, religious beliefs, or sexual identity.
- iZibalo is committed to responding to abuse, suspected abuse, or disclosures of abuse swiftly, appropriately, and with sensitivity.
- All employees, volunteers, and interns representing iZibalo have a responsibility to report concerns to their direct supervisor and iZibalo's management.


iZibalo recognises and respects the family's primary role in caring for and protecting children, while prioritising the child's safety and well-being in all circumstances.

- iZibalo acknowledges the importance of supporting families in cases of suspected child abuse.
- iZibalo requires all staff to be trained and supported in line with this policy.
- iZibalo will ensure that any disclosures of abuse are acknowledged and that appropriate action is taken to safeguard the child making the disclosure.
- iZibalo is committed to comply with the Constitution of South Africa and the Children's Act and all relevant legislation.

1.3 Pledge of Commitment

As a member of staff at iZibalo, I pledge to:

- Treat all people with dignity and respect the basic rights of every human being – regardless of gender, disability, ethnicity, religion, sexuality, language, HIV status, or any other aspect of identity.
- Respect national laws as well as local cultures, traditions, customs, and practices that align with UN conventions and South African statutes.
- Work actively to protect children, always acting in their best interests.
- Fulfil my responsibility to create safe environments for children and prevent abuse.
- Maintain the highest standards of personal and professional conduct, striving for excellence in my work.
- Use my position as a representative of iZibalo with integrity, never abusing the power or trust placed in me.
- Be aware of and comply with all iZibalo policies and practices and promptly raise any areas of concern with management.

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1.4 Related Documents

This Child Protection Policy is to be used in conjunction with the following:

- Code of Conduct
- Other Policies and Procedures
- Employment Contract

1.5 Scope of the Policy

This policy applies to:

- All children who participate in iZibalo programmes, and any other children that may be encountered during the course of their work.
- All iZibalo staff, interns, and volunteers.
- Any contracted personnel providing services to participants.
- Any individuals providing support services to staff.


1.6 Definitions

- **Child:** Anyone under the age of 18.
- **Vulnerable Adult:** An adult receiving services as a result of disability, and thereby also covered under this policy.
- **Participants:** Children enrolled at iZibalo with the permission of their legal guardian.
- **Staff:** Anyone employed directly by iZibalo, conducting an internship, volunteering, or representing partner organisations while working with children under iZibalo's care.
- **Tutor:** Any staff member who facilitates or guides learning in a class.
- **Support Staff:** Employees not working directly with children (e.g., cleaners, drivers, cooks).
- **Parent:** Parents and/or any legal guardian.
- **Centre Manager:** The designated person to whom staff and volunteers report concerns. The Centre Manager reports to the Director, who in turn reports to the Board.

1.7 Responsibilities

1.7.1 Policy Owner

- All staff have a responsibility to uphold child protection and notify the Child Protection Committee Chairperson if updates are required.
- The Director is the designated policy owner, with overall responsibility for operational policies.
- The Director, together with management, ensures that the policy is communicated, understood, and adhered to by all staff.

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1.7.2 Committee

- The Board oversees the content and reviews of this policy.
- The Board will engage management, tutors, and support staff in reviewing and updating the policy when necessary.

1.8 Review

- The Child Protection Policy and related resources must be reviewed annually, or sooner if circumstances require.
- Reviews will be undertaken by the Committee, ensuring that the policy remains relevant, effective, and in line with statutory obligations.

2. Child Protection Procedures

This section outlines the steps to take when there is a concern that a child is suffering, or at risk of suffering, abuse or neglect. These procedures must be followed consistently in all cases, including when allegations are made against staff, parents, or any other individual.

It also provides guidance on information sharing and collaboration with external agencies.

2.1 Definition of Child Abuse

According to the **Children’s Act (No. 38 of 2005)**, child abuse is defined as “...any form of harm or ill-treatment deliberately inflicted on a child, and includes—

- a) assaulting a child or inflicting any other form of deliberate injury,
- b) sexually abusing a child or allowing a child to be sexually abused,
- c) bullying by another child,
- d) a labour practice that exploits a child, or
- e) exposing or subjecting a child to behaviour that may harm the child psychologically or emotionally.”

Bullying


While traditionally not classified as abuse, bullying is a harmful behaviour and must be addressed. It is defined as unwanted, aggressive behaviour involving a real or perceived power imbalance that is repeated or has the potential to be repeated.

Bullying behaviours may include:

- **Imbalance of power:** Using strength, access to information, or popularity to harm or control others.
- **Repetition:** Occurring more than once or having the potential to reoccur.
- **Actions:** Making threats, spreading rumours, physical/verbal attacks, or intentional exclusion from groups.

2.2 Identification of Abuse and Neglect

All staff must be able to recognise signs of abuse and feel confident in taking the correct action.

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2.2.1 Physical Abuse

Non-accidental acts causing harm, including hitting, shaking, burning, poisoning, drowning, suffocating, or inducing illness.

2.2.2 Emotional Abuse

Persistent ill-treatment that damages emotional development, including rejection, isolation, corruption, or exposure to abuse of others.

2.2.3 Sexual Abuse

Forcing or enticing a child into sexual activities, whether physical or non-contact (e.g., exposure to pornography). Staff must:

- Never engage in or condone grooming or sexual behaviour with a child.
- Ensure children are not portrayed or presented in sexualised ways (e.g., clothing, performances).

2.2.4 Neglect

The persistent failure to meet a child's basic physical or emotional needs, causing long-term harm.

2.3 Responding and Reporting

All suspicions or disclosures of child abuse must be treated seriously and reported immediately.


- Concerns must be reported to the **Centre Manager**.
- Cases must also be reported to the **Department of Social Development** or the **Child Protection Unit of the South African Police Service**.
- All concerns must be documented, distinguishing fact from opinion.
- Records must be safely stored by administrators.

The 4 Rs:

- **Respond** to the concern.
- **Reassure** the child or informant.
- **Record** information accurately.
- **Report/Request** advice from statutory agencies.

2.4 Information Sharing

- Information must only be shared when it is in the best interests of the child, while complying with legislation (e.g., **POPIA, Children's Act, National Health Act**).
- Confidentiality is maintained unless non-disclosure would place the child at risk.
- Requests for information from agencies must be cleared by a supervisor.
- Child records must remain factual and evidence-based.

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2.5 Relationships with External Agencies

- IZibalo will maintain strong working relationships with the Department of Social Development, SAPS, and other statutory agencies.
- Emergency contact details will be available to all staff.
- Staff are legally required under the **Children's Act (No. 38 of 2005)** to report suspected abuse.
- Partnerships with NGOs and service providers will be developed to strengthen child protection support.

3. Safe Working Practices

This section provides guidance on safe working practices, outlining the roles and responsibilities of staff, the importance of understanding power and trust, and the need for confidentiality. It also addresses visitor protocols, safe recruitment, staff training, and managing allegations against staff.

3.1 Roles and Responsibilities of Staff


All adults working with children have a responsibility to safeguard and promote their welfare. Parents, families, employers, and the public have the right to expect professionals to maintain high standards of behaviour and protect children's safety at all times.

Accepting a role that involves working with children comes with responsibilities and trust. Staff must acknowledge this responsibility and act accordingly.

- No guidance or Code of Conduct can cover every possible situation. Staff may occasionally need to make decisions in the best interests of a child that fall outside existing guidelines. Such decisions must be recorded, shared with a supervisor and the Child Protection Committee Chairperson, and communicated to parents. When done transparently, these actions will be recognised as reasonable.
- High standards of behaviour protect children from abuse and staff from unwarranted suspicion.

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- All staff must have a clearly defined job description and operate within its boundaries.
- Staff must keep their professional and personal lives separate and avoid close personal relationships or care-taking activities with children outside of work.
- All staff must comply with IZibalo's Code of Conduct, which is regularly reviewed.
- Staff may not share religious or political views with participants or their families.
- Staff in relationships with one another must inform their direct supervisor, avoid public displays of affection, and ensure personal matters do not affect work. If work is affected, one staff member may be required to resign.
- Staff must disclose any existing or new relationships with participants or their families that could present a conflict of interest.

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- No staff member may have a relationship with a child, vulnerable adult, or participant's family member if this compromises the Child Protection Policy.

iZibalo requires staff to:

- Always act, and be seen to act, in the best interests of children.
- Avoid any behaviour that could reasonably cause others to question their motives or intentions.
- Take responsibility for their actions and conduct.

3.1.1 Positive Role Models

Staff working with children are expected to serve as positive role models in all areas of life, including outside the workplace.

iZibalo requires staff to:

- Uphold the Code of Conduct. (Refer to the Provisions for non-compliance as listed in point 5 herein)
- Know and follow the Izibalo Child and Protection Policy.
- Model a healthy lifestyle in body and mind (e.g., never swearing, smoking, drinking alcohol, or using drugs in front of children).
- Actively promote inclusion and stand against all forms of discrimination, including race, gender, sexual orientation, age, socio-economic background, faith, culture, nationality, language, or ability.
- Be fair and avoid favouritism.
- Respect diverse views, without imposing personal political or religious beliefs.
- Strive for excellence in a way that contributes positively to society.


3.1.2 Dress Code

While dress and appearance are personal choices, staff must dress appropriately for their professional role.

iZibalo requires staff and learners to wear clothing that:

- Is suitable for their work and learning responsibilities.
- Is not offensive, revealing, or sexually provocative.
- Does not cause distraction, embarrassment, or misunderstanding.
- Does not display political or contentious slogans.

3.2 Power and Positions of Trust

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The adult–child relationship is never equal. Staff must be mindful of the inherent power imbalance and ensure it is never misused.

Staff must:

- Maintain professional boundaries.
- Avoid behaviour that could be misinterpreted.
- Record and report any incidents with potential for misinterpretation.

iZibalo prohibits staff from:

- Using their position to intimidate, bully, humiliate, threaten, or coerce a child or vulnerable adult.
- Using their role to form or encourage relationships of a sexual nature.
- Exploiting their position by assigning children errands or personal tasks.

3.3 Confidentiality

Staff may have access to highly sensitive and confidential information about children and their families. Handling this information responsibly is essential.

iZibalo requires staff to:

- Understand when and with whom information may be shared, and under what circumstances.
- Conduct discussions in private to avoid being overheard.
- Treat participant information with discretion and confidentiality, recognising that it belongs to the child.
- Avoid disclosing a participant's identity unless absolutely necessary.
- Seek advice from a supervisor if uncertain about sharing information.


3.4 Sharing Concerns and Reporting Incidents

Staff have an individual duty to raise concerns with management or external agencies where child welfare may be at risk.

Staff must:

- Report any concerning behaviour by colleagues, regardless of source.
- Report unsafe conditions in the work environment.
- Self-report if they realise their own actions may have been inappropriate.

Management Responsibilities

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- Foster a culture of openness and support.
- Provide clear systems for raising concerns.
- Ensure robust procedures for handling allegations.

3.4.1 Protecting Whistle-Blowers

In line with the **Protected Disclosures Act (2000, amended 2017)**, staff who report misconduct are protected from occupational detriment, including:

- Disciplinary action, dismissal, or demotion.
- Harassment, intimidation, or unfair transfer.
- Denial of promotion, reference, or appointment.
- Civil claims for breaching confidentiality when reporting criminal or unlawful acts.

3.5 Visitors

Visitors to IZibalo must follow baseline rules.

Staff Responsibilities

- Obtain management approval before visits.
- Brief visitors on rules before arrival.
- Prevent physical contact between children and visitors.
- Ensure visitors are never left alone with children.

Visitor Rules

- Avoid physical interaction with children.
- Refrain from taking photos without explicit staff approval.

3.6 Safe Recruitment of Staff

Recruitment is a critical point to prevent abuse. Thorough vetting and screening of all applicants—paid or voluntary—minimises risks.

Policy Statement


- All staff will undergo vetting and screening before employment, with re-checks every two years.

Definitions

- *Screening*: Internal checks (applications, interviews, reference checks).
- *Vetting*: External checks (e.g., National Child Protection Register, criminal record checks).

3.7 Training of Staff

Staff must be trained to recognise and respond to child abuse. Training enables staff to:

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- Identify children at risk.
- Take effective preventive action.
- Respond appropriately to suspected abuse.
- Report concerns correctly.
- Support children, families, and colleagues.

Training Requirements

- Training must be relevant, recorded, and regularly updated.
- Training acts as a deterrent to offenders seeking access to children.

3.7.1 Induction Training

- All new staff, volunteers, and interns must attend induction training on child protection.
- Training includes understanding this policy and identifying further needs.
- Management and centre managers oversee inductions.

3.7.2 Ongoing Training and Refreshers

- Staff must undergo ongoing child protection training appropriate to their role.
- All-staff meetings must include policy refreshers.
- Training records will be maintained.

3.7.3 Training Budgets and Resources


- iZibalo will allocate time, resources, and funding for training.
- Volunteers and interns will also have access to training.
- Follow-up training is ongoing.
- Policy reference will remain a standing item in staff meetings.
- An organisation-wide training plan will guide implementation.

3.8 Managing Allegations Against Staff

Any allegation that a staff member has behaved inappropriately must be taken seriously and managed in a way that ensures the child's safety.

- Allegations against staff will be treated with the same seriousness as those against any other person.
- iZibalo will prioritise the immediate and long-term safety of children while ensuring due process.

iZibalo will not act alone in suspected cases of child abuse. Depending on the severity, all allegations will be referred to the **Police** or the **Department of Social Development (DSD)**.

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The **safety of the child** is the primary consideration. No person within IZibalo may collude to protect an adult, colleague, or the organisation.

Guiding Principles

- **Child safety first:** Immediate action must ensure the child is safe.
- **Due process:** Allegations must also respect the rights of staff, including access to legal and professional advice.
- **Separation of roles:** The person handling the child protection matter will not manage the employment issue.
- **No unsupervised access:** A staff member under investigation will not be allowed contact with children.
- **Transparency:** Staff must declare conflicts of interest that may affect the process.
- **Support:** IZibalo will provide emotional support to both the accused staff member and colleagues affected by the situation.

Procedures

- If abuse is suspected, staff will follow the **Responding to Child Abuse** process outlined in this policy.
- If a child discloses abuse, staff will follow the **Dealing with Disclosures of Abuse** guidelines.
- The Centre Manager must immediately remove the suspected staff member from contact with the child who made the allegation and conduct a **risk assessment** regarding access to other children.
- If the Police initiate a criminal investigation, the staff member may be **suspended without prejudice** as a precautionary measure.
- IZibalo will not conduct an internal investigation until external authorities conclude, to avoid prejudicing evidence.
- If the suspended staff member also works with children in another organisation, IZibalo will ensure—after consultation with Police or DSD—that the other organisation is informed.
- If there is **insufficient evidence** for criminal prosecution, IZibalo may still conduct a **disciplinary investigation** if there is “reasonable cause to suspect” abuse or inappropriate behaviour.
- IZibalo will adhere to the **Basic Conditions of Employment Amendment Act No. 11 of 2002**, ensuring the accused staff member is informed of their rights.

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4. Interaction with Children

This section provides guidance for staff on maintaining **professional boundaries** when interacting with children. It covers:

- Social interaction
- Physical interaction
- Intimate care
- Working off-site
- Communication using technology

4.1 Social Interaction with Children

4.1.1 Greetings

- A warm, respectful greeting (smile, hello, polite question) can have a positive impact on children.
- Staff must model appropriate greetings as a life skill.
- **Acceptable greetings:** handshakes, fist bumps, brief hugs.
- **Inappropriate greetings:** kisses, prolonged/intimate hugs, excessive physical contact.

Staff are required to:


- Greet and acknowledge all participants and family members.
- Encourage children to greet one another.
- Teach appropriate social skills for greetings.
- Respect that some children may not be comfortable with physical contact.
- Remain aware of age and gender differences in physical contact.

4.1.2 Social or Overly Familiar Interactions

- Staff must maintain **professional boundaries** even when socially connected to a child's family.
- Language, attitude, and demeanour must always reflect professionalism.
- Nicknames may only be used if **non-degrading**.

Staff are required to:

- Ensure all relationships remain professional.
- Avoid affectionate touches or inappropriate nicknames.
- Be mindful of conduct, particularly with adolescents, to avoid misinterpretation.

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4.1.3 Gifts, Rewards, and Favouritism

- Gifts or rewards must form part of an agreed, transparent policy (e.g., recognising achievement).
- Gifts must never be given secretly or in a way that suggests bribery or “grooming.”
- Staff may not accept gifts that imply preferential treatment.

Staff are required to:

- Only give gifts as part of an agreed system or with management approval.
- Keep gifts of **insignificant value**.
- Ensure selection processes involving children are fair and, where possible, involve more than one staff member.

4.1.4 One-to-One Situations

While sometimes necessary, one-to-one interactions create vulnerability for both children and staff.

Safeguards:


- Avoid remote or secluded locations.
- Inform colleagues and/or parents beforehand.
- Report incidents where a child becomes distressed.
- Conduct risk assessments where one-to-one arrangements are necessary and review them regularly.

4.1.5 Difficult Conversations

- Children may share sensitive issues (e.g., abuse, pregnancy, religious/political views).
- Staff must respond **professionally and appropriately**, without giving personal advice beyond their training.
- If unsure, staff must **refer immediately to IZibalo Management**.

4.1.6 Infatuations

- Children may develop infatuations with staff.
- Staff must handle these situations sensitively while maintaining professional boundaries.
- Behaviour must remain beyond reproach to avoid misinterpretation.
- Staff must report suspected infatuations to a supervisor and the child's parent as soon as possible.
- Gifts must be given openly, not based on favouritism, and always with management's knowledge.

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- Staff should be aware that gifts may be misinterpreted as bribery or “grooming” behaviour.
- Gifts for children in need require approval by iZibalo management.

4.2 Physical Interaction with Children

Physical contact may sometimes be appropriate but must always be professional, necessary, and respectful.

iZibalo requires staff to:

- Recognise that even well-intentioned contact may be misinterpreted.
- Never touch a child in a way that could be considered indecent.
- Ensure that any physical contact is open to scrutiny and reported when necessary.
- Avoid rough or violent play.
- Encourage children to perform self-care tasks independently where possible.
- Respect cultural and religious views regarding physical contact.

4.2.1 Children in Distress

- Staff may provide comfort in an age-appropriate manner while maintaining professional boundaries.
- Physical reassurance should be limited, recorded if one-to-one, and never indecent.
- Any concerning situation must be documented and reported.

4.2.2 Behaviour Management and Physical Intervention


- Physical intervention should be avoided wherever possible and used only in exceptional circumstances (e.g., preventing harm or serious damage).
- Any intervention must be minimal, proportionate, and respectful of dignity.

iZibalo requires staff to:

- Always attempt verbal de-escalation first.
- Use the minimum necessary force for the shortest possible duration.
- Record and report incidents promptly.
- Consider underlying causes of behaviour (e.g., bullying, abuse).
- Develop positive handling plans when appropriate.

4.2.3 Sexual Contact

- Any intimate or sexual relationship between staff and children is strictly prohibited and constitutes a breach of trust.

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- Such behaviour will be treated as gross misconduct and may be a criminal offence.
- Staff must avoid behaviour that could be construed as “grooming,” such as conferring inappropriate special attention or favour.

4.3 First Aid and Administration of Medication

- First aid should be administered in the presence of another adult whenever possible.
- Parents must always be informed when first aid is given.

iZibalo requires staff to:

- Obtain parental/guardian consent before administering any medication.
- Understand the limits of their role and seek professional help when required.
- Ensure proper consent and documentation is in place for first aid and medication administration.

4.4 Working with Children Off-Site

iZibalo does not conduct tutoring or related activities in private homes.

- Staff must never invite children into their homes or visit learners at home.
- Children must not be asked to perform chores or errands for staff.
- Any off-site activity must be properly authorised, risk-assessed, and have written parental consent.


iZibalo requires staff to:

- Always maintain professional boundaries.
- Have another adult present during activities (unless otherwise authorised).
- Obtain parental consent in writing for all off-site activities.
- Avoid situations that could place them or children in vulnerable positions (e.g., sleepovers, impromptu errands).
- Remain free from drugs, alcohol, or impairing substances while responsible for children.
- Ensure children are safely handed over to parents.
- Record and justify any emergency transport arrangements.

4.5 Communication and Technology Use

Staff must maintain professional boundaries when communicating with children, whether in person or via technology.

- This includes phones, text messaging, email, social media, digital media, and online platforms.


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- Staff should avoid private or hidden communications that could be misinterpreted or construed as grooming.
- All communication should remain transparent, professional, and open to review.

5. Provision for non-compliance with the policy.


Disciplinary Sanctions (Employment Level)

- **Verbal or written warning** (for minor breaches).
- **Suspension** (pending investigation or as a sanction).
- **Demotion or transfer** (if appropriate).
- **Dismissal** (for serious misconduct, such as neglect, abuse, or breach of reporting duties).

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GLOSSARY

- **Adolescents:** For these guidelines' adolescents (young people, teenagers) are 14 - 17 years and are a sub-category of children (0 - 17 years).
- **Allegations:** Claims or charges of wrongdoing made towards an individual or a group. Until they can be proved, allegations remain merely assertions.
- **Bullying:** The intentional hurting of one person by another, where the relationship involves an imbalance of power. It is usually repetitive or persistent, although some one-off attacks can have a continuing harmful effect on the victim.
- **Child:** The United Nations Convention on the Rights of the Child states in Article 1, that 'child' means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier. The Children's Act (No 38 of 2005) states that "child means a person under the age of 18 years".
- **Child Abuse:** The harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect, or deprivation of any child.
- **Child Protection:** An activity, initiative, or project designed to protect children from any form of harm, particularly arising from child abuse or neglect.
- **Confidentiality:** Confidentiality involves a set of rules, or a promise usually executed through confidentiality agreements that limits access or places restrictions on certain types of information. **Diversity:** Diversity is the degree of differences in identifying features among the members of a purposefully defined group, such as any group differences in racial or ethnic classifications, age, gender, religion, philosophy, physical abilities, socioeconomic background, sexual orientation, gender identity, intelligence, mental health, physical health, genetic attributes, personality, or behaviour.
- **Domestic Violence:** Also named domestic abuse or family violence, is violence or other abuse by one person against another in a domestic setting, such as in marriage or cohabitation. Children are always affected either emotionally or physically where there is domestic violence even if they are not personally injured or physically present.
- **Emotional Abuse:** The persistent emotional ill treatment of a child adversely affects their development, it may involve conveying to a child that they are worthless, unloved, and inadequate; or where inappropriate expectations are imposed upon them. In addition, it includes children who are regularly frightened, exploited, or corrupted.
- **Induction:** Induction training is a form of introduction for new employees to enable them to do their work in a new profession or job role within an organisation.
- **Interaction:** Communication of any sort, for example two or more people talking to each other, or communication among groups or organizations. The communication can be non-verbal in the form of physical interaction.
- **Intimate care:** Intimate physical contact with children on a regular basis, for example assisting young children with toileting, providing intimate care for children and adults with disabilities or in the provision of medical care.
- **Neglect:** The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development, such as failing to provide adequate food, shelter and clothing, or neglect of, or unresponsiveness to, a child's basic emotional needs.
- **Notification, Referral, Reporting:** Notification, referral and reporting are all terms used to describe making a report of concern to the Department of Social Development or the Police.
- **Online Grooming:** Online grooming of children occurs on the Internet. Some abusers will pose as children online and plan to meet with them in person.
- The act of sending an electronic message with indecent content to a recipient whom the sender believes to be under 16 years of age, with the intention of procuring the recipient to

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engage in or submit to sexual activity with another person, including but not necessarily the sender.

- **Personnel or Staff:** Personnel either employed by an organisation or engaged by an organisation on a sub-contract basis or engaged by an organisation on a voluntary or unpaid basis.
- **Physical Abuse:** May involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child including fabricating the symptoms of, or deliberately causing, ill health to a child.
- **Power and position of trust:** A relationship between an adult and a child is not a relationship between equals. There is potential for exploitation and harm of vulnerable young people. Adults therefore have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.
- **Safe working practises:** Policies and guidelines to ensure exacting standards of staff behaviour to protect children from abuse and at-risk situations, and to protect staff from unwarranted suspicion.
- **Sexual Abuse:** Involves forcing or enticing a child to take part in sexual activities, whether the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts and non-physical contact – for example, sexual grooming. Sexual abuse may also include involving children in looking at, or in the production of, pornographic material, or encouraging children to behave in sexually inappropriate ways.
- **Sexual Grooming:** Refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child, to lower the child's inhibitions in preparation for child sexual abuse.
- Sexual Grooming is a criminal offence.
- **Using Force:** Using force for the purpose of disciplining a child is a criminal offence.
- **Vetted parents:** A vetted parent is someone who IZibalo have performed a background check on, to ensure they are suitable for excursions or partaking in parent committees.
- **Vulnerable adults:** Some adults are more vulnerable to abuse, such as those with physical disabilities or learning and development delays.
- **Vulnerable Children:** Children who are particularly vulnerable to abuse, such as young children or those with physical and mental disabilities.
- **Whistle-blower:** A whistle-blower is a person who exposes any kind of information or activity that is deemed illegal, unethical, or not correct within an organization that is either private or public. The information of alleged wrongdoing can be classified in many ways: violation of company policy/rules, law, regulation, or threat to public interest/national security, as well as fraud, and corruption.

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Amendments

This policy may be amended by a majority vote of the board of directors.

Acknowledgement

Board members will acknowledge receipt and understanding of this policy annually.

Effective Date: 11 November 2025

Review: This policy will be reviewed and updated every 2 years.

Ratification of Policy by the Board of Directors:



Sikhokele Mvubu (Nov 10, 2025 13:14:21 GMT+2)

Sikhokele Mvubu
(Chairperson)



Anthea Napoleon (Nov 12, 2025 08:09:35 GMT+2)

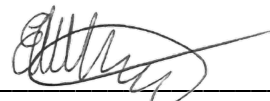
Anthea Abigail Taai
(Deputy Chairperson)



Roy Michael Hewett
(Secretary)



Lynn Eunice Glover
(Chief Executive Office)



Edumisa Mtoli
(Chief Operations Officer)












Child & Protection Policy Final November 2025

Final Audit Report

2025-11-12

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