



CHILD PROTECTION – SAFEGUARDING

CSS KA Public Policy: How We Protect Children in Our Services, Projects and Activities



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Our Public Statement

A child's safety must never be left to chance. We want every child who comes into contact with CSS KA to experience respect, clear rules, safe professional relationships, and the opportunity to speak up when they do not feel well or safe.

What is safeguarding?

Safeguarding is a set of rules, procedures and everyday practices through which an organisation prevents harm to children and responds safely when a concern arises. It does not begin only when violence has been confirmed. It begins when services are planned, people are selected and trained, professional boundaries are maintained, safe spaces are created, online communication and photographs are managed, and children are listened to.

Our policy is based on the UN Convention on the Rights of the Child, the Lanzarote Convention, the Slovak legal framework, the Eurochild Safeguarding Policy 2026, and the International Child Safeguarding Standards of Keeping Children Safe.

Who do we protect?

This policy applies to every child under 18 who receives a service, lives with a parent in a facility, accompanies an adult client, meets a staff member during a home visit, attends an event, trip or prevention activity, communicates with us online, or is otherwise affected by our work.

Safeguarding is everyone's responsibility across the team: professional and administrative staff, project, finance and technical staff, volunteers, trainees, external contractors and partners.

Our 12 commitments to children

Commitment	What it means
1. We explain	We explain clearly to the child who is working with them, why, and what will happen next.
2. We listen	We take the child's views seriously and communicate without humiliation, pressure or unnecessary lecturing.
3. We respect the body and privacy	We provide help with hygiene or changing clothes only to the extent necessary and in a transparent way.
4. We maintain professional boundaries	We do not create secrets, exclusive private relationships, inappropriate physical contact or hidden communication.
5. We recruit safely	For relevant roles, we use multi-level screening, references, safeguarding questions, and lawful checks of integrity and suitability.
6. We protect children online	We use work communication channels and do not use private profiles to build relationships with minors.
7. We protect children's image and story	We do not photograph children on personal devices or publish material that could endanger, humiliate or stigmatise them.
8. We assess risks in advance	We assess risks and safeguards for services, transport, trips, online activities and new projects.
9. We take every concern seriously	Staff do not need proof. If they notice a risk or a child confides in them, they know whom to inform.
10. We do not investigate the child	We listen, avoid unnecessary questions and protect children from having to repeatedly recount traumatic experiences.
11. We give children a way to speak up	We use child-friendly and, where needed, easy-to-read information; children can speak to any staff member.
12. We learn and review	We train staff, monitor risks, assess concerns, gather children's feedback and regularly review the policy.

Where do we apply safeguarding?

We apply safeguarding in day centres, the Emergency Housing Facility, the Counselling and Intervention Centre, home-care services, the facilitation of personal assistance, CDR DALIA, housing projects, fieldwork, prevention programmes and joint activities with other organisations.

How do we protect children in specific situations?

Situation	Our rule
One-to-one conversation	There must be a professional reason, and the conversation must be transparent. We respect privacy but do not create inappropriate isolation.
Intimate care	We do only what the child cannot do independently; we explain the process, protect privacy and appropriately record significant assistance.
Online contact	We use approved work channels; no secret private profiles or requests for inappropriate content.
Photographs and stories	Personal devices are not used. Anonymity is prioritised for children in vulnerable situations.
Transport	A staff member travelling alone with one child is an exception and must be justified and documented.
Children's behaviour towards one another	We interrupt risky sexualised behaviour, protect the children and work with both sides without labelling them.
Partners and visitors	They must not have unsupervised individual access to children and must comply with safeguarding rules.
Services for adults	If a child is present, the same basic protection rules apply. An adult's diagnosis alone is not a reason to stigmatise them.
Staff recruitment	For higher-risk roles, we check qualifications, professional history, references and legal requirements; interviews also include scenario-based safeguarding questions.

When a child says they are not safe

How we respond

We remain calm. We listen. We thank the child for trusting us. We do not promise complete secrecy. We do not investigate or ask unnecessary detailed questions. We check immediate safety, explain the next step, accurately record the essential facts and pass the information to the responsible person.

If a concern involves a violation of a child's rights, CSS KA follows its legal obligations and cooperates with child protection and social guardianship authorities and, depending on the circumstances, the Police Force or other competent authorities. Internal procedures must not delay the child's protection.

How can you report a concern?

You can report a concern to any CSS KA staff member, the head of a workplace, or the organisation's management. Direct contact details for the lead and deputy safeguarding officers will be added before the internal policy takes effect.

CSS KA contact

Email: css.krupina@gmail.com

Phone: 0948 122 486

Address: Kalinčiakova 781/2, 963 01 Krupina, Slovakia

If a child is in immediate danger, call 112 or 158. Children and young people can call the Child Safety Line on 116 111 anonymously. A concern reported in good faith must not lead to retaliation.

For children: simple safety rules

- You can say NO or STOP when you do not like something.
- Tell an adult you trust. You do not need to have proof.
- If the first adult does not help, tell someone else.
- If you are in immediate danger, call 112 or 158. Child Safety Line: 116 111.

How do we check whether the policy works?

- We assess risks and practical experience at least once a year.
- We formally review the policy at least every two years, or sooner after a serious incident or a significant change in services.
- We provide regular safeguarding training for the whole team, and managers include it in staff meetings.
- We use lessons from concerns and feedback from children, parents and staff to improve our rules.
- At least every three years, we use an independent external assessment or an equivalent audit of safeguarding measures.
- Each year, we prepare a brief anonymised review and, where possible, include the information in the annual report.

What is the policy based on?

This public policy summarises the binding internal policy and is based on Slovak law, the UN Convention on the Rights of the Child, the Lanzarote Convention, the Eurochild Safeguarding Policy 2026, and the Keeping Children Safe standards.