

Protection of Tamariki Policy

Purpose	<p>The Protection of Tamariki Policy facilitates and encourages the recognition, response, reporting, and recording of tamariki abuse.</p> <p>The Policy sets out the role and responsibilities of employees in ensuring tamariki rights are upheld and how a report must occur.</p>
Explanation	<p>Abuse of tamariki is unacceptable and a crime.</p> <p>As a provider of early childhood education and social services, Central Kids kaimahi employees are well placed to observe signs of abuse in tamariki and are expected to act on observations or concerns.</p> <p>Tamariki who experience abuse are at significant risk of developing behavioural and mental health challenges, and there is a risk of death. A child dies every 5 weeks in Aotearoa because of family violence. 1 in 5 tamariki are victims of sexual abuse.</p> <p>Central Kids kaimahi have a duty of care to act to prevent harm and must take all concerns and disclosures seriously.</p>
Scope	<p>This policy applies to Central Kids current employees, trainee teachers, volunteers, unpaid workers undertaking educational or vocational training courses, whānau, visitors. It applies to early childhood and social services kaimahi within Central Kids.</p>
Definitions	<p>Abuse is defined as:</p> <p>Physical abuse is non-accidental injury. Examples of how this can be caused include smacking, scratching, pinching, poisoning, punching, kicking, shaking, biting, burning, or throwing the child. The injuries to the tamaiti may vary in severity and range from minor bruising, welts or bite marks, major fractures of the long bones or skull, to, in its most extreme form, death.</p> <p>Sexual abuse is the involvement of tamariki in sexual activities they do not fully understand and to which they are unable to give informed consent. Examples include indecent exposure, sexual intercourse (anal or vaginal), sexual harassment, involving tamariki in pornographic activities or prostitution, penetration of vagina or anus with fingers or objects, and oral sex.</p> <p>Emotional abuse is when tamariki emotional and physical development is restricted because of the way they are treated by adults. Examples include verbal abuse, denigration, active rejection, lack of love and support.</p> <p>Neglect is when the basic survival needs of tamariki are not being met. Examples include withholding food, not providing adequate shelter or clothing, depriving tamariki of medical or dental care, not providing love or security. A parent that refuses to engage with services under statutory requirements can also constitute neglect.</p> <p>Family harm is adults hurting tamariki, or adults hurting other adults. This is of particular concern for tamariki, both as victims and as witnesses. It can be physical violence like slapping, shaking, beating, or hitting. It can also include throwing things, constant shouting and swearing, put-</p>

	<p>downs, any threatening or controlling behaviour – all the things that make tamariki frightened or scared.</p> <p>Designated Child Protection Officer is the person nominated within Central Kids who is the practice and systems expert and has overall responsibility to ensure the escalation of concerns and appropriate action related to child safety theory and practice. These are the Kaiaarataki and Kaitauwhiro.</p> <p>Kaiaarataki Education Lead</p> <p>Kaitauwhiro Social Work Senior Practitioner</p> <p>Recordbase is the Mātauranga Ake whānau database.</p> <p>Discover is the early childhood management system.</p> <p>Indicators of abuse can occur individually or in clusters, and are:</p> <ul style="list-style-type: none"> • signs observed by employees • symptoms experienced by tamariki • behaviours exhibited by adults and/or tamariki. <p>Disclosure is the raising of concerns related to suspected or actual abuse, either by an adult or tamaiti, that must be treated seriously by the employee.</p> <p>Line Manager is defined as the one-up manager: Kaiwhakaako, Mātauranga Ake Manager, Team Leader, Regional Manager, Education Lead Kaiaarataki, Kaitauwhiro, Chief Executive as per the Delegations of Authority Policy.</p> <p>Notifiable events are incidents, accidents or near misses related to tamariki safety that could be in breach of licensing criteria and are required to be escalated to the Ministry of Education.</p> <p>1Place is the online ticketing, audit and electronic forms software used by Central Kids</p> <p>Registered kaimahi: Kaiako who hold a practicing certificate with the Teaching Council of Aotearoa New Zealand. Social Workers who hold a practicing certificate with the Social Workers Registration Board.</p> <p>Tamaiti/Tamariki/Mokopuna/Child is anyone below the age of 18 (as defined by the Children’s Act 2014).</p>
Policy statement	<p>The wellbeing of te tamaiti is central to all decision making.</p> <p>Central Kids services are an important protective factor for the wellbeing of ‘at risk’ tamariki.</p> <p>Central Kids kaimahi must act to proactively protect tamariki from harm and seek help before the greatest harm happens.</p> <p>Central Kids has a mandatory reporting requirement for child abuse (Mandatory Reporting Procedure).</p> <p>Mandatory reporting means escalating all child protection concerns to the line manager.</p>

	<p>Where a report of concern must occur, registered kaimahi, Kaiaarataki, Kaitauwhiro, and Regional or Mātauranga Ake Manager will work collaboratively to engage Oranga Tamariki.</p> <p>No kaimahi will work in isolation to assess and report child protection risk.</p> <p>Whānau will be informed of the Tamaiti/Child Protection Statement of commitment at enrolment, and this Policy will be displayed on our website, and in the service, so it is transparent and clear.</p> <p>Central Kids kaimahi will work in partnership with other agencies in the best interest of te tamaiti.</p> <p>All kaimahi must maintain privacy, and respect the sensitivity and confidentiality of child protection.</p>
Identification	<p>Child protection concerns can be raised by disclosure, or recognition of signs and symptoms.</p> <p>Disclosure can come directly from te tamaiti, or an adult.</p> <p>Identification can occur during work hours, for tamariki in our care, and for tamariki of whānau we may be indirectly working with, for example, in the household.</p> <p>Identification can also occur outside of work hours, for example, information that may come to light that may raise concerns about the safety of tamariki or vulnerable adults in the care of an employee. Or a whānau incident within the community that kaimahi become aware of outside of their work hours.</p> <p>Identification can also be through third party agencies working with the whānau.</p>
Roles and responsibilities	<p>All kaimahi</p> <ul style="list-style-type: none"> • All kaimahi will have a Worker Safety Check at the time of employment, and every three years thereafter. • All kaimahi have a responsibility to recognise and respond to indicators of abuse and can use the Abuse Recognition Framework included in this Policy for reference. • All reports of abuse must be made in good faith, with the wellbeing of the te tamaiti at the centre of all decision making. • If there is a suspicion of harm, employees must raise tamariki protection concerns with their line manager, or the next level of manager, at the earliest opportunity, and before the end of the working day. • All kaimahi must inform their line manager, or Regional Manager, if they have concerns regarding another employee. <p>Registered kaimahi</p> <ul style="list-style-type: none"> • Registered kaimahi have primary responsibility for child protection within services. • All registered kaimahi must complete child protection training every two years to recognise the signs of child abuse and respond appropriately. • Registered kaimahi are expected to raise concerns if poor practice is observed. Poor practice can include not noticing or responding to indicators of abuse, not completing a report of concern and failure to escalate.

	<ul style="list-style-type: none"> • Failure to respond to and manage a suspected child abuse case will be investigated as a potential disciplinary issue. • Registered kaimahi must recognise the role they have in working as part of a wider system approach to identification and mitigation of the risk of abuse, and work in partnership with other agencies to support tamariki wellbeing. <p>Line Manager obligations</p> <ul style="list-style-type: none"> • All line managers must create a culture where child protection concerns are a priority focus, are raised by kaimahi and acted on. • Line Managers are responsible for ensuring orientation of their direct reports, and relievers, to this policy. • Line Managers must ensure an annual review of child protection practice with their team using the 1Place Protection of Tamariki Audit. • When the line manager is on leave or absent from a service, the Person Responsible assumes all line management duties in the management of recognition, response, reporting and recording. • Line managers must have confidence that all kaimahi, regular visitors and contractors who have unsupervised contact with tamariki, have evidence of a safety check. • Where protection of tamariki issues have been identified within a service, Kaimahi should be supported with a debrief, and to engage with the Employee Assistance Programme (EAP) to mitigate the risk of vicarious trauma. • The Kaiwhakaako must ensure any court orders or protection orders for tamaiti are documented as part of safety plan and uploaded into Discover, and the whole team are aware. <p>One-up korero</p> <ul style="list-style-type: none"> • Teamwork is the foundation of effective risk identification and management. • For early childhood services, the Education Lead Kaiaarataki and Regional Manager must be informed at the time of recognition and reporting to provide specialist guidance and support. • For Maturanga Ake, the Kaitauwhiro Senior Social Worker Practitioner, or Manager, can be engaged for specialist support.
<p>Recognising child abuse guidelines</p>	<p>Risk assessment</p> <ul style="list-style-type: none"> • Kaimahi should use the Abuse Recognition Framework attached to this Policy to help frame their concerns and the risks they observe, with evidence. • Risk assessment must be objective, factual, and documented within the Discover or Recordbase notes for the record. • Risk assessment should be a team effort, and registered kaimahi should kōrero with other registered colleagues within their service to test their thinking, assumptions, and any bias. • Risk assessment should describe the recognised indicators factually and objectively, and the specific actions taken to address risk and prevent harm to te tamaiti. <p>Immediate risk</p>

	<ul style="list-style-type: none"> Registered kaimahi must act with immediacy when responding to a recognised risk where there is an imminent safety issue. This includes engaging the Police, Oranga Tamariki, and seeking medical assistance. <p>Supplementary information</p> <ul style="list-style-type: none"> Kaimahi should use their judgement and kōrero with other agencies involved with te tamaiti to understand any indicators of abuse those agencies may observe from their unique view. Gathering information from different sources should be managed with discretion and the importance of confidentiality between parties reinforced. Information gathered should be summarised in the Discover or Recordbase notes.
Mandatory reporting	<ul style="list-style-type: none"> Registered kaimahi must follow the Mandatory Reporting Procedure included in this Policy. Before submitting a Report of Concern, Kaiako must consult with the Kaiarataki, Kaitauwhiro, and/or Regional or Mātauranga Ake Manager to share their concerns, risk assessment and plan. Registered kaimahi must complete a Report of Concern to Oranga Tamariki Form in 1Place. The ROC will automatically workflow to the Regional Manager and Education Lead Kaiarataki for peer review. This is important because there is a need for independent and objective review of information submitted to ensure the best outcome. Once approved, the Report of Concern can be printed as a PDF, and sent to Oranga Tamariki by email at contact@ot.govt.nz Where other agencies are involved, registered kaimahi must not defer to other organisations to complete a ROC on our behalf. This is because we cannot guarantee other organisations will fulfil their duty. We must complete our own ROC. If registered kaimahi are concerned that Oranga Tamariki are not addressing an identified risk appropriately, this must be escalated to the Kaiarataki, Kaitauwhiro, and/or Regional Manager for resolution immediately. Where indicated, the CEO may engage the appropriate level of management within Oranga Tamariki to address the concerns.
Documentation	<ul style="list-style-type: none"> Documentation of all observations and actions taken for child protection concerns in the tamariki notes in Discover or Recordbase. See Documentation Guidelines for more information.
Privacy	<ul style="list-style-type: none"> All requests for information must be managed via the Privacy Policy. Information about child protection issues must be treated in confidence, not discussed in open settings, and maintain the dignity of all involved. Safety comes first. Privacy must not be used as a barrier to withhold information that could prevent serious harm to tamariki. Information must be shared when there is a good reason to do so. Kaimahi must check, and double check, the email addresses used to share confidential information, to reduce the risk of a privacy breach.
Notifiable events	<ul style="list-style-type: none"> A notifiable event is a serious incident or accident where someone's health and safety are seriously endangered. Notifiable events must be reported immediately to the regulator, which is Ministry of Education (MOE). Notifiable events are those that occur at the service, and during service operations.

	<ul style="list-style-type: none"> For child protection, the Regional Manager and Kaiarataki will jointly assess a serious incident or accident involved child protection concerns and will decide if the concern must be escalated to the Ministry of Education. Criteria for informing MOE include injury or illness requiring medical treatment or hospitalisation, and if the Police are involved in addressing an immediate concern. The ROC form in 1Place forms the alert for a notifiable event and should be sent to MOE by the Education Lead Kaiarataki and/or Regional Manager.
Whānau engagement	<ul style="list-style-type: none"> The rights of the whānau/caregiver to participate in the decision-making about their tamariki shall be recognised and encouraged. Vulnerability concerns should be raised early with whānau and caregivers to allow supportive engagement. If the kaimahi is concerned that kōrero with whānau may result in increased risk of harm to the tamaiti, whānau must not be informed. Kaimahi must seek advice from Kaiarataki, Kaitauwhiro, and/or Regional Manager to support the decision not to inform whānau. The rationale must be clearly documented. Refer to Appendix 3 for guidance about talking to whānau about incidents, disclosures or abuse.
Unconscious bias and conflict of interest	<ul style="list-style-type: none"> Central Kids recognises the importance of whanaungatanga between employees, enrolled whānau and tamariki. Many of our kaimahi have deep connections with their whānau, built over a long period of time. Kaimahi must be aware of unconscious bias, or any perceived or actual conflict of interest, in the recognition and reporting of abuse. Where there is a whānau connection between an employee and tamariki, and risk of abuse has been identified either within work or outside of work, the employee must inform their line manager immediately. Where bias or conflict of interest exists, the line manager must take over responsibility for the child protection issue management and escalate it to the CEO.
Safe practice guidelines	<ul style="list-style-type: none"> Kaimahi shall be aware of the need to avoid being alone with tamariki in secluded areas of the service. Kaimahi shall not change clothing or bathe tamariki in a secluded area. If it is necessary to do so, in the interest of the right to privacy of te tamaiti, another adult shall be made aware of this necessity and shall check the area at regular intervals. Whānau shall be advised whenever tamariki have had to be bathed or changed. If it is necessary for tamariki to be withdrawn by an adult for their own safety or the safety of others, or because they are upset or unsettled, the employee involved must ensure that they are withdrawn to an open place where both employee and tamariki are always visible. At no time shall tamariki be withdrawn into a secluded area. Kaimahi should be aware of the possibility of being called upon to justify any instance when they touch tamariki. Physical contact is necessary when working with babies, toddlers, and young children. However, kaimahi should be aware that all physical touch should be in response to the needs of te tamaiti at the time and should be developmentally appropriate and respectful of culture, background, and ethnicity. Touching should never be initiated to gratify the adult's needs.

	<ul style="list-style-type: none"> • All practicable steps shall be taken to protect tamariki from exposure to inappropriate material (for example, or an explicitly sexual or violent nature). • No person on the premises shall use, or be under the influence of, alcohol or any other substance that has a detrimental effect on their functioning. Visitors, volunteers, and outside instructors should be monitored by employees. Each service team should discuss and agree to how this is managed at their service (refer to Annual Plan Workbook). • Teams shall discuss strategies to implement, should a person enter the premises who is not authorised to have contact with a tamaiti. • Employees must be able to assess and respond to tamariki sexualised behaviour that may be of concern.
Court Protection Orders	<p>A Protection Order is made by the Family Court and is usually to protect people from family violence. It is a criminal offence to breach a Protection Order.</p> <p>If whānau bring in a court order, a colour copy should be taken and scanned into Discover notes. Advise your Regional Manager. Further information may be requested to assist us in understanding our role in managing the protection Order. For example, we may seek identifying information about the person named in the Protection Order.</p> <p>All Kaiako, Kaiwhakaako and Tokotū Whakahaere should be informed, discreetly, of the Protection Order so they know who to look out for. A plan should be in place, should the person come to the service. For example, depending on the Protection Order detail this could be to supervise him/her and advise the Parent/Caregiver. If it is considered the person named in the Protection Order may be in breach of it by contacting or coming into the service, Police should immediately be contacted by phone. The Order will be read carefully, and all relevant phone numbers will be accessible, such as in the phone. A Regional Manager should be advised.</p> <p>Central Kids will take all reasonable steps to act consistently with a Protection Order in place. Accordingly, if, for any reason, the Applicant on the Protection Order wishes to change the Protection Order regarding themselves or listed protected children, this requires them to follow a process with the Court and provide any revised Protection Order to Central Kids, in which case any revised plan will be acted on.</p> <p>A letter advising of Central Kids requirements regarding changes to Protection Orders will be available in Sandpit. A signed and dated copy to the Parent/Caregiver should be provided when you receive a Protection Order, and a scanned copy added to Discover notes.</p>
References	
Standards	<p>Education (early childhood services) Regulations 2008</p> <p>Teaching Council of Aotearoa New Zealand: The Code Ngā Tikanga Matatika</p> <p>Social Workers Registration Board Code of Conduct</p>
Legislation	<p>Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015</p> <p>Family Violence Act 2018</p> <p>Education and Training Act 2020 section 7c and section 491</p> <p>Children's Act 2014</p> <p>Privacy Act 2020</p> <p>Human Rights Act 1993</p>

Guidelines	'How Can I Tell?' (Child Matters)
Linked policies and procedures	Recruitment Procedure Mandatory Reporting Procedure Tamariki Disclosure Procedure Changing Children Procedure Supervision Plan Delegations of Authority Policy Privacy Policy Code of Conduct Health & safety Policy, including Incident, Accident, Near miss Serious Incident Policy
Additional resources	Body Map Making an Effective Report of Concern Safety Check Request for Children's Workers – Non-employees Sexual Behaviours – Traffic Lights Talking to whānau about incidents, disclosures or incidents Tamaiti Child Protection Statement of Commitment (displayed on the wall for whānau and in enrolment pack) Well-Being Report of Concern
Policy review	As a default position, all policies will be reviewed every three years. An earlier review date or shorter review period can occur, as needed.

Appendix 1: Abuse recognition framework

The framework below provides guidance on indicators of abuse to guide employees in recognition.

Indicators of emotional abuse		
<p>There may be physical indicators that a tamaiti is being emotionally abused. Some examples of this are:</p> <ul style="list-style-type: none"> • Bed-wetting or bed soiling that has no medical cause • Frequent psychosomatic complaints (e.g. headaches, nausea, abdominal pains) • Prolonged vomiting or diarrhoea • Not attaining significant developmental milestones • Dressing differently from other tamariki in the family • Being deprived of satisfactory physical living conditions compared with other tamariki in the family 	<p>There may also be indicators in a tamaiti behaviour that could indicate emotional abuse. Some examples of this are:</p> <ul style="list-style-type: none"> • Suffers from severe developmental gaps • Severe symptoms of depression, anxiety, withdrawal or aggression • Severe symptoms of self-destructive behaviour – self harming, suicide attempts, engaging in drug or alcohol abuse • Overly compliant; too well-mannered; too neat and clean • Displays attention seeking behaviours or displays extreme inhibition in play • When at play, behaviour may model or copy negative behaviour and language used at home 	<p>There may be indicators in adult behaviour that could indicate emotional abuse. Some examples of this are:</p> <ul style="list-style-type: none"> • Constantly calls the tamaiti names, labels the tamaiti or publicly humiliates the tamaiti • Continually threatens the tamaiti with physical harm or forces the tamaiti to witness physical harm inflicted on a loved one • Has unrealistic expectations of the tamaiti • Involves the tamaiti in “adult issues”, such as separation or access issues • Keeps the tamaiti at home in a role of subservient or surrogate parent
Indicators of neglect		
<p>There may be physical indicators that a tamaiti is being neglected. Some examples of this are:</p> <ul style="list-style-type: none"> • Inappropriate dress for the weather • Extremely dirty or unbathed • Inadequately supervised or left alone for unacceptable periods of time • Malnourished • Severe nappy rash or other persistent skin disorders or rashes resulting from improper care or lack of hygiene 	<p>There may also be indicators in a tamaiti behaviour that could indicate neglect. Some examples of this are:</p> <ul style="list-style-type: none"> • Demonstrates severe lack of attachment to other adults • Poor ECE attendance or engagement at ECE • Poor social skills • May steal food • Is very demanding of affection or attention • Has no understanding of basic hygiene 	<p>There may also be indicators in an adult’s behaviour that could indicate neglect. Some examples of this are:</p> <ul style="list-style-type: none"> • Fails to provide for the tamaiti basic needs, such as housing, nutrition, medical and psychological care • Fails to enroll a tamaiti in ECE/ school or permits truancy • Leaves the tamaiti home alone • Is overwhelmed with own needs and puts these ahead of tamaiti needs

		<ul style="list-style-type: none"> Consistently collects tamariki late from service
Indicators of physical abuse		
<p>There may be physical indicators that a child is being abused. Some examples of this are:</p> <ul style="list-style-type: none"> Unexplained bruises, welts, cuts, abrasions Unexplained burns Unexplained fractures or disclosures 	<p>There may also be indicators in a tamaiti behaviour that could indicate physical abuse. Some examples of this are:</p> <ul style="list-style-type: none"> Is wary of adults or of a particular individual Is violent to animals or other children Is dressed inappropriately to hide bruises or other injuries May be extremely aggressive or extremely withdrawn Cannot recall how the injuries occurred or gives inconsistent explanations 	<p>There may be indicators in adult behaviour that could indicate physical abuse. Some examples of this are:</p> <ul style="list-style-type: none"> May be vague about the details of the cause of injury and the account of the injury may change from time to time May blame the accident on a sibling, friend, relative or the injured tamaiti Shakes an infant Threats or attempts to injure a tamaiti Is aggressive towards a tamaiti in front of others May delay in seeking medical attention for a tamaiti
Indicators of sexual abuse		
<p>There may be physical indicators that a tamaiti is being sexually abused. Some examples of this are:</p> <ul style="list-style-type: none"> Torn, stained or bloody underclothing Bruises, lacerations, redness, swelling or bleeding in genital, vaginal or anal area Blood in urine or faeces Sexually transmitted disease Unusual or excessive itching or pain in the genital or anal area 	<p>There may also be indicators in a tamaiti behaviour that could indicate sexual abuse. Some examples of this in young children are:</p> <ul style="list-style-type: none"> Age-inappropriate sexual play with toys, self or others Bizarre, sophisticated or unusual sexual knowledge Comments such as “I’ve got a secret”, or “I don’t like Uncle” Fire lighting by boys Fear of certain places e.g.: bedroom or bathroom Some examples of this in older tamariki are: <ul style="list-style-type: none"> Eating disorders Promiscuity or prostitution Uses younger tamaiti in sexual acts 	<p>There may be indicators in adult behaviour that could indicate sexual abuse. Some examples of this are:</p> <ul style="list-style-type: none"> May be unusually over-protective of a tamariki Is jealous of a tamaiti relationships with peers or other adults or is controlling of the tamaiti May favour the victim over other tamariki Demonstrates physical contact or affection to a tamaiti which appears sexual in nature or has sexual overtones

	<ul style="list-style-type: none"> • Tries to make self as unattractive as possible 	
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Appendix 2: Mandatory reporting procedure

Assess	<p>Abuse suspected or disclosed</p> <p>Is an immediate response required to ensure the safety of te tamaiti?</p> <p>If unsure, consult Education Lead Kaiarataki, Kaitauwhiro, and/or Regional Manager or Mātauranga Ake Manager.</p> <p>Risk assessment must consider:</p> <ul style="list-style-type: none"> • signs and symptoms • previous risk history • whānau circumstances • information from other agencies involved • whether whānau should be informed • what is the worst case scenario that could happen if a report does not occur?
Report	<p>Yes: Immediate response required</p> <ol style="list-style-type: none"> 1. Ensure the immediate safety of te tamaiti. 2. Contact the Police on 111 and Oranga Tamariki on 0508 326 459. 3. Inform the Regional Manager and Education Lead Kaiarataki, Kaitauwhiro, or Mātauranga Ake Manager. <p>Follow the steps below from Step 3 (create and submit a ROC).</p> <hr/> <p>No: Immediate response not required</p> <ol style="list-style-type: none"> 1. Inform and consult with the Kaitauwhiro, Kaiarataki and/or Regional Manager. 2. Does Oranga Tamariki need to be notified? <ul style="list-style-type: none"> • If no, document actions taken in Discover or Excess. • If yes, follow the steps below to make a Report of Concern (ROC). 3. Create a Report of Concern (ROC) ticket in 1Place. Review ticket to ensure enough information is included to inform Oranga Tamariki's decision making and actions. 4. Submit ticket to one of the following Regional Manager Kaiarataki Kaitauwhiro 5. Print the form as a PDF and email to Oranga Tamariki at contact@ot.govt.nz. 6. For ECE, send the ROC to the MOE Regional Office via single point of contact (Regional Manager) if Police or OT have been involved at the service. 7. Upload the PDF ROC to the tamariki file in Discover or Recordbase and document actions taken 8. Once the ROC has been received by OT, request confirmation of receipt and actions taken by them. 9. Update to tamaiti notes in Recordbase or Discover with actions taken.

Appendix 3: Documentation guidelines

The notes we keep are a record of our professionalism, and the steps we took to prevent harm to te tamaiti. Notes can be used in a Court of law and in the Coroners Court as evidence and must be written with this in mind. Writers must also be aware that whānau can request to access notes as per our Privacy Policy and can also request to have notes amended if they do not believe they are accurate. These guidelines provide a structured framework to capture notes related to child protection, with a clear link between theory and practice. Remember, if you did not document it, it did not happen in a court of law.

Standards	1. Roles and responsibilities <ul style="list-style-type: none"> The certificated Kaiako or Mātauranga Ake kaimahi who has led the child protection assessment and response must document in Recordbase and/or Discover. In Discover, this is in the Child Protection section. Effective documentation provides a running record of risks as they unfold, actions taken, and provides a handover of information to other kaimahi who may be involved, to support continuity of care. Where kaimahi from Mātauranga Ake and an early childhood service are involved in a child protection issue, both must document in their respective systems. Mātauranga Ake kaimahi have access to Discover tamaiti records to ensure consistent documentation and information sharing. Notes must show the date and time, and the author of the note. 	
	2. Timelines <p>Documentation related to an event must be captured in Recordbase and/or Discover before the end of the working day.</p> <p>Each event or interaction must be a new note and can use the SOAPO format below.</p>	For example: <ul style="list-style-type: none"> Kaimahi must ensure notes are recorded in a timely manner for continuity of intervention, risk assessment and support. Notes must not be changed retrospectively, as they are written at the time of an event and represent the risk assessment and actions taken at that time.
Documentation Framework (SOAPO)	3. Subjective information <p>Any disclosures by te tamaiti that are indicators of abuse as per the recognition framework. Must be factual, and documented as they are said.</p>	For example: <ul style="list-style-type: none"> "Daddy hit mummy." "The Police came to my home at the weekend". Whānau sharing that they have concerns about what goes on at home. There is a protection order in place

<p>4. Objective information</p> <p>Kaimahi observations of te tamaiti. Include behaviour, interactions with others, and any other contributing information from third parties, such as whānau or agencies.</p>	<p>For example:</p> <ul style="list-style-type: none"> • Te tamaiti has not been regularly attending Kindergarten. • There is evidence of bruising. • Te tamaiti is malnourished and underweight. • Te tamaiti was withdrawn today at Kindy, which is unusual.
<p>5. Assessment information</p> <p>Capture key risks as they are understood by kaimahi. List them item by item. Include consideration of previous risk history, whānau engagement, social supports. Demonstrate your professional judgement, in how your assessment links to your plan.</p>	<p>For example:</p> <ul style="list-style-type: none"> • There is a risk of neglect. • There is a risk of sexual or physical abuse. • Te tamaiti's father is a risk of violent behaviour towards māmā and te tamaiti and has a history of assault.
<p>6. Plan</p> <p>Detail the plan taken to ensure the safety of te tamaiti and minimise the risk of harm.</p>	<p>For example:</p> <ul style="list-style-type: none"> • Make Report of Concern to Oranga Tamariki. • Discuss with whānau. • Discuss with senior leader to test assumptions, and then note the outcome of this kōrero.
<p>7. Outcome</p> <p>Capture the actions taken by other agencies such as Police and/or Oranga Tamariki and the outcome. This may be captured in the days post event, and sometimes over a course of weeks.</p>	<p>For example:</p> <ul style="list-style-type: none"> • Oranga Tamariki whānau hui organised, with ECE rep to attend, to discuss and plan whānau support. • Tamaiti in the care of grandmother. • No action taken by Oranga Tamariki.

Appendix 4: Talking to whānau about incidents, disclosures or abuse

Planning	1. Plan your conversation Talk to colleagues, Kaiwhakaako, regional manager, Kaitauwhiro, or Kaiarataki to help you prepare. Have all information ready and available. Organise a colleague to be with you for the conversation so that you're not alone.	
	2. Complete incident form Ensure information is factual and not emotive. Include exact wording of how the kaimahi responded to the incident.	For example: <ul style="list-style-type: none"> Sexual play - "Pants stay up at kindergarten." Disclosure of abuse - "Thanks for telling me, you sound really sad that happened to you."
Whānau kōrero	3. Find a private space Ask to speak to whānau/caregiver in private. Bring a colleague with you.	For example: <ul style="list-style-type: none"> "I just need to let you know what happened today with [tamaiti name], let's chat in the office or over here away from others."
	4. Share the information Thank whānau/caregiver for coming with you. Calmly state what happened – providing facts only. Have traffic light information with you, if necessary, for sexual play.	For example: <ul style="list-style-type: none"> "I need to share with you something that happened today..." "I'm sorry to let you know..."
	5. Acknowledge emotions Allow the whānau/caregiver some time to process what you have told them. Invite them to contact you later to talk more about the incident, if appropriate.	For example: <ul style="list-style-type: none"> "I realise this is hard for you to hear." "You sound really upset about this." "We can talk about this again when you've had time to think about it."
	6. Confirm next steps Tell whānau/caregiver about the actions that will be taken.	For example: <ul style="list-style-type: none"> Support te tamaiti or other tamaiti/adult. Make changes to the environment. Make changes to safety and supervision plan. Make Report of Concern to Oranga Tamariki.
	7. Incident form signed Ask whānau/caregiver to sign incident form. Photocopy and give them a copy to take home.	
Follow up	8. Update child notes Record details of conversation and upload incident form to child notes in Discover or Recordbase	

9. Follow up with whānau/caregiver

Follow up with them later that day, or the following day. Record discussion in Discover or Recordbase