

Hātepe Kaimahi

Poipoi – Kauawhi – Tāuteute – Pūnaha Auaha – Ārahi
Nurture – Include – Engage – Innovate – Lead

What guides us

Living Te Tiriti o Waitangi
Ensuring ākongā are at the centre of everything we do
Delivering high-quality, future-focused teaching and learning

CHILD PROTECTION - HĀTEPE KAIMAHI

Date of approval	: August 2023
Date first created/This version no.	: 2005/11
Next review date (1 year cycle)	: 2024
Owner	: SLT
Who are these procedures for	: All Te Kura Kaimahi and Contractors

These procedures support the [Child Protection Governance Policy](#) approved by the Board of Trustees on 9 August 2023.

Responding to Immediate Threats of Harm including Suicide

If you believe there is an immediate threat of harm or to the safety of a child, dial 111 and ask for Police and Ambulance in the event of harm. Inform your Team Leader or Manager as soon as possible. cc:CE. If present, ensure that you are safe first, before contacting Emergency Services.

Suicide

If they are in immediate physical danger to themselves or others, contact Emergency Services as above.

Scope

These procedures cover what to do when someone has awareness of, or concerns about, sexual, physical, emotional abuse/neglect or threat of harm, or the threat of suicide and/or self-harm for ākongā. It outlines the process for action, information for assessing your understanding of a situation and some support resources. It also outlines expectations and training required of kaimahi.

It does not cover how to support ākongā following traumatic incidents, including death of an ākongā, nor mental health beyond concerns for crisis situations of suicide and/or self-harm. For guidance in these instances please refer to [Responding to a Traumatic Incident Affecting a Te Kura Student](#) and [Responding to Concerns about Student Wellbeing and Safety](#).

Purpose

Child protection is everyone's responsibility. Te Kura has a responsibility to ensure that ākongā are treated with dignity and respect and to take all practicable steps to provide a safe physical and emotional environment for ākongā, within its mandate as a teaching institution. Te Kura endeavours to ensure the wellbeing, protection, and support of its ākongā, and other ākongā we come in contact with, from situations or circumstance which may be unsafe, threatening and/or traumatic.

In situations where we have concerns about possible child abuse, neglect or harm, the responsibility of Te Kura is to ensure kaimahi act on concerns by alerting senior leaders at Te Kura and, when appropriate, contacting Emergency Services and/or Oranga Tamariki – Ministry for Children.

Te Tiriti o Waitangi and cultural inclusivity

This Hātepe Kaimahi expects alignment with the [Child Protection Governance Policy](#) statements.

Definitions

Abuse: the harming (whether physically, sexually, or emotionally), ill-treatment, neglect or deprivation of any ākongā, including:

- **Physical abuse:** any behaviour that may result in the physical harm of an ākongā.
- **Sexual abuse:** any behaviour that involve forcing or enticing an ākongā to take part in sexual activities, whether or not they are aware of what is happening. Sexual abuse can be contact abuse or non-contact abuse.
- **Emotional abuse** - any behaviour or omission that results in adverse or impaired psychological, social, intellectual, and emotional functioning or development.

Child: Any ākongā aged under 18 years, and who is not married or in a civil union. This includes any overseas based ākongā (as defined in the Children’s Act 2014).

Contact: A person’s work involves **regular or overnight contact** with an ākongā if the person has contact (other than merely incidental contact) with the ākongā:

- overnight, or at least once each week; or on at least four days each month; and
- that contact is physical contact, or by oral communication (whether in person or by telephone), or communication through any electronic medium, including by way of writing or visual images.

Neglect: the persistent failure to meet an ākongā’ s basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development, including:

- **Physical neglect:** not providing the necessities of life, such as a warm place, food, and clothing.
- **Emotional neglect:** not providing comfort, attention, and love.
- **Neglectful supervision:** leaving ākongā 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.

Wellbeing: There is no single legal definition of tamariki wellbeing. But the concept covers things that affect the welfare of ākongā, matter to them or help them to thrive, feel supported, safe, loved, and to have a positive sense of belonging and of who they are.

Procedures/Process

Responding to situations without immediate threat of harm

You may become aware of, or have concerns about, a potentially unsafe and/or traumatic situation, such as sexual, physical, emotional abuse or threat of harm including suicide or self-harm. This may come to light through a letter, email, piece of work, in a face-to face situation or on video conference.

If you are unsure or want to assess your concerns, refer to [Oranga Tamariki Guidance](#) or discuss the situation with your Team Leader or Manager.

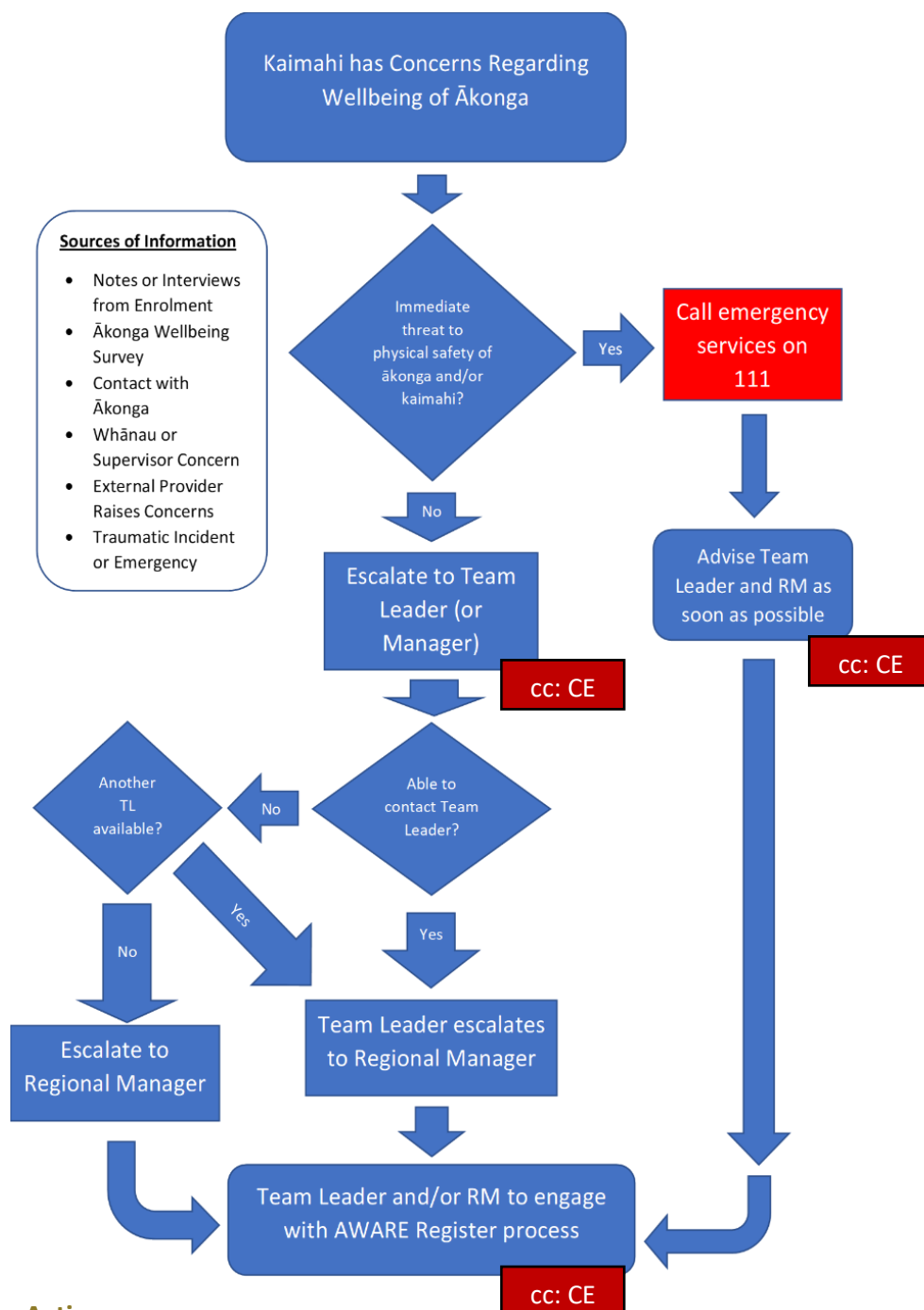
Receiving verbal disclosures

Where information about an unsafe or traumatic situation is disclosed verbally to kaimahi.

- The kaimahi should listen carefully, reassure the ākongā, be careful not to make promises or commitments to anything that cannot be kept.
- Record all information given and comments made about the concern. It should be available to the Regional Manager and/or for adding to the AWARE register.

High-Level Flowchart for Decision-Making

On 4 June 2024, this process was changed to require all kaimahi to include the Chief Executive as a CC: in all notifications made to Team Leaders and Managers.



Step by Step Actions

1. Identify or receive information regarding a concern or threat to Ākonga safety or wellbeing as defined above.
2. Inform your manager or Team Leader, and the applicable Regional/National Manager. **Add the Chief Executive as a CC: to your email.**
 - a. If the Team Leader is not available for any reason, raise with another Team Leader or Manager from within their Wāhanga.
 - b. You can escalate directly to your Regional/National Manager
3. The Team Leader or Manager, or Regional/National Manager must immediately act and follow the [AWARE Process Flowchart for Managing Ākonga Risk](#) in **Appendix 1**.

4. The Regional/National Manager will make the decision on whether to escalate, informing the DCE Learning Delivery.
5. The agreed course of action, which may include referral to an agency, needs to be documented in detail as soon as possible, including in the AWARE register.
 - a. Accurate, factual records of any evidence or suspicion of abuse/harm will be kept because they may be used in court.
 - b. Refer to the [Information Sharing](#) Guidance developed by Oranga Tamariki when sharing information with professionals.

Suicide

In addition to the above process. If someone has attempted suicide, threatens suicide, or you are worried, you can do the following:

- Call your [local mental health crisis assessment team](#) also listed in **Appendix 2**.
- If you are physically present, you can go with the person to the Emergency Department at your nearest hospital.
- Support the person by:
 - Staying with them until support arrives.
 - Trying to stay calm and letting them know you care.
 - Keeping them talking; listening and asking questions without judging.

Specific Information for Kaimahi about the process

- Only Regional/National Managers or their nominees can make the decision to refer a concern to the police or to an agency.
- The CE will be informed immediately if a kaimahi is implicated in an allegation of abuse. Where applicable, follow the kaimahi procedures on *Complaints about Staff*.
- Kaimahi should be advised of changes in the status of any concerns they have raised, with feedback coming to them via the Team Leader or Manager they have informed. This will depend on any Privacy concerns that relate to the case.
- Professional support will be provided as necessary to a kaimahi who has had to deal with a traumatic/threatening incident. Kaimahi should speak to their Team Leader or Manager about this and/or can contact EAP or Vitae for professional counselling. Refer to [Te Kura Employee Assistance Programmes](#) on how to access this.

External Disclosure of Information

- The decision to inform whānau or caregivers about disclosed information can only be made by the Regional/National Manager or their nominee, after consultation with Oranga Tamariki and/or Police.
- Any issues of confidentiality will be dealt with by the applicable Regional/National Manager or their nominee in consultation with the Privacy Officer.
- Any section 66 request for information from Oranga Tamariki and Police under the Oranga Tamariki Act 1989 will be responded to.

Professional Conduct, Training, and Expectations of Kaimahi

Kaimahi are always expected to conduct themselves in a professional manner in all interactions with ākonga and whānau. This is as per the provisions of the [Te Kura Code of Conduct](#), Teacher Registration and relevant employment legislation.

Transporting Ākonga and Child Safety Checks

Refer to the Use of Vehicles and Safe Driving Hātepe Kaimahi and Child Safety Checks Hātepe Kaimahi.

Requirements for Kaimahi

All kaimahi

- All kaimahi are required to complete the **Child Protection e-module** as part of induction.
 - Or as soon as possible if not done as part of induction.
- This module covers identifying potential signs of abuse or risk, as well as the general procedures for escalating concerns to Team Leader or Manager level.
- Once complete send an email confirmation to Human Resources from the module. This verifies your completion.
- Human Resources will record and report to SLT on which kaimahi completion numbers.

Team Leaders and Managers for Teaching Roles or regular contact roles

- Must undertake 'Child Protection Training for Regional Leaders' every two years.
- This will comprise a two-and-a-half-hour online workshop, with certification upon completion of the post training assessment valid for two years.
- Human Resources will record and report on completions and remind kaimahi when the certification is due for renewal.
- Must manage their team and new starter completion of the Child Protection e-module.

Teaching Teams

- Ensure Child Protection is a regular agenda item for all team meetings and PLD sessions.
- Reinforces the importance of the topic and experiences can be shared by Team Leaders and/or experienced kaiako.

Evaluation

All kaimahi:

- Understand that they have a role in protecting ākongā from abuse, neglect, and harm.
- Are familiar with the process they must follow if they have any concerns about potential abuse, neglect, or harm.
- have completed the relevant training and had it recorded by Human Resources

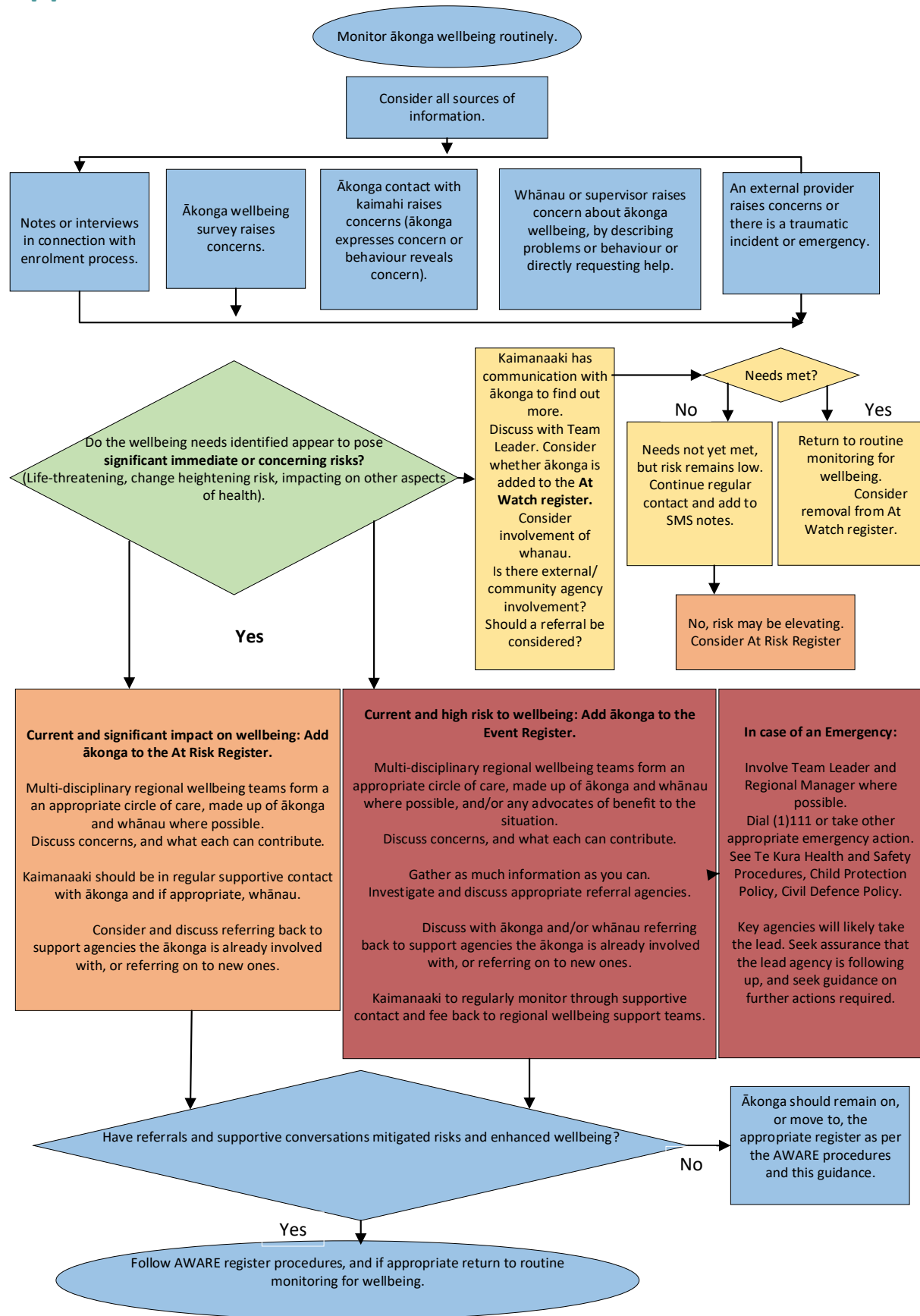
All ākongā identified as being at risk of abuse are identified and supported as appropriate. Records will be kept as part of the AWARE Register procedures.

Additional resources

- [Child protection – Education in New Zealand](#)
- [Children's Act 2014](#)
- [Health & Safety at Work Act 2015](#)
- [Child Safety Checks Hātepe Kaimahi](#)
- Use of Vehicles and Safe Driving Hātepe Kaimahi – in development
- [Te Kura Code of Conduct](#)
- [Role of Oranga Tamariki](#)
- [Recognising the signs of abuse and neglect](#) – guidelines from Oranga Tamariki
- [Sharing personal information of families and vulnerable children](#) - The Office of the Privacy Commissioner's guidelines on advice about confidentiality and information sharing.
- [Privacy Act 2020](#)
- [Care of Children Act 2004](#)
- [Education and Training Act 2020](#)
- [Teaching Council Aotearoa New Zealand – Teacher Registration Guidelines](#)

Approved by Te Rina Leonard, Chief Executive, Te Aho o Te Kura Pounamu

Appendix 1 – AWARE Process Flowchart



Click [here](#) to download the AWARE process diagram.

Appendix 2 – Local Mental Health Crisis Team Contact List

Always refer to this website in the first instance: [Crisis assessment teams | Ministry of Health NZ](#)

Health district	Area covered	Phone
Northland	Topuni bridge near Wellsford North through to Towai on the east coast	Whangarei (09) 430 4101 extn 3537 (Monday to Friday 8am – 4:30pm)
	Pouto to Waipoua forest. Across from Tangiteroria to Paparoa	Kaipara district (09) 439 3330 extn 65401 (Monday to Friday 8am – 4:30pm)
	Towai is the southernmost point through to Bay of Islands, Kaikohe and the Hokianga, south of the Mangamuka Gorge and Totara North	Mid North district 0800 643 647 (Monday to Friday 8am – 4:30pm)
	Areas North of the Hokianga, Mangamuka and Totara North through to Cape Reinga	Far North district (09) 408 9187 (Monday to Friday 8am – 4:30pm)
	All of Northland	Weekends and after hours 0800 223 371
Waitemata	Wellsford to North Shore	North Shore (09) 486 8900 (operating 24/7) Henderson (09) 822 8501 Rodney (09) 427 0360
Auckland	Auckland City	0800 800 717 (operating 24/7)
Counties Manukau	South Auckland to Te Kauwhata	(09) 261 3700 After-hours contact number: 0800 775 222 to speak to a mental health nurse.
Waikato	Coromandel, Hamilton to National Park	0800 505 050 (operating 24/7)
Bay of Plenty	Tauranga, Whakatane to Te Kaha	Tauranga 0800 800 508 (operating 24/7) Whakatane 0800 774 545 (operating 24/7)
Tairāwhiti	Hicks Bay to Gisborne	0800 243 500 or after 10pm call (06) 869 0512
Lakes	Rotorua, Taupo, Turangi	0800 166 167 (operating 24/7)
Hawke's Bay	Wairoa, Napier, Hastings, Waipukurau	0800 112 334 (operating 24/7)
Taranaki	New Plymouth to Waverly	0508 292467 (operating 24/7)
Whanganui	Ohakune, Whanganui to Bulls	0800 653 358
MidCentral	Palmerston North to Peka Peka	0800 653 357
Wairarapa	Masterton to Martinborough	0508 432 432 (operating 24/7)
Hutt Valley	Lower and Upper Hutt	Te Haika 0800 745 477 (operating 24/7)
Capital & Coast	Kapiti to Wellington Wellington, Kapiti Coast, Porirua City, Wellington City	Te Haika 0800 745 477 (operating 24/7)
Nelson Marlborough	Nelson region from Rai Valley to Korere to Riwaka	0800 776 364 (operating 24/7), (03) 546 1421
	Marlborough, as far as the Clarence River and up to the Lakes and down the Sounds, and as far as Rai Valley	0800 948 497 (operating 24/7) Marlborough – Witherlea Community Team (03) 520 9907 (Monday to Friday 8am – 4:30pm excluding public holidays) Wairau Hospital (03) 520 9999 . After hours, ask for crisis team.
	Golden Bay area, from the top of Takaka Hill to Turimawivi on the west coast of Golden Bay	0800 776 364 (operating 24/7)
Canterbury	Kaikoura to Ashburton	0800 920 092 (operating 24/7)
West Coast	West Coast, South Island	0800 757 678 (operating 8am-9pm, 7 days per week)
South Canterbury	Timaru, Mt Cook, Tekapo, Temuka, Waimate Glenavy in the south to Rakaia in the north, and inland as far as Mount Cook	0800 277 997 (operating 24/7)
Southern	Dunedin, Milford Sound south to Stewart Island	0800 467 846 press 1 for Southland, press 2 for Otago.