

	Policy Family PROGRAMMES
	Policy Name Child Protection Policy
Effective Date 23 November 2019	Approved By HFHNZ Board
Scope This policy applies to HFHNZ New Zealand (HFHNZ) and Affiliates	

Background

HFHNZ recognises and is committed to the principle contained in Article 19 of the *UN Convention on the Rights of the Child* that all children, wherever they may live and whatever may be their circumstances, have the right to be protected, nurtured and to be free from all forms of violence, abuse, neglect, maltreatment and exploitation. HFHNZ acknowledges that interactions with children and families are a part of the organisation's work, and that as a result a child protection policy detailing child safety promotion strategies is of the utmost importance. Moreover in New Zealand (NZ), the Vulnerable Children Act 2014 requires that a child protection policy be adopted by organisations providing children's services (see definitions below).

Objectives

HFHNZ is committed to upholding best practice guidelines and local laws relating to child safety in its work. The purpose of this policy is to outline the strategies by which child abuse and neglect will be responded to and prevented, as follows:

- Defining child abuse in its various forms
- Ensuring appropriate recruitment, selection and screening of HFHNZ stakeholders, including safety checks in compliance with Section 31 of the Vulnerable Children's Act 2014
- Increasing awareness of child protection issues amongst HFHNZ stakeholders, including awareness of possible indicators of abuse and/or concerning behaviours, and the responsibilities of various stakeholders
- Assigning HFHNZ staff members as Child Protection Officers (CPO) and/or Child Protection Administrators (CPA)
- Outlining clear procedures for responding to child abuse disclosures, allegations and observations of concern
- Stipulating protocols for appropriate use of children's images (including photographs, videos, DVDs etc) in marketing activities and communications
- Outlining a code of conduct for engagement with children
- Outlining principles relating to confidentiality and information sharing
- Identifying contact information for the CPOs and key services.
- Making information accessible to families regarding HFHNZ's child protection policy, HFHNZ's complaints process, and where to get help.
- Reviewing child protection policy standards on a regular basis

Principles

- HFHNZ adopts a zero tolerance approach to child abuse.
- Child safety is of paramount importance, with other issues (including cost of implementation) being secondary.
- HFHNZ affirms that all children in all circumstances have the right to feel and to be safe and to live free from harm, exploitation and abuse.
- Personal dignity and respect for children and young people is maintained through all projects, programmes and departments
- HFHNZ will seek to incorporate the voice of children in shaping the development programmes that affect them.
- HFHNZ will work to strengthen a local community's culture and customary traditions. However, it is acknowledged that if cultural practices are contradictory to a child's rights, HFHNZ will work with the community (where possible) to change such practices.
- HFHNZ will work to reduce the risks children face, both from outside and within the family. These activities will be assessed throughout the monitoring and evaluation of projects.
- Any proven act of child abuse will be grounds for termination of employment/cessation of involvement.
- Every stakeholder involved with HFHNZ will be aware of their responsibilities in relation to child protection.

Definitions

Key definitions

- **Child:**
In keeping with the UN Convention on the Rights of the Child, a child in this policy is a person under the age of 18 years.
- **Child Protection Officer:**
A Child Protection Officer is a person within HFHNZ who is responsible for the safeguarding of children. This person is responsible for ensuring that child protection is a key focus with HFHNZ, both at a strategic level and on a day to day basis (see later section for further information).
- **Children's services** (as per the Vulnerable Children Act 2014) are any of the following:
 - Services provided to one or more children;
 - Services to adults in respect of one or more children;
 - Services provided to adults living in households that include one or more children, and that do or may affect significantly one or more aspects of the wellbeing of those children.
- **Relevant leader:**
For the purpose of this policy, the 'relevant leader' to be involved in a decision making process is determined by the role of the person in question, i.e. for current or prospective staff or volunteers of an Affiliate, the General Manager of that Affiliate is the relevant leader; for current or prospective staff or volunteers of the National Support Centre, the CEO of the National Support Centre is the relevant leader; for current or prospective directors of any board, the Director of that board is the relevant leader.

- **Staff:**
Any person working for or at HFHNZ and includes, but is not limited to, Directors, employees, consultants, contractors, volunteers, interns and students, whether working on a full time, part time, casual or temporary basis.
- **Supervised/Unsupervised access related to children:**
A person has supervised access to a child if they are able to interact with the child (including over the phone/internet) under the sustained, attentive, and line-of-sight supervision of a HFHNZ staff member who has police clearance. Conversely, a person has unsupervised access to a child if any of these conditions are not met.
- **Survivor:**
Any person who is alleged to have been subjected to any form of child protection misconduct.

Definitions of child abuse

There are several forms of child abuse, all of which have the potential to have a significant impact on the ongoing life of the child. They include:

- **Child Abuse:**
As per the Oranga Tamariki Act 1989, child abuse is the harming (whether physically, emotionally or sexually), ill treatment, abuse, neglect, or deprivation of any child.
- **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.
- **Emotional Abuse:**
Any act or omission that results in impaired psychological, social, intellectual and/or emotional functioning and development of a child.
- **Neglect:**
Any act or omission that results in impaired physical functioning, injury and/or development of a child.
- **Sexual Abuse:**
An act or acts that result in the sexual exploitation of a child, whether consensual or not. Sexual abuse can be committed by a relative, a trusted friend, an associate, or someone unknown to the child.
- **Family Violence:**
Can take many forms and includes not only acts of physical violence, but also intimidating behaviour such as threatening to harm people, pets or property. Children are always affected either emotionally or physically where there is family violence even if they are not personally injured or physically present.
- **Commercial Sexual Exploitation (CSEC):**
CSEC occurs when a child is sexually abused or exploited in return for cash or any other goods or services. Examples of CSEC include children in prostitution, children involved as subjects in child pornography and child sex tourism.
- Note that harmful behaviour may be perpetrated by one child against another.

Source: *Child Matters 'How Can I Tell?'*

Recruitment, selection and screening

As part of HFHNZ's commitment to upholding child protection principles, HFHNZ will at all times undertake comprehensive recruitment, screening and selection procedures for all Directors, staff, consultants, interns and volunteers prior to their active involvement with HFHNZ programs. These procedures will include:

- Exploration through interview processes of child protection issues with candidates whose role would involve unsupervised access to children or supervision of others (suggested questions in appendix A)
- Reference checking procedures for all potential employees including confirmation of identity and at least two comprehensive reference and character checks prior to the offering of any position. Where the candidate's role would involve unsupervised access to children or supervision of others, these reference checks will involve asking specifically about child safety (see suggested questions in appendix B), and will be documented and filed accordingly.
- Police checks at the point of recruitment and every two years for those whose roles involve unsupervised access to children and children's information, and for those involved in supervising others.
- An assessment of the risk the person would pose to the safety of children if employed or engaged in any HFHNZ programme (risk matrix suggested in appendix C).
- Re-assessment of the ongoing suitability of individuals to engage in roles involving contact with children on a three-yearly basis.

Increasing awareness of child protection; staff training

HFHNZ is committed to ensuring that all Directors, staff, consultants, interns and volunteers are aware of child protection issues and that each person has a responsibility to uphold the rights of the child at all times. Awareness will be promoted via induction/orientation, promotion of the role of the Child Protection Officer (CPO), the provision of specialist training where required, and the regular discussion of child protection matters in meetings and line management.

During induction/training, all HFHNZ employees, Directors, interns and volunteers will be given a copy of the Child Protection Policy. Those in roles involving contact with children will read the policy on a periodic basis.

Increasing awareness of child protection will also involve increased awareness of possible indicators of abuse, such as those outlined in appendix D.

Child Protection Officer(s) and Child Protection Administrator(s)

HFHNZ has an appropriate number of designated staff members acting in the role of Child Protection Officer (CPO) and/or Child Protection Administrator (CPA).) They will collectively be available for all instances of alleged child protection misconduct. The people in this role will receive specialist training, completing a minimum of a one-week child protection training programme such as that offered by Child Matters. See Appendices J and K for indicative job descriptions for these roles.

Child Protection Procedures

Procedures for responding to child abuse disclosures, allegations and observations of concern follow.

General Principles

- Procedures adhere to New Zealand legislation and best practice.
- Where child abuse is known, or suspected, everything must be done to ensure the ongoing safety of the child concerned, along with the ongoing safety of any other child who is in close connection to the alleged respondent. The child is the primary concern and all other concerns (including the guilt or innocence of the alleged respondent) must be secondary. This does not mean that the alleged respondent is to be considered guilty without due investigation, but that the child's concerns and safety come first. In no way must any child be left in a harmful, or potentially harmful, situation.
- Procedures will involve consideration of whether parenting/child-care practices which culturally differ from those of the viewer may in fact be appropriate and protective. However this consideration will nevertheless hold the child's safety and wellbeing as paramount, such that a practice which is considered to be culturally appropriate but is harmful to the child will be appropriately challenged, in consultation with the CPO.

Responding to child disclosures

Disclosures of abuse may come directly from a child and in this instance staff must:

- stay calm;
- listen and hear;
- give time to the child to say what they want;
- reassure them that they were right to tell;
- tell the child that they are being taken seriously and that they are not to blame;
- explain that they have to pass on what the child has told them as soon as they are aware that the child is making a disclosure;
- give an age appropriate explanation to the child of what the child can expect to happen next;
- Record in writing what was said as soon as possible, using the child's own words where possible.;
- Report the concern to the appropriate statutory agency, in consultation with the CPO.

Staff must not:

- make the child repeat the story unnecessarily;
- promise to keep secrets;
- enquire in to the details of the alleged abuse;
- ask leading questions.

Expectations for reporting

All HFHNZ representatives (especially managers) have a responsibility to report potential child protection misconduct.

1. HFHNZ representatives are expected to be able to recognize and be alert for the signs of potential safeguarding misconduct, such as abuse or exploitation
2. HFHNZ's Whistle-blower Policy expressly prohibits retaliation and protects individuals – including their anonymity and safety – who share good faith concerns of misconduct from

retaliation or any threat of retaliation by any other HFHNZ representative. Full guidance related to Whistleblowers can be found in that policy.

3. Significant failure to adequately report potential safeguarding misconduct will be subject to discipline, up to and including termination of employment.

Protocols for reporting

Any HFHNZ representative who receives a child protection complaint or who has knowledge or reasonable suspicion of child protection misconduct involving HFHNZ or a partner NGO's personnel must:

Immediately:

- Report disclosures, observations of concern or allegations of child abuse to one of the CPOs. A decision will be made as to whether to notify Oranga Tamariki. If an immediate response is required to ensure the child's safety, staff should contact Oranga Tamariki and/or the relevant Police force directly.
- Advice should be sought from Oranga Tamariki and/or the relevant Police force before any information about an allegation that identifies an individual is shared with anyone other than the CPO.
- All decisions, including if the concern does not require notifying Oranga Tamariki or the relevant Police force, must be recorded and kept as a private and confidential document (see appendix e).

Within 48 hours:

- Also ensure that the concerns of child protection misconduct are entered into the MySafeWorkplace reporting tool, HFHNZ's confidential, anonymous reporting hotline and central tracking repository for allegations of serious misconduct.

Due to the sensitivity of such situations, the individual who receives a child protection complaint SHOULD NOT START ANY INVESTIGATIONS (including gathering preliminary evidence or questioning the survivor, the accused or any potential witnesses after the initial complaint is received), but rather report the concerns to the MySafeWorkplace reporting tool and coordinate any follow-up actions with the HFHNZ Safeguarding Investigation Committee using the protocols in the HFHNZ Safeguarding Policy.

Note: These reporting protocols do not replace, but instead supplement, the local reporting community-based feedback mechanisms (such our complaints forms, a community suggestion or complaint box, etc.) that HFHNZ has implemented to receive such concerns directly from beneficiaries and other external stakeholders. All child protection complaints raised through community-based feedback mechanisms must be added to MySafeWorkplace within 48 hours.

Keeping whānau/family informed and involved

Although the family/whānau of the child will usually be informed of concerns, there may be times when those with parental responsibility may not be initially informed. This may happen in circumstances when:

- a family/whānau member is the alleged respondent;
- it is possible that the child may be intimidated into silence;

- there is a strong likelihood that evidence will be destroyed;
- the child does not want their family/whānau involved and they are of an age when they are competent to make that decision.

Protocols for Survivor Assistance

HFHNZ's support to survivors will be provided regardless of the status or outcome of an investigation. Furthermore, the HFHNZ Whistle-blower Policy expressly prohibits retaliation and protects individuals who share good faith concerns of misconduct from retaliation or any threat of retaliation by any other HFHNZ representative. Upon receipt of an allegation of safeguarding misconduct, HFHNZ will consider providing any or all of the following forms of survivor assistance, as appropriate depending on the nature of the allegations, the circumstances involved, and the informed consent of the survivor:

1. Immediate material care: Direct and/or funding support to provide for temporary needs such as trauma-informed medical care, food, clothing, or emergency and safe shelter as necessary.
2. Psychosocial support: Referrals and funding support to obtain appropriate psychosocial services through a local counselling organization. Comparable services or alternative culturally sensitive psychosocial support will be made available to survivors through appropriate local service providers.
3. Legal and advocacy support: Support to obtain survivor advocacy services or legal counselling in order to make an informed decision about whether to pursue legal recourse.

In considering any of the above forms of support, HFHNZ will consult with both the survivor and with appropriate local specialists. All decisions related to survivor assistance will be documented.

Responding to allegations made against HFHNZ staff

- If the incident involves an HFHNZ staff member, HFHNZ has the right to stand down the staff member until a thorough investigation has occurred. Any staff member who has been stood down will continue to receive full pay, will be treated with respect, and will not be considered guilty or innocent until the investigation has been completed.
- There is an ethical, moral and legal obligation that all incidents of physical, sexual or emotional abuse are reported. Any suspicion or allegation of any form of child abuse needs to be documented and reported to the CPO and CEO as soon as possible.
- Any suspicion or allegation of child abuse, including the inappropriate use of printed or electronic materials (past or present) by a HFHNZ stakeholder is to be immediately reported to the CPO (who will in turn immediately contact the CEO). The incident should be officially documented within 24 hours wherever possible (refer to appendix F for the reporting form) and must be reported on mysafeworkplace within 48 hours.
- The CPO and CEO will consult with HFHNZ Safeguarding Investigation Committee to appoint a team to ensure that a formal investigation is made into the allegation/disclosure/observation. The investigation team may include any relevant internal staff (such as Directors or Managers). However, note that no internal investigation is to be undertaken, and no evidence is to be gathered, that might prejudice an official Police or Oranga Tamariki investigation. Only once any Police and/or Oranga Tamariki investigations have concluded can any internal disciplinary investigations be undertaken.
- All necessary steps will be taken after the investigation has been completed, which may include:

- Reinstatement of the accused and necessary actions to address any damaged reputation or confusion amongst HFHNZ staff and stakeholders
- Dismissing the accused if proven guilty and liaising with appropriate authorities. The tendering of a resignation will not prevent an allegation being comprehensively investigated.
- Offering support to the HFHNZ stakeholder involved
- Facilitating ongoing support for the child and their family, referring to appropriate agencies where required
- NOTE: Confidentiality as to the details of the allegation and the identity of the alleged survivor/s and respondent/s is to be upheld at all times throughout this process. The only exception to this is where the maintenance of confidentiality would further endanger a child, for example where a child makes a disclosure and asks that the HFHNZ stakeholder not tell anyone. Confidentiality in this context means that only those specifically involved in the allegation and consequent investigation will be aware of personal information of those involved, and information will be passed on strictly on a 'need to know' basis. Should a statement need to be made to media, this is the role of the CEO.

A pictorial summary of these procedures can be found in Appendix G.

Protocols for marketing and communications

HFHNZ will take steps to ensure the appropriate use of children's images (including photographs, videos, DVDs etc) in all its marketing activities and communications. As such:

- Any image of or story relating to a child shall not be printed, scanned or distributed without written consent from the child or their parents/guardians.
- All children should be appropriately dressed in images and concern for their dignity and respect will remain paramount at all times.
- An image should not be taken which could view the child in a sexually suggestive manner.
- An image or story should not in any way include information which will identify the child.
- An image of or story relating to a child should portray a truthful account of their situation.

Proactive child protection

HFHNZ will design its programs and execute its mission in alignment with the following standards:

- We will keep the health and safety of children paramount at all times
- We will consider child safeguarding in project planning and implementation to determine potential risks to children that are associated with project activities and operations
- We will work to ensure that personal dignity and respect for children is maintained through all projects, programs and departments
- We will apply measures to reduce the risk of child abuse, exploitation, or neglect, including, but not limited to:
 - Limiting unsupervised interactions with children
 - Prohibiting exposure to pornography; and

- Complying with HFHNZ data responsibility standards, as well as applicable laws, regulations, or customs regarding the photographing, filming, or other image-generating activities of children

Code of Conduct for engagement with children

HFHNZ will outline a code of conduct for engagement with children, which relates to engagement in person and via technology. This code of conduct will serve to ensure high standards of staff behaviour in order to protect children from abuse and at-risk situations, and to protect staff from unwarranted suspicion. The code will be included in training for all stakeholders who have contact with children, including staff, Directors, volunteers and interns. It will be overseen and regularly updated by the CPO in consultation with the CEO.

The HFHNZ code of conduct is provided in appendix H.

Confidentiality and information sharing

The child's safety is of paramount concern in all considerations of confidentiality and information sharing.

Procedures for responding to child abuse disclosures, allegations and observations of concern will specifically detail the nature of our commitment to confidentiality as it applies in practice. In particular, procedures will clearly outline confidentiality protocols to be followed when an allegation is made against a HFHNZ stakeholder, when a HFHNZ stakeholder makes an observation of concern, and when a child makes a disclosure.

The principle of confidentiality is balanced against the paramount principle of child safety; any personal embarrassment, potential for individual or organizational reputational damage, potential for legal ramifications and even the child's wishes are of secondary concern.

Under the Privacy Act 1993, the giving of information to protect children is not a breach of confidentiality. Principle 11 of the Privacy Act, 1993, states sharing of personal information is allowed if "disclosure of the information is necessary to prevent or lessen a serious threat". Under the Oranga Tamariki Act 1989, if a member of staff raises a legitimate concern in good faith about suspected child abuse, which proves to be unfounded on investigation, no civil, criminal or disciplinary proceedings may be brought against that staff member.

Further, the Family Violence Act 2018 and the 2019 amendments to the Oranga Tamariki Act 1989 require that agencies providing Children's Services consider sharing information upon request from a specified group of other providers of children's services. Such consideration must take into account:

- whether the requesting agency is authorized to receive such information and
- whether the information is being requested for an approved reason and
- whether the best interests and safety of the child are being served by the information release

In addition, care must be taken to:

- ensure that information provided is up to date and accurate

- ensure that sufficient information is given, including background or related information to help achieve the desired outcome, but
- to ensure that information given does not include anything that is not relevant to the purpose for which it was requested

Notwithstanding these provisions, it is mandatory to provide personal information requested to officials from Oranga Tamariki or the NZ Police unless legal privilege applies.

In recognition of the complexities relating to the release of personal information as briefly summarized above, all such requests must be referred in the first instance to the Child Protection Officer who will in turn consult with the CEO. The CPO and the CEO will jointly make a decision having full regard to the provisions of the Family Violence Act 2018, the Oranga Tamariki Act 1989 and the Privacy Act 1993.

Records relating to children and to child protection concerns (including the register in appendix e) will be stored in a secure manner, e.g. in password protected files or locked filing cabinets.

Where information about a child is requested for a reason other than suspected child abuse, the request is to be discussed with the relevant leader and the CPO, with reference (where relevant) to the section on protocols for marketing and communications. At a minimum:

- The identity and credentials of the person requesting information should be verified;
- The specific information required and purpose should be clarified;
- Where relevant the family/whānau should be informed that the information has been requested, by whom;
- All steps in the process should be documented.

Child protection contact information

HFHNZ and its Affiliates will ensure that up to date contact details for the CPOs, relevant local authorities and key services are made available to all HFHNZ stakeholders.

A suggested template to be filled out and distributed by each Affiliate is provided in appendix I. This template could be reviewed and updated by the CPO and CEO as part of the regular review of the Child Protection Policy.

Information accessibility to families

HFHNZ and its Affiliates will make the following information accessible to families with whom the organisation interacts:

- HFHNZ's Child Protection Policy
- HFHNZ's Complaints Process, and Child-Friendly Complaints Process
- Local information about where to get help, where required (e.g. local social services, legal support, women's refuges, providers of counselling, providers of food parcels, panic buttons, helplines, domestic violence services, parenting support, culturally-specific services, interpreters, etc).

Regular review process

The HFHNZ Child Protection Policy will be reviewed on a regular basis according to the organisation's policy review calendar (i.e. three-yearly), to ensure that it is kept up to date with changes that may have been made to legislation, related policies and procedures, and in light of operational experience. Review will include consultation with the CPOs; overall responsibility for the policy rests with the CEO and CPOs.

References

This policy has been written with the United Nations Convention on the Rights of the Child in mind, and in accordance with the following legislation and HFHNZ policy:

1. HFHNZ Safeguarding Policy
2. HFHNZ International. Minors Policy
3. HFHNZ Child Labour Policy
4. HFHNZ Complaints and Complaints Handling Policy
5. HFHNZ Child Complaints Process
6. HFHNZ Police Checking Policy
7. United Nations (1990) Convention on the Rights of the Child (UN CRC)
8. Vulnerable Children Act 2014
9. Oranga Tamariki Act 1989
10. Crimes Act 1961
11. Care of Children Act 2004
12. Domestic Violence Act 1995
13. Employment Relations Act 2000
14. Privacy Act 1993
15. Human Rights Act 1993

Change History

Date Created	Date Approved by Board	Next Review Date
September 2018	22 November 2019	November 2021

Appendix A: Suggested interview questions

Question source: Children's Action Plan

In addition to standard interview questions, a candidate for a HFHNZ volunteer or staff role should also be asked questions to determine whether they are suitable to be in contact with children, such as the following:

- What rewarding experiences have you had working/interacting with children?
- For what reason/s do you think that you get along with children/that children like you?
- What are your thoughts on interacting with children in this role?
- What would you do if you encountered a child who was difficult or disruptive in this role?
- What would you do if a child hit you while you were undertaking this role?
- What would you do if a child wanted to hug you while you were undertaking this role?
- What would you do if, while in this role, you encountered two children fighting, engaging in sexual play or stealing property?
- What would you do if a child invited you to become involved in intimate behaviour?
- What would you do if a child threatened to make a false allegation of abuse about you?
- What would you do if you observed a partner family member disciplining a child in a way which you felt was abusive or excessive?
- What would you do if the child of a partner family member disclosed abuse and/or an unsafe living situation to you?
- Have any complaints ever been made about your professional practice? If so, how have you responded to these?
- For what reasons have you left your previous jobs (involving contact with children)?
- What kind of relationships do you hope to develop with children and families through your involvement with HFHNZ?
- What do you believe constitutes professional practice when working with children?

If any answer to these questions should be cause for concern, these concerns should be documented and followed up with the CPO and relevant leader, with reference to confidentiality as per the above policy statement.

If the person is appointed, answers to these questions should be recorded and filed in the person's personnel file.

Appendix B: Suggested reference check questions

Question source: Children's Action Plan

In addition to standard reference check questions, a candidate for a HFHNZ volunteer or staff role should also be asked questions to determine whether the candidate is suitable to be in contact with children, such as the following:

- How long have you known the applicant and in what capacity?
- What strengths does/would [the person] bring to their interactions with children?
- Would you consider [the person] to be a positive role model for children?
- Please could you detail any interaction with children [the person] had in this role?
- Do you have any concerns about [the person's] safety to work with children?
- Has anything you observed of [the person] ever given you cause for concern were this role to involve them being in contact with children?
- From your knowledge of [the person], how do you think they would respond in a situation where they were under pressure with children?
- Do you have any recommendations about [the person]'s interactions with children in this role?
- Is there anything else you would like to say?

If any answer to these questions should be cause for concern, these concerns should be documented and followed up with the CPO and relevant leader, with reference to confidentiality as per the above policy statement.

If the person is appointed, answers to these questions should be recorded and filed in the person's personnel file.

Appendix C: Suggested risk matrix

Method of assessing risk	Results concerning	More information needed	Results indicate low risk	Notes
Identity confirmation (using ID and reference check)				
Results of police check*				
Offence history (if known)				
Interview questions relating to suitability for working in contact with children*				
Reference questions relating to suitability for working in contact with children*				
Overall assessment of risk				

* For those whose roles will involve unsupervised access to children, or supervision of others, a police check is mandatory.

Appendix D: Possible indicators of abuse or neglect

Source: *Child Matters*

General principles:

- The purpose of this list of indicators is to increase awareness of child protection issues for those in contact with children through their engagement with HFHNZ and Affiliates. This is not intended to be an exhaustive list, nor are any of these indicators conclusive evidence that child abuse is occurring. There may well be an innocent explanation for these indicators.
- These indicators should be considered with reference to the HFHNZ Child Protection Policy and associated procedures.
- If you are in any doubt, make contact with the CPO to talk through your observations and concerns. In many cases of substantiated child abuse, many people had concerns but were unsure whether to raise them.
- Physical indicators of abuse may be treated as evidence, making prompt action of critical importance
- Every stakeholder has a role in remaining alert to possible child abuse, but it is not everyone's role to investigate. Involve the CPO as soon as possible in order to receive guidance about how best to proceed, and refer to procedures for responding to child abuse disclosures, allegations and observations of concern.
- Note that domestic violence within a home has significant impacts on the wellbeing of children, even if the children are not in the same room when a violent incident occurs. Further, domestic violence commonly co-occurs with other forms child abuse.

The indicators for child abuse and neglect fall into three general categories:

- **Physical indicators:**
Injuries to a child that are severe, occur in a pattern or occur frequently. These injuries range from bruises to broken bones to burns or unusual lacerations and are often unexplained or inconsistent with the explanation given
- **Behavioural indicators:**
The child's actions, attitudes, and emotions can indicate the possibility of abuse or neglect. Behavioural indicators alone are much less reliable than physical indicators, as a child's behaviour may be the result of a variety of other problems or conditions. When observing changes in behaviour, look for the frequency and pattern of the new behaviour, as well as a child's age and stage of development. For example, it is normal for younger children to be wary of adults, as they may have been taught not to talk to strangers. Look for a combination of physical and behavioural indicators.
- **Caregiver indicators:**
Caregivers who abuse, neglect or exploit children are either unable or unwilling to provide care and protection in an appropriate way. Those who are unable to provide care and protection may be physically unable due to their own medical or health condition. They may be overly stressed, tired, or working under the influence of drugs or alcohol which limits their abilities. Caregivers who are unwilling to provide children with the appropriate level of care and protection are more aware that what they are doing is wrong but continue to act in that way. These caregivers may not view the child as someone who has feelings and

emotions and often have the need to control others or have displaced aggression towards weaker persons.

The indicators alone do not prove child abuse or neglect. Likewise, the absence of indicators does not exclude the possibility that abuse is occurring. If you have any concerns about the wellbeing of a child, seek advice from your Child Protection Officer or Oranga Tamariki.

Emotional Abuse Indicators

Physical Indicators

- Bed wetting or bed soiling with no medical cause
- Frequent psychosomatic complaints (e.g. headaches, nausea, abdominal pains)
- Non-organic failure to thrive
- Pale, emaciated
- Prolonged vomiting and/or diarrhoea
- Malnutrition
- Dressed differently to other children in the family

Behavioural Indicators:

- Severe developmental lags with obvious physical cause
- Depression, anxiety, withdrawal or aggression
- Self-destructive behaviour. This can include self-harm, suicide, alcohol and drug abuse
- Overly compliant
- Extreme attention seeking behaviours or extreme inhibition
- Running away from home, avoiding attending at school
- Nightmares, poor sleeping patterns
- Anti-social behaviours
- Lack of self esteem
- Obsessive behaviours
- Eating disorders

Caregiver Indicators:

- Labels the child as inferior or publicly humiliates the child (e.g. name calling)
- Treats the child differently from siblings or peers in ways that suggest dislike for the child
- Actively refuses to help the child
- Constantly threatens the child with physical harm or death
- Locks the child in a closet or room for extended periods of time
- Teaches or reinforces criminal behaviour
- Withholds physical and verbal affection
- Keeps the child at home in role of servant or surrogate parent
- Has unrealistic expectations of the child
- Involves the child in adult issues such as separation or disputes over the child's care
- Exposes the child to situations of arguing and violence in the home

Neglect Indicators

Physical Indicators:

- Dressed inappropriately for the season or the weather
- Often extremely dirty and unwashed
- Severe nappy rash or other persistent skin disorders
- Inadequately supervised or left unattended frequently or for long periods
- May be left in the care of an inappropriate adult
- Does not receive adequate medical or dental care
- Malnourished - this can be both underweight and overweight
- Lacks adequate shelter
- Non-organic failure to thrive

Behavioural Indicators:

- Severe developmental lags without an obvious physical cause
- Lack of attachment to parents/caregivers
- Indiscriminate attachment to other adults
- Poor school attendance and performance
- Demanding of affection and attention
- Engages in risk taking behaviour such as drug and alcohol abuse
- May steal food
- Poor social skills
- No understanding of basic hygiene

Caregiver Indicators:

- Puts own needs ahead of those of the child
- Fails to provide for the child's basic needs
- Demonstrates little or no interest in the child's life - does not attend school activities, social events
- Leaves the child alone or inappropriately supervised
- Drug and alcohol use
- Depression

Physical Abuse Indicators

Physical Indicators:

- Bruises, welts, cuts and abrasions
- Burns - small circular burns, immersion burns, rope burns etc
- Fractures and dislocations - skull, facial bones, spinal fractures etc
- Multiple fractures at different stages of healing
- Fractures in very young children

Behavioural Indicators:

- Inconsistent or vague explanations regarding injuries
- Wary of adults or a particular person
- Vacant stare or frozen watchfulness
- Cringing or flinching if touches unexpectedly
- May be extremely compliant and eager to please
- Dresses inappropriately to hide bruising or injuries

- Runs away from home or is afraid to go home
- May regress (e.g. bedwetting)
- May indicate general sadness
- Could have vision or hearing delay
- Is violent to other children, or to animals

Caregiver Indicators:

- Inconsistent or vague explanations regarding injuries
- May appear unconcerned about the child's wellbeing
- May state the child is prone to injuries or lies about how they occur
- Delays in seeking medical attention
- May take the child to multiple medical appointments and seek medical treatment without an obvious need

Sexual Abuse Indicators

Physical Indicators:

- Unusual or excessive itching or pain in the genital or anal area
- Torn, stained or bloody underclothing
- Bruises, lacerations, redness, swelling or bleeding in genital, vaginal or anal area
- Blood in urine or stools
- Sexually transmitted infections
- Pregnancy
- Discomfort in sitting or fidgeting as unable to sit comfortably

Behavioural Indicators:

- Age-inappropriate sexual play or language
- Bizarre, sophisticated or unusual sexual knowledge
- Refuses to go home, or to a specific person's home, for no apparent reason
- Fear of a certain person
- Depression, anxiety, withdrawal or aggression
- Self-destructive behaviour. This can include self-harm, suicide, alcohol and drug abuse
- Overly compliant
- Extreme attention seeking behaviours or extreme inhibition
- Dresses inappropriately to hide bruising or injuries
- Eating disorders
- Compulsive behaviours

Caregiver Indicators:

- May be unusually over-protective of the child
- Accuses the child of being sexually provocative
- Misuses alcohol or drugs
- Invades the child's privacy (e.g. during dressing, in the bathroom)
- May favour the victim over other children

Family Violence Indicators

Indicators in the tamariki or rangatahi:

- Physical injuries consistent with the indicators of Physical Abuse
- Absenteeism from school
- Bullying or aggressive behaviour
- Complaints of headaches or stomach aches with no apparent medical reason
- Talking or describing violent behaviours

Indicators in the Victim:

- Physical Injuries including: bruising to chest and abdomen, injuries during pregnancy
- Depression and/or anxiety
- Inconsistent explanations for injuries
- Fearful
- Submissive

Indicators in the Respondent:

- Isolates and controls partner and children
- Threatens, criticises, intimidates, uses aggressive and physical abuse towards partner and children

Minimises and denies own behaviour, or blames victim for the perpetrators own behaviour

Appendix E: Index of notifications to the Child Protection Officer

The register template below must be completed by the CPOs, held at HFHNZ and regularly reported to the HFHNZ Board.

Date of contact with CPO	CPO Name	Name and role of person in contact with CPO	Reason for contact	Actions taken	Any follow up needed

Appendix F: Reporting Form for Suspected Child Abuse

HFHNZ NEW ZEALAND CHILD PROTECTION POLICY

REPORTING FORM FOR SUSPECTED CHILD ABUSE

- This form is to be fully completed **as soon as possible** after becoming aware of any observation, suspicion or disclosure of actual or suspected child abuse.
- Once completed, **send this report to the HFHNZ New Zealand CPO and CEO.**
- Until further directions have been passed on by the CPO & CEO, ensure that all the information listed below remains **CONFIDENTIAL**.

Part One: About You

Name:

.....

Your role with HFHNZ NZ:

.....

Details of any other organisation involved:

.....

Your relationship to the child or young person concerned:

.....

.....

.....

Part Two: About the Child(ren)/Young Person(s)

Name(s):

.....

.....

.....

Gender/s:

.....

Age/s:

.....

Address:

.....
.....
.....

Who does this young person(s) live with?

.....
.....
.....

Section Three: Your Concerns

How did your concern arise? Was any form of abuse observed or suspected?

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Was an allegation made by the child? Did the child disclose abuse to you? If so, please record as accurately as possible what the child said, and what you said.

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Date, time and place of any incident(s):

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Describe the nature of your concern/allegation:

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Observations made by you of the child's state (mental, physical, emotional):

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Any other relevant information?

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Were other children either involved in the incident or aware of it?

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Who else have you discussed or reported this incident to? When and where did this occur?

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List any action that has been taken so far:

.....
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.....

-
- *I declare that, to the best of my knowledge, the information listed above is true and accurate.*
 - *I understand that it is my duty at all times to ensure that the rights of children are held paramount.*

Completed by:

.....
.....

Date:

.....
.....

Signature:

.....

Appendix G: Pictorial summary of Child Protection Procedures

NOTICE
Disclosure, allegation or suspicion of child abuse, observation of concern, or of any activity which contradicts the Child Protection Policy or Code of Conduct

IMMEDIATE SAFETY
If the child is in significant, immediate danger, contact police/ambulance.

CHILD FIRST
If the child has made a disclosure directly to you:

1. Reassure the child that they have done nothing wrong, that they have done the right thing by telling you, and that you are going to contact someone you trust who will help you decide what to do next.
2. Do not agree to keep the disclosure secret (but listen to and empathise with the child's concerns, and reassure them that you will do whatever you can to help).
3. Stay with the child if you are very concerned about their immediate safety.
4. Do not ask leading questions (e.g. 'was it (person's name) who hit you on the head?')
5. Contact the CPO as soon as possible, and discuss whether any further action is required to ensure the child's immediate safety. Don't ask more questions than necessary to determine immediate safety (remember it is not your role to investigate, and you must avoid contaminating evidence).
6. As soon as possible, write down everything the child said and everything you said, as accurately as possible (this may become important later in legal proceedings).

CONSULT
Contact a CPO*

The CPO:

- Gathers immediately relevant information and provides advice as to any matters needing immediate attention to ensure the safety of the child
- Contacts the CEO
- Reports the incident to mysafeworkplace within 48 hours

An official report (see appendix F) needs to be written and submitted to the CPO & CEO as soon as possible; the relevant leader should also be informed.

If the alleged perpetrator is a HFHNZ stakeholder, the CEO will suspend their involvement with HFHNZ (on full pay if an employee) with no presumption of innocence or guilt

COMPLAINT ASSESSMENT
CPO and CEO to consult with HFHNZ Safeguarding Investigation Committee to assess the complaint

REPORT
Case referred to police and/or Oranga Tamariki where appropriate

INVESTIGATE
Internal investigation undertaken as per investigation protocols in Safeguarding Policy

FOLLOW UP
Outcome of case decided and follow up conducted with child, relevant HFHNZ stakeholder, family and alleged perpetrator. Necessary follow-up steps taken (e.g. if an allegation of child abuse is substantiated, the perpetrator's involvement with HFHNZ shall cease. Support to be provided to the front-line stakeholder involved where necessary).

*If a CPO is the alleged perpetrator, contact another CPO or the CEO.

Appendix H: Code of Conduct

As an HFHNZ representative, I **WILL**:

- Treat all children and young people with respect at all times, regardless of culture, creed, nationality or any other difference.
- Ensure that I am fully aware of HFHNZ's child protection policy and any associated procedures.
- Promote a safe environment where children (and young people, parents and families) feel safe, empowered and able to communicate openly.
- Act professionally and maintain appropriate boundaries at all times.
- Always ensure that a minimum of two adults are present when with a child. If it is not possible to have another adult present, I will ensure that I am at least visible to others.
- Act swiftly to ensure that any perceived risk to a child is immediately reported in consultation with the CPO and via the correct procedures.
- Keep all reported cases and allegations (proven or otherwise) confidential, in accordance with the confidentiality principles outlined in the HFHNZ Child Protection Policy.
- Avoid circumstances where my behaviours may be misinterpreted as hostile, suggestive, inappropriate or neglectful.
- Inform the relevant leader/manager and CPO if points of the Code of Conduct have been breached, regardless of whether this has resulted in the harm of a child.
- Avoid initiating touch in interactions with children; if such touch is initiated by a child, I will only engage in touch if it can be done in a safe manner, i.e. 'side on,' brief, and while visible to other adults.
- Promote alternatives to physical forms of discipline and punishment.

As an HFHNZ representative, I **WILL NOT**:

- Engage in any behaviour (including verbal or physical) with a child which is, or could be interpreted as inappropriate, offensive, discriminatory or suggestive.
- Engage in any unwarranted or inappropriate touching of a child.
- Engage in any form of sexual activity with a child.
- Spend time alone with a child – including inviting a child into my home or office alone, or take children alone in my car (except in emergency situations).
- Undertake or participate in any behaviour of activities with children present which is illegal.
- Hire children as domestic, or any other form of labour.
- Engage in any sexualized or threatening behaviour with a child using technology such as a phone or over internet
- Access or distribute child pornography or sexualized imagery

I have reviewed the HFHNZ Child Protection Code of Conduct and I agree to adhere to these standards throughout my association with HFHNZ and its Affiliates.

Name:

Signature:

Date:

Name of Witness:

Signature of Witness:

Date:

Appendix I: Template key child protection contact information

It is suggested that a version of this template be created by HFHNZ and each Affiliate. The completed form could then be distributed to relevant stakeholders, with a review on an annual basis.

Key Child Protection Contact Information

For: HFHNZ / Affiliate XYZ (select one)

Date:

This form is to be used in conjunction with the HFHNZ Child Protection Policy and associated procedures.

In the event of an emergency, contact the police or ambulance on 111

Child Protection Officer #1	Child Protection Officer #2
Name:	Name:
Phone:	Phone:
Email:	Email:

National Child Protection Authority
Name of organisation: Oranga Tamariki
Phone number/email for reporting concerns: 0508 FAMILY (0508 326 459)
Process for reporting concerns: Contact CPO who will provide further advice

Other useful contacts*
Name of organisation:
Services offered:
Phone:
Website:

Other useful contacts*
Name of organisation:
Services offered:
Phone:
Website:

Other useful contacts*
Name of organisation:
Services offered:
Phone:
Website:

*This may include contacts for local social services, legal support, women's refuges, providers of counselling, providers of food parcels, helplines, domestic violence services, panic buttons, parenting support, culturally-specific services, interpreters, etc.

Appendix J: Child Protection Officer Indicative Job Description

- To act as a Goto person in relation to any enquiries or reports relating to Child Protection, being readily available for consultation via phone, including after hours
- Ensuring child protection policy and procedures are up to date and relevant, including advising on any changes to law or best practice.
- Running or coordinating training sessions for staff where required.
- Identifying needs for more specialist training and making recommendations to the relevant leader.
- With support of the Child Protection Administrator and together with the HFHNZ CEO, jointly responding to any disclosures or allegations of child abuse or neglect, any observations of concern or any other actions that directly contradict HFHNZ's child protection policy. Responses will include the following:
 - advice as to best practice in the event of concerns of abuse. Where relevant, this will include advising those on the 'front line' as to how to best respond to a child or adult who has disclosed or alleged abuse
 - liaising with the HFHNZ CEO in a timely manner
 - ensuring that all events that come to their attention are appropriately recorded with assistance from the Child Protection Administrator.
 - advising as to whether and how to report to child protection authorities (i.e. Oranga Tamariki) and/or the Police and assisting with this process as needed.
- Maintaining up-to-date knowledge of current legislation and best practice
- Developing and maintaining knowledge as to how cultural practices relating to parenting and child-care interact with child protection principles
- With support of the Child Protection Administrator, being involved in regular review and development of child protection procedures and associated documentation.

Appendix K: Child Protection Administrator Indicative Job Description

- Providing Administrative support to the Child Protection Officers (CPO).
- Maintaining all records relating to Child Protection with appropriate emphasis on confidentiality and the need for restricted access to any information that identifies a natural person.
- For each HFHNZ staff member, volunteer, Director or intern who has a role that requires Police Checking, ensuring that the checks are up to date and are appropriately recorded (refer to Police Checking Policy).
- Ensuring induction/orientation processes adequately comply with the HFHNZ Child Protection Policy and any associated procedures.
- Providing support for, and coordinating training sessions for staff where required.
- Providing administrative support for the CPO and HFHNZ CEO as they jointly respond to any disclosures or allegations of child abuse or neglect, any observations of concern or any other actions that directly contradict HFHNZ's child protection policy. In particular:
 - ensuring that all events that come to their attention are appropriately recorded.
- In consultation with the CPO, being involved in regular review and development of child protection procedures and associated documentation.