

# Child Protection Policy


Part of the Children and Young People's Commission Human Resources Policy Framework

September 2023

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## Version Control

<b>Policy Owner</b>	Children and Young People's Commission Board
<b>Created</b>	September 2023
<b>Last Modified</b>	
<b>Effective Date</b>	17 October 2023
<b>Next Review Date (Annually)</b>	October 2024 (Interim check-in April 2024)
<b>Approval Authority</b>	<p>I confirm this policy was approved by the Board. This Policy will take effect on 17 October 2023 and will remain in effect until updated or replaced.</p>  <p>Dr Claire Achmad Chief Children's Commissioner Mana Mokopuna - Children and Young People's Commission</p>

## Te Aronga | Policy Purpose

Mana Mokopuna recognises that at any time, a kaimahi may have reason to be concerned about the safety of a mokopuna.

The purpose of this policy is to outline how kaimahi of Mana Mokopuna will respond to:

- suspected neglect or abuse of a mokopuna,
- disclosure of abuse or neglect made by a mokopuna; and /or
- harm to self or others

## Tauākī | Policy Statement

Mana Mokopuna – Children and Young People’s Commission (Mana Mokopuna) is committed to upholding the rights of all mokopuna to be safe from violence and harm.

This Child Protection Policy sets out Mana Mokopuna policies, expectations, processes, and practices for identifying and responding to potential child abuse and neglect. It reflects the commitment of Mana Mokopuna to:

- protecting and upholding the mana of mokopuna and respecting their rangatiratanga;
- seeing mokopuna within the context of their families, whānau, hapū, iwi and communities;<sup>1</sup> and
- keeping mokopuna voices and experiences central to their safety and wellbeing.

## Ngā Whakatinanatanga | Policy Application

This policy applies to all kaimahi and contractors, including Board members at Mana Mokopuna.

This policy covers all mokopuna under the age of 18 years.

Under the Children and Young People’s Commission Act (the Act), Mana Mokopuna has responsibilities for care-experienced young people between the ages of 18-25. Young people aged 18 and over are not covered by the statutory child protection system. Mana Mokopuna are currently determining what protection policies and

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<sup>1</sup> Children and Young People’s Commission Act 2022, sections 4 and 6.

processes look like for care-experienced young people between the ages of 18-25. In the interim, a case-by-case approach will be adopted to support this group of young people, in line with the Act.

When attending external-led engagements with mokopuna, Mana Mokopuna will check that there are Child Protection Policy and procedures in place. If the external agency leading the engagement does not have Child Protection Policy and procedures, the Mana Mokopuna Child Protection Policy will apply.

## Nga Mātāpono | Policy Principles

### Kia kuru pounamu te rongō mō te oranga o ngā mokopuna

#### All mokopuna live their best lives

This vision statement is a guiding principle for our Commission and this policy.

This statement directs us to acknowledge the rangatiratanga of mokopuna, particularly mokopuna Māori. It requires the Commission to recognise all mokopuna in the context of their whānau, hapū, iwi and communities. It recognises the role we play as a Commission in ensuring we use our levers to benefit mokopuna to live their best lives. This includes ensuring processes are in place for the protection of mokopuna.

#### Te Tiriti o Waitangi

Te Tiriti o Waitangi provides a framework for the protection of the rights and interests of Māori including mokopuna Māori. The provisions under Te Tiriti o Waitangi guarantee to mokopuna Māori active protection including the use of measures to detect, defend against and mitigate potential risks. It also guarantees to mokopuna the right to equitable access of resources, tools, and processes.

## Legislative requirements or government expectations

This policy should be read in conjunction with Te Tiriti o Waitangi, Code of Ethics, Information Rules and the additional legislation and key supporting documents set out below:

- United Nations Convention on the Rights of a Child<sup>2</sup>
- Oranga Tamariki Act 1989,<sup>3</sup>

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<sup>2</sup> [Convention on the Rights of the Child | OHCHR](#)

<sup>3</sup> [Oranga Tamariki Act 1989 No 24 \(as at 01 July 2023\), Public Act Contents – New Zealand Legislation](#)

- Policies and Procedures Handbooks,
- United Nations Declaration on the Rights of Indigenous Peoples,<sup>4</sup>
- Children and Young People’s Commission Act 2022,<sup>5</sup>
- Monitoring handbook, and
- Children’s Act 2014.<sup>6</sup>

## Meeting our legal requirements

The Children’s Act 2014 places a requirement for prescribed State services to have child protection policies.<sup>7</sup> Mana Mokopuna is not considered a prescribed State service and is therefore not formally required to comply. However, this policy holds Mana Mokopuna to the same standard.

In doing so, Mana Mokopuna also aligns with any contractual or funding arrangements by State Services, as outlined in the Children’s Act 2014.:

*Part 2, Section 14, Children’s Act 2014: The purpose of this Part is to require child protection policies (that must contain provisions on the identification and reporting of child abuse and neglect) to be – (c) adopted by certain people whom those services or boards enter into contracts or funding arrangements.*

Mana Mokopuna also has a reporting obligation under the Oranga Tamariki Act 1989:<sup>8</sup>

*Section 15, Oranga Tamariki Act 1989: Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to the chief executive or a constable.*

The Oversight of Oranga Tamariki System Act 2022<sup>9</sup> further outlines a common duty with regard to child protection, that applies to the Monitor, Ombudsman and Mana Mokopuna:

*Part 2(b), Section 7, The Oversight of Oranga Tamariki System Act 2022 to “minimise the burden and potential risk of harm to individuals when the Monitor, the Ombudsman, or the Children and Young People’s Commission is performing or exercising a function, duty or power.”*

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<sup>4</sup> [UN Declaration on the Rights of Indigenous Peoples | OHCHR](#)

<sup>5</sup> [Children and Young People’s Commission Act 2022 No 44, Public Act Contents – New Zealand Legislation](#)

<sup>6</sup> [Children’s Act 2014 No 40 \(as at 01 July 2023\), Public Act – New Zealand Legislation](#)

<sup>7</sup> [Children’s Act 2014 No 40 \(as at 01 August 2022\), Public Act Part 2 Child protection policies – New Zealand Legislation](#)

<sup>8</sup> [Oranga Tamariki Act 1989 No 24 \(as at 01 July 2023\), Public Act Contents – New Zealand Legislation](#)

<sup>9</sup> [Oversight of Oranga Tamariki System Act 2022 No 43 \(as at 01 May 2023\), Public Act Contents – New Zealand Legislation](#)

# Ngā Haepapa | Responsibilities

## Board responsibilities

- Approves the Mana Mokopuna Child Protection Policy and subsequent amendments.
- Accountable for Mana Mokopuna meeting its responsibilities under this policy.
- Responsible for adhering to this policy.

## Manager responsibilities

- Responsible for ensuring their kaimahi and contractors understand and adhere to this policy.
- Ensures that the appropriate authority is notified when a kaimahi has a belief that a child has been, or is likely to be, abused or neglected.
- Responsible for adhering to this policy.

In the instance that Mana Mokopuna is supporting another service provider in a mokopuna-engagement, it is the manager's responsibility to ensure that the service provider understands the requirements for and has in place a child protection policy. If the service provider does not have child protection policy and procedures, then the Mana Mokopuna Child Protection Policy will apply.

## Kaimahi responsibility

- Responsible for notifying and discussing any child protection concerns, including any suspected abuse or neglect with their manager.

Refer to **Appendix 1** for a high-level summary of the roles and responses when responding and reporting abuse and/or neglect.

## Training and support

Mana Mokopuna will:

- support kaimahi to understand and follow this policy;
- provide support to managers to fulfil responsibilities;
- provide training to kaimahi at the start of their employment that ensures they understand the principles and processes in this policy and know how to identify and report abuse or neglect;
- provide refresher training annually;

- undertake debriefing processes with kaimahi following a disclosure;
- encourage kaimahi to access supports, such as the Employee Assistance Program (EAP), and if professional supervision if/as required to maintain their wellbeing; and
- provide access to tiaki leave per the criteria outlined in the additional hours and tiaki leave policy.

## Publication and review

This policy will be published on the Mana Mokopuna website and in the Policies and Procedures Handbook.

This policy will be reviewed annually or earlier if there is a specific change to either legislation or Mana Mokopuna policy. Final approval will be given by the Board.

Please note: The child protection landscape in Aotearoa New Zealand is continually evolving, as is our understanding of what an effective and Te Tiriti centric approach to active protection and prevention looks like. This policy will be informed by this ongoing whakaaro and best practice.

## Types of child abuse and neglect

Child abuse is defined in the Oranga Tamariki Act 1989 as *“the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person.”*

Child abuse is an umbrella term to describe the various forms of a harm that exist, such as, but not limited to, physical, emotional, sexual, and spiritual/religious abuse, or neglect. The table below defines what child abuse and neglect can look like, noting this is not an exhaustive list.

**Content warning:** the next section contains definitions and descriptions of types of abuse and neglect. This may be triggering or distressing, so we encourage you to protect your wairua when engaging with this content and seek support if you need to.



## Defining child abuse and neglect

Term	Definition
<b>Mokopuna</b>	For the purposes of this policy, any child/children under the age of 18 years and any care-experienced young person between the ages of 18-25.
<b>Child Abuse</b>	<p>Child abuse is defined in the Oranga Tamariki Act 1989 as “the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person.”</p> <p>Child abuse is an umbrella term to describe the various forms of harm that exist, such as, but not limited to, physical, emotional, sexual and spiritual.</p>
<b>Disclosure</b>	Information shared with kaimahi by mokopuna in relation to abuse or neglect, or suggests their safety is at risk.
<b>Emotional abuse</b>	<p>An act or omission that results in adverse or impaired psychological, social, intellectual, or emotional functioning or development. Emotional abuse occurs when a mokopuna is subject to a series or pattern of experiences that batter their emotional, psychological, or social well-being and sense of worth. This can include:</p> <ul style="list-style-type: none"><li>• Patterns of isolations, ongoing criticism, rejection, degradation, corruption, exploitation, terrorising, or negative comparison to others.</li><li>• It might also be exposure to whānau or intimate partner violence, or the involvement in illegal or anti-social activities.</li></ul> <p>Emotional abuse is almost always present when other forms of abuse occur. The effects of this form of abuse are not always immediate or visible. The long-lasting effects of emotional abuse may only become evident as a mokopuna becomes older and begins to show difficult or disturbing behaviours or symptoms.</p>
<b>Neglect</b>	Neglect is a pattern of behaviour that occurs over a period of time and results in impaired functioning or development of a mokopuna. It is the failure to provide for a mokopuna basic needs.

Neglect is the most common form of child abuse, and though the effects may not be as obvious as physical abuse, it is just as serious.

Neglect might be:

- **Physical:** failure to provide basic needs of food, shelter, or warmth.
- **Medical:** failure to seek, obtain or follow through with medical care for the mokopuna.
- **Abandonment:** leaving a mokopuna in any situation without arranging necessary care for them.
- **Neglectful supervision:** failure to provide developmentally appropriate or legally required supervision.
- **Refusal to assume parental responsibility:** unwillingness or inability to provide appropriate care for a mokopuna.
- **Educational:** allowing chronic truancy, failure to enrol in education or inattention to education needs.
- **Emotional:** not providing comfort, attention and love.

### Physical abuse

Are any acts that may result in the physical harm of a child or young person. It can be, but is not limited to; beating, kicking, shaking, biting, cutting or throwing a mokopuna. It might also be strangulation, suffocation, poisoning, fabricating or inducing illness.

Excessive or inappropriate discipline or violence within the family is also considered physical abuse, regardless of whether it was intended to hurt the mokopuna. Physical abuse may occur as a single episode or a series of episodes.

Injuries to a child may vary in severity and range from minor bruising, burns, welts or bite marks, major fractures of the long bones or skull to its most extreme form, the death of a mokopuna.

### Sexual abuse

Any acts that involve forcing (no consent) or enticing a child to take part in sexual activities, regardless of whether they are aware of what is happening. Sexual abuse includes acts or behaviours when an adult, or a person with more power or age, uses a mokopuna for sexual reasons.

Under New Zealand law, anyone under the age of 16 is not considered old enough to give consent to sexual activity, even if

the child or young person agrees to the activity. This is immediately classified as child sexual abuse.

While it may involve a stranger, most sexual abuse is perpetrated by someone the mokopuna knows and trusts.

Sexual abuse includes a range of unwanted behaviours, that includes, but is not limited to physical, emotional, or online abuse.

Some examples of physical sexual abuse might be rape (this includes all types of sex – vaginal, oral, anal, object or digital<sup>10</sup>), physical violence (eg. strangulation, choking), fondling of breasts or genitals, unwanted touching or kissing or indecent exposure to the mokopuna or seeking to have a mokopuna touch them or expose themselves for a sexual purpose.

Sexual abuse can also include behaviours that do not involve physical touching, but use emotional abuse and manipulation, including intimidation, threats of punishment if a mokopuna does not obey instructions, and sexual grooming. It also includes voyeurism, photographing mokopuna inappropriately, involving a mokopuna in pornographic activities or prostitution.

Sexual abuse can also take place online and over social media. For instance, it might be receiving sexual content or photos, revenge porn, initiating sexual conversations with mokopuna using the internet or the phone.

### **Spiritual abuse**

Spiritual abuse, including religious or cultural abuse, is the act of stopping a mokopuna from expressing their spiritual or religious beliefs. This might include not being able to attend worship, or criticising or making fun of beliefs, traditions, or cultures.

Spiritual abuse can also look like using spiritual or religious beliefs to hurt, scare or control mokopuna. It reflects an attempt to exert power and control over someone using religion, faith or beliefs.

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<sup>10</sup> The use of fingers or toes in sexual activity.

## Indications of abuse or neglect

The indicators of potential abuse or neglect may be physical or behavioural, and differ across the forms of child abuse:<sup>11</sup>

- **Physical indicators** relate to the physical condition and wellbeing of mokopuna, eg. ranging from burns or bruising to signs of malnourishment or inappropriate clothing for the weather.
- **Behavioural indicators** are behaviours or traits that suggest child abuse has occurred eg. severe symptoms of depression, anxiety or aggression, poor social skills, wariness of adults or of a certain individual. It may also include a mokopuna talking about things that indicate abuse (including an allegation or disclosure).

In many cases, indicators are found in combinations or clusters. Indicators do not necessarily prove that a mokopuna has been harmed. They are clues that alert us that abuse may have occurred and that a mokopuna may require help or protection. Sometimes, indicators can result from life events that do not involve abuse, for example divorce, accidental injury, or the arrival of a new sibling.

## Identifying and reporting abuse and neglect

If a kaimahi or board member believes a mokopuna is at risk of serious harm, they must:

- follow the disclosure and reporting processes set out below, in line with our Act; and
- in addition to the above, a manager must also advise the relevant Chief Executive or their delegate at Oranga Tamariki or the Approved Organisation, if they believe a mokopuna is at serious risk during Mana Mokopuna activities.

This policy sets out our high-level disclosures and reporting processes. Refer to the Mana Mokopuna induction manual and supporting policies for more detailed processes.

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<sup>11</sup> Indicators have been sourced from the '[Child Matters](#)' website

## Process for responding to a mokopuna making a disclosure

When carrying out their functions, a kaimahi may receive a disclosure of abuse from a mokopuna.

For example, either during an engagement or a monitoring visit under our National Preventative Mechanism (NPM) function, under our various legislative functions,<sup>12</sup> a kaimahi may receive a direct or third-party disclosure of current or past abuse or neglect.

In either case, the disclosure process set out in **Appendix 2** should be followed by kaimahi when responding and dealing with disclosures.

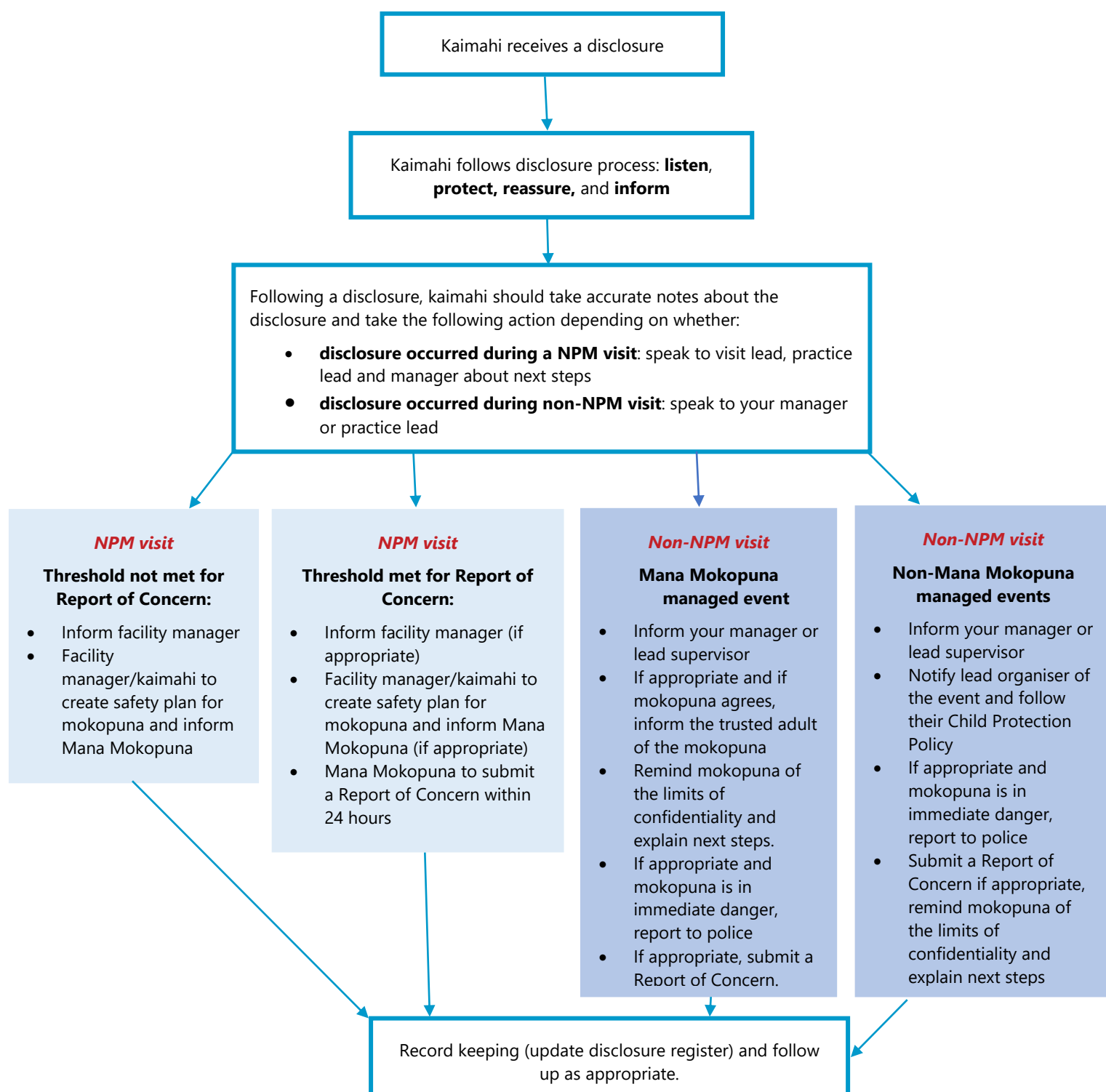
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<sup>12</sup> Mana Mokopuna is recognised as a National Preventative Mechanism (NPM) under the Optional Protocol on the Convention against Torture and is delegated this function under Section 16 of the Crimes and Torture Act 1989. This function enables Mana Mokopuna to access and monitor places where mokopuna are held in detention across Aotearoa.

# Reporting and notifying a disclosure

The process for reporting a disclosure differs between our NPM and general functions. The flow-chart below shows the high-level process for reporting and notifying disclosures both generally and under our NPM function.

Separate, more detailed processes for recording and notifying disclosures across Mana Mokopuna are set out in **Appendix 3 and 4**.



## Suspecting an incidence of harm and/or neglect

If at any time a kaimahi suspects that a mokopuna is experiencing harm and/or neglect, or there is risk of harm to others, consult with the Practice Lead, Manager or visit team.

## Confidentiality and information sharing

Mana Mokopuna kaimahi will remind mokopuna of the limits of confidentiality and explain how the mokopuna will be kept informed during the process.

In line with our privacy principles, only selected kaimahi, who need access to documentation relating to disclosures or suspected abuse, can access them. We follow our Information Rules and Code of Ethics in how we collect, handle, and share information related to disclosures.

Our NPM processes for managing confidentiality of information comply with Section 35 of the Crimes of Torture Act 1989.<sup>13</sup>

## Ngā Tuhinga Pākanga | Related Legislation, Regulations and Documents

### Related documents and processes

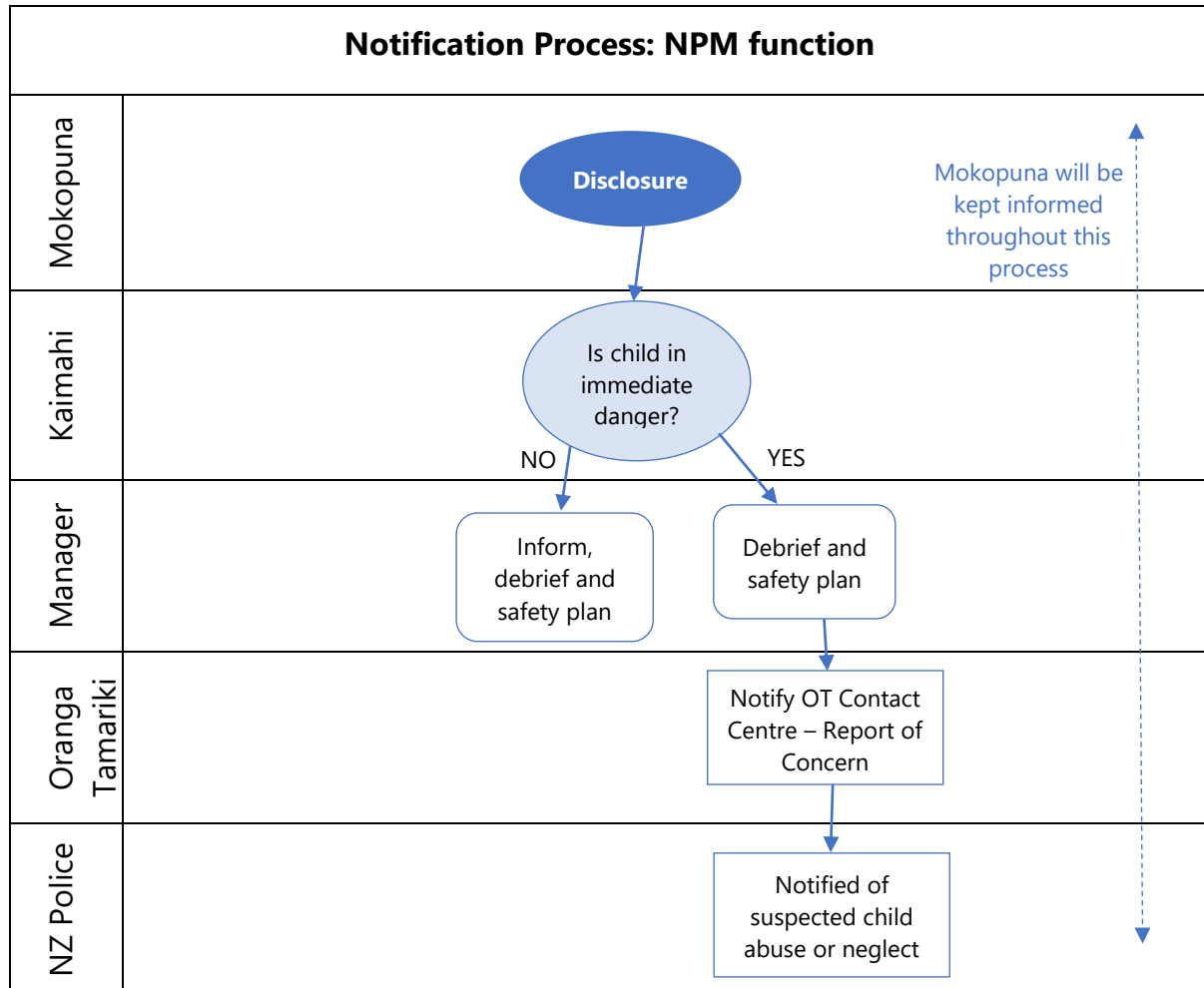
Related documents include:

- Roles and responsibilities in relation to the Child Protection Policy (Appendix 1).
- Process for responding to a mokopuna making a disclosure (Appendix 2).
- Process for reporting a disclosure generally across Mana Mokopuna (Appendix 3).
- Process for reporting a disclosure under the NPM functions (Appendix 4).
- Contact list and referrals (Appendix 5).

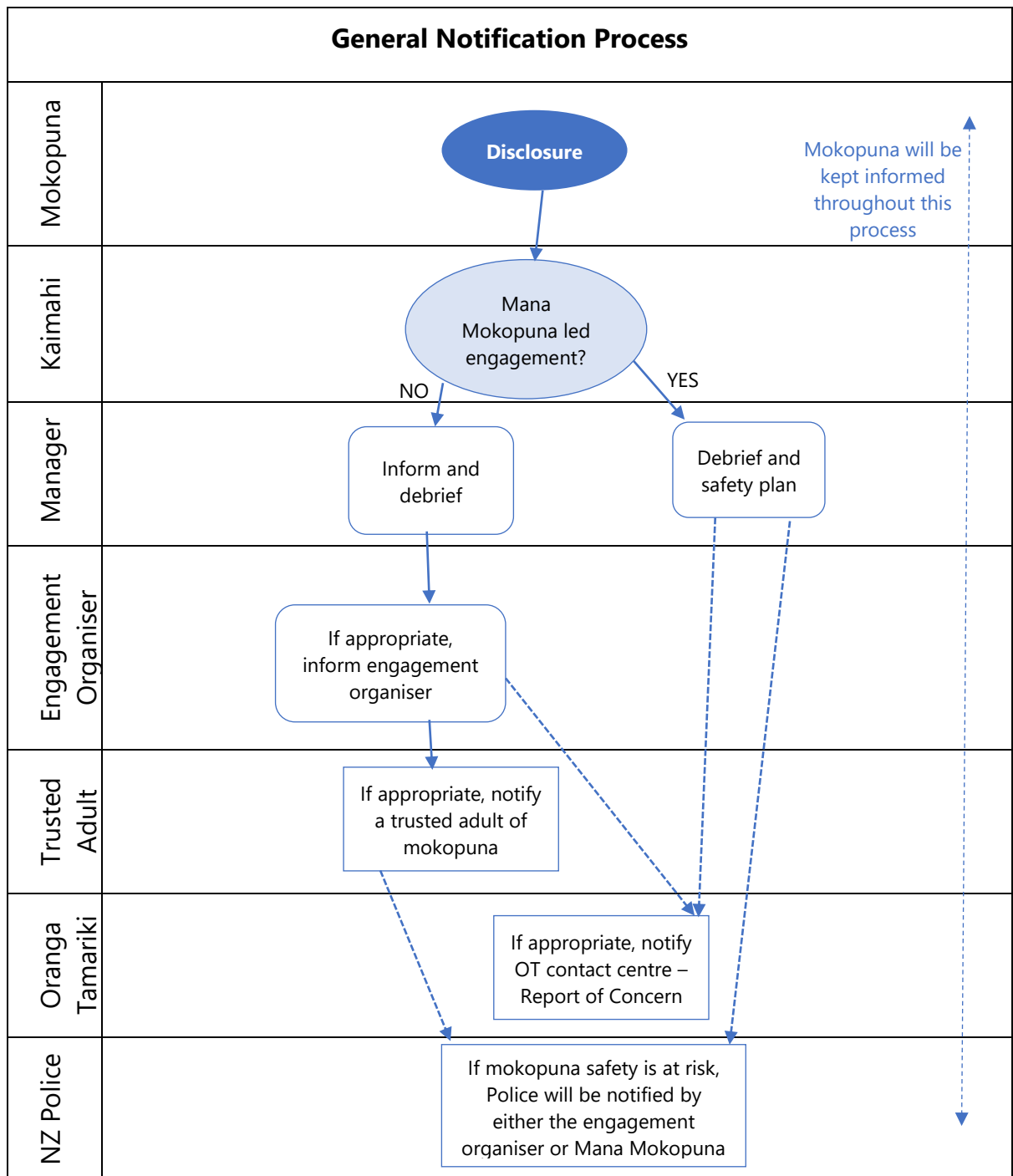
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<sup>13</sup> Section 35, Crimes of Torture Act 1989. Refer here [Crimes of Torture Act 1989 No 106 \(as at 01 July 2023\)](#), [Public Act 33 Confidentiality of information – New Zealand Legislation](#)

# Appendix 1 | Roles and responsibilities in relation to the Child Protection Policy







## Appendix 2 | Process for responding to a mokopuna making a disclosure

Step	Process
<b><u>Listen</u> to the mokopuna</b>	Disclosures by mokopuna are often subtle and need to be handled with particular care, including an awareness of the cultural identity of the mokopuna and how that affects interpretation of their behaviour and language.
<b><u>Protect</u> and check for safety</b>	Checking if the mokopuna is safe, or whether the harm is still happening. Is the mokopuna in immediate danger, are they still experiencing this harm?
<b><u>Reassure</u> the mokopuna</b>	<p>Reassurance might look:</p> <ul style="list-style-type: none"> <li>• Thanking the mokopuna for sharing their disclosure with you and acknowledge that it may have been difficult.</li> <li>• Letting them know they are not in trouble, and that they have done the right thing.</li> <li>• If the mokopuna is visibly distressed, providing appropriate reassurance.</li> <li>• Not asking questions beyond open prompts for the mokopuna to continue. Do not make promises that can't be kept, eg. <i>"I will keep you safe now"</i>.</li> <li>• Informing the mokopuna of the <b>limits of confidentiality</b> and that you need to act on the information they have provided.</li> <li>• During an NPM visit, the limits of confidentiality will involve: <ul style="list-style-type: none"> <li>○ Telling the manager of the facility or remand home (unless the disclosure is about them) or a senior member of staff.</li> <li>○ Reporting the allegation to the Oranga Tamariki National Contact Centre so it can be formally investigated as a Report of Concern.</li> </ul> </li> <li>• If the disclosure was made during a non-NPM visit the limits of confidentiality will involve: <ul style="list-style-type: none"> <li>○ Telling your Manager or Practice Lead.</li> <li>○ If the mokopuna has a trusted adult present, and is comfortable sharing this information, telling this person.</li> </ul> </li> </ul>

Step	Process
<b><u>Inform the mokopuna</u></b>	Explain to the mokopuna that we need to act on the information that has been provided. Tell the mokopuna exactly what you are going to do and who you are going to talk to ensure they are fully informed and there are no surprises to them. Explain who will be keeping them informed during the process.

### When responding to disclosures, **do not:**

1. Attempt to formally interview the mokopuna
2. Ask leading questions
3. Push for information or make assumptions
4. Gather irrelevant or unnecessary facts
5. Make assumptions, offer alternative explanations, or diminish the seriousness of the behaviour or alleged incidents
6. Keep the information to yourself or promise confidentiality
7. Take any action that might undermine future investigation or disciplinary procedure, such as interviewing the alleged victim or potential witnesses, or informing the alleged perpetrator or carers
8. Permit personal doubt to prevent you from debriefing with your manager

## Appendix 3 | Process for reporting a disclosure generally across Mana Mokopuna

When a mokopuna discloses an incidence of abuse or neglect, it is important that any information is recorded **accurately** and **promptly**.

This process is specifically for disclosures relating to non-NPM functions and provides high-level guidance as to the reporting and notification process internally in Mana Mokopuna. This process differs depending on whether mokopuna are directly under the care of Mana Mokopuna during this time.

For more detailed processes, refer to the Mana Mokopuna Induction Manual and supporting policies.

Step	Process	
<b>Record</b>	Record at the time or as soon as possible after the disclosure is made: <ul style="list-style-type: none"> <li>• anything said by the mokopuna (in their words)</li> <li>• the date, time, location, and the names of anyone that may be relevant (including alleged perpetrator/s)</li> <li>• the factual concerns or observations that have led to the suspicion of abuse or neglect (eg. any physical, behavioural, or developmental concerns)</li> <li>• any other information that may be relevant.</li> </ul>	
<b>Inform</b>	Inform Manager or Practice Lead of the disclosure and agree on preliminary plan.	
<b>Communicate</b>	<i>If disclosure occurred during a Mana Mokopuna-led event</i> <ul style="list-style-type: none"> <li>• Identify if the mokopuna has a trusted adult present and, if appropriate, inform the adult.</li> <li>• If mokopuna is in immediate danger, it may be appropriate to notify the Police. Discuss with</li> </ul>	<i>If disclosure occurred during an externally led event</i> <ul style="list-style-type: none"> <li>• Inform the lead organiser of the event and follow their Child Protection Policy steps, if appropriate.</li> <li>• If inappropriate to inform the lead organiser of the event, Mana Mokopuna policy will</li> </ul>

Step	Process	
	<p>practice lead and/or manager.</p>	<p>apply – discuss with manager and practice lead.</p> <ul style="list-style-type: none"> <li>• If mokopuna is in immediate danger, it may be appropriate to notify the Police. Discuss with lead organiser, Mana Mokopuna practice lead and/or manager.</li> </ul>
<p><b>Notify Oranga Tamariki and/or Approved Organisation</b></p>	<p><u>If the disclosure occurred during a Mana Mokopuna-led event:</u></p> <p>Mana Mokopuna will need to determine whether making a Report of Concern is the most appropriate course of action. This decision should be made in consultation with practice lead and manager.</p> <p>Mana Mokopuna to follow-up on the status of the Report of Concern with Oranga Tamariki.</p> <p>A Report of Concern requires providing relevant information to the Oranga Tamariki National Contact Centre via email or phone so they can assess whether it meets the threshold for formal investigation and/or a referral to the Police. Refer to <b>Appendix 5</b> for referral and contact information.</p> <p><u>If disclosure occurred during an externally led event, and community partner’s child protection policy is being followed:</u></p> <p>Mana Mokopuna will keep in touch with community partners to check on the welfare of mokopuna and the status of the Report of Concern (if made).</p>	
<p><b>Storing information</b></p>	<p>The following information must be recorded and stored securely in the incident register:</p> <ul style="list-style-type: none"> <li>• the date of engagement</li> <li>• the date of the incident</li> <li>• type of harm and a description as to its concern</li> <li>• completed documentation</li> <li>• a record of any advice received (including copies of correspondence received)</li> </ul>	

Step	Process
	<ul style="list-style-type: none"><li>• any action and the rational for this by relevant organisation/s, including Mana Mokopuna</li><li>• date which the concern was followed-up</li><li>• outcome section (complete/follow-up required).</li></ul>

## Appendix 4 | Process for reporting a disclosure under the NPM function

When a mokopuna discloses, or kaimahi are concerned that a mokopuna may be subject to abuse or neglect during a NPM visit, it is important that any information is recorded **accurately** and **promptly**.

The process below provides high-level guidance as to the reporting and notification process. For more detailed processes, refer to the Mana Mokopuna Induction Manual and supporting policies.

Step	Process
<b>Record</b>	Record at the time or as soon as possible after the disclosure is made: <ul style="list-style-type: none"> <li>• anything said by the mokopuna (in their words)</li> <li>• the date, time, location, and the names of anyone that may be relevant (including alleged perpetrator/s)</li> <li>• the factual concerns or observations that have led to the suspicion of abuse or neglect (eg., any physical, behavioural, or developmental concerns)</li> <li>• any action taken at the time by Mana Mokopuna</li> <li>• any other information that may be relevant.</li> </ul>
<b>Communicate</b>	Inform Mana Mokopuna Practice Lead (or Monitoring Manager as appropriate) of the disclosure and agree on preliminary plan.
<b>Regroup</b>	Following the visit, re-group with the Monitoring team as soon as possible. As a team discuss the observations, engagement, disclosure including any risks and decide on next steps.  Mana Mokopuna kaimahi, Practice Lead and/or Manager decide whether a Report of Concern is required.
<b>Inform</b>	Report the disclosure to the Facility Manager (unless the disclosure is about them) or the most senior staff member having care of the mokopuna.  Before leaving the facility, ensure the Facility Manager puts a safety plan in place for the mokopuna and that Mana Mokopuna receives a copy.

Step	Process
	<p>The Monitoring Manager will maintain responsibility for liaising with the facility to review progress and manage implementation of the safety plan and any subsequent actions required.</p> <p>It is important that the mokopuna understands the plan and all parties that are part of the plan understand their role.</p>
<p><b>Notify Oranga Tamariki and/or Approved Organisation</b></p>	<p>Within 24 hours of the disclosure being made, Mana Mokopuna will need to determine whether making a Report of Concern is the most appropriate course of action. A Report of Concern requires providing relevant information to Oranga Tamariki National Contact Centre via email or phone so they can assess whether it meets the threshold for formal investigation and/or a referral to the Police. Refer to <b>Appendix 5</b> for referral and contact information.</p> <ul style="list-style-type: none"> <li>• Manager or Practice Lead to contact the relevant relationship manager at facility as a matter of urgency and advise of the concern and any action taken.</li> </ul>
<p><b>Storing information</b></p>	<p>The following information must be recorded and stored securely in the incident register:</p> <ul style="list-style-type: none"> <li>• the date of visit and whether announced or unannounced</li> <li>• the date of the incident</li> <li>• type of harm and a description as to its concern</li> <li>• completed documentation (ie. Report of Concern/Serious Incident Report)</li> <li>• a record of any advice received (including copies of correspondence received)</li> <li>• any action and the rational for this by relevant organisation/s, including Mana Mokopuna</li> <li>• date which the concern was followed-up</li> <li>• outcome section (complete/follow-up required).</li> </ul>



## Appendix 5 | Contact list and referrals

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Agency	Details
<b>Police</b>	For emergencies or immediate safety concerns call the Police on 111
<b>Oranga Tamariki</b>	Email <a href="mailto:contact@ot.govt.nz">contact@ot.govt.nz</a> <i>The Report of Concern must be made via email for paper-trail purposes</i> Call: 0508 326 459 or 0508 FAMILY

IN-CONFIDENCE