

DATED

August 2016

TŪTAKI YOUTH INCORPORATED

CHILD PROTECTION POLICY

Tūtaki Youth Inc. Trust

POLICY: CHILD PROTECTION

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Table of Contents

Policy Purpose	3
Policy Scope	3
Definitions	3
Policy Statements	5
Policy Practice	6
Organisational Commitment to Child Protection	6
Designated Person for Child Protection.....	6
Employee Responsibilities	7
Identifying Possible Abuse or Neglect	7
Responding to Suspected Abuse or Neglect	9
Responding to Other Concerns	11
Allegations or Concerns about Staff	11
Confidentiality and Information Sharing	13
Recruitment and Employment	13
Professional Development and Safe Practice.....	13
Related Documentation	14

1. **Purpose**

This policy supports our staff to identify and respond to child abuse and neglect and the vulnerability of children in a timely and appropriate way. It is our organisation's commitment to protect vulnerable children from abuse and neglect and to recognise the important role all of our staff have in protecting children.

This policy provides our organisation with a broad framework and expectations to protect vulnerable children, including (but not limited to) staff behaviours in response to actual or suspected child abuse or neglect. It is intended to protect all children that staff may encounter, including siblings, the children of adults accessing services and any other children encountered by staff as they provide their service.

This policy is consistent with Child Youth and Family and New Zealand Police guidelines and will be updated when new guidance is issued.

2. **Policy Scope**

This policy applies to all staff, including volunteers and part-time or temporary roles and contractors.

3. **Definitions**

3.1. Abuse – the harming (whether physically, emotionally or sexually), ill-treatment, neglect or deprivation of any child.

3.2. Child – any child or young person aged under 17 years and who is not married or in a civil union.

3.3. Child protection – activities carried out to ensure that children are safe in cases where there is suspected abuse or neglect or are at risk of abuse or neglect.

3.4. Designated person for child protection – the manager/supervisor or designated person responsible for providing advice and support to staff where they have a concern about an individual child or who want advice about child protection policy.

3.5. Disclosure – information given to a staff member by a child, parent or caregiver or a third party in relation to abuse or neglect.

3.6. Ministry of Vulnerable Children, Oranga Tamariki – the agency responsible for investigating and responding to suspected abuse and neglect and for providing care and protection to children found to be in need.

3.7. New Zealand Police – the agency responsible for responding to situations where a child is in immediate danger, and for working with Ministry of Vulnerable Children, Oranga Tamariki in child protection work and investigating cases of abuse or neglect where an offence may have occurred.

3.8. Physical abuse – any acts that may result in physical harm of a child or young person. It can be, but is not limited to: bruising, cutting, hitting, beating, biting, burning, causing abrasions, strangulation, suffocation, and drowning, poisoning and fabricated or induced illness.

3.9. Sexual abuse – any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening. Sexual abuse can be, but is not limited to:

- **Contact abuse:** touching breasts, genital/anal fondling, masturbation, oral sex, penetrative or non-penetrative contact with the anus or genitals, encouraging the child to perform such acts on the perpetrator or another, involvement of the child in activities for the purposes of pornography or prostitution.
- **Non-contact abuse:** exhibitionism, voyeurism, exposure to pornographic or sexual imagery, inappropriate photography or depictions of sexual or suggestive behaviours or comments.

3.10. Emotional abuse – any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development. This can include:

- Patterns of isolation, degradation, constant criticism or negative comparison to others. Isolating, corrupting, exploiting or terrorising a child can also be emotional abuse.
- Exposure to family/whānau or intimate partner violence.

3.11. Neglect – neglect is the most common form of abuse and although the effects may not be as obvious as physical abuse, it is just as serious. Neglect can be:

- Physical (not providing the necessities of life like a warm place, food and clothing).
- Emotional (not providing comfort, attention and love).
- Neglectful supervision (leaving children without someone safe looking after them).
- Medical neglect (not taking care of health needs).
- Educational neglect (allowing chronic truancy, failure to enrol in education or inattention to education needs).

3.12. Family Violence – given the link between family violence, intimate partner violence and child abuse, it is also important to understand these terms:

3.12.1. Family violence has been defined by the NZ Family Violence Clearinghouse as violence and abuse against any person whom that person is, or has been, in a domestic relationship with. This can include sibling against sibling, child against adult, adult against child and violence by an intimate partner against the other partner (NZ Family Violence Clearinghouse; Issues Papers 3 & 4 April 2013).

3.12.2. Family violence is also defined in Te Rito, the NZ Family Violence Prevention Strategy, as covering a broad range of controlling behaviours, commonly of a physical, sexual and/or psychological nature that typically involves fear, intimidation or emotional deprivation. It occurs within a

variety of close interpersonal relationships, such as between partners, parents and children, siblings, and in other relationships where significant others are not part of the physical household but are part of the family and/or are fulfilling the function of family. Common forms of violence in families/whānau include:

- Spouse/partner abuse (violence among adult partners).
- Child abuse/neglect (abuse/neglect of children by an adult).
- Elder abuse/neglect (abuse/neglect of older people aged approximately 65 years and over, by a person with whom they have a relationship of trust).
- Parental abuse (violence perpetrated by a child against their parent); sibling abuse (violence among siblings) (Te Rito – NZ Family Violence Prevention Strategy, Ministry of Social Development, 2002).

3.12.3. A legal definition of family violence is provided in Section 3 of the Domestic Violence Act 1995.

3.12.4. Intimate partner violence is a subset of family violence. The NZ Family Violence Clearinghouse states that intimate partner violence includes physical violence, sexual violence, psychological/emotional abuse, economic abuse, intimidation, harassment, damage to property and threats of physical or sexual abuse towards an intimate partner (NZ Family Violence Clearinghouse; Issues Papers 3 & 4 April 2013).

4. Policy Statements

- 4.1.** Tūtaki is committed to working together to produce the best possible outcomes for the child and to work towards continuous improvement in child protection practices.
- 4.2.** Our organisation recognises the culture of whānau, its importance and the rights of whānau to participate in decision-making about their children.
- 4.3.** Tūtaki is committed to developing and maintaining links with iwi, and other cultural and community groups and to ensure that important cultural concepts are integrated, as appropriate, into practice.
- 4.4.** Tūtaki makes the safety and wellbeing of children the primary concern, with the child at the centre of all decision-making.
- 4.5.** Our organisation recognises the importance of early intervention and the principle of applying the least intrusive intervention necessary to protect vulnerable children.
- 4.6.** Our organisation is committed to open and transparent relationships with clients/service users, including being willing to share concerns about child safety issues with the whānau unless this would result in an escalation of risk.
- 4.7.** Tūtaki recognises the rights of the child to participate, in age-appropriate ways, in decision-making about themselves.

- 4.8. Tūtaki is committed to ensuring there is support available to staff affected by child abuse and neglect.
- 4.9. All staff are able to identify the signs and symptoms of potential abuse and neglect and are able to take appropriate action in response and will do so.

5. Policy Practice

5.1. Organisational Commitment to Child Protection

- 5.1.1. There are organisation-wide policies for the appropriate response to, and management of, child abuse and neglect.
- 5.1.2. There is an organisational commitment to support all staff to work in accordance with this policy, promoting a culture where staff feel confident to constructively challenge poor practice and raise issues of concern without fear of reprisal.
- 5.1.3. Organisation-wide procedures exist to provide appropriate, adequate support for, and supervision of, staff affected by child abuse and neglect.
- 5.1.4. Tūtaki is committed to ensuring it demonstrates continual improvement in child protection practice. We will work to maintain a good working relationship with child protection agencies and community organisations to ensure child protection policies are consistent and of high quality and to always comply with relevant legislative responsibilities, the principles of the Treaty of Waitangi, and best practice standards.
- 5.1.5. Tūtaki is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff are made aware of the policy on child protection.

5.2. Designated Person for Child Protection

Our Designated Person for Child Protection is Police Projects Leader Simon Howard, whose responsibilities include:

- 5.2.1. Review the child protection policy and procedure as required.
- 5.2.2. Coordinate a system-wide response to child abuse and neglect.
- 5.2.3. Develop a training plan and ensure initial, refresher, and advanced training of staff is available cyclically.
- 5.2.4. Ensure documentation tools are in place and accessible to staff for the recording of care and protection concerns (i.e. Child Protection Database).
- 5.2.5. Ensure audit and evaluation tools are in place to assess child protection policy, processes and practices.
- 5.2.6. Access and provide resources required to support the programme and make these available for staff and clients.

- 5.2.7. Develop functional internal and external relationships with key stakeholders (government, non-government and community-based organisations).
- 5.2.8. Provide support and advice to staff regarding child abuse and neglect.
- 5.2.9. Ensure that the appropriate authority is notified when a staff member has a belief that a child has been, or is likely to be, abused or neglected. This extends to ensuring that all known information about the child, young person and their whānau is shared in full with the appropriate authority to determine the most appropriate response.

5.3. Employee Responsibilities

All employees of our organisation have responsibility for the safe management of identified and suspected child abuse and neglect. Those responsibilities include:

- 5.3.1. Staff are conversant with our Child Protection Policy and related policies.
- 5.3.2. Staff understand the statutory referral processes and management of identified or suspected abuse and neglect.
- 5.3.3. Staff have a responsibility to share information in a timely way and to discuss any child protection concerns, including suspected abuse or neglect, with colleagues, their manager and the designated person for child protection.
- 5.3.4. Staff attend initial training, refresher training and regular updates appropriate to their area of work.

5.4. Identifying Possible Abuse or Neglect

Information on identifying possible abuse or neglect is detailed in *“Working together to keep children and young people safe. An Interagency Guide”* (Ministry of Vulnerable Children, Oranga Tamariki, 2011, (Working Together)). This document should be read in conjunction with this policy.

Our approach to identifying abuse or neglect is guided by the following principles:

- 5.4.1. While there are different definitions of abuse, the important thing is for us to consider overall wellbeing and the risk of harm to the child. It is not so important to be able to categorise the type of abuse or neglect.
- 5.4.2. We understand that every situation is different and it’s important to consider all available information about the child and their environment before reaching conclusions. For example, behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.
- 5.4.3. We understand when we are concerned a child is showing signs of potential abuse or neglect we should talk to someone, either a colleague, manager or the Designated Person for Child Protection – we shouldn’t act alone.

- 5.4.4. It is normal for us to feel uncertain, however, the important thing is that we should be able to recognise when something is wrong, especially if we notice a pattern forming or several signs that make us concerned.
- 5.4.5. Exposure to intimate partner violence (IPV) is a form of child abuse. There is a high rate of co-occurrence between IPV and the physical abuse of children.
- 5.4.6. This organisation will always act on the recommendations of statutory agencies, including Ministry of Vulnerable Children, Oranga Tamariki and the Police. We will only inform families/whānau about suspected or actual abuse after we have discussed this with these agencies.
- 5.4.7. Staff involved in cases of suspected child abuse are entitled to have support. We will maintain knowledge of such individuals, agencies and organisations in the community that provide support.

We recognise the signs of potential abuse:

Physical signs (e.g., unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, sexually transmitted diseases).

Developmental delays (e.g., small for their age, cognitive delays, falling behind in school, poor speech and social skills).

Emotional abuse/neglect (e.g., sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).

Behavioural concerns (e.g., age inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).

The child talking about things that indicate abuse (sometimes called an allegation or disclosure).

We are aware of the signs of potential neglect:

Physical signs (e.g., looking rough and uncared for, dirty, without appropriate clothing, underweight).

Developmental delays (e.g., small for their age, cognitive delays, falling behind in school, poor speech and social skills).

Emotional abuse/neglect (e.g., sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).

Behavioural concerns (e.g., disengagement/ neediness, eating disorders/substance abuse, aggression).

Neglectful supervision (e.g., out and about unsupervised, left alone, no safe home to return to).

Medical neglect (e.g., persistent nappy rash or skin disorders or other untreated medical issues).

5.5. Responding to Suspected Abuse or Neglect

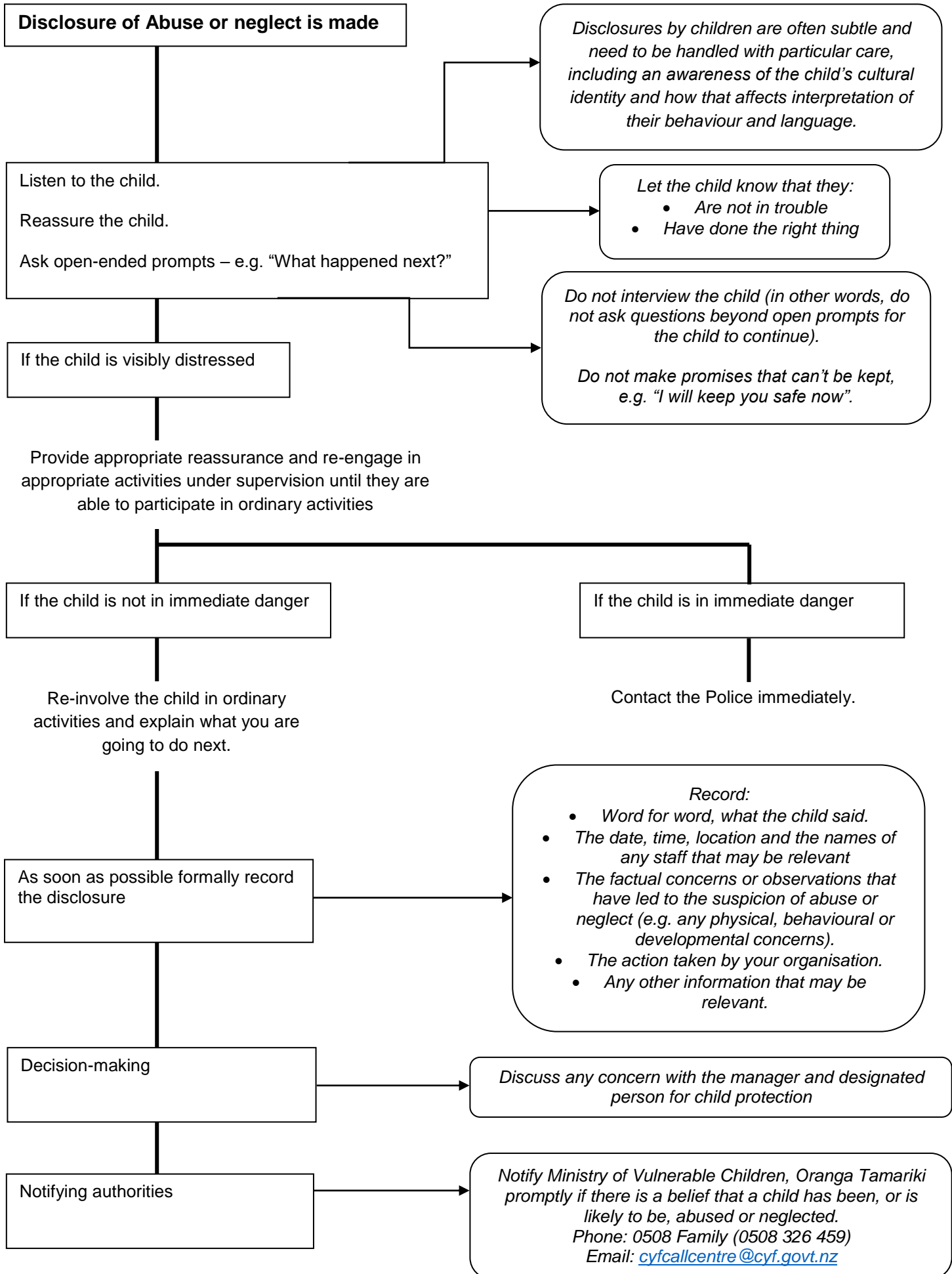
5.5.1. In all cases where a member of staff has a concern about a child being or likely to be abused or neglected by an adult or another child, they will report this to their manager and designated person for child protection.

5.5.2. When it is identified that a child is in immediate danger a referral is made to the Police.

5.5.3. When staff are responding to a child when the child discloses abuse or where there are concerns about abuse or neglect Ministry of Vulnerable Children, Oranga Tamariki National Call Centre is called to discuss appropriate next steps.

5.5.4. When responding to suspected child abuse or any concerning behaviour any information is securely stored separate from all other records and access is strictly controlled. Information to be stored will include:

- The record of the concern
- A record of any related discussions, (including copies of correspondence, where appropriate)
- A record of any advice received
- The action the organisation took, including any rationale
- This concern with any earlier concerns, if the notification is based on an accumulation of concerns (rather than a specific incident)



5.6. Responding to Other Concerns

Where a concern about a child doesn't amount to suspicion of abuse or neglect, it could be harmful to the wellbeing of the child and their whānau to make a notification to the statutory agencies. Tūtaki places importance on working with statutory and non-statutory agencies to respond to the needs of vulnerable children and whānau in a manner proportionate to the level of need and risk.

5.7. Allegations or Concerns About Staff

5.7.1. All matters involving allegations against staff need to be escalated to the management team.

5.7.2. All allegations or concerns shall be investigated fully, regardless of the contemporary or historical nature of the allegation or the resignation or termination of the staff member concerned.

5.7.3. To ensure the child is kept safe, management may take steps to remove the staff member against whom an allegation has been made from the environment, subject to the requirements of the applicable individual or collective employment contract and relevant employment law, including the Human Resources disciplinary procedures.

5.7.4. Management will consult with Ministry of Vulnerable Children, Oranga Tamariki and Police before taking any further actions.

5.7.5. Our organisation is committed to not using "settlement agreements", where these are contrary to a culture of child protection. Some settlement agreements allow a member of staff to resign provided that no disciplinary action is taken, and a future reference is agreed. Where the conduct at issue concerned the safety or wellbeing of a child, use of such agreements is contrary to a culture of child protection.

Disclosure/allegation of child abuse by a staff member

As per disclosure process, up to "decision-making"

Management team to be notified

Management to consult with Ministry of Vulnerable Children, Oranga Tamariki and the Police
Management to refer to the relevant employment contract

Ministry of Vulnerable Children, Oranga Tamariki or management to advise employee and seek a response (depending on outcomes of discussions with statutory agencies)

Employees will be advised of their right to seek support/advice from union or other appropriate representatives

Management to contemplate removal of employee from the environment, subject to the employment contract

Management to maintain close liaison with Ministry of Vulnerable Children, Oranga Tamariki and the Police

5.8. Confidentiality and Information Sharing

Tūtaki staff will seek advice from Ministry of Vulnerable Children, Oranga Tamariki and/or the Police before identifying information about an allegation is shared with anyone, other than the manager or designated person of child protection. Staff should be aware that:

- 5.8.1. The Privacy Act 1993 and the Children, Young Persons, and Their Families Act 1989 (CYPF Act) allow information to be shared to keep children safe when abuse or suspected abuse is reported or investigated. Note that under sections 15 and 16 of the CYPF Act, any person who believes that a child has been, or is likely to be, harmed physically, emotionally, sexually, or ill-treated, abused, neglected or deprived may report the matter to Ministry of Vulnerable Children, Oranga Tamariki or the Police and, provided the report is made in good faith, no civil, criminal or disciplinary proceedings may be brought against them.
- 5.8.2. When collecting personal information about individuals, it is important to be aware of the requirements of the privacy principles – i.e. the need to collect the information directly from the individual concerned and when doing so to be transparent about: the purposes for collecting information and how it will be used, who can see the information, where it is held, what is compulsory/voluntary information, and that people have a right to request access to and correct their information.
- 5.8.3. Staff may, however, disclose information under the Privacy Act/Health Information Privacy Code where there is good reason to do so – such as where there is a serious risk to individual health and safety (see privacy principle 11/Code rule 11). Disclosure about ill-treatment or neglect of a child/young person may also be made to the Police or Ministry of Vulnerable Children, Oranga Tamariki under sections 15 and 16 of the Children, Young Person and their Families Act 1989.

5.9. Recruitment and Employment

Tūtaki Recruitment, Vetting and Appointment Policy reflects a commitment to child protection by including comprehensive screening procedures. Safety checks will be carried out, as required by the Vulnerable Children Act 2014.

5.10. Professional Development

- 5.10.1. We are committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff are made aware of the policy on child protection.
- 5.10.2. Management will support initial child protection training for all service delivery staff. Further training needs identified in order for staff to competently implement the child protection policy will be included in performance management and professional development programmes.
- 5.10.3. All staff with service delivery responsibilities are required to undertake child abuse and neglect intervention training. Training will consist of:

- Training sessions
- Refresher sessions
- Advanced training for designated staff

5.11. Safe Practices

5.11.1. Where there is a need one to one situations will occur between workers and children. In this instance it is vital that discussions take place and all procedures are followed to minimise risk to the child and also to ensure staff are kept safe.

5.11.1.1. Risk assessments of new clients will be completed during Case Management meetings including information from the key worker and a New Zealand Police representative. This information will lead a discussion of any risks identified to child and worker and how risks will be minimized.

5.11.1.2. Meetings and one on one sessions with a child or young person in a remote or secluded area will be avoided. A remote or secluded area can be determined by an area where there is no cell phone reception or where colleagues or people from the public do not frequent. In these situations another worker is to be present.

5.11.1.3. Always inform other colleagues or parents about the contact beforehand, assessing the need to have other workers present or nearby.

5.11.1.4. Always report any situation where a child has become distressed or angry to Tūtaki Service Provision Leader or Tūtaki General Manager.

5.11.1.5. Wherever possible an open door policy for all spaces should be used (this excludes toilets). While it is noted that confidentiality limits this, it is important that staff are aware of where all children are at all times and what staff member they are with. Where it is required due to confidentiality that the door must be shut, blinds must be up and the room must be easily viewable to other staff.

5.11.1.6. No staff member should be alone under any circumstances at Tūtaki Youth Inc premises with a child or young person. This includes and is not limited to one on one work with clients and also any Tūtaki youth space users.

5.11.1.7. Staff will be transparent and inform their colleagues of their location via the sign in and out board, calendar entries, verbally, using other organisational communication channels, and in line with Tūtaki Health & Safety processes.

- 5.11.1.8. Careful consideration will be given to the needs and circumstances of the child/children when in one to one situations.
- 5.11.1.9. In line with Tūtaki Health and Safety Policy, panic alarms are provided to all staff to use within a one on one setting to ensure workers are safe from harm.
- 5.11.2. Visitors, volunteers and outside instructors should be monitored at all times by staff.
- 5.11.3. If activities require one to one physical contact parents and caregivers should be advised prior to the activity taking place. This may include outside events such as swimming or sports. All physical contact should be kept to a minimum.
- 5.11.4. Transporting of clients in Tūtaki vehicles is an expected part of roles. Before transporting a client alone consideration will be given to the following:
 - 5.11.4.1. Consider how safe the worker will be in the vehicle with the client.
 - 5.11.4.2. Consider if there are any other staff available to accompany the worker and the client. Another staff member should accompany the worker when transporting the client, where possible.
 - 5.11.4.3. A consent form will be signed by a parent/guardian or caregiver of any child/children under the age of 16 years who is being transported by Tūtaki staff.
 - 5.11.4.4. The staff member must hold a valid driver's licence and this information be held by Tūtaki Youth Inc.
 - 5.11.4.5. A Tūtaki Youth Inc vehicle must be used for client transportation and all measures will be given to ensure one is available for transportation for clients.
 - 5.11.4.6. If a child or young person appears agitated, violent or aggressive transportation will not take place. If a client becomes agitated, violent or aggressive while in the vehicle, the worker will pull over immediately and get out of the vehicle with the child or young person remaining inside. Any incidents will be reported to directly to Service Provision Leader or General Manger.
 - 5.11.4.7. Children will be placed in approved suitable child restraints and these child restraints will be provided in Tūtaki Youth Inc vehicles.
 - 5.11.4.8. Staff members must carry a cell phone at all times.

- 5.11.5. There may be occasions when a distressed child needs comfort and reassurance and this may involve physical contact. Workers are to engage their professional judgement to comfort or reassure a child in an age-appropriate way while maintaining clear professional boundaries. Consideration needs to be given to the following.
- 5.11.5.1. The way in which comfort and reassurance is provided to a distressed child, ensuring this is age appropriate.
 - 5.11.5.2. In one to one situations offering comfort and reassurance needs to be given more thought due to the isolation. Therefore consideration needs to be given to the type of contact and timing of this being completed. A worker may ask another member of staff to sit in or comfort may be given with the door open. These actions are to always be recorded in case notes.
 - 5.11.5.3. Never touch a child in a way which may be considered indecent.
 - 5.11.5.4. Permission should always be gained from the child prior to contact being made.
 - 5.11.5.5. Record and report situations which may give rise to concern.
- 5.11.6. Visiting children and their families within their home environment is expected of workers at times. However, in these circumstances consideration needs to be given to safeguard children and workers.
- 5.11.6.1. Any known risks to the worker's safety who is conducting the home visit will be outlined in the risk assessment completed at Case Management meeting.
 - 5.11.6.2. Where a home visit is deemed high risk a member of the New Zealand Police will accompany the worker.
 - 5.11.6.3. All home visits are to be completed with two workers unless a completed Single Person Home Visit Assessment ascertains it is safe for one worker. This form can only be completed following an initial visit to the property with Police or another staff member. This form will be reviewed regularly to ensure risks associated with visiting the home are continually and adequately assessed. Where there is a change in the level of risk, Home Visits must again be completed by two workers until such time as it is deemed safe for one worker.
 - 5.11.6.4. Case notes will be transparent, outlining a home visit was completed and what work was undertaken during this visit.
 - 5.11.6.5. Any behaviour or situation which gives rise for concern is discussed with Service Provision Leader or General Manager and where appropriate, action is taken.
 - 5.11.6.6. Tūtaki Lone Workers Policy and processes are followed.

- 5.11.6.7. A home visit will never be completed outside of agreed working hours.
- 5.11.7. Communication between children and adults, by whatever method, should take place within clear and explicit professional boundaries. This includes the wider use of technology such as mobile phone, text messaging, emails, digital cameras, videos, web-cams, websites, social networking and blogs. Adults will not share any personal information with a child and will also not respond to any request for personal information from a child other than what would be appropriate to their professional role. Workers will ensure that all communications are transparent and open to scrutiny.
- 5.11.8. Working with children may involve the taking and recording of images suitable to the activity being undertaken and for a certain purpose. Any worker undertaking this task need to ensure:
- 5.11.8.1. Informed written consent is gained from the child's parent or caregiver and also consent gained from the child themselves.
 - 5.11.8.2. All photos and recordings are undertaken on a Tūtaki workers cell phone or other Tūtaki camera.
 - 5.11.8.3. If photos and recordings are to be used for any publicity or placed on social media, children and their parents/caregivers need to provide the informed consent prior to this occurring.
 - 5.11.8.4. Agreement can be sought between the worker and or parent or caregiver regarding the storing of the image and if the image will be destroyed or retained.
 - 5.11.8.5. No images to be taken or used which would cause distress to any parties involved.
- 5.11.9. When working alongside children professional boundaries need to be maintained at all times. This includes ensuring the relationship is appropriate, children do not become over-familiar, and boundaries are put in place in regards to providing and receiving gifts.
- 5.11.9.1. All workers are to ensure their relationship with the child clearly incorporates respectful, professional boundaries.
 - 5.11.9.2. Workers to be aware of their conduct, language and demeanour when working with children, ensuring it is respectable and does not give any reason for concern.
 - 5.11.9.3. Consideration is to be given prior to accepting any gifts from children. These considerations include monetary value, the negative effect on the relationship if the gift was not to be accepted and it being seen as a way for the child to be given any preferential treatment.

- 5.11.9.4. Where a gift from a child is accepted it is to remain on Tūtaki premises, placed on the Tūtaki gift register and reported to Service Provision Leader.
- 5.11.9.5. Rewards and prizes may be given to children from the worker to support positive behaviour and to recognize particular achievements. Thought should be given to value of the reward/gift, the selection process for the child to receive this and also the appropriateness of the reward.
- 5.11.10. Where a child or young person requires assistance, e.g. if they are intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies to assist. If this assistance is not available, ensure staff members are aware of appropriate procedures when giving assistance.
- 5.11.11. All workers shall acknowledge their individual responsibilities to bring matters of concern relating to care and protection of children to the attention of their Designated Person for Child Protection and also any matters relating to any concerns staff may have about their colleagues conduct in relation to care and protection of a child.
- 5.11.11.1. All workers will report any concerns directly to the Designated Person for Child Protection in the first instance or to Tūtaki General Manager.
- 5.11.11.2. Set out in Appendix 1 is the process for child protection concerns. This process must be followed in every instance and without exception.
- 5.11.11.3. All concerns, decisions and actions are to be recorded on a record of issues or concern form as shown in appendix 2.

6. Related Documentation

- Care of Children Act 2004
- Child, Young Persons, and Their Families Act 1989
- Domestic Violence Act 1995
- Privacy Act 1993
- The United Nations Convention on the Rights of the Child (UNCROC)
- Victims Rights Act 2002
- Vulnerable Childrens Act 2014



PROCESS FOR CHILD PROTECTION CONCERNS

RESPOND

- Respond to the child if they have disclosed any concerns that have put them at risk of harm or will put them at risk of harm. Ensure they understand you have heard them and want to help them, that you will follow this up with appropriate people, and you are glad they told you.
- Respond to an individual or other professional if they have expressed concern regarding the safety of a child. Advise them you will consult with your Designated Person for Child Protection and follow the appropriate process and get back to them with the action that is going to be taken.

RECORD

- Write down exactly what has been said by the child word for word
- Write down what the individual has expressed and exactly what their concerns are
- Record all information on a 'Record of issue or concern' form only found in the Child Protection folder in the filing cabinet of the Designated Person for Child Protection under the purple tab labelled 'forms'.
- In your case notes record that there has been a disclosure made or a concern brought to your attention but leave any detail out of what they are. Ensure your case note states you will follow the Tūtaki Child Protection Policy Process and consult with the Designated Person for Child Protection.

CONSULT

- Consult with the Designated Person for Child Protection and in their absence the second person responsible for this role.
- Discuss all concerns, where the information has come from and what avenues have currently been taken to address these concerns if there are any.
- Refer to the Ministry of Vulnerable Children, Oranga Tamariki document 'Intake Decision Response Tool' found in the Designated Person for Child Protection cabinet.
- If deemed appropriate make contact with Ministry of Vulnerable Children, Oranga Tamariki Hawera Site Manager who can be contacted on 06 9022376, discuss all information and appropriate action to take.
- Record all information on a 'Record of issue or concern' form only found in the Child Protection folder in the filing cabinet of the Designated Person for Child Protection under the purple tab labelled 'forms'.

REPORT/TAKE ACTION

- If deemed appropriate complete a Report of Concern to the Ministry of Vulnerable Children, Oranga Tamariki contact centre by emailing them with all details you have recorded in the 'Record of issue or concern' form. Ensuring you state all of the children's details, what the child said word for word and what the concern is relating to the child's safety and well-being.
- If it is deemed not appropriate for a Report of Concern to be made then follow the action as advised by a Ministry of Vulnerable Children, Oranga Tamariki worker or as decided between case holder and the Designated Person for Child Protection.

FILING & FOLLOW UP

- When a report of concern has been completed place a copy of the report of concern along with the 'Record of issue or concern' form and also the email receipt received from the Ministry of Vulnerable Children, Oranga Tamariki Call Centre in the Child Protection folder under the red tab labelled 'ROC'.
- If a report of concern has not been completed but an action plan has been put in place ensure this is still documented in the 'Record of issue or concern' form and placed in the Child Protection folder under the blue tab 'concerns'.
- When a specific action plan has been put in place to eliminate child protection concerns as per normal practice this is recorded in the client's case note regarding what follow up needs to be completed or has been completed regarding the action plan.

APPENDIX 2

RECORD OF ISSUE OR CONCERN



Child Name:		DOB:
Date:		Time:
Notes:		
Action:		
Signed:		Date:
Position:		