



Te Ope Whakaora

# Keeping Children Safe

The Salvation Army  
Child and Young Person  
Protection Policy



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<b>Filing Instructions:</b>	New Policy; Original filed on HR/Staff policies on Intranet
<b>Section:</b>	New Zealand, Personnel
<b>Issued to:</b>	All Officers, employees and volunteers
<b>Version and date:</b>	Version 2: 20 April 2018
<b>Review Date:</b>	30 March 2021

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## Policy Statement

All staff (see definition 3.3 p. 3) in The Salvation Army are committed to the care and protection of Children and Young people, and upholding their right to protection from abuse and/or neglect.

## Key Principles of the Policy

- The welfare of the child and young person is paramount
- Protection from abuse is a basic right
- The Salvation Army has a responsibility to protect children and young people
- Abuse will not be tolerated
- Information sharing and consistent communication is key.

## 1 Purpose and Scope

- 1.1 New Zealand has been identified as the third highest country in the industrialised world for child deaths through maltreatment.<sup>1</sup> Child death/maltreatment occurs within a context of poverty, psychological stress, and limited supports. Child abuse occurs across the economic spectrum. The Salvation Army may be the only organisation who has the opportunity to engage with a vulnerable child/family and identify where abuse is occurring. We have an obligation to understand how to recognise when a child needs help, and where to go to ensure they get that help.
- 1.2 The purpose of this policy is to ensure all children and youth who engage with services provided by The Salvation Army are protected from abuse and neglect through education of staff and the provision of consistent processes.
- 1.3 This policy, and associated procedures and guidelines, applies to all staff working with and for The Salvation Army, and to all children and families who are engaged in activities provided and supported by The Salvation Army.
- 1.4 It outlines the action to be taken by Salvation Army staff to:
  - keep themselves safe
  - prevent or minimise the risk of abuse of children while they are engaging with Salvation Army services
  - report any concern of any form of abuse or ill treatment
  - respond to actual or suspected incidents of abuse, complaints, allegations or disclosure of abuse
  - establish what action is required when allegations are made against Salvation Army staff.

## 2 Applicable Legislation and Internal Policies

- 2.1 The Child Protection Policy relates to the following legislation:
  - The Salvation Army International Child Protection Policy Framework
  - Children Young Persons and their Families Act 1989
  - Privacy Act 1993
  - Crimes Act 1961

<sup>1</sup> Unicef (2003) 'A League Table of Child Maltreatment Deaths in Rich Nations'



- Human Rights Act 1993
  - Domestic Violence Act 1995
  - Care of Children Act 2004
  - Vulnerable Children Act 2014
  - United Nations Convention on The Rights of the Child
  - Employment Relations Act 2000
  - Health and Safety in Employment Act 1992.
- 2.2 The Child Protection Policy is to be used in conjunction with the following existing policies or guidance documents:
- Criminal History Check & Safety Check Procedures
  - Sexual Misconduct: Policies and Complaints Procedures Manual
  - Safe Practice for Children and Youth Work in Corps based Ministry
  - Salvation Army Human Resources Manual
  - Complaints Procedures Manual
  - Management of Sex Offenders in Salvation Army Fellowships—MSO Minute
  - The Salvation Army Respect Policy
  - Community Ministries Child Minding Policy
  - Community Ministries Child Contact Policy
  - Relevant policies from Addictions, Supportive Accommodation and Reintegration Services, Education and Employment, and Early Childhood Centres.

### 3 Definitions of Phrases & Abbreviations within Policy

- 3.1 For the purposes of this policy, a 'child' or 'youth' is someone under the age of 18. The Children Young Persons and Their Families Act 1989 defines a child as a boy or girl under the age of 14.
- 3.3 For the purposes of this policy, 'staff' incorporates those who are personnel, employed directly by, or volunteer for, The Salvation Army. This includes officers and will also include any students who are on placement at The Salvation Army.
- 3.4 An employee is a paid worker for The Salvation Army who performs a job that may be full-time, part-time or seasonal for which he/she has signed an employment agreement and for which The Salvation Army does not issue either a warrant or commission.
- 3.5 A volunteer is an unpaid worker for The Salvation Army who performs a job that may be full-time, part-time or seasonal for which he/she has signed a volunteer worker's agreement and for which The Salvation Army does not issue either a warrant or commission.
- 3.6 A key worker is a person who works with children or young people. In the course of their work the person must be either (a) the only children's worker present; or, (b) the children's worker who has primary responsibility for, or authority over, the child or children present.  
**Please note that all officers are treated as key workers regardless of their appointment.**



- 3.7 A non-key worker is a children's or young people's worker that is not a key worker (ie: does not have primary responsibility for, or authority over, the child or children present and is not the only children's worker present).
- 3.8 THQ: Territorial Headquarters.
- 3.9 DHQ: Divisional Headquarters.
- 3.10 OT: Oranga Tamariki Ministry for Children.
- 3.11 SAMIS: Service and Mission Information System.

## 4 Definition of Abuse Types

- 4.1 **Abuse** is defined by The Children, Young Persons and their Families Act 1989, defines child abuse as '... the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person'.
- 4.2 **Physical abuse** is a non-accidental act on a child that results in physical harm. This includes, but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning or otherwise causing physical harm to a child. Physical abuse also involves the fabrication or inducing of illness.
- 4.3 **Emotional abuse** is the emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. This can include a pattern of rejecting, degrading, ignoring, isolating, corrupting, exploiting or terrorising a child. It may also include age or developmentally inappropriate or unrealistic expectations being imposed on children. It also includes the seeing or hearing the ill treatment of others.
- 4.4 **Sexual abuse involves** forcing or enticing a child or young person to take part in sexual activities (penetrative and non-penetrative; for example, rape, kissing, touching, masturbation) as well as non-contact acts such as involving children in the looking at or production of sexual images, sexual activities and sexual behaviours. Staff should be aware of their duty-of-care which precludes developing a sexual relationship with or grooming of a child. A sexual relationship between an adult and a child will always be wrong, unequal and unacceptable.
- 4.5 **Neglect** is the persistent, wilful failure to meet a child's basic physical and/or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack of action, emotion or basic needs.
- 4.6 **Intimate Partner Violence or Family Violence** is physical, emotional, sexual and other abuse by someone with whom they have (or have had) some form of intimate relationship, such as marriage or cohabitation, in order to maintain power and control over a person. It is important to be vigilant to any signs, particularly if children are involved
- 4.7 **Spiritual Abuse** is the misuse of a position of power, leadership or influence to further the selfish interests of someone other than the individual who needs help. Please refer to [www.salvationarmy.org.nz/about-us/position-statements/spiritual-abuse](http://www.salvationarmy.org.nz/about-us/position-statements/spiritual-abuse) for more details on this subject.
- 4.8 A comprehensive list of some of the signs and indicators of abuse is included in **Appendix 3**.



## 5 Responsibility for Policy

- 5.1 Overall responsibility for this policy rests with the secretary for personnel of The Salvation Army.
- 5.2 All corps officers, directors, or line managers are responsible to ensure that all staff are aware of the policy, its contents and the implementation of the policy.
- 5.3 All staff are managed under the direction of the centre manager, director or the corps officer, in accordance with The Salvation Army human resources policies.
- 5.4 This policy is to be reviewed every three years by the secretary for personnel or designated personnel.
- 5.5 Each division and nationally-managed programme will annually review the levels of child protection knowledge in each of their services.
- 5.6 A Procedure of Review is included in **Appendix 1**.

## 6 Roles and Responsibilities of Staff

- 6.1 All staff members must: (see 3.3 definition of 'staff')
  - be aware of, and alert to, potential indicators of abuse or neglect
  - be aware of the risk that potential abusers pose to children including environmental risk factors, (i.e. potential for isolation in rooms/offices in localised settings) that may allow for abuse to occur and act to minimise those risks
  - record a factual account of any concerns they have, or that are brought to their attention. This can be written and given to the line manager
  - appropriately refer those reports and concerns to line manager/director/corps officer immediately, who will then contact the Salvation Army child protection consultant at 0800 394 483 and external agencies if appropriate.

## 7 Communicating The Salvation Army's Child Protection Message

- 7.1 The Salvation Army is committed to listening and involving children and young people in decisions regarding child protection. We will do this in the following ways.
  - We will create opportunities for children and adults to speak to us about any child protection concerns they have.
  - We will ensure children's voices are included in all policy and procedure development and that they participate in decisions affecting them.
  - We will ensure information and procedures are accessible and easily understood.
  - All employees and volunteers will know how to contact child protection consultants and community networks that will support children and families, e.g. Women's Refuge, statutory services, advocacy services, emergency medical clinics and helplines.



## 8 Child Protection Consultants 0800 394 483

- 8.1 The Salvation Army personnel and programme department has designated three child protection consultants who will:
- be readily available for consultation
  - support staff to appropriately work in co-operation with the parents and caregivers, unless this compromises the safety of the child
  - advise on best practice in the event of concerns of abuse
  - ensure any notes and report of concern are entered into SAMIS
  - be available to provide training sessions for staff
  - ensure that their contact details are made available on The Salvation Army intranet.
- 8.2 Child protection consultants will remain informed of current legislative requirements and will advise all staff regarding appropriate actions and responses. Child protection consultants will have a minimum qualification of Child Protection Diploma (one-year training).
- 8.3 Child protection consultants will be supported by The Salvation Army personnel department or designated personnel. Annually (or as required) the child protection consultants will meet for upskilling and review of cases.



## 9 Care and Protection Procedures

### 9.1 Procedure for reporting disclosure/allegations/concerns of child/youth abuse





## Recognise

- 9.2 The procedures above outline the action to be taken in the event of actual or suspected abuse of a child. Under no circumstances should a member of staff attempt to conduct an investigation or deal with the problem alone. Any incidents, concerns or suspicions must be reported following the procedures set out above.
- 9.3 The child's wellbeing/safety is the most important consideration (in accordance with Section 6, Children, Young Persons and Their Families Act 1989).
- 9.4 If a child makes a verbal disclosure to a member of staff it is important that staff take what the child says seriously. This applies irrespective of the setting, or the member of staff's own opinion on what the child is saying. If a child discloses information regarding actual or suspected child abuse they must:
- stay calm
  - listen to and hear what the child has to say
  - give time to the child to say what he/she wants
  - reassure him/her it was right to tell
  - tell the child that they are being taken seriously and that they are not to blame
  - explain that they have to pass on what the child has told them, as soon as they are aware that the child is making a disclosure
  - give an age-appropriate explanation to the child of what the child can expect to happen next
  - record in writing what was said as soon as possible, using the child's own words where possible.
- Staff must not:
- make the child repeat the story unnecessarily
  - promise to keep secrets
  - enquire into the details of the alleged abuse
  - ask leading questions.
- 9.5 Time is of the essence when a child's safety is at risk. Do not wait to report suspected abuse.
- 9.6 Physical signs of abuse (including injuries/marks and bodily fluids) may be treated as evidence and will need to be processed within a narrow timeframe, so do not delay in addressing your concerns.

## Respond

- 9.7 At any time, any member of staff who has concerns regarding the safety and protection of a child may ring Oranaga Tamariki Ministry for Children (OT) on **0508 FAMILY** (0508 326 159) for advice.
- 9.8 Informing caregivers of a report of concern must be done in consultation with the child protection consultant (0800 394 459) and with the consideration of safety for the child, staff and other family members. In keeping with the principle of partnership, The Salvation Army will consult with Oranga Tamarki Ministry for Children regarding who should inform those with parental responsibility about allegations.



- 9.9 However, those with parental responsibility may **not** be initially informed in cases where:
- the parent or caregiver may be the alleged perpetrator
  - it is possible that the child would be intimidated into silence
  - there is a strong likelihood that important evidence would be destroyed, and/or
  - the child does not wish the parent or caregiver involved at that stage and is competent to make that decision.

## Report

- 9.10 All reports of concern made to OT must be recorded in SAMIS. The person making the notification (their line manager or the child protection consultant) is responsible for the report of concern being entered into SAMIS (this is a requirement of OT audit procedures).
- 9.11 If a report of concern is made a 'child protection alert' is to be placed on SAMIS and in the child's clinical record.
- Note: the absence of an alert does not mean there are no child protection concerns, and the presence of an alert does not mean the child is currently at risk. This task is to be completed by the person making the notification or their line manager.*
- 9.12 An incident report is to be completed for any related issues; for example, threats of harm because a OT report of concern is being made.
- 9.13 If the child engages in a service within The Salvation Army that has a contract with or is funded by the Ministry of Health, the GP—where known—must be informed of the report of concern to OT.

## Resolve

- 9.14 The Salvation Army has a responsibility to ensure that the alleged offender and his/her family are offered support. This support may come from within the corps leadership, Community Ministries or from outside of The Salvation Army.
- 9.15 The Salvation Army will provide support to staff and volunteers, including trauma support and/or formalised process of supervision, as required or requested.
- 9.16 The Salvation Army will ensure there is ongoing support for the siblings and family of victims while investigations proceed. Where it is not appropriate for The Salvation Army to provide this support, The Salvation Army will refer to appropriate agencies.
- 9.17 If you are working in a school (e.g. youth workers) where the parent organisation also has accountabilities and responsibilities, ensure the appropriate people from that organisation are also notified.

## 10 Managing Allegations Against Staff

- 10.1 The Salvation Army ensures that all staff working with children—both paid and voluntary—have been vetted and screened in accordance with Minute CHSC1017 CRIMINAL HISTORY AND SAFETY CHECKS. Further guidance regarding the safe recruitment of staff can be found in the Keeping Children Safe site. This site contains useful information about this policy including guidelines for the safety checking process. The publication *Safer Recruitment Safer Children Guidelines* published by Children's Action Plan Directorate and Child Matters, is a useful external resources for general information about best practice when recruiting staff.



- 10.2 Allegations, suspicions or complaints of abuse by staff, volunteers of The Salvation Army or representatives of other agencies must be taken seriously and reported to the line manager/director/corps officer, who will deal with them immediately, sensitively and expediently within the procedures outlined in this section.
- 10.3 If the allegation or concern is in relation to the line manager/director/corps officer, this should be reported to the secretary for personnel and they should follow the procedures set out in this section.
- 10.4 If the allegation or concern is in relation to the secretary for personnel, this should be reported to the territorial commander and they should follow the procedures set out in this section.
- 10.5 The secretary for personnel will consult with OT or the police before taking any further action.
- 10.6 Any allegation of abuse should be dealt with sensitively. Cultural and gender sensitivities must be considered when support is provided both for the child and the staff member.
- 10.7 Where an allegation involves an officer, corps member, staff member/volunteer, that person may be suspended from duty or attendance while the matter is investigated by the appropriate statutory authorities.<sup>2</sup> Please refer to *The Salvation Army Sexual Misconduct Policies and Complaints Procedures Manual* (available from personnel section, THQ). Note that any decision to suspend staff must involve consultation with human resources, THQ.
- 10.8 If The Salvation Army is aware that a member of staff it has placed on precautionary suspension also works with children for another organisation, either as an employee or a volunteer, it should ensure that the other organisation is informed of the suspension and the subsequent outcome. Consultation with OT or the police will determine how this information is conveyed.
- 10.9 The fact that a person tenders his or her resignation, or ceases to provide their services, will not prevent an allegation being followed up in accordance with these procedures.

## 11 Child-on-Child Harmful Behaviour

- 11.1 It is important to be aware that children can harm other children. These behaviours can be outside of what may be considered the normal range, and can extend to bullying, violence or sexual assault. Therefore, when a child alleges inappropriate harmful behaviour by another child, then the child protection procedures outlined in this policy must be followed for both children.

## 12 Safety Checking for Key Workers and Non-Key Workers

- 12.1 This process is necessary to ensure all key workers and non-key workers have a safety check completed before they start work in accordance with the Vulnerable Children Act 2014 and the Vulnerable Children (Requirements for Safety Checks of Children's Workers) Regulations 2015. (See general HR and payroll forms, P9a & Keeping Children Safe/safety checking/add applicant.)
- 12.2 This process must be completed **before** a key worker and non-key worker starts work. The information obtained as part of the safety checking process must be recorded in the Keeping Children Safe site ([keepingchildrensafe.sarmy.net.nz](http://keepingchildrensafe.sarmy.net.nz)).

<sup>2</sup> The Salvation Army Sexual Abuse Manual Personnel Section.



- 12.3 This process applies to all new staff within The Salvation Army who fit the definition of key worker and non-key worker. This includes employees, volunteers, officers and any ministry positions.
- 12.4 These guidelines should be read in conjunction with the CHSC1017 minute.
- 12.5 This process of safety checking for key worker roles has six main steps:
- a) verify the identity of the applicant
  - b) interview the applicant ensuring questions are asked that help determine whether they are suitable to work in a role with children
  - c) call the applicant's referee's ensuring questions are asked that help determine whether the applicant is suitable to work in a role with children
  - d) relevant professional bodies and licensing authorities must be contacted
  - e) mandatory Vulnerable Children's Act Police vet
  - f) risk assessment.
- 12.6 Review of suitability of the role should occur every three years by the corps officer/centre manager/national director or delegated representative to determine ongoing suitability of the Key Worker. A suitability check must include a police vet and the interview questions included in **Appendix 6**.
- 12.7 The information obtained as part of this process must be stored on the employee/volunteer personnel file (excluding police vetting/Ministry of Justice check information, which should be handled in accordance with the police vetting guidelines).
- 12.8 Further details of processes are included in **Appendix 4**.

## 13 Training

Through the provision of appropriate and continuing learning opportunities, Salvation Army staff must be trained and supported in all aspects of child protection relevant to their role in order to protect children from harm or neglect. There are three main levels of training offered within The Salvation Army through Keeping Children Safe. Additional training is available from external child protection providers.

- 13.1 Any costs incurred for staff training must be met from individual centres and factored into staff training plans. A basic training refresher workshop is required after 3 years.
- 13.2 A training procedure is included in **Appendix 2**.
- 13.3 All training completed will be entered into the Keeping Children Safe site including the type of training, and date completed. Any certificates obtained through outside providers must be scanned to [keepingchildrensafe.salvationarmy.net.nz](http://keepingchildrensafe.salvationarmy.net.nz) to be entered into the KCS site by the national child protection consultant.
- 13.4 It is highly recommended that regular reviews and audits are completed to ensure that all staff have completed adequate training and have appropriate knowledge for their role. Please speak with your head of department or appropriate divisional staff.



## 1. Staff Orientation

All staff will undertake an orientation programme that requires them to read and understand specific material and information about child abuse, including being shown where to access the policy. The aim of this orientation is to ensure that:

- all staff understand and accept their responsibility to deliver best practice
- all staff are familiar with Keeping Children Safe, The Salvation Army Child and Young Person Protection Policy.

## 2. Basic: Introduction to Keeping Children Safe, Child Protection

Volunteers in Children and Youth Ministries, Administrative staff in Social Programme, Family Store Managers—those who do not have primary responsibility or authority over children or young people, but do have positions working with children and young people—must complete the ‘basic’ training.

The aim of this training is to ensure that:

- all staff in contact with children or youth understand and accept their responsibility to deliver best practice
- all staff are trained to recognise and respond to signs of possible abuse and neglect
- all staff know who they can contact for advice or guidance regarding child protection issues or concerns.

## 3. Full: One day Keeping Children Safe workshop

All Officers, all manager positions in Social Programme Department, all practitioners working with families, all paid positions that come into direct contact with children or young people (except Family Store) must undertake a minimum of one-day of child protection training within 6 months of starting the role.

Content to include:

- the concept of vulnerability and factors that contribute to vulnerability, risk and child abuse
- indicators, signs and effects of child abuse
- how to identify when children and young people are vulnerable to abuse and neglect, and how to intervene early
- how to identify and respond to children and young people when abuse is suspected or disclosed
- introduce The Salvation Army Keeping Children Safe, Child and Young Person Protection Policy and support participants to understand this policy and their roles/requirements within this policy
- understanding the reporting process and legislative requirements
- supporting staff to deal with their own feelings and responses and support staff to access any assistance they may require in regards to responding to/reporting child abuse
- information about where staff can refer young people and families for support and help.



#### **4. Comprehensive: 5 day training with NZQA accredited provider (e.g. Child Matters [www.childmatters.org.nz](http://www.childmatters.org.nz))**

Staff and officers (i.e. Divisional Children's and Youth Secretaries) who hold roles whereby they have an ongoing commitment to ensuring the well-being and safety of children and young people in their community are recommended to pursue enquiries with their line management to attend this training.

#### **5. Diploma: 1 year**

Those staff defined as child protection consultants (as designated through programme and personnel departments) will require more in-depth training at a minimum of Child Protection Diploma to ensure their ability to provide advice and support to staff with concerns. This training will:

- be included in annual performance reviews and will include key performances indicators on job descriptions
- include instruction on how to support children staff, family members/whānau through an incident
- provide key contacts and positions of The Salvation Army.

## **14 Relationships with External Agencies**

14.1 This section is to ensure good working relationships with appropriate specialist agencies whose role is to protect children from abuse.

14.2 The secretary for social services will be responsible for external child protection relationships. The designated staff member responsible for these relationships will:

- maintain a list of key personnel and agencies—including OT and police—providing services to children and families and distribute this list to relevant staff
- develop and maintain relationships with hapu and iwi in consultation with Māori ministry
- maintain active relationships with agencies, advocacy groups and sector lead bodies and key personnel in this field through regular formal meetings and through informal networks between staff
- inform DHQ and head of departments at regular meetings of changes and trends within child protection field
- include familiarity with care and protection laws in staff induction and in-service training.

14.3 Line manager/director/corps officer will be responsible for external child protection relationships in local areas.

14.4 Memorandum of Understandings are to be developed between partnership agencies and ourselves at both a national and local level.

## **15 Confidentiality and Information Sharing**

15.1 The purpose is to identify circumstances under which information may or may not be divulged around the protection of children, and where we are legally obligated to report incidents.

15.2 Procedure:

- confirm identity and credentials of person requesting information (fax or email request on letterhead)



- identify specific information required and purpose—is it relevant?
- check information held—do we actually have the information requested?
- discuss with line manager and identify way forward
- depending on reason for request and risk to children (as judged case-by-case), inform the client that information has been requested, by whom, and seek permission (e.g. attendance at a programme). If this is a child protection issue, permission from the client is not necessary
- document all steps in process in SAMIS including police and OTMC involvement. Ensure that all documentation is placed on the client file and/or scanned into SAMIS client file (e.g. email correspondence)
- it is recommended that any child interviewing by statutory agencies be done through an evidential assessment and not at your centre (this ensures that your centre remains as a safe place).



## Appendix 1: Procedure of Review

### Annual review

Each division and nationally managed programme will annually review the levels of child protection knowledge in each of their services, as directed under 5.5. as part of annual service/ practice reviews or audits of corps/centres/nationally managed programmes. The information to be reviewed is that:

- all staff have had completed police and reference checks according to The Salvation Army employment policy
- all staff have been trained in child protection to the appropriate levels and by accredited providers
- the child protection policy is accessible to all staff
- there is evidence of staff having followed the following policy and procedures through quality of reports made and training provided to staff if standards need improving
- there is evidence of connection to local agencies and services in child protection.

### Policy Review

The child protection policy is to be reviewed every three years as directed under 5.4.

The procedure is to involve:

- the personnel secretary to call together a working group to review the policy and training plan
- make necessary changes and updates
- send updated policy out for consultation to all departments, divisional commanders, heads of departments, and child protection consultants, & IHQ
- the policy is ratified by Territorial Governance Board
- changes in policy are communicated to the organisation.



## Appendix 2: Procedure of Training

### Training

Level 1	Level 2	Level 3	Level 4
<p><b>Staff Orientation</b></p> <p><b>What is it?</b> Introduce staff to Keeping Children Safe, Child and Young Person Protection Policy. 15 min.</p> <p><b>Who is it for?</b> All staff, students, interns to complete at time of employment.</p>	<p><b>Basic: Introduction to Keeping Children Safe</b></p> <p><b>What is it?</b> All staff in contact with children or youth understand and accept their responsibility to deliver best practice.  All staff are trained to recognise and respond to signs of possible abuse and neglect.  All staff know who they can contact for advice or guidance regarding child protection issues or concerns.</p> <p><b>Who is it for?</b> Volunteers of children &amp; youth ministries.  Administrative staff in social programme.  Family Store managers.</p>	<p><b>Full: One-Day Keeping Children Safe</b></p> <p><b>What is it?</b> Have a basic understanding about vulnerability, risk, child abuse, and how to respond effectively and appropriately.  Supporting staff.  TSA policy. 1-day training.</p> <p><b>Who is it for?</b> All Officers.  All manager positions in Social Programme Department.  All practitioners working with families.  All paid positions that come into direct contact with children or young people (except Family Store).  A minimum of one day training must occur within 6 months of starting the role.</p>	<p><b>Child Protection Certificate</b></p> <p><b>What is it?</b> Comprehensive &amp; recognised NZQA accredited.  Supporting children, staff &amp; families through an incident.  5-day training.</p> <p><b>Who is it for?</b> Staff and officers who hold roles whereby they have an ongoing commitment to ensuring the well-being and safety of children and young people in their community.</p>

**A basic training refresher workshop is required after 3 years for all level 2-4 staff**



## Appendix 3: Types and Indicators of Abuse

The following tables provide a summary of types of abuse and some indicators of abuse. These physical or behavioural signs act as signals to warn and indicate that something might be happening in the life of that child/youth and must be taken note of. However, it should not be automatically assumed that abuse is occurring; talking to the child/youth may reveal something quite innocent. It's important not to dismiss changes in behaviour, fears, worries and physical indicators a child/youth is showing.

*Note: These physical or behavioural signs should not be ignored, but it is not the role of the children's/youth worker, leader or helper to become an investigator. Child/youth at risk of abuse may experience more than one or more of the following forms of abuse.*

### Physical Abuse

Physical abuse occurs when a person purposefully inflicts injuries or threatens to injure.

This may take the form of slapping, punching, shaking, kicking, burning, shoving or grabbing. Many non-accidental injuries result from excessive physical discipline. The administration of illegal or inappropriate drugs and medications is a form of abuse.

#### Physical indicators:

- Bruises
- Burns
- Sprains
- Dislocations
- Bites
- Cuts

#### Behavioural indicators:

- Highly anxious
- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to painful situations
- Extremes of passivity or aggression
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing

*Note: Physical signs of abuse (including injuries/marks and bodily fluids) may be treated as evidence and will need to be processed within a narrow time-frame, so there should be no delay in addressing concerns.*

### Emotional Abuse

Emotional abuse of child/youth includes constant criticism, belittling, teasing, constant yelling and withholding praise and affection. It can also be caused by a failure to provide the psychological nurturing necessary for the child's/youth physical and emotional growth and development.

#### Physical indicators:

- Delayed speech or sudden speech disorder
- Delays in physical, mental and emotional development

#### Behavioural indicators:

- Highly anxious
- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to painful situations
- Extremes of passivity or aggression
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing



## Neglect

Neglect is the ongoing wilful failure to provide the basic physical and emotional necessities of life, including food, clothing, shelter, emotional security, affection, medical care and adequate supervision.

### Physical indicators:

- *Frequent hunger*
- *Poor personal hygiene*
- *Constant tiredness*
- *Inappropriate clothing; e.g. summer clothes in winter*
- *Untreated medical problems*

### Behavioural indicators:

- *Frequent lateness or non-attendance at school*
- *Low self-esteem*
- *Poor social relationships*
- *Compulsive stealing*
- *Alienated from peers, withdrawn, pale and listless*
- *Begs for food or steals food*
- *Indiscriminate with affection*

## Sexual Abuse

Sexual abuse is when a person uses his/her power or authority over a child/youth and takes advantage of their position in the relationship to involve the child/youth in sexual activity of any sort. This can take many forms: from sexual jokes, innuendo in conversation, showing pornographic images to children/youth, sexual touching and invasive acts.

### Physical indicators:

- *Injury to genital or rectal area: bleeding or bruising*
- *Frequent urinary tract infections*
- *Signs of sexually-transmitted diseases*
- *Persistent headaches or recurrent abdominal pain*
- *Bruises, bite marks or other injuries to breasts, buttocks, lower abdomen*

### Behavioural indicators:

- *Over attention to adults of a particular gender*
- *Persistent and age-inappropriate sexual activity*
- *Regressive behaviour: bed wetting, speech loss*
- *Delinquent or aggressive behaviour*
- *Self-injurious behaviour: alcohol abuse, self-mutilation, suicide attempts, prostitution*
- *Signs of depression*
- *Lack of appropriate role boundaries in family: child/youth fulfils parental role*

## Spiritual Abuse

Spiritual abuse is the misuse of a position of power, leadership, or influence to further the selfish interests of someone other than the individual who needs help.

Please refer to [www.salvationarmy.org.nz/about-us/position-statements/spiritual-abuse](http://www.salvationarmy.org.nz/about-us/position-statements/spiritual-abuse) for more details on this subject.



## Domestic Violence

Domestic violence is violent, abusive and intimidating behaviour perpetrated by one person against another in a personal, intimate relationship causing fear, physical and/or psychological harm. Domestic violence has a profound effect on children/youth and constitutes a form of harm.

### Physical indicators:

- *Same as signs of physical and emotional abuse*

### Behavioural indicators:

- *Child/youth tells of home situation*
- *Clings to people with whom they feel safe*
- *Acts out the aggression seen in the home*

## Bullying

Bullying is defined as unreasonable repeated behaviour towards a person or group of people that creates a health and safety risk.

- Unreasonable behaviour covers actions which a reasonable person wouldn't do in similar circumstances, including but not limited to victimising, humiliating, intimidating, threatening.
- Repeated behaviour means behaviour that is persistent and can include a range of actions.

A single incident isn't considered bullying but can escalate if ignored.

Some of the same indicators of emotional abuse can be seen in victims of bullying.

When bullying is not addressed, victims may feel worthless, at fault for not coping with the bully, defeated and fearful. The message learnt by the bully when their behaviour is minimised or ignored is just as harmful. They learn to use power over people, to control people using fear, that dealing with situations using anger and fear works, and that they have the right to attack anyone weaker than themselves.

## Cultural

Allowing—actively or passively—any form of abuse or neglect considering such behaviour and actions as a part of the service user's culture.

## Discrimination

Limiting choices not based on the needs or ability of the service user, but made with prejudice about ethnicity, race, gender, sexual orientation, religion.

## Institutional

Allowing—actively or passively—any form of abuse or neglect considering such behaviour and actions as a part of the service/programme/treatment.

## Material/Financial

Improper exploitation or use of funds or other resources that are the property of the service user, this includes deprivation of treatment, food or care.

## Vicarious

Bearing witness to another's trauma.

## Other

Destruction of treasured possessions, harm to pets, etc.



## Appendix 4: Key workers—Safety Check Procedure

This process has six main steps: See [keepingchildrensafe.salvationarmy.net.nz/safety-checking/add-applicant](http://keepingchildrensafe.salvationarmy.net.nz/safety-checking/add-applicant) for details.

- 1 Verify the identity of the applicant.
- 2 Interview the applicant ensuring questions are asked that help determine whether they are suitable to work in a role with children.
- 3 Call the applicant's referees ensuring questions are asked that help determine whether the applicant is suitable to work in a role with children.
- 4 Relevant professional bodies and licensing authorities must be contacted.
- 5 Risk assessment.
- 6 Mandatory Vulnerable Children's Act, police vet.

### 1. Identity verification

- An applicant needs to provide originals of two types of identification (see **Appendix 5**).
- The applicant must provide an original primary identity document and a secondary identity document.
- If neither of the identity documents include a photograph of the applicant, they must also provide either a photograph of themselves that has been authenticated by an identity referee, or a verification statement signed and dated by an identity referee. Additional documentation may also be required if the applicant has changed their name.
- After an applicant has produced the documents required, a search must be done of the personnel records (i.e. TechOne and personnel files) to ascertain whether the identity confirmed by the person is, or has been, used by any other person within the organisation.

### 2. Applicant interview

#### Interview Panel

Interviews must be conducted by at least two staff. The members of the panel should not be closely related. It is recommended for employees that someone from divisional/centre leadership are part of the interview panel.

#### Questions assessing applicant's suitability for working with children

In addition to standard interview questions, applicants must be asked at least five questions that help determine whether they are suitable to work in a role with children. A list of the questions applicants must be asked is available in **Appendix 6**.

Any concerning responses should be discussed with the applicant and noted on their personnel file (if they are successful in their application).

### 3. Reference checks

#### Referees

Reference checks are particularly important for key workers as they may reveal risks that the applicant themselves have not disclosed.

Referees **must include**:

- a someone who has known the applicant for at least two years, is not related to the person or part of their extended family and who is able to speak objectively about their suitability for working with children/youth; and



- b the former corps officer/centre manager or children's/youth worker if the applicant has worked in other corps/centres or groups.

Three referees should be used with at least two of these being people who have managed or supervised the applicant. If the applicant's current or most recent manager/supervisor is not listed as a referee the applicant should be questioned on why they are not included as a referee.

In addition to standard questions, a referee should be asked questions that help determine whether the applicant is suitable to work in a role with children. **Appendix 7** provides a list of suitable questions for applicants.

#### **4. Relevant professional bodies, licensing and registration authorities**

- relevant professional bodies, licensing and registration authorities must be contacted if: the applicant is a member of a professional body; they have been granted a licence which is relevant to the role the applicant is applying for or the applicant has been granted current registration or a practising certificate for an activity which is relevant to the role being applied for
- the applicant must provide copies of their qualifications and licensing details
- the applicant must provide the name of any relevant professional bodies and licensing and registration authorities so they can be contacted. Some examples of professional bodies include the Aotearoa New Zealand Association of Social Workers, the Addiction Practitioners' Association Aotearoa New Zealand and the Education Council
- the applicant must also provide copies of qualifications and registration/membership details of any relevant professional bodies
- at least one of the organisations or authorities provided by the applicant must be contacted.

#### **5. Risk assessment**

A risk assessment of the applicant must be done to determine whether the person poses or would pose any risk to the safety of children. Complete a risk assessment using the 'add applicant' section under safety checking in [Keepingchildrensafe.army.net.nz](http://Keepingchildrensafe.army.net.nz). A risk assessment matrix (**Appendix 8**) is used to determine whether a person is suitable to be employed/engaged in a key worker role. The following information must be taken into account as part of the risk assessment:

- the information obtained throughout the recruitment process
- any guidelines on risk assessments issued by the Ministry of Business, Innovation and Employment, the Ministry of Education, the Ministry of Health, the Ministry of Justice, the Ministry of Māori Development, the Ministry of Social Development, the New Zealand Police.

A copy of the matrix is to be sent to DHQ with the other employment paperwork. See HR flowchart checklist for employing a new employee P9a or checklist for employing a new volunteer (departments and services/human resources/general HR and payroll forms).

An applicant may be employed/engaged if they satisfy the requirements of the risk assessment and subject to a successful police vet..

#### **6. Mandatory Vulnerable Children's Act Police vet**

A Mandatory Vulnerable Children's Act, Police vet must be processed in accordance with the Criminal History Check (Police Vet and Ministry of Justice Checks) & Safety Check Procedures. These guidelines are attachments on the CHSC1017 minute.



## Appendix 5: Key Workers—Acceptable Forms of Identification

### Primary identity documents

<i>Document type</i>	<i>Issuing agency</i>
New Zealand Passport	Department of Internal Affairs
Overseas passport ( <i>may include New Zealand immigration visa or permit issued by Ministry of Business, Innovation and Employment (Immigration New Zealand)</i> )	Department of Internal Affairs Overseas Authority
New Zealand emergency travel document	Department of Internal Affairs
New Zealand refugee travel document	Department of Internal Affairs
New Zealand certificate of identity (issued under the Passports Act 1992 to non-New Zealand citizens who cannot obtain a passport from their country of origin)	Department of Internal Affairs
New Zealand certificate of identity (issued under the Immigration Act 1987 to people who have refugee status)	Ministry of Business, Innovation and Employment (Immigration New Zealand)
New Zealand firearms licence	New Zealand Police
New Zealand full birth certificate that is issued on or after 1 January 1998 and that carries a unique identification number	Department of Internal Affairs
New Zealand citizenship certificate	Department of Internal Affairs

### Secondary identity documents

<i>Document type</i>	<i>Issuing agency</i>
New Zealand driver licence	NZ Transport Agency
18+ card	Hospitality New Zealand Incorporated
Community Services Card	Ministry of Social Development
SuperGold Card	Ministry of Social Development
Veteran SuperGold Card	Ministry of Social Development
New Zealand student photo identification card	New Zealand educational institution
New Zealand employee photo identification card	Employer
New Zealand electoral roll record	Electoral Enrolment Centre of New Zealand Post Limited
Inland Revenue number	Inland Revenue Department
New Zealand issued utility bill, issued not more than six months earlier	
Steps to Freedom form	Department of Corrections



## Supporting name change documents

<i>Document type</i>	<i>Issuing agency</i>
New Zealand birth certificate (issued for the purpose)	Department of Internal Affairs
Change of name by statutory declaration	Department of Internal Affairs
Change of name by deed poll	Department of Internal Affairs
New Zealand name change certificate	Department of Internal Affairs
New Zealand marriage certificate	Department of Internal Affairs
New Zealand civil union certificate	Department of Internal Affairs
New Zealand order dissolving marriage or civil union	Ministry of Justice
New Zealand order declaring marriage or civil union void	Ministry of Justice



## Appendix 6: Key Workers— Questions to be Asked at Interviews

The following are examples of suitable questions to ask applicants. There is no set number of questions from this list that must be asked but we would recommend at least five questions should be asked which directly test/assess the applicant's suitability for working with children.

### Questions that provide information about the children's worker themselves:

- whether complaints have ever been made about their professional practice and how they have responded to them
- whether they have ever been convicted of an offence
- whether they have ever been the subject of a complaints procedure during their employment
- reasons for leaving previous jobs.

### Questions that explore the children's worker's attitudes:

- whether there has ever been a time when they have had to deal with the following situations, including the process and outcome. If that situation has not arisen, what they would do if a child or young person disclosed abuse
- a child or young person was disruptive
- a child or young person hit them
- they discovered two children fighting or engaged in sexual play or who had stolen property
- a child or young person invited them to become involved in intimate or touching behaviour
- a child or young person threatened to make a false allegation of abuse about them.

### Questions that indicate the children's worker's views on child safe practice:

- how they believe children should be disciplined
- their thoughts on being alone on the job with children and young people
- the chances of abuse allegations being made about them, if they were accepted for the job.

### Questions that describe the children's worker's experiences and relationships in working with children:

- what rewarding experiences they have had working with children
- what they think constitutes professional practice when working with children
- other relationships they have with children outside the working or volunteer environment
- the reason they think they get along with children or why children like them
- the kind of relationships they hope to develop with the children and families in this organisation.

*Note: These questions came from the following document; Children's Worker safety checking under the Vulnerable Children's Act 2014: Advice for interpreting and applying the Vulnerable Children Act 2014 and the Vulnerable Children (Requirements for Safety Checks of Children's Workers) Regulations 2015 document online at [www.childrensactionplan.govt.nz/assets/CAP-Uploads/childrens-workforce/Childrens-worker-safety-checking-under-the-Vulnerable-Children-Act-RC-v1-02.pdf](http://www.childrensactionplan.govt.nz/assets/CAP-Uploads/childrens-workforce/Childrens-worker-safety-checking-under-the-Vulnerable-Children-Act-RC-v1-02.pdf)*



## Appendix 7: Key Workers— Questions to be Asked in Reference Checks

The following are examples of suitable questions to ask referees. There is no set number of questions from this list that must be asked, but we would recommend at least five questions should be asked which directly test/assess the applicant's suitability for working with children.

- Length of time they have known the applicant and in what capacity.
- Qualities or special skills that the applicant brings to working with children/youth.
- Ways they consider this applicant to be a positive role model for children/youth.
- From their knowledge of the applicant, how would they handle incidents where they are under pressure with children/youth.
- Any concerns about the applicant's behaviour with children/youth.
- Their observations around the applicant working with children/youth.
- Their recommendations about the applicant for the children's/youth volunteers role: not at all/with reservations/recommend strongly/don't know/not willing to say.
- Any other information relating to the applicant's suitability that should be known.



## Appendix 8: Risk Assessment Matrix

### Results of check

Type of check	Not Achieved/ Concerning	Achieved	Excellent	Comments
Identification verified				
Interview				
References				
Information from professional organisation				
Police vet				
Total				

In each of the steps above, applicants will fall into one of the following three categories:

- **RED:** Not achieved/concerning—Standard not met. **Do not employ.**
- **ORANGE:** Achieved—Standard met, but some questions. There may be increased risk. Some training may be required or they may need to re-join their professional body or a safety plan may be needed. **Consult with Divisional Leader/National Director before engaging this applicant.**
- **GREEN:** Excellent—All standards met. **They may be engaged as a worker.**

Even if an applicant appears to have all green results, there is no obligation to employ/engage.

Below are a number of examples showing how different kinds of applicant's should be categorised:

- An applicant's police vet report contains convictions for violent and/or inappropriate sexual behaviour. The applicant must receive a red result for the police vet and must not be employed/engaged as a children's worker. This would be because the potential consequences of employing/engaging the person would be significant
- An applicant's references seem positive but are lacking in some areas or are quite vague. Depending on what was asked of the referees and the responses that were given the result for reference may be green but could be yellow or even red. If you have concerns about a reference you should call again and ask for more information.
- An applicant interviews well and receives positive references but the police report has a conviction for shoplifting 20 years earlier. The sentence for the conviction was community service. In this case the applicant should receive a green or yellow result for the police vet as the applicant is unlikely to pose a risk to children or young people

Determining where an applicant fits in the matrix will often be challenging, particularly if they receive any orange results. Child protection consultants may be contacted to provide guidance on an applicant's suitability for a children's worker role.



## References

- *How Can I Tell? Recognising When a Child Or Family Needs Help*, Child Matters, [www.childmatters.co.nz](http://www.childmatters.co.nz)
- *Safe Practice for Children's and Youth Work in Corps-based Ministry*, The Salvation Army New Zealand, Fiji and Tonga Territory, <https://keepingchildrensafe.sarmy.net.nz/apps/nzft/keepingchildrensafe.nsf/Keeping%20Children%20Safe%20Corps.pdf>
- *The White Paper for Vulnerable Children*, [www.childrensactionplan.govt.nz/action-plan/white-paper](http://www.childrensactionplan.govt.nz/action-plan/white-paper)
- [www.orangatamariki.govt.nz](http://www.orangatamariki.govt.nz)
- [www.voyce.org.nz](http://www.voyce.org.nz)—Independent connection and advocacy service, separate from the Oranga Tamariki—Ministry for Children