Her Voice Public Safeguarding Statement

Version 1 | Effective 15 September 2026

Her Voice is committed to providing environments in which teenage girls, young women and vulnerable participants are treated with dignity, heard and protected from harm. This statement explains the safeguarding standards that members of the public can expect from Her Voice, how concerns can be reported and where urgent help can be obtained.

This public statement does not disclose Her Voice's confidential incident-management procedures. Those procedures guide authorised personnel on recording, escalation, statutory reporting, referrals and the secure handling of safeguarding information.

1. Scope

This statement applies to Her Voice website interactions, programmes, events, mentoring, volunteering, Foundation activities, digital communities, referrals and communications. It applies to employees, directors, facilitators, mentors, volunteers, service providers and other representatives acting for Her Voice.

In this statement, Her Voice includes Her Voice International (Pty) Ltd and Her Voice Foundation NPC where they conduct the relevant activity. A child means a person under 18. A vulnerable participant includes an adult who may be at increased risk of abuse, exploitation or neglect because of disability, dependency, trauma, illness, personal circumstances or another relevant factor.

2. Our safeguarding commitments

Her Voice will take reasonable and proportionate steps to:

• place the safety, dignity and best interests of children and vulnerable participants at the centre of its decisions

• treat concerns seriously and respond without unfair discrimination or retaliation

• use appropriate consent, supervision, communication and information-handling arrangements

• screen and prepare people appointed to roles involving direct or regular participant contact

• maintain appropriate conduct and professional boundaries in person and online

• share safeguarding information only with people who need it to protect someone, respond lawfully or provide support

• refer or report concerns to a suitable professional, child-protection body, social worker, law-enforcement agency or statutory authority when required

• review its safeguarding arrangements as programmes, risks and legal duties change

3. Parent and guardian involvement

Her Voice requires the involvement of a parent or legal guardian when a minor applies for or participates in an activity that requires registration, personal information, direct engagement, mentoring, transport, photography, recording or another material commitment.

Her Voice may require written parent or guardian consent, the minor's own assent, emergency contact information and confirmation of relevant health, accessibility or support needs. Consent must be informed and activity-specific. A parent or guardian may ask questions before consenting and may withdraw optional permissions, such as permission to use a child's image, subject to any legal or operational limits explained at the time.

A parent or guardian's consent does not replace the child's right to be heard. Her Voice will explain activities in age-appropriate language and will not compel a child to participate, be photographed, share a personal story or continue an interaction where the child is unwilling or unsafe.

4. Screening and conduct

Before appointing a person to a role involving direct or regular contact with children or vulnerable participants, Her Voice will use screening appropriate to the role and permitted by law. This may include identity and qualification checks, references, interviews, declarations, criminal-record or child-protection checks where appropriate, safeguarding orientation and agreement to a code of conduct.

Screening is one part of safeguarding and does not replace supervision or accountability. Her Voice representatives are expected to maintain appropriate boundaries, avoid favouritism, sexualised conduct, harassment, exploitation and humiliating treatment, and never use their role to pursue an improper personal, financial, spiritual or romantic relationship with a participant.

5. Safe communication and online engagement

Communication with minors must use approved Her Voice channels and appropriate responsible-adult involvement. Her Voice representatives must not use disappearing messages or private, secretive communication to conceal contact with a minor. One-to-one interactions, whether online or in person, must be justified by the activity, appropriately authorised and conducted in a setting or manner that supports accountability.

Personal information, images, recordings and stories must be handled in accordance with the Her Voice Privacy and POPIA Policy and the relevant consent. Her Voice will not assume that programme participation includes permission to publish a participant's image, name, testimony or personal history.

6. Recognising a safeguarding concern

A safeguarding concern may include suspected or disclosed physical, sexual or emotional abuse; neglect; exploitation; grooming; bullying; harassment; trafficking; self-harm risk; unsafe programme conduct; inappropriate communication; misuse of images or personal information; or conduct by a Her Voice representative that places someone at risk.

You do not need proof before raising a genuine concern. Do not investigate the matter yourself, confront an alleged offender where doing so may increase risk, or circulate the information to people who do not need to know.

7. Reporting a concern to Her Voice

Report a safeguarding concern as soon as reasonably possible to the Her Voice Designated Safeguarding Contact:

Email	safeguarding@her-voice.co.za
Call or WhatsApp	+27 65 752 9651
Contact title	Her Voice Designated Safeguarding Contact

Include what happened or may be happening, who may be at risk, when and where it occurred, and how you can be contacted if it is safe to provide those details. Preserve any relevant message, image or document without forwarding it unnecessarily.

Her Voice cannot promise absolute confidentiality. Information may need to be shared on a need-to-know basis to protect a person, obtain professional assistance, comply with the law or enable a fair response. A person who raises a concern in good faith will not be penalised merely because the concern is not ultimately substantiated.

8. Immediate danger and external help

Her Voice email and WhatsApp channels are not emergency services and may not be monitored continuously. Do not wait for Her Voice to respond where someone is in immediate danger, requires urgent medical assistance or may be the victim of a crime.

Service	Contact
South African Police Service	10111 for a crime-related emergency; 112 from a mobile phone
Childline South Africa	116, free from all networks and available 24 hours
Gender-Based Violence Command Centre	0800 428 428, available 24 hours
Gender-Based Violence Please Call Me	*120*7867#

These external contact details were verified on 15 September 2026. Availability and service arrangements are controlled by the relevant service and may change.

9. How Her Voice responds

Her Voice will receive concerns respectfully, consider immediate safety, make an appropriate record and refer the matter to authorised decision-makers. Depending on the concern, Her Voice may implement protective measures, contact a parent or guardian where safe and lawful, obtain professional advice, make a statutory report, refer the person for support or cooperate with an external investigation.

Her Voice will not conduct a criminal or statutory child-protection investigation in place of the competent authorities. Internal action concerning a representative or programme may proceed separately, provided it does not compromise a lawful external process.

10. Review and questions

This statement will be reviewed when Her Voice's programmes, operating arrangements, risks or legal obligations materially change. Questions about this statement may be sent to safeguarding@her-voice.co.za.

Public information sources

Childline South Africa, Helpline information, www.childlinesa.org.za. South African Government, Government call centres and help lines, www.gov.za. South African Police Service, emergency and safety information, www.saps.gov.za.