

# CARITAS MALAYSIA CHILDREN AND VULNERABLE ADULTS SAFEGUARDING POLICY



*“If I do not have love, I am worth nothing, I have nothing,  
I am nothing...” (1 Cor 13:1).*

*Prepared by:*

**CARITAS MALAYSIA**

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## CONTENTS

1.	<b>FOREWORD BY RT. REV. BERNARD PAUL, DD BISHOP OF MALACCA JOHORE DIOCESE &amp; BISHOP PRESIDENT CARITAS MALAYSIA</b>	<b>2</b>
2.	<b>FOREWORD BY REV. FR. FABIAN DICOM CARITAS MALAYSIA – NATIONAL DIRECTOR</b>	<b>3</b>
3.	<b>CARITAS MALAYSIA - CHILDREN AND VULNERABLE ADULTS SAFEGUARDING POLICY</b>	<b>4-8</b>
4.	<b>ANNEX I - GLOSSARY OF TERMS</b>	<b>9-11</b>
5.	<b>ANNEX II - CARITAS MALAYSIA STANDARDS OF BEHAVIOUR TOWARDS CHILDREN</b>	<b>12-13</b>
6.	<b>ANNEX III - ACKNOWLEDGEMENT FORM</b>	<b>14</b>
7.	<b>ANNEX IV - REPORT FORM</b>	<b>15-18</b>
8.	<b>ANNEX V - CARITAS MALAYSIA FLOWCHART ON THE REPORTING AND HANDLING OF COMPLAINTS</b>	<b>19</b>



**CARITAS MALAYSIA's** main role is carrying out the mission of charity and justice, working on charitable activities in serving our fellow neighbours facing the cycle of poverty, ordeals, duress and to respond to humanitarian crisis. Our stand is to witness the glory of God to all fellow human beings through their dignity as Children of God. Our clergy, religious and lay faithful as disciples of Christ engage in the frontlines of situations involving natural disasters, refugees and migrants, sickness, pastoral care of the homeless and feeding the poor among others. It is therefore our determination to protect and safeguard the dignity of every person.

We adhere to the United Nations Conventions on the Rights of the Child where the **“Best Interest of the Child”** shall always take precedence in our day-to-day workings and judgements. In safeguarding and protection of minors and vulnerable adults’ protocols, we adhere to zero tolerance of abuse, neglect, harassment, and bullying. Each and every member is committed to safeguarding children and vulnerable adults and in operating safe workplaces.

The nature of charity, humanitarian and development activities can place staff where they have power and authority in their relationships with extremely vulnerable people and children. Policies will be in place to provide formation and training, preventive education and skills training for Caritas Malaysia staff and Associates to guide and teach with adequate information regarding the risk of exploitation, abuse, ill-treatment, and ways to identify and prevent such offences. Caritas Malaysia will endeavour to provide the necessary safeguards for children and vulnerable adults in any given situation.

Caritas organization everywhere is inspired by the Catholic faith and is the helping hand of the Church – reaching out to the poor, the vulnerable and the excluded, regardless of race or religion, to build a world based on justice and fraternal love. Our mission is to build a better world for everyone.

*Caritas as a faith-based organisation, has a specific mission to attend to the poorest and the neediest, assisting in humanitarian emergencies and helping to spread charity and justice in the world in the light of the Gospel and of the teaching of the Catholic Church (CI Statutes, art. 1.3).*

We commit ourselves to relationships that embody respect, love and trust. We rely on Almighty God to sustain us and stand enlightened by 1 Cor 13.1

***“If I do not have love, I am worth nothing, I have nothing, I am nothing”.***

Together Building His Kingdom,

**+ RT. REV. BERNARD PAUL, DD**  
**Bishop of Malacca Johore Diocese**  
**Bishop President - Caritas Malaysia**



Caritas Malaysia is committed in creating and maintaining an environment which promotes its core values and prevents abuse and exploitation of all persons under our care and control. We will assist in developing and implementing policies and procedures especially for safeguarding of children and vulnerable adults. Protection will be from emotional abuse, physical abuse, sexual abuse and neglect. Set in place will also be an easily available public reporting system, the proper handling of information received and the prompt response mechanism for any instance of child abuse or neglect allegation.

The Caritas Malaysia Children and Vulnerable Adults Safeguarding Policy is formulated in conformity with Canon Law and the statutory requirements of the Malaysian state legislations of the Child Act 2001, Child (Amendment) Act 2016 and Sexual Offences Against Children Act 2017, Penal Code and other relevant laws in force. We will respond to any misconduct with justice, fairness, and charity, in accordance with the principles and values of the Catholic Church and the applicable Canon and State laws.

The Caritas Malaysia Children and Vulnerable Adults Safeguarding Policy sets out our purpose and scope together with our responsibilities and obligations in protecting Children and Vulnerable Adults. We have the Standards of Behaviour towards Children and a Report Form for concerns, suspicions, or allegations to be reported and documented. To assist in understanding the steps and course of action to be taken, a flowchart on the Reporting and Handling of Complaints is also annexed. All Caritas Malaysia Staff and Associates must read and sign the Acknowledgement Form to signify that they are willing to abide with the safeguarding procedures and protocols in place.

I also acknowledge the work done by Caritas Internationalis for which this Safeguarding Policy is followed with the necessary amendments and to the Child Protection Manual, Malacca Johore Diocese for further additions adhering to local statutory legislations and norms.

In Christ,

**REV FR. FABIAN DICOM**  
**Caritas Malaysia**  
**National Director**



## **CARITAS MALAYSIA CHILDREN AND VULNERABLE ADULTS SAFEGUARDING POLICY**

### **1. INTRODUCTION**

#### **1.1 Purpose**

Caritas Malaysia recognizes the right of children and vulnerable adults to protection, regardless of gender, race, culture, and disability. Caritas Malaysia recognizes the power dynamics inherent in working with children and vulnerable adults and the potential for abuse and exploitation by staff of people we work with.

Caritas Malaysia is committed to creating and maintaining an environment which promotes its core values and prevents abuse and exploitation of all people. Caritas Malaysia Staff<sup>1</sup> and Associates<sup>2</sup> are expected to uphold the dignity of all people with whom they come into contact by ensuring that their personal and professional conduct is of the highest standards at all times. They are equally expected to serve with integrity and promote the right relationships while carrying out their responsibilities.

Caritas recognizes the unique needs of children and vulnerable adults and, therefore commits itself to creating and maintaining an environment that protects these individuals.

#### **1.2 Scope**

This policy applies directly to the following categories:

- All Caritas Malaysia staff, which include the Caritas Malaysia National Office staff, Caritas Malaysia Diocesan Office staff and Archdiocese/Diocese Office for Human Development staff.
- Associates which refer to member organization staff and their associates, volunteers, interns, consultants, and governance members.
- Service Providers: Companies or individuals contracted for specific administrative and/or maintenance work such as suppliers, contractors and/or delivery services personnel.
- Visitors: Person(s) who is invited to or admitted to Caritas premises.

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<sup>1</sup> Caritas Malaysia staff, which include the Caritas Malaysia National Office staff, Caritas Malaysia Diocesan Office staff and Archdiocese/ Diocese Office for Human Development staff.

<sup>2</sup> Associates refer to member organization staff and their associates, volunteers, interns, consultants, and governance members.

### **1.3 Protecting Children and Vulnerable Adults**

Caritas Malaysia prohibits all forms of exploitation and abuse, namely:

- Caritas Malaysia staff and Associates are prohibited from engaging in sexual activity with children (*persons under the age of 18 years*). Mistaken belief regarding the age of a child is not a defence.
- Caritas Malaysia staff and Associates are prohibited from causing any physical or emotional harm to children or vulnerable adults.
- Caritas Malaysia staff and Associates are prohibited from the exchange of money, employment, goods or services for sex, including sexual favours.
- Caritas Malaysia staff and Associates are prohibited from any form of humiliating, degrading or exploitative behaviour towards children, women and vulnerable adults.
- Caritas Malaysia staff and Associates are not to use their power or position to withhold assistance or services or to give preferential treatment.
- Caritas Malaysia staff and Associates are prohibited from using their power or position to request or demand payment, privilege, or any other benefit.
- Caritas Malaysia staff and Associates are prohibited from engaging in trafficking in human beings, in all forms.

In the same spirit, Caritas Malaysia staff and Associates are strongly discouraged to engage in sexual relationships with people they serve and work with, since the professional relationship and/or relationship of trust are based on inherently unequal power dynamics. Such relationships are contrary to Caritas Malaysia principles and values and undermine the credibility and integrity of its work.

### **1.4 Responsibility to Report**

Caritas Malaysia staff and Associates are obliged to report any concern or suspicion of exploitation, neglect and abuse of a child or vulnerable adult. Failure to report may put the victim and Caritas Malaysia at risk and is a breach of this Safeguarding Policy.

Caritas Malaysia staff and Associates should report any concerns by a staff from other non-member organization or body through established reporting mechanisms.

The Reporting and Handling of Complaints and procedure/steps to follow is at Annex: V

### **1.5 Immediate Response to Allegations**

When a complaint or concern of child abuse and neglect is brought to the attention of any member of Caritas Malaysia staff or Associates, immediate action is taken to:

- (i) Notify the Caritas Malaysia - National Director, or the Caritas Malaysia - Diocesan Office Director/Archdiocese (Diocese) Office for Human Development Director or the Ecclesiastical Assistant of the relevant Archdiocese/Diocese promptly.
  - If the complaint or concern is regarding members of the Caritas Malaysia National Office, then the complainant is to notify the Caritas Malaysia - Diocesan Office Director/Archdiocese (Diocese) Office for Human Development Director or the Ecclesiastical Assistant promptly.
- (ii) Document the complaint in the prescribed Report Form – Annex IV
- (iii) The complaint is forwarded to the the Professional Standards Office (PSO) - Delegate of the relevant Archdiocese/Diocese for investigative/enquiry action.
- (iv) The relevant PSO will within [24] hours, provide a preliminary assessment of the complaint on the semblance of truth, and to recommend to the Caritas Malaysia – National Director and the relevant Caritas Malaysia - Diocesan Office Director/Archdiocese (Diocese) Office for Human Development Director/Ecclesiastical Assistant who initiated this enquiry, of the next cause of action.
- (v) The PSO’s determination will involve the credibility of the complainant, the seriousness of the allegations and the wishes of the Complainant and applicable canon & criminal/civil laws.
- (vi) If the complaint is manifestly unfounded, the PSO will inform the Caritas Malaysia – National Director, the relevant Caritas Malaysia - Diocesan Office Director/Archdiocese (Diocese) Office for Human Development Director Ecclesiastical Assistant who initiated this enquiry, and the Complainant promptly, with reasons for such findings. Herewith, no further action will proceed unless new facts or evidence is forthcoming.
- (vii) If the complaint has a semblance truth and the allegation needs to be investigated, the Caritas Malaysia - National Director and and the relevant Caritas Malaysia - Diocesan Office Director/Archdiocese (Diocese) Office for Human Development Director / Ecclesiastical Assistant who initiated this enquiry, will be informed.
 

The Caritas Malaysia – National Director, the relevant Caritas Malaysia - Diocesan Office Director/Archdiocese (Diocese) Office for Human Development Director / Ecclesiastical Assistant, on advice, when necessary, shall then decide on the appropriate interim action (*if any*), to be taken against the person being investigated, whether civilian, clergy or religious, pending the outcome of the investigations.
- (viii) Where an investigation proceeds, the PSO-Delegate shall inform the Complainant of such investigation.
- (ix) The PSO-Delegate shall also advice the person under investigation, known as the Respondent, the nature of the complaint and that an investigation is proceeding.
- (x) All proceedings in the investigation must be documented in writing.
- (xi) The Respondent under investigations, enjoys the presumption of innocence.

## 1.6 Police Report Lodged

- (i) If at any time the Complainant makes a police report or a report to the Protector of the Social Welfare Department, the PSO ceases investigations immediately.
- (ii) This is in compliance with section 109 of the Child Act 2001, which provides the power of investigations **ONLY** to the Protector of the Social Welfare Department or to the Police Department.
- (iii) The PSO will not act in any way that will prejudice the due process of law.
- (iv) In such event, the Caritas Malaysia – National Director shall notify the relevant Archbishop/Bishop, if it involves a Clergy, for onward report to the competent Dicastery of the proceedings and outcome of the investigations by the relevant authorities.

## 1.7 Mandatory Reporting

- (i) If the complaint is a sexual offence against a child and the complaint mandates a police report, the Complainant must be **DIRECTED** to do so.
- (ii) The Sexual Offence Against Children Act 2017, section 19, makes it mandatory that any person who has knowledge of a sexual offence against a child, whether committed or there is an intention to commit, must inform the Police. Section 19 states:

### ***19. “Failure to give information”***

*“Notwithstanding section 13 of the Criminal Procedure Code, any person who fails to give information of the commission of or the intention of any other person to commit any offence under this Act, or any offence specified in the Schedule where the victim is a child, to the officer in charge of the nearest police station, commits an offence and shall on conviction, be liable to a fine not exceeding five thousand ringgit.*

- (iii) If the Complainant fails to make a police report as directed, the PSO-Delegate shall inform the Police of the commission or the intention to commit a sexual offence against a child.

## 1.8 Prevention

Caritas Malaysia is adhering to the highest human resource and recruitment standards to safeguard people we work with against exploitation and abuse. This includes:

- Safe recruitment – referencing and vetting prospective applicants with emphasis on impeccable track record in carrying out their work.
- Induction – all staff have completed an induction on the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy, understanding the Glossary of Terms referred to in the Safeguarding Policy, awareness on Caritas Malaysia - Standards of Behaviour towards Children and instructions on the Report Form.

- Acknowledgement – all Caritas Malaysia staff and Associates having read, understood the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy, will sign the Acknowledgement Form - Annex III.
- The signed Acknowledgement Form will be kept by the respective Caritas Malaysia National Office, Caritas Malaysia Diocesan Office or Archdiocese/Diocese Office for Human Development.

## **1.9 Data Protection**

Caritas Malaysia is committed to apply the highest levels of protection in the processing of personal data.

Personal information acquired during investigations or enquiries related to the breach of the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy will be treated in accordance with the Personal Data Protection Act 2010 on the protection of natural persons with regard to the processing of personal data.

### **Annexes:**

Annex I - Glossary of Terms

Annex II - Standards of Behaviour towards Children

Annex III - Acknowledgement Form

Annex IV - Report Form

Annex V - Flowchart on the Reporting & Handling of Complaints

*\*Acknowledgement and Thanks is hereby given to Caritas Internationalis for which the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy is followed and to the Child Protection Manual, Malacca Johore Diocese for further additions adhering to local statutory legislations and norms.*

## ANNEX I - GLOSSARY OF TERMS

The following definitions shall serve as a reference to Caritas Malaysia. When legally defined, the source of the definition is stated.

1. **Child:** means a person under the age of eighteen years (Child Act 2001)
2. **Caritas Malaysia Staff and Associates:**
  - a. Caritas Malaysia staff include the Caritas Malaysia National Office staff, Caritas Malaysia Diocesan Office staff and Archdiocese/Diocese Office for Human Development staff.
  - b. Associates refer to member organization staff and their associates, volunteers, interns, consultants, and governance members.
3. **Child Protection**

Child protection is about preventing and responding to violence, exploitation, and abuse against children – including sexual exploitation and abuse, trafficking, child labour and harmful traditional practices. It is part of the broader area of work known as Safeguarding.
4. **Child Abuse**

There are three categories of child abuse as defined in the Child Act 2001: -

  - (a) **Physically Injured** is when a child is physically injured if there is substantial and observable injury to any part of the child's body as a result of the non-accidental application of force or an agent to the child's body that is evidenced by, amongst other things, a laceration, a contusion, an abrasion, a scar, a fracture or other bone injury, a dislocation, a sprain, hemorrhaging, the rupture of a viscus, a burn, a scald, the loss or alteration of consciousness or physiological functioning or the loss of hair or teeth.
  - (b) **Emotionally Injured** is if there is substantial and observable impairment of the child's mental or emotional functioning that is evidenced by, amongst other things, a mental or behavioral disorder, including anxiety, depression, withdrawal, aggression or delayed development.
  - (c) **Sexually Abused** occurs when a child has taken part, whether as a participant or an observer, in any activity which is sexual in nature for the purposes of –
    - (i) any pornographic, obscene or indecent material, photograph, recording, film, videotape or performance; or
    - (ii) sexual exploitation by any person for that person's or another person's sexual gratification.
5. **Child Ill-treatment, neglect, abandonment, or exposure of children** according to Child Act 2001, refers to a situation in which any person having the responsibility of care of a child:
  - (i) abuses, neglects, abandons, or exposes the child or acts negligently in a manner likely to cause him physical or emotional injury or causes or permits him to be so abused, neglected, abandoned, or exposed; or
  - (ii) sexually abuses the child or causes or permits him to be so abused.

6. **Child Bullying** is a hurtful behavior repeated over a period where it is difficult for those being bullied to defend themselves. Children are especially vulnerable to being bullied. Bullying can take the following forms:
- (i) Physical e.g., hitting, kicking, theft or damage to personal belongings.
  - (ii) Verbal e.g., teasing, racist remarks, spreading rumors, threats or name-calling, ridicule, or humiliation.
  - (iii) Emotional e.g., isolating a child from activities or segregation especially by peer group.
  - (iv) Harassment e.g., using abusive, insulting, or manipulative behavior in a manner intended to cause alarm or distress.
  - (v) Cyber bullying e.g., trolling, posting inappropriate images, videos, and messages via mobile or social media platforms like WhatsApp, Facebook, and Instagram, etc.
7. **Child sexual abuse material** according to the Sexual Offences Against Children Act 2017 means any representation in whole or in part, whether visual, audio or written or the combination of visual, audio or written, by any means including but not limited to electronic, mechanical, digital, optical, or magnetic means, or manually crafted, or the combination of any means –
- (i) of a child engaged in sexually explicit conduct.
  - (ii) of a person appearing to be a child engaged in sexually explicit conduct.
  - (iii) of realistic or graphic images of a child engaged in sexually explicit conduct; or
  - (iv) of realistic or graphic images of a person appearing to be a child engaged in sexually explicit conduct.
8. **Guardian** in the Child Act 2001, in relation to a child, includes any person who, in the opinion of the Court for Children having cognizance of any case in relation to the child or in which the child is concerned, has for the time being the charge of or control over the child.
9. **Member of the family:**  
Includes a parent or a legal guardian, or a relative who ordinarily resides in the same household as the child.
10. **Preliminary Investigation:** The initial inquiry by which a determination is made on whether an alleged delict or complaint has a semblance of truth.
11. **Protection** is the responsibility and measures taken to prevent and respond to abuse and exploitation of a child or vulnerable adult. This includes building awareness, promoting training, identifying, and responding to all complaints, monitoring, and evaluating protection structures, and taking personal responsibility.
12. **Protector** in the Child Act 2001: means –
- (a) the Director General.
  - (b) the Deputy Director General.

- (c) Divisional Director of Social Welfare, Department of Social Welfare.
  - (d) any Social Welfare Officer appointed under section 8
13. **Relative** in the Child Act 2001 means a person who is related through full-blood or half-blood, or through marriage or adoption, including *de facto* adoption.
  14. **Respondent** means a person whose alleged action, conduct or omission is the subject of the complaint.
  15. **Safeguarding** is the responsibility that organizations must make sure their staff and programs promote the welfare of children and vulnerable adults and do not expose them to the risk of harm and abuse. Prevention of Sexual Exploitation and Abuse (PSEA) and Child Protection comes under this umbrella term.
  16. **Service Providers:**  
Companies or individuals contracted for specific administrative and/or maintenance work such as suppliers, contractors and/or delivery services personnel.
  17. **Sexually Explicit Conduct** according to the Sexual Offences Against Children Act 2017 includes actual or simulated of the following:
    - (i) sexual intercourse, or lewd acts including physical contact involving genital to genital, oral to genital, anal to genital, or oral to anal, between persons of the same or opposite sex.
    - (ii) bestiality.
    - (iii) masturbation.
    - (iv) sadistic or masochistic abuse in a sexual context.
    - (v) exhibition for sexual purpose of the genital, buttock, breast, pubic area or anus; and
    - (vi) use of any object or instrument for lewd acts.
  18. **Vulnerable person:** a person who habitually has the imperfect use of reason is to be considered equivalent to a minor (cf. art. 6 § 1, 1° SST).  
  
Vulnerable adults are also individuals aged 18 years and over who are at a greater risk of significant harm due to factors such as gender, age, mental or physical health, or because of poverty, inequality or experience of displacement or crisis.
  19. **Visitors:** Person(s) who is invited to or admitted to Caritas premises.
  20. **Child Act 2001** - An Act by concerning the care, protection and rehabilitation of children recognising that every child is entitled to protection and assistance in all circumstances without regard to distinction of any kind such as race, colour, sex, language, religion, social origin or physical, mental, or emotional disabilities or any other status.
  21. **Sexual Offences Against Children Act 2017** - An Act to deal with certain sexual offences against children and their punishment and to provide for the administration of justice for children.

## ANNEX II – CARITAS MALAYSIA - STANDARDS OF BEHAVIOUR TOWARDS CHILDREN

Caritas Malaysia Staff and Associates must remain aware of perceptions and appearances in their language, actions, and relationships to children and safeguard them from harm. Staff and associates should be aware at all times to uphold the dignity of each child and treat all children with respect.

The following outline provides behavioural expectations of all Staff and Associates when interacting with children (any person under 18 years of age)

Caritas staff and associates:

MUST	MUST NOT
<ol style="list-style-type: none"> <li>1. Conduct themselves in manner consistent with values of Caritas Malaysia, including complying with the Caritas Malaysia Standards of Behaviour towards children.</li> <li>2. Treat all children and their families with respect, regardless of race, colour, gender, language, religion, political or other opinion, national, ethnic, or social origin, property, disability, birth, or other status.</li> <li>3. Listen to children</li> <li>4. Provide welcoming, inclusive, and safe environment for children that prevents all forms of abuse and exploitation.</li> <li>5. Be sensitive when they are around children (ie. language, conversations, touch, gestures)</li> <li>6. Respect cultural differences which do not harm children.</li> <li>7. Be transparent in actions and whereabouts</li> <li>8. Have at least one adult present when they are with a child. Care and discretion must be used on all one-on-one situations.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hit and physically abuse children (even if culturally acceptable).</li> <li>2. Emotionally or verbally abuse a child.</li> <li>3. Be harsh towards a child. If a child expresses discomfort, stop the behaviour.</li> <li>4. Have sex or engage in any sexual activity with a child including inappropriate touch.</li> <li>5. Send degrading or harmful written or verbal messages to a child, such as sex-texting, pornography.</li> <li>6. Use any computers, mobiles, video cameras or social media to exploit or harass children, or access, download or share child exploitation material.</li> <li>7. Hire a child.</li> <li>8. Encourage a child to meet with them outside of work-related activities.</li> </ol>

<b>MUST</b>	<b>MUST NOT</b>
<p>9. Ensure that an adult caretaker is present when transporting a child; and if not possible, obtain appropriate permission.</p> <p>10. Report any concerns of child abuse or exploitation.</p> <p>11. Disclose all charges or convictions if they relate to child exploitation.</p> <p>12. Comply with Malaysian State legislations</p> <p>13. Ensure contact with children is supervised, accompanied or at least in sight of other adults.</p>	<p>9. Take a child to their homes.</p> <p>10. Find themselves alone with a child (there may be exceptions).</p> <p>11. Do things for child of a personal nature that they are able to do for themselves.</p> <p>12. Show favouritism.</p> <p>13. Be intoxicated or under the influence of drugs when with children.</p>

## **ANNEX III - CARITAS MALAYSIA ACKNOWLEDGEMENT FORM**

### **Acknowledgement**

All Caritas Malaysia Staff and Associates must read, sign, and abide by Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy which prohibits abuse and exploitation of a child or vulnerable adult.

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I understand Caritas Malaysia commitment to protect the rights and dignity of children and vulnerable adults and to safeguard them from abuse and exploitation as defined in the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy.

I have read the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy in its entirety and understand the following:

- The definition of abuse and exploitation.
- That I am required to report abuse and exploitation of a child or a vulnerable adult.
- How to report, in accordance with Caritas Malaysia reporting procedures, maintaining confidentiality.
- That I am required to uphold the standards of behaviour described in the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy & Standards of Behaviour towards Children
- That I am required to complete an induction on the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy, Reporting and Handling of Complaints and familiarize myself with related documents including:
  - Annex I - Glossary of Terms
  - Annex II - Standards of Behaviour towards Children
  - Annex IV - Report Form
  - Annex V - Reporting and Handling of Complaints
- That if I have any questions, it is my responsibility to ask my supervisor or designated staff at Caritas Malaysia National Office or Caritas Malaysia Diocesan Office or Archdiocese/Diocese Office of Integral Human Development.
- That breach of the Policy and failure to report may lead to disciplinary action including termination or dismissal.

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**(Signature)**

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**(Date)**

**Name:**

**Designation:**

**Office:**

## ANNEX IV – REPORT FORM

### SUSPICION OF ABUSE, NEGLECT, EXPLOITATION OF A CHILD OR VULNERABLE ADULT

#### INSTRUCTIONS

Any suspicion or concern of abuse or exploitation of a child or an adult involving Caritas Malaysia Staff and Associates must be reported as required in the Caritas Malaysia - Children and Vulnerable Adults Safeguarding Policy.

If you are unable to complete all of the sections, fill in what you do know. If there is more than one victim, please complete a separate report for each victim. The reporter's identity will not be disclosed except on a "need-to-know" basis. If the reporter believes danger is imminent to themselves or anyone involved, you should alert the Caritas Malaysia Diocesan Director or Ecclesiastical Assistant of the Diocese concern.

Caritas Malaysia is committed to addressing and responding to all reports.

If an immediate threat to life exists or if emergency assistance is needed, please contact your local authorities and alert local senior management at once. The purpose of this Report Form is to report any suspicious activity of abuse or exploitation for Caritas Malaysia to assess and determine the next course.

#### REPORTED BY:

Does the Reporter wish to be identified?

- Yes
- No

**If yes, Reporter name and contact information.**

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Name of Organization: \_\_\_\_\_ Job Title: \_\_\_\_\_

#### VICTIM:

Is the victim a child or an adult?

- Child
- Adult

*(Child refers to anyone under the age of 18 years)*

**Victim Identity**

Name: \_\_\_\_\_ Nick Name: \_\_\_\_\_

- Unknown (if you are unable to provide the victim’s identity)

**Provide any additional information:**

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**Parent/Caregiver/Guardian/Relative:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Approximate Age: \_\_\_\_\_ Gender: \_\_\_\_\_

**INCIDENT DETAILS**

**Type of Incident**

- Sexual Abuse (e.g., Fondling, kissing, non-contact sexual activity, rape)
- Exploitation (e.g., sex trafficking, forced prostitution, survival sex, child labour)
- Emotional Abuse (e.g., intimidation, threats, humiliation, bullying)
- Physical Abuse (e.g., hitting, kicking, shaking)
- Other (Define the act)

**Location:**

Address / Physical location of incident. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Dates:**

Approximate Date of Incident: Month \_\_\_\_\_ Date \_\_\_\_\_ Year \_\_\_\_\_

**Physical and Emotional State of Victim:**

- Cuts, bruises, welts, scratches
- Behavioural changes (e.g., angry, crying, acting out, withdrawn, sudden illness)
- Other

Please describe the physical and emotional state of the victim:

\_\_\_\_\_

\_\_\_\_\_

**Impairment or Disability:**

Does the victim have a physical impairment or disability?

- Yes
- No
- Do not know

**Become Aware:**

How did the reporter become aware of this incident?

- Witnessed it
- Other (Define other)

\_\_\_\_\_

**Safety of Victim**

Was the victim in immediate danger prior to completing this form?

- Yes
- No

Were the proper authorities and senior management contacted (as appropriate)?

- Yes
- No
- Please provide any additional information

\_\_\_\_\_

\_\_\_\_\_

**SUSPECT**

Name: \_\_\_\_\_  
○ Unknown (if unable to provide the suspect's identity)

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Approximate age: \_\_\_\_\_

Sex: \_\_\_\_\_

Address:

\_\_\_\_\_

○ Unknown

Name of Organization: \_\_\_\_\_ Job Title: \_\_\_\_\_

**MORE INFORMATION:**

Are there any other persons with more information?

- Yes
- No

If yes, provide more details:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## CARITAS MALAYSIA

### Annex V - Flowchart on the Reporting and Handling of Complaints

**RECEIPT OF COMPLAINTS** -verbal, phone calls, mail, facsimile, emails or social media apps. Complaints to be filed using the Report Form

CARITAS MALAYSIA as 1<sup>st</sup> recipients of the Complaints must be made aware of the need to inform the Professional Standards Office (PSO) of the relevant Diocese promptly.

The PSO to enquire on the complaint and a decision made within [24] hours on the semblance of truth and to inform the Caritas Malaysia – National Director and Caritas Malaysia - Diocesan Office Director / Ecclesiastical Assistant and Complainant of the next

If a police report is lodged, the investigations STOPS. If the alleged accused is a civilian, the necessary administrative action is to be taken. For a cleric the required canonical report done for transmission to Dicastery for the Doctrine of the Faith and action taken under Canon Law.

If the Complaint has no semblance of truth, or found lacking in material evidence or proof, all parties will be informed, and no further action taken unless new facts or evidence arise.

#### **MANDATORY REPORTING**

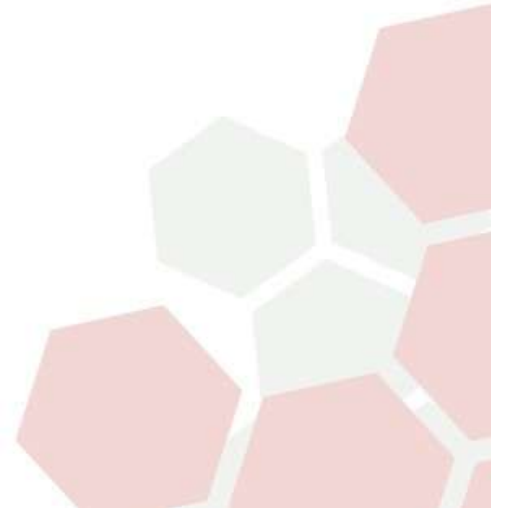
- If the allegation is a child sexual abuse complaint, a police report must be done. The Complainant will be DIRECTED to do so.
- Section 19, Sexual Offences Against Children 2017, mandates that the police must be informed of the sexual offence.
- If the Complainant fails to report, in the '*Best Interest of the Child*' the PSO will proceed to notify the Police of the commission or intention to commit a crime.

#### **REPORTING METHODS**

- ❖ CALL TALIAN KASIH AT 15999
- ❖ BRING ALLEGED VICTIM TO THE ONE STOP CRISIS CENTER AT GENERAL HOSPITALS
- ❖ CONTACT THE PROTECTOR (PELINDUNG) AT THE SOCIAL WELFARE DEPARTMENT
- ❖ MAKE A POLICE REPORT



**A NETWORK OF MEMBERS FROM NINE DIOCESAN  
CARITAS AND HUMAN DEVELOPMENT OFFICES  
TO PROMOTE THE SOCIAL MISSION OF THE  
CATHOLIC CHURCH OF MALAYSIA**



[www.caritas.org.my](http://www.caritas.org.my)