



Project Scenarios – TP Processes

As a leader you may be faced with a number of scenarios regarding support and man management for volunteers. At these times clarity and certainty for Project Leaders is essential to ensure the volunteers feel supported, and the challenges may be resolved or overcome.

NB: For ANY scenario encountered your first step as a Leader shall be to inform your Project Manager, so that they are fully updated and can provide the necessary support and assistance.

Key scenarios may include:

1.1.1 Mental Health & Well Being

Refer to 'TP Leader Mental Health Guide'

1.1.2 Domestic Violence - Communities

If a Leader or volunteer encounters a domestic violence incident to a child or family member when on project, the key process points are:

- 1) Volunteer informs Leader. Leader informs Project Manager immediately.
- 2) Leader speaks with TNK to raise the issue, informing him of the day / time, and asking if the TNK can take the relevant steps at community level.

NB: A Project Manager may then contact TNK also to discuss issue and ensure the appropriate actions are taken.

NB: It is important to address the issue with the team, and inform them of the process being implemented, and the expected outcomes or resolutions. Also offer them the opportunity to speak with you one to one if they would like to.

- 3) Incident is referred by Management to the Save the Children 'Child Protection Unit', which shall review the report before providing relevant counselling at community, tikina and provincial level.

NB: The Project Manager shall provide the Leaders with the Save the Children 'Child Welfare Decree Form' to be completed and returned with the incident details.

- 4) Save the Children also engage the relevant personnel within the Ministry of Women, Children and Poverty Alleviation, and police if necessary.

- 5) Leaders provide support to volunteers to ensure they are comfortable within the home / environment.

Incidents of domestic violence are incredibly saddening and difficult for volunteers / all, and it is very important for Leaders to be proactive in speaking to the Project Manager and TNK to follow our process, whilst keeping the team informed of steps taken and avoiding any escalation within the community.

NB: Volunteers often want to directly intervene, or for TP to intervene, following such incidents. Important to be clear that TP is an organisation focused upon Education and Sports programmes,

and such issues require significant training and qualifications, which is why the referral process with Save the Children is in place, and key at that time.

1.1.3 Volunteer Valuables / Money Missing or Stolen

If a volunteer has money or possessions go missing / stolen during the project phase, the key is to be proactive in dealing with the issue, without accusing or shaming an individual or family if without proof of wrong doing.

The process for our Project Leaders would be:

1) Volunteer informs Leader as soon as they may realise that money, or a possession, has gone missing / been stolen, and notes when the last time they saw it may have been. The Project Leader then informs the Project Manager immediately.

2) Project Leaders inform TNK of the issue at hand, and seek their assistance in requesting that the host family, and community as a whole, may be even more vigilant in assisting TP in taking care of the volunteers possessions and items.

3) Project Leaders facilitate the logistics for the volunteer to get a Police Report for any valuables that may have gone missing / been stolen at the nearest police post. This includes contacting the police post, and arranging transportation where required.

NB: Any costs should be covered by the volunteer and not TP, with receipts provided by the transport etc.

4) Advise the volunteer to consult their travel insurance on cover provided, and facilitate them contacting the insurance to open the case file and inform them of the incident / items stolen for their reference.

5) During briefing or de-brief raise point to team as a whole of being careful with valuables and cash, using locks on bags wherever possible, and being extra vigilant. Prevention is better than cure!

NB: Continue to update the Project Manager throughout the process so that they may liaise with TNK / TP UK as required.

1.1.4 Code of Conduct - Inappropriate/ Sexual Relationships

Important to be proactive in preventing such issues and react effectively if incidents do arise. Key steps are:

Proactive – Prevention

1) Be clear to team that Code of Conduct and our Cultural Standards are not 'TP Rules', but in respect of the traditional values and customs of the iTaukei People, and it is a privilege to live and work in the areas we do that we cherish.

2) Use Briefings & Sunday Meetings to reaffirm the TP ethos, and re-establish key cultural and Code of Conduct points. Always have it in 'language of project'.

3) Establish a strong presence within the community / youths as quickly as possible. For example 1 leader sit with villagers during grog, actively chat with the youths and visit families not hosting

volunteers. If grog happens in homes around village, spend time in each, rather than just one location during evenings.

4) If an environment / moment feels odd or inappropriate at any point, raise it with the TNK immediately, and raise it with the team as a whole as a 'preventative discussion'.

Post Incident

1) If a situation continues, or escalates, speak directly with the individual volunteer and TNK, and youth member if appropriate. Be clear that whilst they may insist nothing has happened, we believe that moment / environment to be inappropriate, and for them to ensure it does not continue.

NB: The Project Manager should be informed prior to any discussion with the volunteer / TNK.

2) If an inappropriate act or sexual contact takes place immediately discuss it with the volunteer to allow them an opportunity to provide their account and speak with the TNK for them to liaise with the youth also.

3) Once all information has been confirmed, update the Project Manager for further action to be taken as required and appropriate.

NB: Leaders have the ability and authority to issue verbal warnings on project, however this should be done in discussion with the Project Management Team.

NB: If the Code of Conduct has been broken, it is important to address it as a general point with the team as a whole, so that all are clear on standard and expectations.

2.1.6 Sexual / Physical Assault

Should a volunteer be physically or sexually assaulted during their project, the key steps are:

- 1) Inform Project Manager immediately.
- 2) Remove them from the village / incident environment, with a leader with them at all times, and provide accommodation and food for a minimum of 48 hours.
- 3) Provide access immediately to a doctor for consultation or review.
- 4) Make a timeline of events and your interactions with the situation, including any discussions/ decisions taken.
- 5) Advise the volunteer to write down an account of the event whilst fresh in their minds for their personal memory should further action be taken.
- 6) Provide access to a Police Station if appropriate and/or requested.
- 7) Provide the contact information for local Helpline / Crisis Centres for independent advice and guidance. (Numbers listed in Appendix)
- 8) Provide access to a phone to contact home.

9) Inform British High Commission. (To be done by Management Team if appropriate)

NB: Points 3, 5, 6, 7 & 8 are entirely at the discretion of the volunteer. However, we can ensure access is provided as / when it may be required. Point 2 is TP 'policy' to allow further discussions to be held with the volunteer / community and other relevant parties.