# Appendix 2: RESPONDING TO CHILD PROTECTION CONCERNS

**General**

* All Staff will be aware of the BLENNZ Code of Conduct.

**Disclosures**

If ākonga make a verbal disclosure to a member of staff it is important that staff take what the ākonga say seriously. This applies irrespective of the setting, or the member of staff's own opinion on what the ākonga is saying.

If ākonga discloses information regarding actual or suspected child abuse you must:

* Stay calm
* Listen to and hear what the ākonga has to say
* Give time to the ākonga to say what he/she wants
* Reassure him/her it was right to tell
* Tell the ākonga that they are being taken seriously and that they are not to blame
* Explain that you have to pass on what the ākonga has told them as soon as you are aware that the ākonga is making a disclosure
* Give an age appropriate explanation to the ākonga of what they can expect to happen next

Document what the ākonga said and the responses that you made and any clarifying questions asked (word for word and remember to put the date, time, place and who was present) (See Appendix 3 for the BLENNZ Record of Concern Template)

Staff must not:

* Make ākonga repeat the story unnecessarily
* Promise to keep secrets
* Enquire in to the details of the alleged abuse
* Ask leading questions or question in a way that introduces words, phrases, people’s names or concepts
* Indicate disbelief in the ākonga disclosure, don’t try to correct, confront, change, challenge or influence what the they say

**Indirect Disclosures**

If an indirect disclosure is made for example “I don’t like my step mum” or “I don’t want to go home” and you need a bit more information, you can use an open ended question such as “How come?” or T.E.D (tell, explain, describe). DO NOT use closed or leading questions or question extensively. Once you have sufficient information to know whether there is a concern, reassure the ākonga, close the conversation and follow the Child Protection procedure flowchart below.

**Complete a Record of Concern and Consult - BLENNZ School & Residential Service Staff**

BLENNZ School and Residential Service Staff members who have concerns about child abuse or receive a disclosure will complete a record of concern form (Appendix 3) and will provide this information immediately to the Child Protection Champion. Time is of the essence when ākonga safety is at risk. Do not wait to report suspected abuse!

**Complete a Record of Concern and Consult - Itinerant Resource Teachers of Vision**

BLENNZ Itinerant Resource Teachers of Vision (IRTV) who have concerns about child abuse or receive a disclosure will consult with the Designated Child Protection Person located within the school they are working at with the ākonga. The IRTV should follow the schools process in terms of documentation of the concerns. In addition to this record, the IRTV will notify his/her BLENNZ direct line manager of the incident and complete a BLENNZ Record of Concern form (Appendix 3) including discussions that were held with the school and the outcomes which will be given to the BLENNZ Child Protection Champion to keep.

Should the BLENNZ IRTV not feel comfortable with decision of the school they are working in and is concerned that the ākonga may be at risk of further harm the IRTV is to consult with his/her BLENNZ line manager about the situation. If a decision is made to make a report of concern to Oranga Tamariki the line manager will notify the school principal of the decision and the reason why. Time is of the essence when ākonga safety is at risk. Do not wait to report suspected abuse!

**Making a Report of Concern to a Children’s Team**

If the ākonga resides in an area where a Children’s Team is located, then the local Children’s Team may be contacted for advice or to make a referral (Appendix 5). A referral may be made where there are concerns that need to be addressed but do not warrant an Oranga Tamariki report. Children’s Team locations and contact details can be found at the following:

[Link to Oranga Tamaraki website - Childrens Teams Contacts](https://www.orangatamariki.govt.nz/working-with-children/childrens-teams/contacts/)

If ākonga live outside of this area, then Oranga Tamariki may still be contacted for support and advice.

**Making a Report of Concern to Oranga Tamariki Care and Protection**

Reports of Concern made to Oranga Tamariki (Appendix 6) are to be kept on a separate notification register in a secure location. This ensures confidentiality and allows for easier identification of patterns of concern. The notification register is the responsibility of the Child Protection Champion.

At any time, any member of staff who has concerns regarding the safety and protection of a child may ring Oranga Tamariki Services on 0508 FAMILY (0508 326159) for advice.

**Consequences if Concern is Unsubstantiated**

Pursuant to section 16 of the Children Young Persons and their Families Act 1989 no civil, criminal or disciplinary proceedings can be brought against anyone making a notification to Oranga Tamariki, as long as they have acted in good faith.

Note: Accessible versions of the flowchart are provided separately.

**Child Protection Procedure Flowchart**

**BLENNZ School & Residential Service Staff**

Abuse suspected or disclosed

Make a Referral to

Children’s Team

(See Appendix 5)

No

Record Actions Taken

Record Actions Taken

Record Actions Taken

Make a Report of Concern

to Oranga Tamariki

(See Appendix 6)

Oranga Tamariki

Children’s Team

Yes

Record Actions Taken

Inform the Child Protection Champion

Decision whether to notify externally to either a Children's Team or Oranga Tamariki

(CPC to consult with the BLENNZ Principal & Oranga Tamariki if further guidance required)

Ensure the immediate safety of ākonga and contact Police or Oranga Tamariki immediately on 111 or 0508 326 459

Consult BLENNZ Child

Protection Champion

Yes

Is an immediate response required to ensure ākonga safety? (If unsure, consult immediately)

No

**Child Protection Procedure Flowchart**

**BLENNZ Itinerant Resource Teachers of Vision (IRTV)**

Abuse suspected or disclosed

Is an immediate response required to ensure ākonga safety? (If unsure, consult immediately)

Yes

No

Ensure the immediate safety of ākonga and contact Police or Oranga Tamariki immediately on 111 or 0508 326 459

Consult with Designated Child Protection Person in School the ākonga is attending

Inform the Child Protection Champion

Decision whether to notify externally to either a Children's Team or Oranga Tamariki

(DPC to consult with the Principal and Oranga Tamariki if further guidance required)

Record Actions Taken

Yes

No

Children’s Team

IRTV disagrees with schools response decision

IRTV agrees with schools response decision

Oranga Tamariki

Consult BLENNZ Direct Line Manager. Decision whether to notify Childrens Team or Oranga Tamariki

Notify BLENNZ CPC & Record Actions Taken

(Both with child’s school & BLENNZ CPC)

Make a Report of Concern

to Oranga Tamariki

(See Appendix 6)

Make a Referral to

Children’s Team

(See Appendix 5)

Notify BLENNZ CPC & Record Actions Taken

(Both with child’s school & BLENNZ CPC)

Notify BLENNZ CPC & Record Actions Taken

(Both with child’s school & BLENNZ CPC)

Yes

No

BLENNZ Line Manager Notify Child’s School Principal & Record Actions taken

Record Actions Taken