

The Boys' & Girls' Clubs Association of Hong Kong Child and Youth Safeguarding Policy

1. Introduction

Upholding its mission of “Nurture the Young, Create the Future”, The Boys' & Girls' Clubs Association of Hong Kong (BGCA) is committed to achieving a balanced and happy environment for the nurturing and growth of our young—physically, intellectually and emotionally, while remaining dedicated to safeguarding their interests and safety. In view of this, we have formulated the comprehensive Child and Youth Safeguarding Policy (the Policy) to ensure that the rights and safety of all children and youth participating in our services are protected under all circumstances.

We firmly believe that all children and young people, regardless of their race, culture, religion, gender, age, physical or intellectual abilities, have the right to be respected, protected and cared for. Therefore, safeguarding children and youth is not only about preventing abuse, but also about continuously building a culture and system of safety, including safe spaces, clear operational guidelines, and continuous attention to activities for children and youth. We have put in place strict personnel screening and management mechanisms which, among other things, require all new staff to undergo the Sexual Conviction Record Check (SCRC), as well as a reporting mechanism and code of conduct, to ensure that all staff members, interns, volunteers, service providers and service contractors understand and fulfil their responsibilities in safeguarding children and youth.

In accordance with “Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation (Revised 2020)” issued by the Social Welfare Department (SWD) on 1 April 2020, organisations have the responsibility to formulate policies and procedures to prevent child and youth maltreatment and for due handling of suspected cases. With reference to the above guide and relevant codes of practice of other international organisations, we have formulated this Policy to specify the arrangements for designated staff, training plans and recruitment standards.

Safeguarding children and youth is a shared responsibility of all adults. Through this Policy, BGCA expects to raise awareness among staff and stakeholders and to foster a supportive, safe and respectful community in which children and youth can flourish.

2. Purpose

2.1 Policy Statement

This Policy aims to ensure that all children and youth (minors under the age of 18) participating in BGCA's activities and services are treated with respect and care while receiving the highest level of protection. We adhere to the following principles:

- Help children and youth attain a well-balanced moral, intellectual, physical, social and aesthetic development, while fostering a social environment conducive to their growth.
- All children and youth have equal rights and should be protected from any form of harm or abuse.
- Establish policies, supporting measures and codes of conduct centred on the well-being of children and youth, requiring compliance from all staff members, volunteers and service-related personnel.
- Commit to the continuous review and updating of this Policy and related procedures to align with the latest legal requirements and best practices.

2.2 Policy Objectives

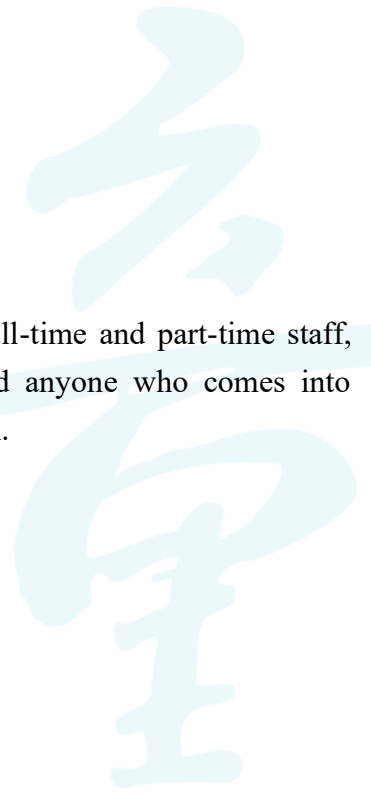
- Provide comprehensive protection for all children and youth within our service units.
- Establish and implement the Child and Youth Safeguarding Policy and response mechanisms.
- Provide training on child and youth protection for staff, interns, volunteers and service providers.
- Ensure immediate and proper handling of suspected cases.
- Promote organisation-wide participation in child and youth protection.
- Promote the physical and mental well-being and whole-person development of children and youth.

2.3 Principles

- Prioritise the safety and well-being of children and youth to ensure their right to be protected.
- Prevent and respond to all acts of abuse, harm and exploitation.
- Provide a safe, friendly and protective environment for growth.
- Handle every suspected case of abuse in a serious manner and follow up proactively.
- Uphold the principles of confidentiality and need-to-know.
- Fully commit to safeguarding and promoting the well-being of children and youth through collaboration with all relevant parties, including children, youth, and their carers, to ensure their safety and healthy development in both physical and mental aspects.

2.4 Scope of Implementation

This Policy applies to all BGCA board members, management, full-time and part-time staff, service providers, volunteers, interns, consultants, contractors and anyone who comes into contact with or bears responsibility for protecting children and youth.



3. Roles and Responsibilities

3.1 Executive Committee

- Acknowledge that the Child and Youth Safeguarding Policy constitutes an integral part of BGCA's overall policy framework and oversee its implementation.
- The Chairperson and members of the Executive Committee are designated as the policy supervisors, responsible for maintaining communication with the management on matters related to safeguarding children and youth.
- In the event of a complaint involving the Executive Director, the Chairperson or his/her designated committee member shall serve as the designated contact person or assume the role of BGCA's principal supervisor.
- The Executive Committee is responsible for appointing the Designated Safeguarding Leads (DSLs) at the organisational level, and the Unit Safeguarding Officers (USOs) at the unit level, ensuring that they receive ongoing training in child and youth protection and safety and that the Policy is implemented effectively.
- Oversee the review and updating of the Policy every three years.

3.2 Directorate

- Coordinate and monitor the overall implementation and execution of the Policy.
- Ensure the effective implementation of the Policy and related measures at all units.
- Two members of the Directorate are appointed as the DSLs to share responsibilities and enhance policy coverage.
- Ensure that all policies and measures comply with the Convention on the Rights of the Child, the laws of Hong Kong, and the relevant guidelines of the Education Bureau and SWD.
- Establish and push forward complaint and reporting mechanisms to ensure the transparency and fairness in handling cases.
- Regularly review and update the Policy to reflect legal and social changes.
- Serve as the designated contact person for all enquiries, complaints and reports related to child and youth protection, and make sure that children and young people receive appropriate protection throughout the investigation process.
- Provide regular policy training and recommendations on external resources to staff, volunteers, children, youth, and their parents.

3.3 Supervisor

- Ensure that all children and youth within the unit receive appropriate protection and care during activities and services.
- Ensure that all unit staff, volunteers and persons providing services to children and youth understand and comply with the Policy and related procedures.
- Oversee the implementation of the Policy within their unit and convene a crisis management meeting when necessary.

3.4 Unit-in-Charge/Team Leader

- Ensure that all children and youth within the unit receive appropriate protection and care during activities and services.
- Monitor all activities involving children and youth, and assess and manage potential risks.
- Handle enquiries and reports related to child and youth safeguarding, ensure protection of children and youth throughout the investigation process, and serve as a member of the crisis management meeting when necessary.

3.5 Unit Safeguarding Officer

- USOs are appointed from among Units-in-Charge (UICs), Assistant Units-in-Charge (ACICs), team leaders, or designated staff to promote the implementation of the Policy within their unit and to serve as members of the crisis management meeting when necessary.
- Promote the understanding of, and compliance with, the Policy and related procedures among all staff members, volunteers, and personnel providing services to children and youth within the unit, and collect and relay relevant feedback to appropriate parties.
- Arrange appropriate training to enhance the knowledge and response capabilities of staff and volunteers regarding child and youth safeguarding.
- Lead the planning and promotion of the unit's annual safeguarding activities for children and youth.
- Review and update the unit-level safeguarding policy and environment on a regular basis.

3.6 Staff Members – Social Work, Professional, and Support Grades

- Maintain a thorough understanding of the Policy and proactively implement the relevant measures and procedures.
- Identify children and youth in need of support and immediately provide assistance or make a report as necessary.

- Immediately report to the UIC or team leader any suspicion that a child or young person is being abused or at risk of harm.
- Comply with the professional and organisational codes of conduct, maintain respectful and clear boundaries in all interactions with children and young people, and proactively equip them with concepts and skills to protect themselves.
- Ensure that all activities involving children and youth are properly arranged and supervised.
- Assist children and youth in identifying trusted individuals they can approach for help (e.g. staff members or designated representatives).
- Actively take part in continuous professional training.

3.7 Volunteers and Service Providers in Direct Contact with Children and Youth

- All individuals who may come into contact with children and youth in the course of BGCA's activities, including interns, volunteers, service providers, service contractors and any other relevant persons, must familiarise themselves and comply with this Policy and BGCA's codes of conduct, and must cooperate fully in the implementation of child and youth safeguarding measures to protect the rights and safety of children and young people.

4. Effective Child and Youth Safety and Protection Measures

4.1 Policy Implementation Principles

BGCA is committed to providing a safe and respectful environment for all children and youth and to ensuring that all stakeholders are well-informed about the Child and Youth Safeguarding Policy and related measures. To this end, we have implemented the following measures:

- **Information Accessibility:** This Policy is published on BGCA's official website for access by services users and the general public. Copies of the Policy are also available for reference at our service units (SQS 1).
- **Communication Channels:** Service users and their parents/carers may enquire about the Policy, give feedback, or raise concerns via email, phone, or in person. Their right to know is protected in accordance with the "Guidelines on Protecting Right to Know of Service Recipients".
- **Response to Suspected Cases:** If staff suspect that a minor has been harmed or maltreated, they shall respond to and report the case in accordance with the Mandatory Reporting of Child Abuse Ordinance, the SWD's "Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation", the Education Bureau Circular No. 15/2025 "Handling Suspected Cases of Child Abuse/Maltreatment and Domestic Violence" (if applicable), and BGCA's "Guidelines on Protecting Service Recipients from Abuse", so as to ensure that the procedures are transparent, compliant and in the best interests of the minor. Where necessary, the unit shall proactively communicate with the parents or carers on the handling principles.
- **Child- and Youth-Friendly Communication:** We will use language and approaches appropriate for children and youth to introduce them to their rights, ways to protect themselves, and trusted individuals they can turn to for help. We will also enhance their ability to identify and express concerns about suspected abuse.
- **Listening to the Voices of Children and Youth:** We regularly gather feedback from children and young people regarding their experiences and opinions on service safety. We respect their freedom of expression and privacy, and follow the "Guidelines on Protection of Personal Data, Privacy and Confidentiality of Service Recipients" to ensure the confidentiality and transparency of data use, creating a safe space for children and youth to raise safety concerns with confidence.

4.2 Implementation of Safe Recruitment Procedures

BGCA has fully implemented recruitment procedures aligned with the principles of safeguarding children and youth. Relevant measures include:

- **Recruitment Statement:** Our commitment to safeguarding the safety and well-being of children and youth is clearly stated in all job advertisements and promotional materials.
- **Sexual Conviction Record Check (SCRC):** All personnel who may have direct or potential contact with children and youth (including full-time and part-time staff, interns and contract staff) must submit their SCRC result issued by the Hong Kong Police Force for verification by our administrative staff.
- **Screening and Interview Assessment:** In addition to enhanced background checks, scenario-based questions related to child and youth protection will be asked during interviews to assess applicants' sensitivity and responsiveness to the rights and protection of children and youth.
- **Contractor Requirements:** All contracts involving services for children and youth explicitly set out the requirement to comply with our Child and Youth Safeguarding Policy.

4.3 Training and Awareness Enhancement

- All staff members, interns, volunteers and service providers must undergo training on safeguarding children and youth. Staff are encouraged to pursue continuous development.
- Units and the Talent Development Department are responsible for arranging on-the-job training and maintaining records of participation.

4.4 Risk Management

- Units shall conduct regular risk assessments, covering environmental safety, activity design and interaction scenarios involving children and youth (see BGCA's "Safety Guidelines for Outdoor Activities", "Guidelines on Proper Management of CCTV Surveillance System", guidelines on protecting service recipients, "Guidelines on Unit Environment Management and Emergency Handling", and "Guidelines for Outbound Exchange Activities").
- Any identified high-risk situations must be addressed immediately, with corrective actions documented.

5. Procedures

5.1 Reporting Policy

This reporting policy outlines the principles for reporting any suspicion that a child or young person has been or is being abused or harmed. It sets out the reporting channels, measures to protect reporters and case handling procedures. With a focus on safeguarding the well-being of children and youth, the policy is aligned with the Mandatory Reporting of Child Abuse Ordinance and the SWD's "Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation".

5.2 Principles

- Any staff member who suspects that a child or young person may have been or is being abused, exploited, neglected or otherwise harmed has the responsibility to report the case to BGCA as early as possible.
- Interns, volunteers, service providers, service contractors or relevant individuals who suspect that a child or young person may have been or is being abused, exploited, neglected or otherwise harmed shall notify BGCA as early as possible.
- Reports may be made in regard to violations of the Child and Youth Safeguarding Policy or any behaviour that poses a threat to the safety of children and youth, irrespective of whether actual harm has occurred.
- BGCA is committed to handling all reports with professionalism, integrity, fairness and strict confidentiality, treating each report as a serious alert in the protection of children and youth.
- All suspected abuse cases will be handled in accordance with the Mandatory Reporting of Child Abuse Ordinance and the SWD's "Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation".

5.3 Reporting Channels and Escalation Levels

- Any service user, member, intern, volunteer, service provider, service contractor, or other relevant person who suspects an incident of abuse must immediately report it to BGCA staff in the first instance.
- Any staff member who identifies or becomes aware of suspected abuse must report it to their UIC, team leader, Supervisor or department head in the first instance.
- If the suspected abuser is a BGCA staff member, the matter should be reported directly to their immediate supervisor. If the individual involved is the Executive Director, it should be reported directly to the Chairperson of the Executive Committee.

5.4 Handling Procedures

To ensure effective handling and prompt response, cases are classified as follows with reference to the “Guide for Mandated Reporters”:

- **Mandatory Reporting Cases (where a child is suffering serious harm or is at real risk of suffering serious harm):**
 1. Any staff member who suspects that a child or young person may have been or is being abused must immediately report the case to their UIC, team leader, Supervisor or department head.
 2. In accordance with the Mandatory Reporting of Child Abuse Ordinance and the “Guide for Mandated Reporters”, staff shall assess the actual circumstances of the case and determine whether mandatory reporting is required.
 3. If, after assessment, the case is classified as a “mandatory reporting case” (where the child is suffering serious harm or is at real risk of suffering serious harm), staff must submit a written report as soon as practicable through the “Reporting Platform – Mandatory Reporting of Child Abuse” jointly developed by the Police Force and the SWD.
 4. Following the reporting, staff can notify the UIC, team leader, Supervisor or department head on voluntary basis
 5. A crisis management meeting must be initiated within one calendar day.
 6. Appropriate protection measures and follow-up actions must be arranged in accordance with the “Guide for Mandated Reporters” and “Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation”.
 7. All suspected abuse cases must be documented using BGCA’s “Suspected Child/Youth Abuse Report Form” within three calendar days after making the mandatory report.
 8. All follow-up actions must be properly recorded in the unit’s case file (if a case file has been opened) or in the “Suspected Child/Youth Abuse Report Form”.
 9. If the suspected abuse case constitutes a special incident in an SWD-subservent service unit, including (1) established/suspected abuse of a service user by a staff member/another service user, or (2) an incident likely to attract public or media attention, a “Special Incident Report” must be submitted to the SWD within three calendar days.

- **Non-Mandatory Reporting Cases (comprising general reporting, appropriate follow-up services, and further information gathering):**
 1. Any staff member who suspects that a child or young person may have been or is being abused must immediately report the case to their UIC, team leader, Supervisor or department head.
 2. In accordance with the Mandatory Reporting of Child Abuse Ordinance and the “Guide for Mandated Reporters”, staff shall assess the actual circumstances of the case and determine whether mandatory reporting is required.
 3. If, after assessment, the case is classified as a “non-mandatory reporting case” (comprising general reporting, appropriate follow-up services, and further information gathering) involving suspected or potential abuse but without immediate danger to the child or young person, the report must be made to the UIC, team leader, Supervisor or department head within one calendar day of assessment.
 4. A crisis management meeting may be initiated depending on the circumstances.
 5. Appropriate protection measures and follow-up actions must be arranged in accordance with “Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation” of the SWD.
 6. All suspected abuse cases must be documented using BGCA’s “Suspected Child/Youth Abuse Report Form” within three calendar days of assessment.
 7. All follow-up actions must be properly recorded in the unit’s case file (if a case file has been opened) or in the “Suspected Child/Youth Abuse Report Form”.
 8. If the suspected abuse case constitutes a special incident in an SWD-subvented service unit, including (1) established/suspected abuse of a service user by a staff member/another service user, or (2) an incident likely to attract public or media attention, a “Special Incident Report” must be submitted to the SWD within three calendar days.

5.5 Crisis Management Meeting

- In the case of suspected child or youth abuse, the Supervisor shall convene a crisis management meeting in accordance with this Policy (see Section 5.4 for case classification) to immediately formulate and implement response and protection measures.
- Social work, professional or administrative staff associated with the affected child’s or young person’s case, group, activity or service will be appointed by the Supervisor as members of the meeting. The Supervisor and meeting members shall liaise with relevant

internal or government departments, and work with statutory bodies to carry out appropriate follow-up actions in the best interests of the minor.

- If the suspected abuser is a BGCA staff member, intern, volunteer, service provider or another service user, or if the incident is likely to draw public or media attention, the matter must be immediately reported to the Directorate.
- To prevent conflicts of interest, the suspected abuser or any person with actual or potential interests in relation to the suspected abuser must not participate in case handling or access related information. Where necessary, the DSL may adjust the member composition of the crisis management meeting.

5.6 Protection of Interests of Reporters

- Any staff member, volunteer or service user has the right to report suspected abuse or harm to children and youth. BGCA will not wilfully inhibit or obstruct any person from making a report, or impose any guideline or requirement that has such an effect.
- BGCA strictly prohibits any form of unfair treatment. Reporters acting in good faith will be protected from unreasonable dismissal, unfair disciplinary actions, workplace retaliation, denial of services or any other improper treatment.
- In accordance with the “Guidelines on Protection of Personal Data, Privacy and Confidentiality of Service Recipients”, the information of reporters will be kept confidential, except where required by law or when it is necessary to transfer the case to the SWD, Education Bureau or law enforcement authorities.
- Under the “Mandatory Reporting of Child Abuse Ordinance”, where the Association is required by law to disclose the identity of a reporter, and the reporter is a staff member who is a “specified professional” as listed in Schedule 1 to the Ordinance, the Association will first seek the consent of the reporter and will ensure that any such disclosure is made for the purpose of preventing or reducing a real risk of personal injury.
- In case of any dissatisfaction, reporters who are not BGCA employees may express their views or lodge a complaint in accordance with our established mechanism. All external complaints shall be handled in accordance with the “Guidelines for Handling External Complaints”. For BGCA staff, they may seek mediation in accordance with the employee complaint procedures outlined in the “Employee Handbook”.

5.7 Confidentiality Arrangements

- BGCA undertakes to keep the identity of the reporter and the content of the report confidential in so far as permitted by law. Reporters also have a responsibility not to

disclose case details or the identity of the individuals involved, in order not to affect the investigation process.

- If disclosure of information is required due to legal proceedings, BGCA will make arrangements in accordance with legal procedures.

5.8 Suggested Content for Reports

To facilitate effective handling, reporters, whether anonymous or not, are encouraged to provide as much of the following information as possible:

- Name and contact information of the reporter (e.g. email address or telephone number)
- Name and identity of the person involved
- Date, time, location and background of the incident
- Reasons for suspicion and supporting evidence

5.9 Reporting Channels

If any suspected abuse incident is identified, it should be handled in accordance with **Section 5.3 Reporting Channels and Escalation Levels**. In addition, the reporter may choose to submit the report by:

- Email: [safeguarding@bgca.org.hk]
- Mail:

The Boys' & Girls' Clubs Association of Hong Kong

3 Lockhart Road, Wan Chai, Hong Kong

Attn: Designated Safeguarding Leads (Confidential)

(If the case involves senior management personnel, please address to the Chairperson of the Executive Committee and mark it as "Confidential")

5.10 Anonymous Reporting

- While we encourage reporters to provide their names for effective follow-up and clarification, anonymous reports are also accepted. However, anonymous reports must include **sufficient and specific details**; otherwise, it may affect our investigations and follow-up actions.

5.11 Handling and Response

- An initial risk assessment will be conducted within one calendar day upon receipt of a report, and protection measures will be implemented immediately if required.

- Non-anonymous reporters will receive an acknowledgment once their report has been received by BGCA. After completion of the investigation, they will also be informed of the outcome (within the scope of disclosure).
- BGCA will review case progress regularly (at least once every two weeks) until the case is officially closed and appropriate follow-up actions are completed.

5.12 Data Protection and Record Management

To safeguard the privacy and security of all reports and related data, BGCA complies with the Personal Data (Privacy) Ordinance and relevant regulations, ensuring confidentiality, integrity and security in record management:

- All “Suspected Child/Youth Abuse Report Forms” and related documents must be securely stored only by the UIC, team leader or Supervisor in the unit’s locked cabinet. In addition, BGCA’s e-system in which the data is stored shall only be accessible to the DSLs or their authorised persons.
- All records and personal data, including those of reporters and subjects of reports, must be handled on a need-to-know basis and not be disclosed unless required by law.
- Except where otherwise required by law or where the party concerned has already pursued a claim through legal proceedings, all case records will be retained for a maximum of three years following case closure for review and audit purposes. Upon expiry of the retention period, the records will be destroyed securely according to our data destruction procedures.

6. Policy Approval and Amendments

This Policy has been reviewed and approved by the Executive Committee of BGCA. BGCA reserves all rights to amend this Policy. This is an English translation of the original document in Chinese. In the event of any conflict or inconsistency between the Chinese and English versions, the Chinese version shall prevail.

7. Conclusion

The Boys’ & Girls’ Clubs Association of Hong Kong has been striving to promote the holistic development of our younger generation, and to create a safe and respectful environment in which they can thrive. The Child and Youth Safeguarding Policy, as a key initiative in fulfilling this mission, aims to ensure that all children and youth who take part in our services can grow up healthily in a safe, fair and caring environment.

This Policy is established based on the principles of respecting the rights of children and youth and protecting their well-being. It clearly defines the responsibilities and codes of conduct of all relevant stakeholders, including, among others, the Executive Committee, management, front-line staff, volunteers and service contractors.

To ensure the effective implementation of this Policy, we have adopted the following complementary measures:

- Conduct pre-employment background checks and SCRCs.
- Provide continuous training for staff and volunteers to enhance their ability to identify and respond to risks.
- Formulate safety monitoring arrangements for all activities involving children and youth.
- Set up effective complaint and reporting mechanisms to protect the rights and interests of children, youth and reporters.

In addition, we will regularly review and update this Policy to remain aligned with legal requirements and international best practices.

We firmly believe that every child and young person deserves to be respected and protected. Through the collective efforts of all staff and partners, we will continue to foster a culture that safeguards and supports children and youth, while providing a space where their voices are heard and respected.

**The Boys' & Girls' Clubs Association of Hong Kong
Child and Youth Safeguarding Policy and Code of Conduct Consent Form (Staff)**

I acknowledge that I have read and understood the documents below:

1. Child and Youth Safeguarding Policy
2. Code of Conduct for Protecting the Rights of Service Recipients (Staff)
(This code of conduct is set out in Appendix III of the Guidelines on Protecting Service Recipients from Abuse)

I understand that the purpose of the above policy and code of conduct is to safeguard the safety, rights and well-being of all children, youth, and service recipients, and to enhance the professionalism, respect and integrity of BGCA's services. I undertake to:

- adhere to the principles, measures and reporting mechanisms set out in the Child and Youth Safeguarding Policy when performing duties;
- uphold the ethical standards outlined in the Code of Conduct for Protecting the Rights of Service Recipients when establishing and maintaining professional relationships with service recipients;
- take the initiative to report, in accordance with the Policy, if there is a reasonable ground to suspect that a child, young person, or service recipient has been abused or that their rights have been undermined;
- continuously participate in BGCA's training related to safeguarding children and youth so as to enhance awareness and practical skills in protection;
- acknowledge that any violation of the above Policy or Code may result in investigation and disciplinary action by BGCA.

I understand that any breach of the Policy or Code may cause serious harm to service recipients and may lead to disciplinary action by BGCA or legal consequences.

Name of Staff: _____ Signature: _____ Date: _____
(in block letters)

The Boys' & Girls' Clubs Association of Hong Kong

Code of Conduct for Protecting the Rights of Service Recipients (Staff)

The main purpose of formulating this Code of Conduct is to ensure that the rights of service recipients are respected and taken care of, so as to achieve high-quality and professional services.

- (1) When providing services, staff must comply with the following basic code of conduct:
 1. The primary responsibility of staff is to respect and protect the rights of service recipients, and take full and proper care of their well-being.
 2. Staff are responsible for informing service recipients of their rights and help them obtain appropriate services. Service recipients should also be informed of, as far as possible, obligations and possible consequences associated with the services provided to them.
 3. Staff should not abuse their relationship with service recipients for personal gain.
 4. Staff should handle their working relationship with service recipients with caution and should not have private contact with service recipients.
 5. Staff should not have personal or sexual relationships with service recipients.
 6. All relevant activities undertaken by staff must comply with the code of conduct of BGCA as well as the generally accepted ethical and legal standards in society.

- (2) This document serves as a guideline for the daily conduct of staff in protecting the rights of service recipients. When a staff member is accused of violating the standards set out in this document, this Code will be used as the basis of ruling. Based on the Guidelines on Protecting Service Recipients from Abuse, this document sets out the ethical standards for staff in establishing working relationships with service recipients. Its scope of application includes all relevant activities conducted in the capacity of a worker.

1. Rights to Know and Make Informed Choices

- 1.1 Staff must strictly implement the policies and procedures set out in BGCA's Guidelines on Protecting Right to Know of Service Recipients to ensure that the rights of service users are respected and that they can make informed choices and decisions about the services they receive.

2. Private Property Rights

- 2.1 Staff must strictly implement the policies and procedures set out in BCGA's Guidelines on Protecting Private Property Rights of Service Recipients to ensure that the private property rights of service users are respected.

3. Rights to Privacy and Confidentiality

3.1 Staff must strictly implement the policies and procedures set out in BGCA's Guidelines on Protection of Personal Data, Privacy and Confidentiality of Service Recipients to ensure that all information relating to service users is kept strictly confidential.

4. Right of Complaint

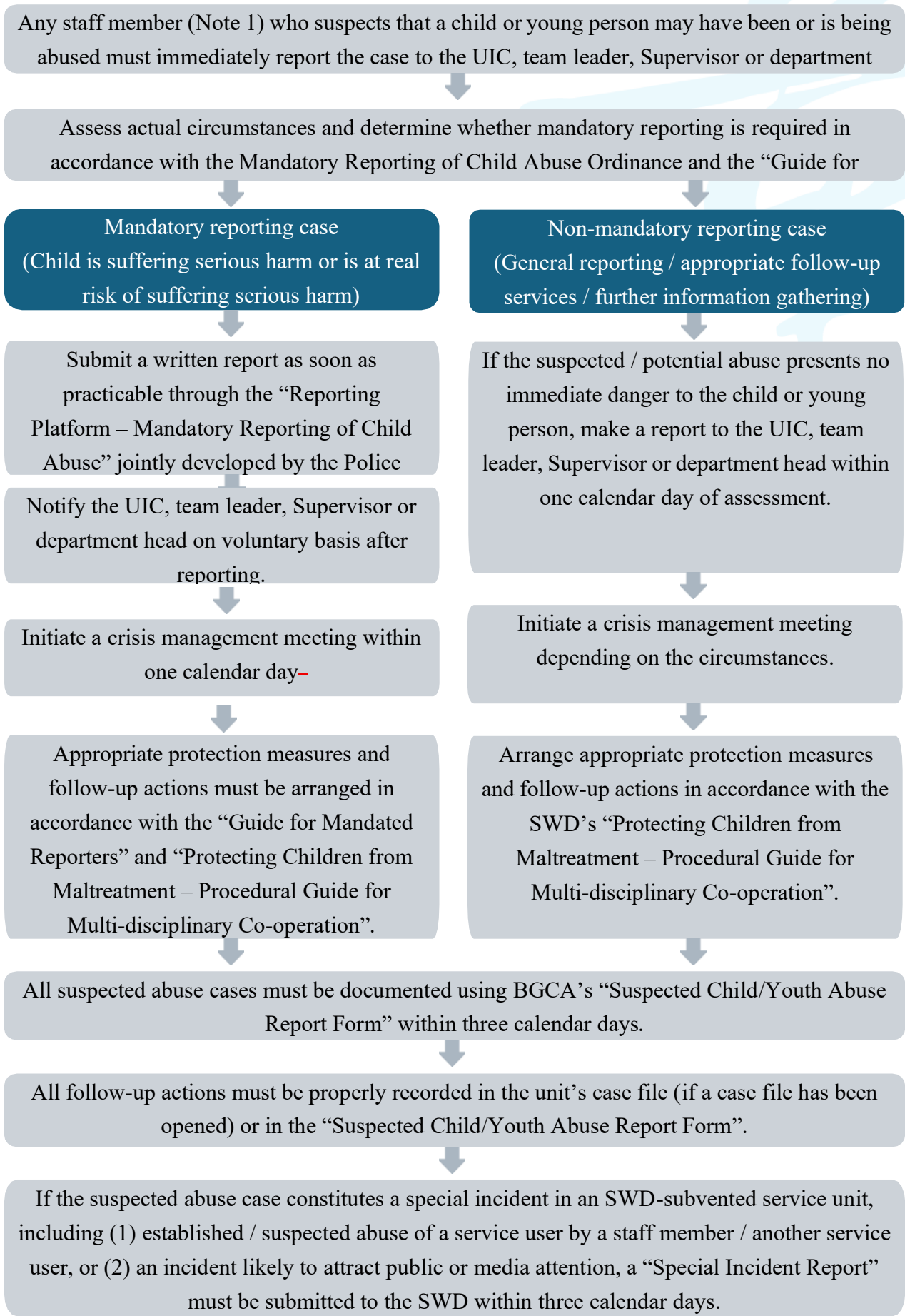
4.1 Staff must strictly implement the policies and procedures in relation to the protection of service users' right of complaint as set out in BGCA's Guidelines on Handling External Complaints.

5. Right of Freedom from Abuse

5.1 Staff must strictly implement the policies and procedures set out in BGCA's Guidelines on Protecting Service Recipients from Abuse.

- (3) Staff must work together to implement the above Code and comply with all disciplinary decisions made in accordance with the Code.
- (4) Staff should take adequate measures or actions to prevent, discourage, correct or expose any violations of the Code by other staff and relevant persons.
- (5) Staff should take reasonable and appropriate measures so that the interests of service recipients will not be jeopardised as a result of the violation of this Code of Conduct by the staff they supervise and those who assist them in providing services (including service providers and volunteers, etc.).

Appendix 1: Procedures for Handling Suspected Abuse



Appendix 1: Procedures for Handling Suspected Abuse

Note 1: Any service user, member, intern, volunteer, service provider, service contractor, or other relevant person who suspects an incident of abuse must immediately report it to BGCA staff in the first instance.

Note 2: To facilitate multiple staff members reporting the same case and to avoid duplicate reports, staff members may submit a team report. In doing so, they should appropriately include the particulars of other staff members as co-reporters.