

EmployNZ Child Protection Policy

Statement of Commitment

EmployNZ is committed to acting at all times in the best interest of the children, young people and vulnerable adults to whom it provides a service. Ensuring the wellbeing and safety of children, including the prevention of child abuse or maltreatment, is a paramount goal of this organisation. This policy supports staff to identify and respond to concerns about the wellbeing of a child, including possible abuse or neglect.

The process for responding to a concern about a child is on page 5 of this policy.

Contact details for agencies and services in our community are provided as an appendix at the back of this policy.

1. Summary

The interests of the child will be the paramount consideration when any action is taken in response to suspected abuse or neglect. EmployNZ commits to support the statutory agencies (Oranga Tamariki and the New Zealand Police (the Police)) to investigate abuse and will report suspected cases and concerns to these agencies as per the process in this policy.

Our Designated Person(s) for Child Protection will be responsible for the maintenance and annual review of this policy, in addition to carrying out the responsibilities outlined in this policy. Staff will not assume responsibility beyond the level of their experience and training. EmployNZ commits to ongoing training and development to ensure staff have access to the updated knowledge and skills they need.

A digital copy of this policy can be found on our website at www.employnz.co.nz/childprotection, and is consistent with Oranga Tamariki and Police guidelines and will be updated when new guidance is issued.

1.1 Related Documents

The Child Protection policy is to be used in conjunction with the following existing policies, found within EmployNZ's Quality Assurance Document (QAD):

- Complaints Policy
- Human Resource Guide
- Personnel Policy
- Oranga Tamariki – Ministry for Children Procedural Guidelines

This Child Protection policy adheres to the following acts and codes:

- Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Act 2017
- United Nations Convention on the Rights of the Child (UNCROC)
- Privacy Act 1993
- Human Rights Act 1993
- Education Act 1989/1998
- Domestic Violence Act 1995
- Care of Children Act 2004
- Employment Relations Act 2000
- Code of Health and Disability Services Consumers' Rights
- Children's Act 2014
- Health Information Privacy Code 1994

2 Purpose, scope and principles

2.1 Our Child Protection policy supports staff to respond appropriately to potential child protection concerns, including suspected abuse or neglect. It is our organisation's commitment to protect children from abuse and to recognise the important roles all our staff have in protecting children.

- 2.2 This policy provides a broad framework and expectations to protect children, including (but not limited to) staff behaviours in response to actual or suspected child abuse and neglect. It applies to all staff of EmployNZ, including volunteers, part-time or temporary roles and contractors. 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 in their role.
- 2.3 This policy applies to vulnerable adults
- 2.4 In addition to guiding staff to make referrals of suspected child abuse and neglect to the statutory agencies this policy will also help our staff to identify and respond to the needs of the many vulnerable children whose wellbeing is of concern.
- 2.5 We recognise that in some cases, the involvement of statutory agencies may be inappropriate. Throughout New Zealand statutory and non- statutory agencies provide a network of mutually supportive services, and EmployNZ recognises the importance of working with these to respond to the needs of vulnerable children and families/whānau in a manner proportionate to the level of need and risk.
- 2.6 To ensure that EmployNZ demonstrates continual improvement in child protection practice, we will work to maintain a good working relationship with child protection agencies and support our staff to protect children from abuse by consulting with experts with specialist knowledge and providing the necessary training options. We also commit to explore opportunities to work with other providers, including from other sectors, to develop a network of child protection practice in our community.

3 Definitions

- 3.1 **Child:** the law recognises a person under 18 years as a child, however we broaden this definition to include people aged up to 25 years in some cases, depending on their level of development, need, risk and ability
- 3.2 **Child Abuse:** the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person
- 3.3 **Child Protection:** activities carried out to ensure that children are safe in cases where there is suspected abuse or neglect or the risk of abuse or neglect
- 3.4 **Core Worker:** Core children's workers are employed by the state sector or government-funded organisations to provide regulated services
- 3.5 **Designated Person for Child Protection (DP):** The manager(s) responsible for providing advice and support to staff where they have a concern about an individual child, or who want advice about the Child Protection policy
- 3.6 **Disclosure:** information given to a staff member by a child, parent of caregiver or a third party in relation to abuse or neglect
- 3.7 **Executive Team:** A group of managers representing all facets of the organisation
- 3.8 **Emotional Abuse:** The persistent emotional ill treatment of a child such as to cause severe and persistent adverse effect on the child's emotional development. This can include a pattern of rejecting, degrading, ignoring, isolating, corrupting, exploiting or terrorising a child. It may also include age or developmentally inappropriate expectations being imposed on children. It also includes the seeing or hearing the ill treatment of others.
- 3.9 **Intimate Partner Violence (IPV):** Domestic violence by a current or former spouse or partner in an intimate relationship against the other spouse or partner. IPV can take several forms, including physical, verbal, emotional and sexual abuse.
- 3.10 **Manager:** An individual responsible for the management and supervision of other staff
- 3.11 **Managing Director:** The person who holds ultimate responsibility for the daily operations of EmployNZ, and its strategic direction
- 3.12 **Neglect:** Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs.
- 3.13 **New Zealand Police ('the Police'):** The agency responsible for responding to situations where a child is in immediate danger and for working with Oranga Tamariki in child protection work, including investigating cases of abuse or neglect where an offence may have occurred

- 3.14 Oranga Tamariki:** The agency responsible for investigating and responding to suspected abuse and neglect and for providing a statutory response to children found to be in need of care and protection
- 3.15 Physical Abuse:** A non-accidental act on a child that results in physical harm. This includes, but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning or otherwise causing physical harm to a child. Physical abuse also involves the fabrication or inducing of illness.
- 3.16 Sexual Abuse:** Forcing or enticing a child or young person to take part in sexual activities (penetrative and non-penetrative, for example, rape, kissing, touching, masturbation) as well as non-contact acts such as involving children in the looking at or production of sexual images, sexual activities and sexual behaviours. Staff should be aware of their 'duty of care' which precludes developing a sexual relationship with or grooming of a child. A sexual relationship between an adult and a child will always be wrong, unequal and unacceptable.
- 3.17 Staff:** Those who are employed directly by EmployNZ
- 3.18 Training:** Activities focused on acquiring and improving specific competencies to improve performance in current jobs and positions in line with the goals and targets of EmployNZ
- 3.19 Whānau:** Family
- 3.20 Vulnerable Adult:** An adult (aged 18 years or over) who is unable, by reason of detention, age, sickness, cognitive impairment or any other cause, to withdraw himself or herself from the care of another person.
- 3.21 Young person/Young people:** a person generally from 14-17 years of age, not legally an adult and therefore still considered by the law to be a child

4 Responsibilities

The Designated Person(s) for Child Protection (DP) are the champions for child protection practices at EmployNZ and a source of advice and expertise for staff, whānau and young people seeking assistance. The role will be assigned to manager(s) who are knowledgeable on child protection issues, and will be the primary point of contact for escalating any concerns about a child, including abuse or neglect.

The DP are responsible for:

- Ensuring the procedure for reporting child abuse is effective and timely
- Consulting with Oranga Tamariki to clarify if a notification of concern should take place
- Reporting suspected child abuse to Oranga Tamariki or the Police
- Maintaining effective working relationships and contact with relevant external organisations to ensure EmployNZ can seek help easily and appropriately
- In the event an allegation is made against a member of staff, the DP must immediately ensure the suspected individual does not have contact with the child making the allegation
- Ensuring a minimum of two staff members including themselves have completed a Child Protection Studies Programme, or similar.
- Maintenance of a secure register of Child Protection records

5 Training

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 required to review and understand the policy on child protection.

6 Identifying child abuse and neglect

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

- 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.
- We understand when we are concerned a child is showing signs of potential abuse or neglect we should talk to a DP or the Managing Director – we shouldn't act alone.

- 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.
- 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.
- Exposing a child to intimate partner violence (IPV) is a form of child abuse, and there is a high rate of co-occurrence between IPV and the physical abuse of children.
- EmployNZ will always act on the recommendations of statutory agencies. We will only inform families/whānau about suspected or actual abuse after we have discussed this with these agencies.
- When we respond to suspected child abuse or any concerning behaviour we will write down our observations, impressions and communications. This will be kept in a confidential register kept separate from our other records and access will be strictly controlled by the DP.
- 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.

7 Confidentiality and Information Sharing

- 7.1** We will seek advice from Oranga Tamariki and/or the Police before identifying information about an allegation is shared with anyone, other than a DP or the Managing Director.
- 7.2** Staff should understand their obligations under the Privacy Act and Health Information Privacy Code, namely:
- The need to collect information directly from the individual concerned and when doing so to be transparent about: the purposes for collecting the 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 correction of their information
 - 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.
- 7.3** Under sections 15 and 16 of the Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Act 2017 any person who believes that a child has been or is likely to be, harmed physically, emotionally or sexually or ill-treated, abused, neglected or deprived may report the matter to 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.

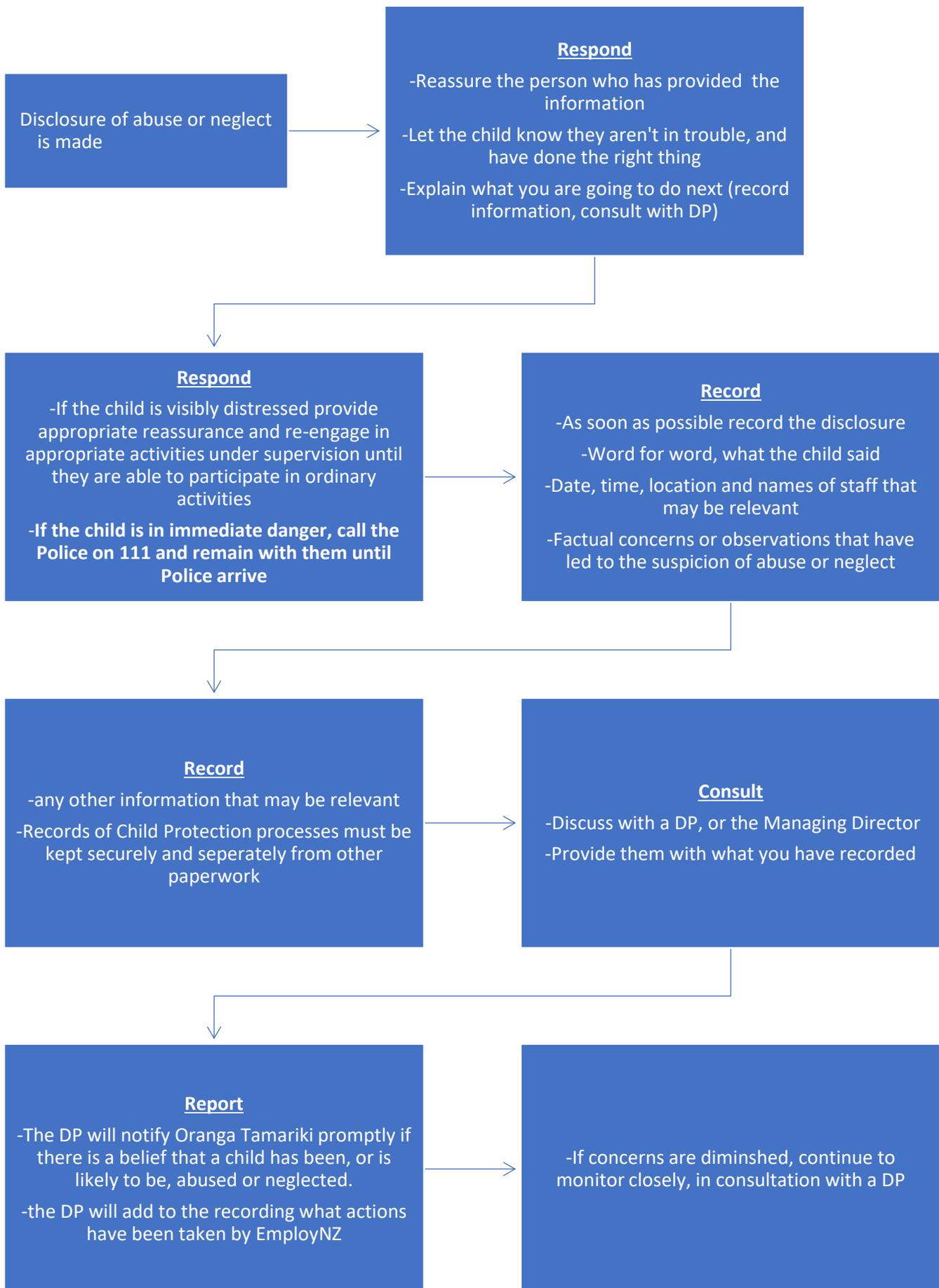
8 Review

The Child Protection Policy will be reviewed annually

9 Child Safe Practice Guidelines

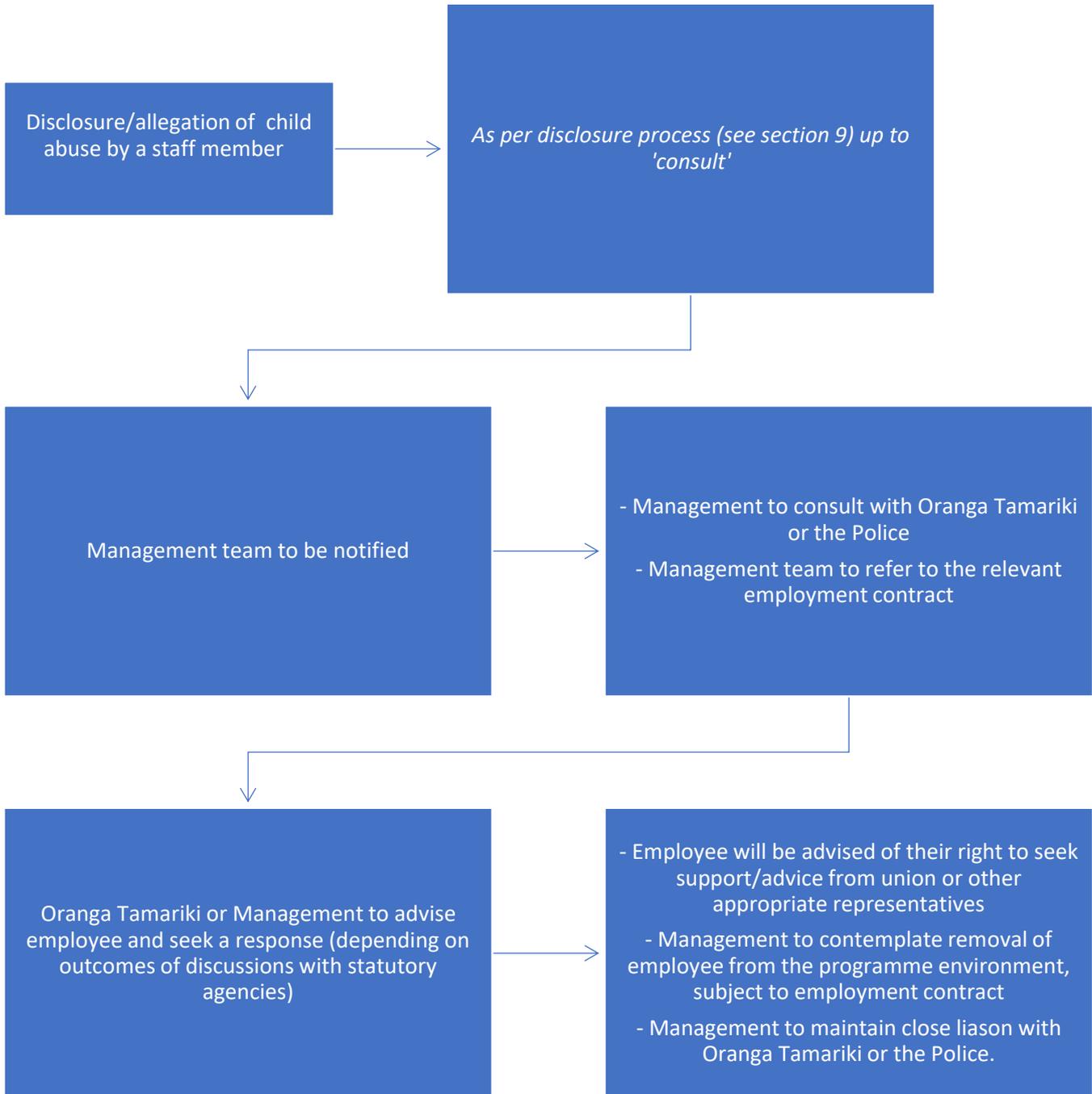
- 9.1** Staff should avoid situations where they are alone with children and young people, unless they are a Core Worker, or an emergency requires it. Wherever possible an open-door policy for all spaces should be used (excluding toilets). Staff should be aware of where children are at all times
- 9.2** Visitors should be monitored at all times by staff and volunteers and outside instructors should be monitored by staff.
- 9.3** 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 (in education such as the Ministry of Education's Special Education group) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.
- 9.4** Staff should avoid being alone when transporting a child or young person, unless an emergency requires it.

10 Child Protection Process



10. When an allegation is made against a member of staff

- 10.1 All matters involving allegations against staff need to be escalated to the management team.
- 10.2 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.
- 10.3 We commit not to use 'settlement agreements', where these are contrary to a culture of child protection. Some settlement agreements allow a member of staff to agree 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.



11 When an allegation is made against another child

11.1 When dealing with a situation of one child behaving inappropriately towards another, a decision needs to be made about whether the problem behaviour constitutes bullying or a child protection concern. This decision must be reached by the DP in consultation with statutory agencies where needed.

11.2 If the behaviour is deemed an example of bullying it must be dealt with under the anti-bullying policy and procedure. If the behaviour could be described as child abuse and has led to the victim suffering significant harm, then it must be dealt with under Child Protection procedures. The following table can be used to help inform this decision:

Bullying	Child Protection concerns
The difference in power between the children is relatively small	The difference in power between the children is significant e.g. there is an age difference of more than two years, there is a significant difference in terms of size or ability, the abuser holds a position of power (such as being a helper, volunteer) or the victim is significantly more vulnerable than the other child or young person.
The bullying behaviour may be from a number of children acting in a group rather than from one child acting alone	The behaviour is violent, and may involve sexual assault or physical assault
It may also be directed towards a group of other children rather than an individual child	The child who is the victim of the behaviour may have suffered significant harm
The behaviour involves teasing or making fun of someone, excluding a child from games and conversations, pressuring other children not to be friends with someone, spreading hurtful rumours or circulating inappropriate photographs/images/drawings, cyberbullying, shouting at or verbally abusing someone, stealing someone's possessions, making threats, harassment on the basis of race, gender, sexuality or ability	The behaviour, if sexual, is not part of normal experimentation that takes place between children and young people. Indicators of abusive sexual behaviour include: -there is a significant difference in age, dominance or understanding between the children -the behaviour was accompanied by the use of threats or bribes -the behaviour was carried out in secret
The behaviour has not previously been a concern and the bully/bullies may have been responding to group pressure	The behaviour is not a one-off incident and is part of a pattern of concerning behaviour
The behaviour is perceived as bullying by the victim	



EmployNZ directory of child protection support agencies

For more information on other local social services visit:

www.familyservices.govt.nz

Name	Services	Contact
Oranga Tamariki	Statutory child protection agency Reports of Concern Partnered responses Children's teams Family group conferences (FGCs) Programmes Social work services Family court	0508 FAMILY (326 459) 218 Anglesea Street Hamilton 3204
NZ Police – Tauranga Central	Immediate safety concerns Criminal activity Enforcing protection orders	111 0800 55 51 11 07 858 6200 12 Anzac Parade Hamilton 3204
Safe To Talk	24/7 sexual harm helpline	0800 044 334 Text 4334
Family Violence Information Line	Self-help information Connection with services 7 days, 9am-11pm	0800 456 450
Shakti: Ethnic Women's Support Group	24 Crisis line Social Services Advocacy Counselling accomodation	0800 SHAKTI
Barnados	Parenting programmes Support workers Social Workers in Schools Strengthening Families	0800 BARNADOS (227 627)
Tautoko Mai(formerly BOP Sexual Assault Support Services)	Crisis support relating to sexual harm Medical support Advocacy	0800 227 233 support@tautokomai.co.nz
Hey Bro Helpline	24/7 helpline for men who feel they're going to harm a loved one	0800 439 276
AUCKLAND		
Anglican Trust for Women and Children	Social services Programmes	09 276 3729 10 Beatty Street Otahuhu Auckland 1062 http://www.atwc.org.nz
Iosis	FVSS Social services Kids Feeling Safe Counselling	09 269 0050 112C Russell Road Manurewa Manukau City
FamilyWorks Northern	Parenting programmes Counselling Social work services Financial mentoring	09 520 8600 111 Great South Road Epsom Auckland 1051 https://www.familyworksnorthern.org.nz

Great Potentials Foundation	Health and education services Parent support	09 974 2600 Level 6 Building 5 666 Great South Road Penrose Auckland 1061 http://www.greatpotentials.org.nz
Glen Innes Family Centre	Social services Domestic violence programmes Parenting programmes	09 570 6250 122 Elstree Avenue Glen Innes Auckland 1743
Abuse Prevention Services Inc	Family violence support services Counselling Programmes	09 427 4317 (women and children) 09 425 8130 (men and admin) wcpc@abuseprevention.org.nz
Fonua Ola	Social services Counselling Youth programmes Family violence intervention	09 828 4307 8 Hendon Avenue Mt Albert Auckland
Auckland Women's Centre	Support and empowerment for women	09 376 3227 Unit 6 4 Warnock Street Grey Lynn Auckland 1021 http://www.awc.org.nz
Franklin Family Support Centre	Child witnesses of family violence Counselling Family violence support services Parenting programmes Social services	09 238 6233 82 Manukau Road Pukekohe Auckland
Auckland Women's Refuge	24 hour advocacy Education Support Safe accommodation to women and children affected by violence	0800 REFUGE info@awrefuge.org.nz
CARE Waitakere Trust	Family support services Counselling	09 834 6480 64 Waipani Road Te Atatu Peninsula Auckland 0610 http://www.carewaitakere.org.nz
Counselling Services Centre	Counselling Sexual abuse support	09 277 9324 22 Alexander Avenue Papatoetoe Manukau City 2025 http://www.cscnz.org.nz
Family Action (Whanau Toa)	Counselling Programmes Outreach & refuge for women, youth and children who have experienced family or sexual violence, abuse or trauma	09 836 1987 13 Edsel Street Henderson Auckland http://www.familyaction.org.nz/
HAMILTON		
Child Matters	Information and Resources	07 838 3370

		480 Anglesea St Hamilton 3204 www.childmatters.org.nz
Waikato Women's Refuge -Te Whakaruruhau	24hr Crisis Line Family violence and sexual harm support services Accommodation	0800 REFUGE admin@taurangawomensrefuge. co.nz
Te Runanga O Kirikiriroa	FVSS Social services Youth services	07 846 1042 59 Higgins Road Frankton Hamilton 3204 http://www.terunanga.org.nz
Male Support Services Waikato	Social services for male victims of abuse Sexual harm support services	0800 677 289 113c Ruakura Lane Ruakura Hamilton 3251 http://www.waikatosurvivors.org .nz
Parentline Charitable Trust	Child advocacy Child counselling FVSS Parent and family counselling Social services	07 839 4536 48 Palmerston Street Hamilton Central Hamilton http://www.parentline.org.nz
Hamilton Abuse Intervention Project	FVSS Programmes	07 834 3148 Thornton Court 135 London Street Hamilton 3204
Rape & Sexual Abuse Healing Centre Inc	Sexual harm support services	0800 839 4433 coordinator@rasahc.co.nz
K'aute Pasifika Trust	Social services for Pasifika Programmes	07 834 1482 Level 1 960 Victoria Street Hamilton
Shakti: Ethnic Women's Support Group	24 Crisis line Social Services Advocacy Counselling accommodation	0800 SHAKTI
TAUPŌ & TŪRANGI		
FamilyWorks	Parenting programmes Counselling Social work services Financial mentoring	07 378 6480 Tauhara Wing Waiora House 129 Spa Road Taupō 3330 admin.rotorua@fwn.org.nz
Awhina Society Inc. / Taupō Women's Refuge	24 hour advocacy Education Support Safe accommodation to women and children affected by violence Food bank	07 377 1055 107 Tamamutu St Taupō 3330 info@awhina.org.nz

REAP - Central Plateau	Social services Mens parenting programme Strengthening Families Taupō and Tūrangi	07 378 8109 73 Titiraupenga Street Taupō 3351 reception@reap.org.nz
Taupo Family Centre	Social services Programmes Child abuse prevention	07 376 8222 11 Manuka Street Taupō 3378
Te Korowai Roopu Tautoko Inc	Kaupapa Māori health and social services Family violence support services Mentoring Counselling	07 378 3335 63 Waikato Street Taupō 3330 https://www.tekorowai.co.nz/
Te Waiariki Pūrea Trust	Rangatahi and whānau ora support services Safer Families Children's Team	07 348 5051 28 Heuheu St Taupō office@twptnz.org
Te Whare Oranga Wairua Women's Refuge	Family violence support services	0800 REFUGE 07 378 5204 roxanne.utiera@twowrefuge.org.nz
Tuwharetoa Health Charitable Trust	Kaupapa Māori health and social services	07 384 2882 Tūrangi Community Health Centre 28 Te Rangitautahanga Road Tūrangi 3334
TAURANGA		
Open Home Foundation	Social work services for whānau referred by OT Intensive Wraparound Support (IWS) Social Work Services for whānau with children with disabilities	07 579 2840 14A Elder Lane Bethlehem Tauranga 3110
Tauranga Living Without Violence	Group and individual programmes Support and education	0800 577 003 26 Twelfth Avenue Tauranga
Tauranga Women's Refuge Inc	24hr Crisis Line Family violence and sexual harm support services Accommodation	0800 REFUGE admin@taurangawomensrefuge.co.nz
Ngati Ranginui	Health and social services Violence programmes and counselling Supervision for children and youth at risk	07 777 0433 166 Seventeenth Avenue 17th Ave Business Park Tauranga 3140
Te Manu Toroa Trust	Kaupapa Māori health and social services Family violence support services Counselling	07 577 4911 10 Tebbs Lane Gate Pa Tauranga 3112 http://temanutoroa.org.nz
FamilyWorks	Parenting programmes Counselling Social work services Financial mentoring	07 575 9709 31 Gloucester Rd Mount Maunganui Tauranga 3116
ACC	Counselling for children who have been sexually abused	www.findsupport.co.nz 0800 222 822

		94 Grey St Tauranga 3110
Citizen's Advice Bureau	Free confidential information about any query, to anyone	07 578 1592 38 Hamilton St Tauranga 3110
Child Matters	Information and Resources	www.childmatters.org.nz
Tautoko Mai(formerly BOP Sexual Assault Support Services)	Crisis support relating to sexual harm Medical support Advocacy	0800 227 233 7 Kauri St Tauranga support@tautokomai.co.nz
Merivale Community Inc.	Social services Programmes Advocacy Whānau support	07 578 6450 10 Kesteven Avenue Merivale Tauranga 3112 info@merivale.org.nz
ROTORUA		
Family Focus Rotorua	24hr crisis line Home based support Advocacy Education programmes for women and children experiencing domestic violence	07 346 2096 1115 Pukaki Street Rotorua 3010 office@familyfocus.org.nz
Te Waiariki Porea Trust	Rangatahi and whānau ora support services Safer Families Children's Team	07 348 5051 1274 Fenton St Rotorua office@twptnz.org
Mana Social Services Trust	Kaupapa Māori social services	07 348 6191 Ground Floor 1231 Haupapa Street Rotorua 3040 mana.reception@outlook.com
Manaaki Ora Trust Tipu Ora	Health and social services Family Start Teen Parents Young Dads Service	07 348 2400 Tunohopu Health Centre 16-20 Houkotuku Street Ohinemutu Rotorua 3010 referralhub@tipuora.org.nz
Prisoners' Aid and Rehabilitation Societies	Social support for prisoners, offenders and their families	07 348 0005 Pukaki Centre 1144 Pukaki Street CBD Rotorua 3010
FamilyWorks	Parenting programmes Counselling Social work services Financial mentoring	Rotorua: 48 Biak Street Mangakakahi Rotorua 3010
Waiariki Women's Refuge	24hr Crisis Line Family violence and sexual harm support services Accommodation	0800 REFUGE manager@wwr.co.nz
WHAKATĀNE & EASTERN BAY		
Whānau Awhina Women's Refuge Inc	24hr Crisis Line Family violence and sexual harm support services Accommodation	0800 REFUGE wawr@xtra.co.nz

FamilyWorks	Parenting programmes Counselling Social work services Financial mentoring	Whakatāne: 07 307 1133 156 The Strand Whakatāne 3120 admin.whakatane@fwn.org.nz
Maketū Health and Social Services Trust	Kaupapa Māori health and social services	07 533 2551 3 Little Waihi Road Maketū Te Puke 3189 admin@maketuhauora.org.nz
Te Wairua O Te Ora Ltd	Health, social and education services	027 2838 411 259 Waimana Road Waimana stewartmarie1937@gmail.com
Tuwharetoa ki Kawerau Health, Education and Social Services	Kaupapa Māori health, education and social services	07 323 8025 28-30 Islington Street Kawerau 3127 bree@tuwharetoa.org.nz
Whakaatu Whanaunga Trust	Family violence support services Rangatahi programmes Social services	027 534 4504 94B Church Street Opotiki 3122 wwt@wwt.org.nz
Whakatohea Iwi Social and Health Services	Social services AOD support	07 315 6042