



*Breaking the cycle for New Zealand children*

# **CHILD PROTECTION POLICY**

## **June 2019**



### **He Tamaiti**

**Ko koe he taoka ataahua o te ao  
E Te tamaita  
E tipu koe i raro i te mahanataka o te whanau  
E noho koe i raro i te maru o te korowai o te  
Rakimarie me te aroha.**

**You are no less than a beautiful gift of the universe  
oh little one.**

**Grow as you deserve to grow from  
within the warmth of your family.  
Remain as you deserve to remain  
between the mantle of love and peace**

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## **Summary**

Ensuring the wellbeing and safety of children, including prevention of child abuse or maltreatment, is the paramount goal of this organisation. This policy provides guidance to staff on how to identify and respond to concerns about the wellbeing of a child, including possible abuse or neglect.

Working in child protection as we do is challenging and at times can be stressful. The personal wellbeing of Workers is vital in effectively promoting the safety of children. It is important that Workers have access to, and make use of, support from Managers, Supervisors and Colleagues.

The process for responding to a concern about a child is on page 13 of this policy.

The interests of the child will be the paramount consideration when any action is taken in response to suspected abuse or neglect.

This organisation commits to supporting the statutory agencies, Oranga Tamariki and the New Zealand Police, to investigate abuse and will report suspected cases and concerns to these agencies as per the process in this policy.

Our Designated Person for Child Protection, Bill Pringle, will be responsible for the maintenance and annual review of this policy, in addition to carrying out the responsibilities outlined in this policy. Staff will not assume responsibility beyond the level of their experience and training. Our organisation commits to ensure staff has access to the training they need.

This policy was updated by Bill Pringle on 10 June 2019. A digital copy can be found on our website at [www.familyhelptrust.org.nz](http://www.familyhelptrust.org.nz). The policy is due to be updated on 10 June 2020. It is consistent with Oranga Tamariki and Police guidelines and will be updated when new guidance is issued.

Family Help Trust aims to provide a safe, high quality environment in which the interest and welfare of the child and young person is paramount, and there is strong awareness of abuse issues and intervention procedures.

This policy is in line with the Children's Action Plan and has been reviewed in accordance with the Safer Organisations, Safer Children Guidelines for child protection policies to build safer organisations as part of the Vulnerable Children's Act 2016.

Under sections 15 and 16 of the Oranga Tamariki Act 2017, anyone who is aware that a child or young person has been, or is likely to be harmed, ill-treated, abused (physically, emotionally or sexually), neglected or deprived may report the matter to Oranga Tamariki or to a constable.

## **Purpose and scope**

Our child protection policy supports our staff to respond appropriately to potential child protection concerns, including suspected abuse or neglect. It is our organisation's commitment to protect children from abuse and to recognise the key role all our staff has in protecting children.

This policy provides a broad framework of expectations to protect children, including, but not limited to, staff behaviour in response to actual or suspected child abuse and neglect. It applies to all staff, including volunteers and part-time or temporary roles and contractors. It is intended to protect all children that staff may encounter, including siblings, the children of adults accessing services and any other children encountered by staff as they provide their service. In addition to guiding staff to make referrals of suspected child abuse and neglect to the statutory agencies i.e. Oranga Tamariki and the Police – this policy will also help our staff to identify and respond to the needs of the many vulnerable children whose wellbeing is of concern.

Throughout New Zealand statutory and non-statutory agencies provide a network of mutually supportive services, and it is important for our organisation to work with these to respond to the needs of vulnerable children and families/whānau in a manner proportionate to the level of need and risk.

To ensure that this organisation demonstrates continual improvement in child protection practice, we will work to maintain a good working relationship with child protection agencies and support our staff to protect children from abuse by consulting with experts with specialist knowledge and providing the necessary training in child development and recognition of abuse and neglect. We also commit to explore opportunities to work with other providers, including from other sectors, to develop a network of child protection practice in our community.

Family Help Trust ensures, to the best of our ability, that our staff are safe to work with children by fulfilling the requirements of the Vulnerable Childrens Act 2016 for safety checking of existing staff and new staff.

This policy applies to all staff, including contractors and volunteers. All staff have a responsibility to discuss any child protection concerns, including suspected abuse or neglect, with their manager/supervisor or the designated person for child protection. It is then the responsibility of both parties to decide on the best response for the circumstances, recognizing that some children will be vulnerable but a statutory response is not necessarily the most appropriate one.

Managers/supervisors or the designated person for child protection have a responsibility to ensure that the appropriate authority is notified when a staff member has a belief that a child has been or is likely to be abused or neglected. This extends to ensuring that all known information about the child, young person and their family/whanau is shared in full with the appropriate authority, to determine the most appropriate response.

## **Principles**

Family Help Trust is an agency that holds the safety and wellbeing of children at the centre of everything that we do. Our primary purpose is to keep children safe and to assist families/ whanau to provide them with the best possible chance to fulfil their potential.

We believe that children and young persons are our taonga (treasure) and as such have the right to develop physically, emotionally, mentally and spiritually in an environment which is free from harm.

Child abuse is recognized as harmful and has on-going consequences. Family Help Trust services will contribute to the nurturing and protection of children, young persons and their families/whanau, and will advocate for them, as part of their role to promote, protect and preserve child safety and wellbeing.

The family/whānau's primary role in making decisions regarding the safety and wellbeing of their children and young persons will be valued, maintained and strengthened by our services unless we believe that the family are not able to keep the child safe in which case the child's need for safety will be paramount. We commit to sharing concerns about child safety with the family/whanau unless this would result in escalation of risk. **(NB: HIPPY tutors should discuss their concerns with a HIPPY co-ordinator in the first instance, unless the child is in immediate danger of harm.)** Mana Ake kaimahi (workers) should also discuss their concerns with their Mana Ake kaiarihi (team leaders), however the policy of the employing agency (Family Help Trust) is the over-riding consideration.

We recognize the importance of early intervention and the principle of applying the least intervention necessary to protect vulnerable children. Therefore, we will share information in a timely manner and discuss any concerns with colleagues, the manager, supervisor or the designated person for child abuse.

In all matters relating to the administration of the Oranga Tamariki Act 2017, the wellbeing and best interests for the child or young person are the first and paramount consideration, having regard to the principles set out in Sections 5 and 13.

Family Help Trust's provision of service for the care and protection of children and young persons will to the best of our ability, consider the cultural needs of the child and their whanau and we will ensure that important cultural concepts (e.g. tikanga, wairuatanga) are integrated, as appropriate, into practice.

Our agency commits to support all staff to work in accordance with this policy and recognizes the need to work in collaboration with both statutory and non-government organizations to provide a high-quality child protection service to children and their families/ whanau.

Family Help Trust management will ensure service standards of practice are developed and implemented along with appropriate quality assurance measures and that staff are resourced to implement this policy.

## **Definitions**

**Child** – any child or young person aged under 17 years and who is not married or in a civil union.

**Child protection** – activities carried out to ensure that children are safe in cases where there is suspected abuse or neglect or are at risk of abuse or neglect.

**Designated person for child protection** – the manager/supervisor or designated person responsible for providing advice and support to staff where they have a concern about an individual child or who want advice about child protection policy.

**Disclosure** – information given to a staff member by a child, parent or caregiver or a third party in relation to abuse or neglect.

**Ministry for Children Oranga Tamariki** – the agency responsible for investigating and responding to suspected abuse and neglect and for providing care and protection to children found to be in need.

**New Zealand Police** – the agency responsible for responding to situations where a child is in immediate danger and for working with Oranga Tamariki in child protection work and investigating cases of abuse or neglect where an offence may have occurred.

**Physical abuse** – any acts that may result in physical harm of a child or young person. It can be, but is not limited to: bruising, cutting, hitting, beating, biting, burning, causing abrasions, strangulation, suffocation, drowning, poisoning and fabricated or induced illness.

**Sexual abuse** – any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening. Sexual abuse can be, but is not limited to: *Contact abuse*: touching breasts, genital/anal fondling, masturbation, oral sex, penetrative or non-penetrative contact with the anus or genitals, encouraging the child to perform such acts on the perpetrator or another, involvement of the child in activities for the purposes of pornography or prostitution. *Non-contact abuse*: exhibitionism, voyeurism, exposure to pornographic or sexual imagery, inappropriate photography or depictions of sexual or suggestive behaviours or comments.

**Emotional abuse** – any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development. This can include: Patterns of isolation, degradation, constant criticism or negative comparison to others. Isolating, corrupting, exploiting or terrorising a child can also be emotional abuse. Exposure to family/whānau or intimate partner violence.

**Neglect** – neglect is the most common form of abuse and although the effects may not be as obvious as physical abuse, it is just as serious. Neglect can be: Physical (not providing the necessities of life like a warm place, food and clothing); Emotional (not providing comfort, attention and love); **Neglectful supervision** (leaving children without someone safe looking after them); Medical **neglect** (not taking care of health needs); Educational **neglect** (allowing chronic truancy, failure to enrol in education or inattention to education needs).

## **Training**

We are committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff are made aware of the policy on child protection.

## **Identifying child abuse and neglect**

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

- We understand that every situation is different and it's important to consider all available information about the child and their environment before reaching conclusions. For example, behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.
- We understand that when we are concerned a child is showing signs of potential abuse or neglect we should talk to someone, either a manager, supervisor, HIPPY co-ordinator, or the Designated Person for Child Protection – we shouldn't act alone.
- While there are different definitions of abuse and neglect, the important thing is for us to consider overall wellbeing and the risk of harm to the child, rather than thinking that we must be able to categorise the type of abuse or neglect.
- It is normal for us to feel uncertain, however, the important thing is that we should be able to recognise when something is wrong, especially if we notice a pattern forming or several signs that make us concerned.
- Exposure to intimate partner violence (IPV) is a form of child abuse. There is a high rate of co-occurrence between IPV and the physical abuse of children.

### **We recognise the signs of potential abuse:**

- Physical signs (e.g., unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries and sexually transmitted diseases).
- Developmental delays (e.g., small for their age, cognitive delays, falling behind in school, poor speech and social skills).
- Emotional abuse/neglect (e.g., sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
- Behavioural concerns (e.g., age inappropriate sexual interest or play, fear or fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).

- The child talking about things that indicate abuse (sometimes called an allegation or disclosure).

**We are aware of the signs of potential neglect:**

- Physical signs (e.g., looking rough and uncared for, dirty, without appropriate clothing, underweight).
- Developmental delays (e.g., small for their age, cognitive delays, falling behind in school, poor speech and social skills).
- Emotional abuse/neglect (e.g., sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).
- Behavioural concerns (e.g., disengagement/ neediness, eating disorders/substance abuse, aggression).
- Neglectful supervision (e.g., out and about unsupervised, left alone, no safe home to return to).
- Medical neglect (e.g., persistent nappy rash or skin disorders or other untreated medical issues).

This organisation will follow the advice of statutory agencies, including Oranga Tamariki and the Police. If we hear any disclosure or witness any concerning behaviour we should carefully record our observations, impressions and communications and discuss these as soon as practicable with a manager, supervisor or HIPPY co-ordinator. Staff involved in cases of suspected child abuse are entitled to have support from their manager, supervisor or designated person.

## **Confidentiality and information sharing**

We will seek advice from Oranga Tamariki and/or the Police before identifying information about an allegation is shared with anyone, other than the manager, supervisor or designated person.

Staff should be aware that:

Under sections 15 of the Oranga Tamariki Act 2017 “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 (of Oranga Tamariki) or a constable and under Section 16 “No civil, criminal, or disciplinary proceedings shall lie against any person in respect of the disclosure or supply, or the manner of the disclosure or supply, by that person pursuant to section 15 of information concerning a child or young person (whether or not that

information also concerns any other person), unless the information was disclosed or supplied in bad faith”.

- When collecting personal information about individuals, it is important to be aware of the requirements of the privacy principles – i.e., the need to collect the information directly from the individual concerned and when doing so to be transparent about: the purposes for collecting the information and how it will be used; who can see the information; where it is held; what is compulsory/voluntary information; and that people have a right to request access to and correction of their information.
- Staff may, however, disclose information under the Privacy Act/Health Information Privacy Code where there is good reason to do so – such as where there is a serious risk to individual health and safety (see privacy principle 11/Code rule 11).

### **Child safe practice guidelines**

Staff should avoid situations where they are left alone as the sole caregiver of a child. When staff do find themselves alone with children, staff should be aware of their own safety such as wherever possible open spaces should be used (excludes toilets). If the staff member wishes to speak to a child on their own or if activities require one to one physical contact with children, parents or caregivers **must** be consulted. Mana Ake kaimahi will obtain written consent from parents/caregivers before commencing one to one sessions with a child. These sessions will be conducted in the school setting in a place visible to other adults, e.g. teachers, administration staff or other Mana Ake or Ministry of Education employees. Where a child or young person requires assistance, e.g. if they are intellectually or physically disabled, if possible involve the parents/caregivers. Staff should avoid being alone when transporting a child or young person, unless an emergency requires it or we have written consent from the parent. These requirements are there to keep both children and our staff safe. If you are at all unsure, please discuss with your supervisor, kaiarahi, manager or designated person.

#### **If a disclosure of abuse or neglect is made:**

- Listen to the child.
- Reassure the child.
- Observe how the child is behaving or responding to help assess the risk to them. **If** you need to get more information from the child, ask open-ended prompts – e.g., “What happened next....?”

If the child is not in immediate danger re-involve the child in ordinary activities and explain what you are going to do next.

If the child is in immediate danger of physical harm, contact the Police immediately. As soon as possible formally record the disclosure.

### **Decision-making:**

Discuss any concern with the manager, supervisor, HIPPY coordinator or the designated person for child protection.

Notify Oranga Tamariki promptly if there is a belief that a child has been, or is likely to be, abused or neglected. Phone: 0508 326 459, Fax: 09 914 1211, email: [contact@ot.govt.nz](mailto:contact@ot.govt.nz)

Reports of concern to Oranga Tamariki should be in writing except in urgent circumstances and even then, it is good practice to follow up a phone call with information in writing (**NB: HIPPY tutors would be expected to discuss their concerns with the HIPPY co-ordinator in the first instance and then a written report of concern would be written collaboratively with those parties and a FHT manager or the designated person for child protection**).

Reports of concern can be made to an Oranga Tamariki social worker who is already working with the whanau however **it is very important that we speak to someone at the site if notifying by phone or check that the email has been received and read by the allocated worker or someone acting on their behalf.**

**NB: For Lead Professionals, unless a child or young person is at urgent risk, after talking with their manager/supervisor or the designated person for child protection, if the decision is that a report of concern should be made, they will be required to discuss this with a Childrens Team coordinator who may arrange for the matter to be brought to the Childrens Team panel at the next available opportunity.**

**NB: Mana Ake kaimahi should also consult with their kaiarahi before making a decision although the policy of the employing agency is paramount.**

### **Record:**

- Word for word, what the child said.
- The date, time, location of the disclosure and the names of any other witnesses.

- The factual concerns or observations that have led to the suspicion of abuse or neglect (e.g., any physical, behavioural or developmental concerns).
- The action taken by your organisation.
- Any other information that may be relevant.

## **When an allegation of child abuse or neglect is made against a member of staff**

All matters involving allegations against staff are to be investigated by the management team. To ensure the child is kept safe, management may take steps to remove the staff member against whom an allegation has been made from the environment, subject to the requirements of the applicable individual or collective employment contract and relevant employment law.

The safety of children is our highest priority therefore, we commit not to use 'settlement agreements', where these are contrary to a culture of child protection. Some settlement agreements allow a member of staff to agree to resign provided that no disciplinary action is taken, and a future reference is agreed. Where the conduct at issue concerned the safety or wellbeing of a child, use of such agreements is contrary to a culture of child protection.

## **Disclosure/allegation of child abuse involving a staff member**

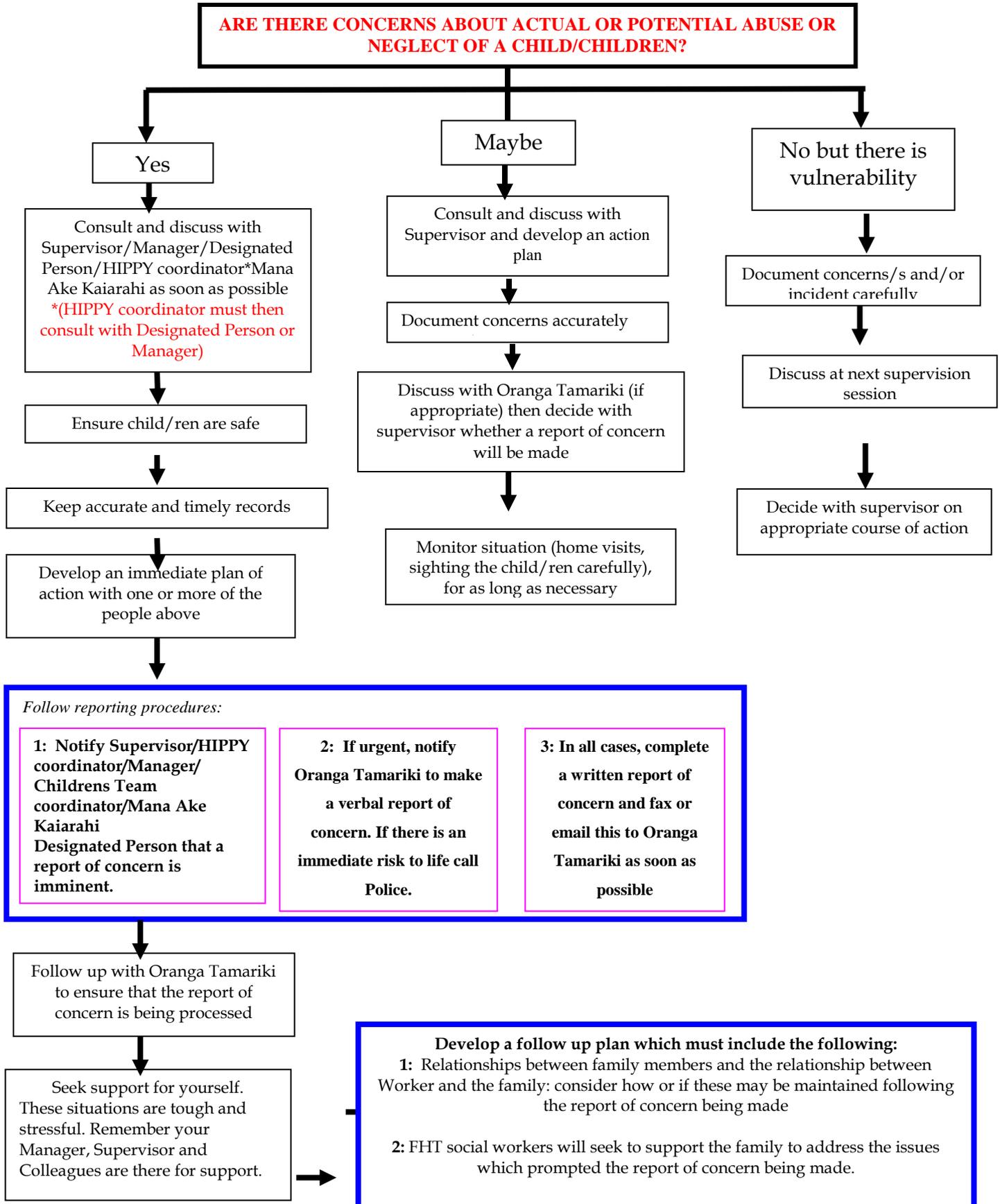
As per disclosure process, up to 'decision-making'. The management team are to be notified.

- Management to consult with Oranga Tamariki or the Police.
- Management to advise employee and seek a response (This is subject to the outcomes of discussions with statutory agencies).
- Employee will be advised of their right to seek support/advice from a union or other appropriate representative.
- Management to contemplate removal of employee from client contact, subject to the employment contract.
- Management to maintain close liaison with Oranga Tamariki or the Police

## Flowchart Process for when an FHT staff member has concerns about a child

(NB check policy for specific role responsibilities)

**In all dealings of child abuse and neglect, the child's interests are paramount.**



# Report of Concern to Oranga Tamariki - Ministry for Children

[ For use by professionals and members of the public ]

Call us on: **0508 326 459**  
Email address for sending the written referral: [contact@ot.govt.nz](mailto:contact@ot.govt.nz)  
Or Fax: (09) 914 1211 [telephone and e-mail is our preferred method]

*Before you make this referral we encourage you to speak to whānau about your concerns and let them know your plan to contact Oranga Tamariki. However if children (or you) are at **immediate** risk of harm, we understand you may make a referral without contacting the child's whānau.*

<b>If you have spoken with a Oranga Tamariki social worker about this referral, please record</b>
<b>Name of Social Worker:</b>
<b>Date/time of conversation:</b>
<b>Outcome of the discussion:</b>

**Wherever possible we will work with you and will endeavour to make contact with you prior to visiting the whānau.**

We prefer you speak to a social worker at our National Contact Centre by phone **0508 326 459**, so you can discuss your concerns and answer any questions the social worker may have to help inform their decision about the next step. If you as a member of the public or your agency requires a written referral please send a copy of this document - we prefer an electronic word document.

***This form may ask for information you do not have, that's okay. For these please write "not known/not applicable". The more information you can share, the better our decision making will be and the better the outcome for the child will be.***

You will receive an auto-reply message once you email through this completed template to [contact@mot.govt.nz](mailto:contact@mot.govt.nz) to advise you it has been received. If you do not receive one within ten minutes call 0508 326 459 to confirm it has been received.

<b>Your details</b>
<b>Date:</b>
<b>Your name and role:</b>

Your email address:
Your contact phone number/s:
Your afterhours contact phone number: <i>(for emergency situations only)</i>
Your postal address:
Your organization [for professionals only]:
Alternate contact person:
Alternate contact person phone number/s:
<b>Notifier confidentiality</b> <i>Please advise if you wish your identity to remain confidential. We generally do not disclose your identity but there may be exceptional situations where we may have to. Keep in mind that families may form their own views on who made contact with Oranga Tamariki.</i>
Do you wish to be confidential?                      Reasons (optional):

<b>Have you informed the whānau that your concern is being reported to Oranga Tamariki?</b> <i>What steps have you taken to discuss and address your concerns with the whānau or through referrals to other agencies before referring to Oranga Tamariki?</i>
What was their response?

<b>Key Information:</b> <i>Please enter information below for all the children and young people in the whānau that you are concerned about including their siblings</i>
Child's Name:
Also known as:
Date of Birth: <i>(or Expected Due Date)</i>
Unique identifier (e.g. NHI, NSN):
Gender:
Child's address: <i>(This is essential information to enable the Oranga Tamariki Contact Centre to refer the case to the appropriate Oranga Tamariki site)</i>
Ethnicity: <i>(include Iwi/Pacific Island Affiliation if known)</i>
Early Childhood Education / School: <i>(please include, contact person and contact phone number)</i>

Child's Name:
Also known as:
Date of Birth: <i>(or Expected Due Date)</i>
Unique identifier (e.g. NHI, NSN):
Gender:

<b>Child's address:</b> <i>(This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)</i>
<b>Ethnicity:</b> <i>(include Iwi/Pacific Island Affiliation if known)</i>
<b>Early Childhood Education / School:</b> <i>(please include, contact person and contact phone number)</i>
<b>Child's Name:</b>
<b>Also known as:</b>
<b>Date of Birth:</b> <i>(or Expected Due Date)</i>
<b>Unique identifier (e.g. NHI, NSN):</b>
<b>Gender:</b>
<b>Child's address:</b> <i>(This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)</i>
<b>Ethnicity:</b> <i>(include Iwi/Pacific Island Affiliation if known)</i>
<b>Early Childhood Education / School:</b> <i>(please include, contact person and contact phone number)</i>
<b>Child's Name:</b>
<b>Also known as:</b>
<b>Date of Birth:</b> <i>(or Expected Due Date)</i>
<b>Unique identifier (e.g. NHI, NSN):</b>
<b>Gender:</b>
<b>Child's address:</b> <i>(This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)</i>
<b>Ethnicity:</b> <i>(include Iwi/Pacific Island Affiliation if known)</i>
<b>Early Childhood Education / School:</b> <i>(please include, contact person and contact phone number)</i>
<b>Child's Name:</b>
<b>Also known as:</b>
<b>Date of Birth:</b> <i>(or Expected Due Date)</i>
<b>Unique identifier (e.g. NHI, NSN):</b>
<b>Gender:</b>
<b>Child's address:</b> <i>(This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)</i>
<b>Ethnicity:</b> <i>(include Iwi/Pacific Island Affiliation if known)</i>
<b>Early Childhood Education / School:</b> <i>(please include, contact person and contact phone number)</i>

Please add any additional children and their details below:

<b>Mother's name:</b>
<b>Also known as:</b>
<b>Date of Birth:</b> <i>(or approximate age)</i>
<b>Ethnicity/Language spoken (Interpreter required):</b>
<b>Phone number:</b>
<b>Address:</b>

<b>Father's name:</b>
<b>Also known as:</b>
<b>Date of Birth:</b> <i>(or approximate age)</i>
<b>Ethnicity/Language spoken (Interpreter required):</b>
<b>Phone number:</b>
<b>Address:</b>

<b>Who else is living in the home</b> <i>(name and age):</i>
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<b>If a child has a parent/carer different from those stated above please provide the details and their relationship to the child/ren:</b>
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<b>Other whānau or people involved in the care of the child/young person:</b> <i>(please include, name, relationship to the child, address and contact phone number)</i>
--

<b>It is helpful to know who else is working with the whānau. We may need to talk to the agency before talking with the whānau. Please tell us about other agencies working with this whānau.</b>			
<b>Agency</b>	<b>Contact name</b>	<b>Contact number</b>	<b>Why/how are they involved</b>
<i>General Practitioner</i>			
<i>Alcohol/Drug and Other addiction services</i>			
<i>Child and Adolescent Mental Health Service</i>			
<i>Community Mental Health or Addiction Services (adult services)</i>			

Cultural Support (Church)			
DHB Social Worker			
Disability Services			
Family Start			
Maternity Service/Lead Maternity Carer <i>If antenatal referral, what is the expected date of delivery?</i>			
Plunket / Well Child / Tamariki Ora			
Police			
Public Health Nurse			
Special Education / School Counsellor / SWISS/MASSIS			
Children's Team			
Other e.g. Paediatrician, NGO social service (please specify)			

**What was the outcome of your discussion with them about referring to Oranga Tamariki?** *(It is helpful to know why they are involved and what they are working on with the whānau)*

**Reason for referral**

**Please describe what your worries and concerns are for this child or young person, this group of children and their whānau:**

What is your main concern for this child or young person?

*Describe* what you are observing, what you have heard or what you have been told rather than using general terms such as “*emotional abuse*”

Note in the child or young person’s words anything they may have said to concern you *(When did they say it and to whom?)*

Make note of how recent and frequent any specific incidents or events are *(explain who, what, when, how?)*

Describe any other issues that could be impacting on the child or young person e.g. family violence, chronic ill health, disabilities, mental illness, substance misuse, lack of support, truancy, behavioural, family stress, transience, criminal history, non-engagement/avoidance of services and describe how this has affected the child or young person?

Source of the information (e.g. observed directly or name and contact details):

**What has prompted you to refer to Oranga Tamariki now?** *(What are your immediate safety concerns for this child or young person?)*

**Where is the child or young person now?** *(e.g. school, hospital, home)*

**Who in the whānau or friends of this whānau can help provide support around the concerns you have and how can they do this?** *(Please provide contact details)*

**What is working well for this whānau?** *(What needs of the children and young people are being met and how does this happen?)*

**What is in place to support the whānau and keep the children or young person safe currently?** *(Services and agencies providing support, family and friends visiting, people providing care for the children)*

**Tell us why you think Oranga Tamariki is the most appropriate agency to assess the needs and circumstances of this whānau now?** *(What have you already tried to address the concerns? What is currently in place to address your concerns? What would you like Oranga Tamariki to do?)*

## **What happens next?**

A social worker at our National Contact Centre will read your report of concern and make a decision as to the next best step to ensure the safety of the children or young people in this whānau.

They may need to talk to you to clarify some information to help them make the best decision for these children or young people. Please ensure you are available to be phoned by the social worker.

*Version 19 January 2018*

