

PROCEDURE 1

RESPONDING TO ACTUAL OR SUSPECTED CHILD ABUSE OR NEGLECT

Where you are concerned there are signs of possible abuse or neglect:

- do not put off the moment
- you may need to find a place of privacy
- respond briefly, slowly, and gently
- do not assume there is only one child involved
- do not make decisions alone
- keep calm and reassure
- do not ask leading questions or over questions
- re-engage the child with an activity if appropriate
- take action immediately
- do not promise confidentiality
- find support if necessary
- inform the child what will happen next.

Do not undertake an investigation yourself.

Check in with the child/young person and their whānau (if appropriate).

Is the child in immediate danger?

- Call POLICE on 111 and follow Police advice.
- If unsure, call Oranga Tamariki 0508 326459.
- If YES, act to ensure child's safety.
- RECORD actions taken on Child Concern Form (Appendix 1).

Inform Child Protection Officer (CPO) immediately

Donna Trow
donna@badminton.org.nz
021-117-4852

Record and report facts. Do not accuse anyone or spread rumours.

- CPO and staff member will work together to follow this flow chart procedure.

If no immediate danger, consider whether a Report of Concern to Oranga Tamariki or the NZ Police is required.

If unsure, inform the Child Protection Officer (CPO) who will contact Oranga Tamariki.

Report of Concern required

- CPO and staff member will complete Oranga Tamariki Report of Concern and send by email to contact@ot.govt.nz or call 0508 326459.
- CPO will ensure that full details are provided as per Child Concern Form (Appendix 1).
- CPO will retain a copy and maintain own records that are securely stored.
- CPO will call Oranga Tamariki if no response has been received from them within 3 working days.
- CPO will re-report if concerns are still held.

Review and monitor

- CPO and relevant staff member will review all active Child Protection concerns on a weekly basis.
- Every review will consider each stage on this flow chart.
- The review will consider any further necessary action, follow-ups or community child or whānau support referrals.
- New or additional Reports of Concern to Oranga Tamariki may be made at any time.
- Records of all reviews will be retained by the CSR.

Record what you have heard/observed on a Child Concern Form (Appendix 1)

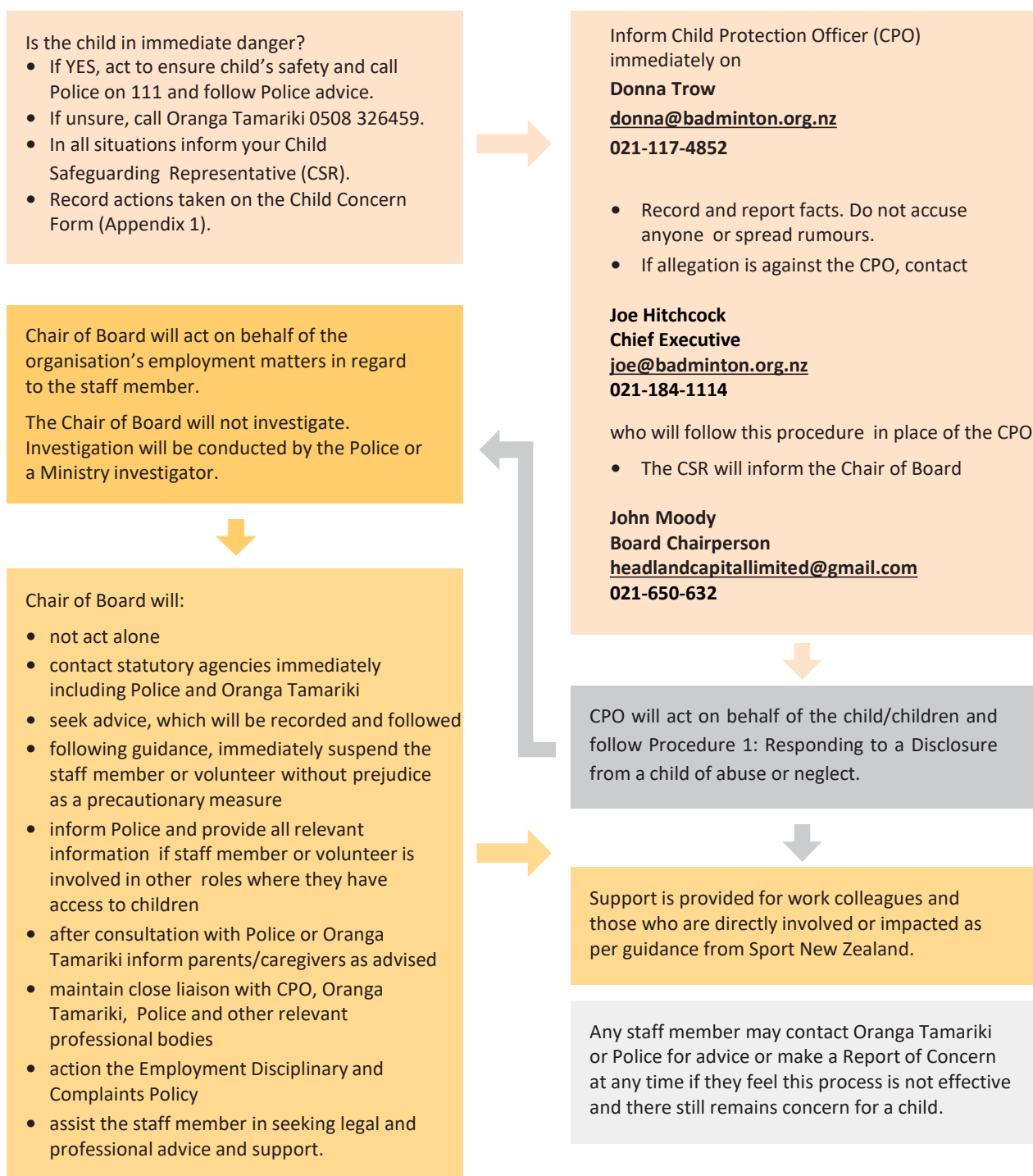
- Make notes as soon as possible.
- Put date, time, place, who was present.
- Use child's words wherever possible.
- Include what you have said to the child.
- Keep information factual.
- Include what led up to the disclosure.

CPO will retain all completed Child Concern Forms.

Staff are expected to follow this procedure. However, any staff member may contact Oranga Tamariki or NZ Police for advice or to make a Report of Concern at any time if they feel this process is not effective and there still remains concerns for a child. Staff must always seek support for themselves.

PROCEDURE 2

RESPONDING TO AN ALLEGATION OF CHILD ABUSE OR NEGLECT BY A STAFF MEMBER OR VOLUNTEER



PROCEDURE 3

RESPONDING TO A DISCLOSURE FROM A CHILD OF ABUSE OR NEGLECT

It is vital that you respond in a way that ensures the child or young person feels supported and safe, and that they receive the help they need. You should always follow your organisation's Child Safeguarding Policy and know who to contact at **Badminton New Zealand** to share your concerns about a child's safety and wellbeing.

Ways children and young people disclose abuse:

- Verbally – by telling you directly or by hints in their conversations.
- Behaviour or actions such as their interests, stories they write, their play or drawings.
- Third-party – this could be a friend of the child telling you, or something you have overheard that concerns you.

All of these are ways that children and young people disclose abuse, and all should be taken seriously and acted upon. If the child or young person discloses abuse that happened in the past, it must be given the same level of response.

It is not your role to investigate – only the Police or Oranga Tamariki can do that. Your role is to gather and share information with your organisation's Child Safeguarding Representative, Oranga Tamariki or the Police.

Consider

- There could be other children or siblings who are also at risk – unknown victims.
- The child may have received threats of punishments or consequences of telling someone.
- The child may be frightened and fearful of the consequences of disclosing.
- The same process must be followed if the disclosure relates to historic abuse.

Things TO SAY when a child discloses

- 'I believe you.'
- 'I am going to help you.'
- 'I will help you.'
- 'I am glad that you told me.'
- 'You are not to blame.'
- "I know you are afraid, but it was right to tell me."
- "This is what I am going to do next...."
- "Is there anyone that I can contact who you would like to be with you right now?"
- "You're not going to get into trouble."
- "Is there anything I can do that would help right now."
- "I can't keep what you have told me a secret; I need to talk to someone who can help me to help you."

DO

- BELIEVE THEM
- reassure the child
- let them know what you are going to do next
- respond effectively
- immediately seek help from your CSR
- share the information
- listen
- make sure the child got help
- ask open questions: **(TEDS)**
 - Tell me
 - Explain
 - Describe
 - Show me.

Things NOT TO SAY when a child discloses

- 'You should have told someone before.'
- 'I can't believe it!
- "I'm busy."
- "Don't tell lies."
- 'No not [name], she's a friend of mine.'
- 'I won't tell anyone else.'
- 'Why?'
- 'How?'
- 'When?'
- 'Where?'
- 'Who?'

DON'T

- PUT THE MOMENT OFF
- say anything to criticise or belittle
- promise confidentiality
- accuse anyone
- spread rumours
- investigate
- ask leading questions, such as "Did your [insert person] do that?"
- allow personal doubt to stop you passing on the information to your CSR, the Police or Oranga Tamariki
- do nothing!
- doubt the child or assume they are making it up.

APPENDIX 1

CHILD CONCERN FORM

The purpose of this form is to capture your concerns about the child/young person. The form is to be completed by staff or volunteers as soon as concerns are raised.

It is not your role to investigate concerns.

Completed forms are to be shared with your Child Safeguarding Representative (CSR) within one working day.

If the child is in immediate danger, please contact the Police on 111.

Child or young person's details (to be completed by staff/volunteer – please complete much as possible)

First name:

Surname:

Date of birth:

Address of child:

Who the child lives with:

Siblings or associated children's names:

Age or date of birth:

Who do the siblings live with:

Car registration numbers that may help identify the child/adult:

School attended:

Parent or caregivers (if known)**Caregiver 1**

First name:

Surname:

Address if different from the child:

Relationship to the child:

Phone number:

Email address:

Caregiver 2

First name:

Surname:

Address if different from the child:

Relationship to the child:

Phone number:

Email address:

Guidance on information to include:

- the reasons you are concerned
- what you have heard, observed, or been told
- what you have said
- who was present
- factors that increase the risk to the child
- observations not opinions
- a timeline or known history of events relating to the child or situation
- dates and times
- any injuries or marks
- if you have spoken to the child/young person or their parents/caregivers/whānau
- if you have spoken to anyone else about your concern
- what actions have you taken
- if reporting your concern increases the risk to the child or young person, or staff members.

Child Safeguarding Representative action and review (to be completed by CSR)

Name of Child Safeguarding Representative:

Date form received:

Action taken – give details:

Report of Concern made to Oranga Tamariki Report of Concern made to the Police

Copy of Report of Concern made for your own records:

Date for follow up with Oranga Tamariki or the Police:

Additional Designated Person informed: Yes No

If yes, who:

Date of next review:

Detail your plan of getting back to the staff member who completed this form:

Record details of phone call and advice – include date, time and details of the person you spoke to:

Child Protection Representative signature: _____ Date: _____

APPENDIX 2

BODY MAP

Name of child:

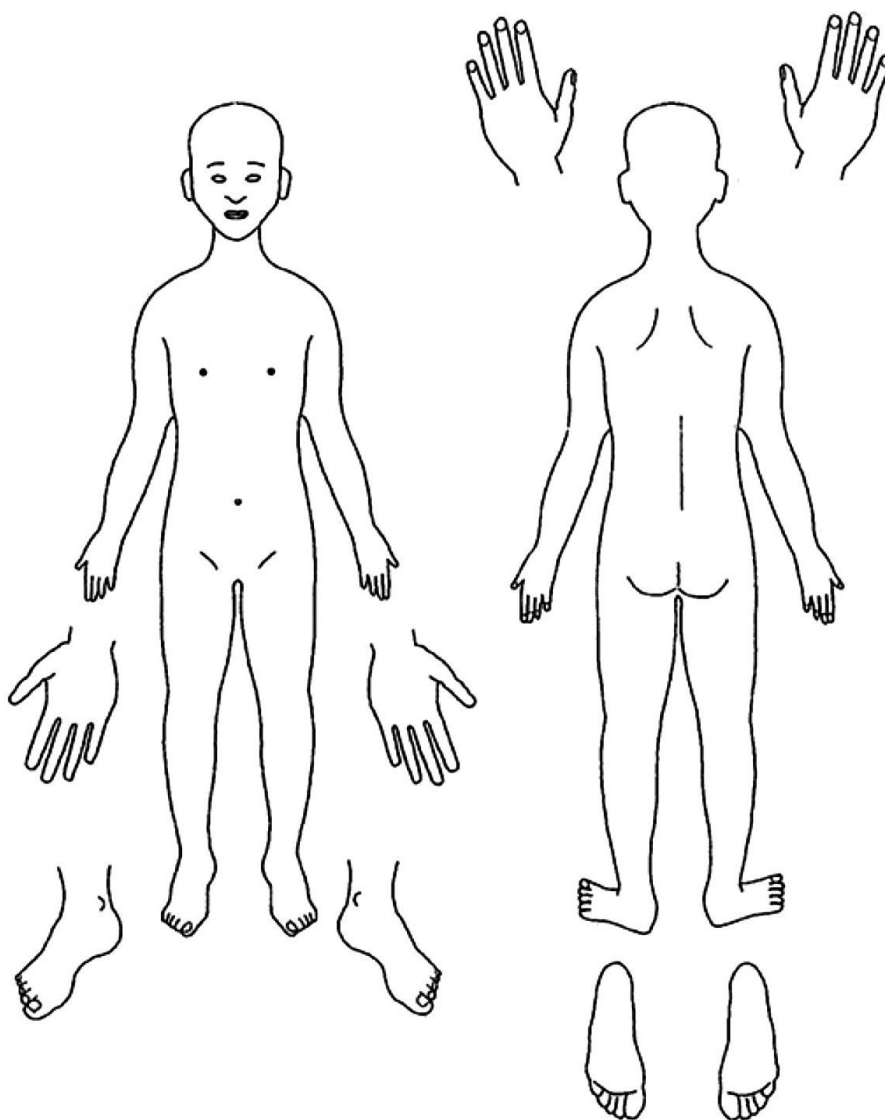
Date of birth:

Date of recording:

Name of person recording:

Designation:

Signature:



RIGHT

LEFT

**LEFT
SOLE**

**RIGHT
SOLE**

Name of child:

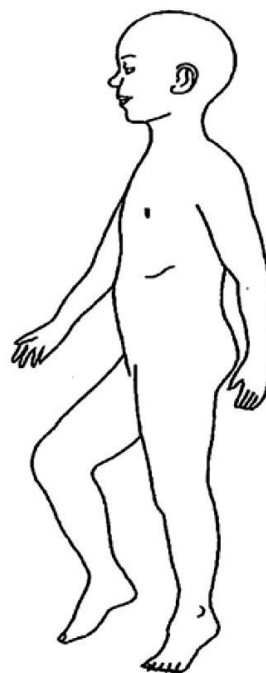
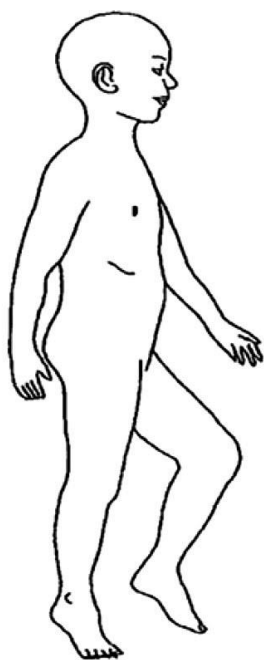
Date of birth:

Date of recording:

Name of person recording:

Designation:

Signature:



RIGHT



LEFT