



Te Ngutu Golf Club

SAFEGUARDING & CHILD PROTECTION POLICY



Safeguarding You
to Safeguard Children

Developed with
support from



Ratified By:*Robert Larsen*

Robert Larsen – Te Nqutu Golf Club Junior Golf Coordinator
 Tuesday 4th May 2021

Next Review Date:

On or before Monday 2nd May 2022

Leadership Approval*Julie Cleaver*

Julie Cleaver – Te Nqutu Golf Club President

Contents

1	Our Commitment to Safeguarding		4
2	Policy Scope		4
3	Our Principles		4
4	Legislation		5
5	Inclusivity		5
6	Supervision of Children and Young People		5
	6.1	Our Supervision of Children/Young People	6
	6.2	Parent/Guardian Supervision	6
7	Safe Workforce		6
	7.1	Children Act 2014 Safety Checks	7
	7.2	Safer Recruitment	8
		7.2.1 Risk Assessment Processes	8
		7.2.2 Police Screening	8
		7.2.3 Renewed Police Screening	8
	7.3	Negative Results	8
	7.4	No Settlement Agreements	8
8	Safeguarding Roles and Responsibilities		9
	8.1	Position Descriptions	9
	8.2	Safeguarding Induction and Training	9
9	Safe Practice		10
	9.1	Position of Trust	10
	9.2	Safeguarding Code of Conduct	10
	9.3	Complaints	11
10	Recognising Safeguarding and Child Protection Concerns		11
	10.1	Neglect	12
	10.2	Emotional Abuse	13
	10.3	Physical Abuse	14
	10.4	Sexual Abuse	15
11.	Responding to Concerns		16
	11.1	Disclosures of Abuse and/or Neglect	16
	11.2	Handling A Disclosure	16
12.	Reporting Concerns		17
	12.1	Emergency	17
	12.2	Non-emergency Concerns	17

	12.3	Right to Refer Directly to Oranga Tamariki or the Police	17
	12.4	Worried About A Child/Young Person Flow Chart	18
	12.5	Worried About A Staff Member Flow Chart	19
	12.6	Responding to Staff Concerns and/or Allegations	20
	12.7	Staff Reporting Concerns and/or Allegations Against Staff	20
	12.8	Managing Concerns and/or Allegations Against Staff	20
	12.9	Deliberately False Allegations Against A Staff Member	21
	12.10	New Zealand Sport and Recreation Complaints and Mediation Service	21
13.		Referring Concerns	22
14.		Recording Concerns	23
15.		Sharing Information	23
16.		Policy Monitoring and Review	24

Appendices

Appendix 1 – Legislation Guidance	25
Appendix 3 – Safeguarding Code of Conduct Summary	27

Copyright © 2020 Holistic Safeguarding

This template remains the property of New Zealand Golf (NZG) and copyright of Holistic Safeguarding.

For copyright and upholding safe child welfare practice, content cannot be adapted or reproduced in any form outside of its intended use or intended customer group (New Zealand Golf and immediate Golf Sector Stakeholders), by any persons other than staff of Holistic Safeguarding. Permission is required to copy this material and/or to distribute without source acknowledgement. Any unauthorised use and/or duplication of this material without express written permission from Holistic Safeguarding is strictly prohibited.

Disclaimer All information and guidance contained within this Golf Safeguarding and Child Protection Policy are accurate and up to date at the point of distribution. Holistic Safeguarding and New Zealand Golf have supplied this policy resource to New Zealand Golf stakeholders with instructional guidance on its use and required application. Holistic Safeguarding and New Zealand Golf cannot, however, take responsibility for how the material contained is used, nor for the implementation of any safeguarding and/or child protection procedures, particularly those not fully encompassing or that are outside of the advocated approaches or measures.

Policy users are encouraged to seek specialist advice, including legal advice if necessary, on any issues that may indicate a risk of harm to any person(s), the organisation, golf as a sport or the community in general.

1. Our Commitment to Safeguarding

We believe safeguarding is a shared responsibility and one we take seriously.

We want to make certain our children and young people involved in golf can thrive and flourish in a safe environment that encourages their participation and belonging, making sure their experiences of golf are positive.

We have developed this Safeguarding and Child Protection Policy with support from New Zealand Golf (NZG) and Holistic Safeguarding.

We believe having a strong safeguarding culture helps to be proactive in preventing risks and protect our children/young people, staff and organisation should any concerns arise

This policy represents our safeguarding commitment to ensure:

- We aim to prevent vulnerability, adversity and/or abuse from occurring within our environments, provisions and the sport of golf.
- That any person(s) facing risks of vulnerability, adversity and/or abuse, within golf or who comes to our attention is supported and protected.

2. Policy Scope

- This policy is applicable to all those serving or representing our organisation.
- Inclusive of whether staff are in child/young person facing positions or non-child facing positions. Safeguarding is a shared responsibility and is therefore expected to be represented by all staff.
- This policy encompasses all our provisions, services and environments, including those relating to online platforms or E-Technology resources.

We define –

- **A child or young person** - as someone aged from 0-18 years. Our practice includes those who are 18 years of age or older when meeting additional [Children Act 2014 child/young person definitions](#).
- **Staff** - Any person serving or representing the organisation, irrelevant of whether they are in a paid, voluntary or contracted position. Where applicable this includes any person(s) who may be wearing branded merchandise for official purposes.*

*This does not include those wearing branded merchandise outside of official purposes, e.g. supporters wearing shop merchandise.

3. Our Principles

While not exclusive, some of our principles applicable to this policy include:

- Having zero-tolerance for child abuse and neglect.
- Taking every measure possible to ensure golf is a safe sport, free from adversity and abuse.
- Our belief safeguarding as a shared responsibility.
- Our commitment to developing and maintaining a safeguarding culture that safeguards everyone (young people, staff and the club).
- Being legally compliant and exceeding these requirements where possible by promoting best practice.
- Being child-focused and centred in our youth engagements, practice and services.
- Being inclusive and valuing diversity, helping everyone to engage with golf and reach their full golfing potential.
- Our role and responsibility to work collaboratively with child protection services when responding to known or suspected abuse and/or neglect concerns.

4. Legislation

This policy and our procedures are informed by International and New Zealand legislation. This includes but is not exclusive to the:

- [Children Act 2014](#)
- [Crimes Amendment Act 2011, Section 195 and 195A](#)
- [Harmful Digital Communication Act 2015](#)
- [Health and Disability Commissioner Act 1994](#)
- [Health and Safety at Work Act 2015](#)
- [Human Rights Act 1993](#)
- [Oranga Tamariki Act 1989](#)
- [Privacy Act 2020](#)
- [Summary Offences Act 1981](#)
- [United Nations Convention on the Rights of the Child 1989 \(UNCRC\)](#)

Further information on legislation can be found in [Appendix 1](#).

Any critical reviews to legislation that holds a significant relevance to this policy may prompt an earlier policy review. Alternatively, any non-critical legislation amendments will be incorporated within the next scheduled policy review.

5. Inclusivity

Golf is truly an inclusive sport. A sport that can serve all people and holds no diversity restrictions. Golf helps our physical and mental health, as well as our social development. We are proud to have an inclusive culture and sport.

We strive for an inclusive environment, one where everyone has the opportunity to reach their golfing potential. We are committed to providing opportunities for all to grow, and our staff welcome and value our differences across diversity as a whole.

In addition to advocating and upholding New Zealand legislation supporting diversity, we also recognise, advocate and uphold our Child and Human Rights Laws.

- [United Nations Convention on the Rights of the Child 1989 \(UNCRC\)](#)
- [Human Rights Act 1993](#)

We are proud to have an inclusive sport and culture that advocates the mixing of individuals and groups. This is maintained by our Safeguarding Code of Conduct and advocating safe, respectful and responsible interactions between peers (young person to young person) and adults (adults to children/young people).

Should any practice differ from our expectations, this would be a breach of our expectations, and we strongly encourage a staff member/ your Manager is informed.

Further information on legislation can be found in [Appendix 1](#).

6. Supervision of Children and Young People

We recognise the parental duty of care is passed to us when a child/young person is enrolled for a programme/service, and that provision is being provided independently from parental supervision. For activities requiring Parent/Guardian supervision, the responsibility for parental duty of care, including active supervision, remains with the parent/guardian or nominated adult. We trust Parents/Guardians will support us in safeguarding theirs and other's children/young people, as well as our staff and organisation.

We aim for our service information to reflect:

- When active parental/guardian supervision is required.
- That enrolment information and parental emergency contact details (including an alternative emergency contact) are required for all services where parental/guardian supervision is not required.
- Any personal data held by us is kept securely and is not shared with any third party without consent.*
- Any service provisions requiring staff working 1-1 with a child/group of children/young people.
- Parental/guardian consent is required for:
 - Any provision operating to a 1:1 staff/child ration.
 - For staff to be able to contact a child/young person directly regarding their golfing activities/arrangements.
 - For any child/young person imagery.
 - The transportation of any child/young person.

*The only exception would be for health or safety purposes, if applicable, all information would then be shared in accordance with our information sharing and Privacy Act requirements.

6.1 Our Supervision of Children/Young People	6.2 Parent/Guardian Supervision
<p>We aim to work to a minimum of 2 staff being present when delivering child/youth services. Where this is not possible, the following safeguards are utilised:</p> <ul style="list-style-type: none"> ▪ Provisions requiring 1:1 staff to child ratios are reflected in our service information and may only be delivered upon receipt of written parent/guardian consent. We also ensure all these provisions hold increased safeguarding measures (e.g. increased service monitoring and evaluations, etc.). ▪ We aim for all our provisions to be delivered in the line of sight and sound of other staff and/or adults. ▪ Parents may be encouraged to stay if the children are of an age or developmental level, where greater levels of supervision are required. 	<p>Unless under our care by being enrolled for and accessing one of our child/youth services, we cannot accept supervisory responsibilities for any child or young person.</p> <p>Parents/Guardians are required to ensure they have appropriate supervision plans in place for all activities requiring parental supervision. In accordance with New Zealand <u>Summary Offences Act 1981</u>, all children under 14 years require appropriate supervision, this may be by a person's 14 years or over if that supervision care is reasonable in its expectations.</p>

7. Safe Workforce

There is a requirement for all staff and others associated with our organisation to understand the important responsibility they have to:

- Help protect children, young people and adults from all forms of known or suspected abuse and/or neglect.
- Be alert to any possible indicators and/or incidents of possible abuse and/or neglect occurring outside the scope of our services

and environments, that may be having an impact on those to whom we do provide a service.

- Create and maintain a safe culture that is understood, endorsed and put into practice by all who work for, volunteer or access our programmes, services and facilities.

7.1 Children Act 2014 Safety Checks

In accordance with the Children Act 2014, our safety check processes reflect both risk assessment and police screening elements. We also recognise contact with children and young people as being positions that include in-person contact or contact via ICT resources.

We adopt this basis when implementing safety check processes for any person:

- Undertaking unpaid work that is undertaken as part of an educational or vocational training course.
- Employed or engaged by us on a paid basis to work with children/young people, whether that work is in person or via ICT resources.

7.2 Safer Recruitment

However, as part of our safeguarding culture, we seek to demonstrate best practice and therefore, exceed our required practice by implementing safer recruitment processes. This means, we continue to recognise contact may be in person or via technology resources, but we also apply safer recruitment processes for:

- All persons employed or engaged by us (as paid staff or as a volunteer) irrelevant of whether their position involves working or coming into contact with children/young people; and Contractors where their role or part of their role involves contact with children and young people.

Our Safer Recruitment processes also incorporate and expand on safety check processes via:

7.2.1 Risk Assessment Processes

- All position adverts reflect us as adopting safer recruitment processes.
- All positions being based against a formal Position Description.
- Require a completed Application Form (CV's may accompany an application form).
- Interview processes.
- Identification verification and verification of the right to work in New Zealand.
- Police Screening.
- Verification of qualifications, certificates and registrations (if applicable).
- References and verification of references.

7.2.2 Police Screening

We value support structures, such as police screening. However, we recognise they are only as suitable as the data known on the day it was completed. Therefore, police screening is only one part of our safer recruitment processes.

- Police screening is to be completed prior to any employment or engagement commencing.
- Police checks conducted under the Children Act 2014, are exempt from the Criminal Records (Clean Slate) Act 2004.
- All applicants must inform those managing their recruitment, at the time of recruitment, of any criminal conviction(s) or charge(s) that are pending and/or any past convictions.
- Upon employment and/or at any time during employment and/or engagement, the applicant must inform their Manager or the next most senior person directly, of any criminal conviction(s) or charge(s) that are pending and/or any past convictions not previously disclosed.

7.2.3 Renewed Police Screening

In addition to police screening upon appointment, we will also renew our staff police checks. We aim for all our staff renewed police screening checks to be:

- Completed as a maximum every 3 years from their appointment date or last check renewal, as per the Children Act 2014.
- Additionally, we reserve the right to request a workforce member undertakes a police check at any other time due to the nature of the organisation, the individual's position and/or changes in their position that require a revised police check.

7.3 Negative Results

- If a police record check reveals a history or any criminal conviction(s) that is unsatisfactory or that has failed to be declared by the applicant during any stage of recruitment, the matter will be discussed with the applicant, and a determination will be made as to the appropriate course of action.
- For a police screening check result that does hold an offence(s), but that offence(s) **does not meet** with the Children Act 2014 Schedule 2 Specified Offences (which require Ministry exemption), we will take into consideration the below factors when making decisions regarding workforce suitability:
 - The applicant's openness and honesty throughout the recruitment process.
 - Any police screening advice, guidance and/or recommendations (if applicable).
 - The seriousness of the offence.
 - The age of the individual at the time.
 - Offence timeframes.
 - Any mitigating circumstances and/or influencing societal conditions relating to the offending and/or timeframe.
 - The probability of risk relating to the same or similar behaviour reoccurring.
 - The individual's commitment to rehabilitation and changing their perspectives and behaviour in question.
- In certain circumstances, if the police check is unsatisfactory or if the applicant has provided fraudulent information or failed to declare relevant information, an offer of employment or engagement will not be made or may be rescinded.
- Likewise, if a staff member has an unsatisfactory police check renewal or if the staff member has provided fraudulent information or failed to declare relevant information, their employment and/or engagement may be terminated immediately.

7.4 No Settlement Agreements

We commit to not using 'settlement agreements' where these are contrary to a culture of safeguarding. Should a staff member resign or cease to provide their services to us, this will not prevent any staff concern and/or allegation that has been received against them from being investigated in accordance with our safeguarding policies and procedures.

It is important for all involved that every effort is made to reach a conclusion in all cases of staff concerns and/or allegations bearing on the safety or welfare of children and/or young people, particularly when the person concerned may have continued access to children and/or young people outside of our setting and/or the golf sector.

8. Safeguarding Roles and Responsibilities

We regard safeguarding as a shared responsibility across our workforce. Every person has a moral, ethical and organisational obligation to uphold their safeguarding responsibilities and to take any concerns about the welfare of children and/or suitability of staff in our sport seriously.

8.1 Safeguarding Responsibilities

All position descriptions reflect the below shared safeguarding responsibilities which are held to the same regard as all other position responsibilities.

- Safeguarding is a shared responsibility.
- All child/youth engagement is to be within a safe and inclusive environment (including online platforms).
- Staff are to adhere to all safeguarding policies, procedures and our code of conduct.
- Staff are to model their Position of Trust, ensuring their conduct is as expected and reflective of being a positive role model for our youth.
- Staff are expected to:
 - Complete all safeguarding learning and development within any applicable timeframes.
 - Be alert to recognising any possible indicators of vulnerability, abuse and/or neglect.
 - Report any child or staff concerns.
- Staff are to demonstrate respect and inclusivity across all areas of diversity.

8.2 Safeguarding Induction and Training

<p>Induction: Within their 1st week we aim for all new staff to be aware of:</p> <ul style="list-style-type: none"> ▪ Our definition of a child/young person (up to 18 yrs). ▪ How to access this Safeguarding and Child Protection Policy. ▪ The 4 categories of abuse and possible indicators of abuse and/or neglect. ▪ How to report any safeguarding concerns, including who to report concerns to and what to do should that person be unavailable and/or the concern relate to that person. ▪ Their right to refer child abuse and/or neglect concerns directly to Oranga Tamariki or the Police. 	<p>Training: All staff receive some form of safeguarding and child protection training, to support them in being able to recognise and respond to any child welfare concerns or any concerns/allegations relating to our staff.</p> <p>We utilise safeguarding training provisions available via NZG and/or Sport New Zealand and/or those we may independently source from specialist providers.</p> <ul style="list-style-type: none"> ▪ All staff receive basic safeguarding and child protection awareness training. <p>▪ We aim for training to be refreshed as legislation or needs change.</p>
---	---

9. Safe Practice

We are passionate about making certain all our children and young people get to enjoy golf and the well-being opportunities this sport brings in physical and mental health, as well as social development. Equally, we are as passionate about making certain the staff supporting our children and young people in these achievements, are able to do so in a manner that promotes safe practice, minimising any opportunities for their suitability to be working and/or engaging with children/young people to be questioned.

9.1 Position of Trust

When someone is regarded as part of our workforce, particularly when engaging with children/young people, this reflects the organisation trusts them and has endorsed them as having a certain level of authority. These components reflect what is known as a 'Position of Trust'. **All staff are considered as being in a Position of Trust.**

As well as any natural relationship power dynamics between adults and children, or between peers, when being in a Position of Trust (e.g. staff, young leaders, etc.), the person holding this position, has or is perceived as having, power, influence and authority over a child/young person, due to the nature of their role and/or association to our organisation.

There is potential for this power or position of influence, to be misused, to persuade and encourage or intimidate a child/young person into certain negative behaviours or activities. Due to the potential for misuse of this position, it is vital all staff uphold all safeguarding expectations and act as a positive role model. This helps to safeguard children/young people, and safeguard staff from possible allegations.

Due to the imbalance of power and risks of exploitation, we would regard any person *using their Position of Trust or trusted association to us*, to instigate and/or engage in a sexual relationship and/or conduct with someone under 18 years of age, as a serious breach of this Position of Trust. This is inclusive of and irrelevant to whether the young person is of a legal consent age.

All staff will be issued with either a copy of or access to our Safeguarding Code of Conduct Policy to ensure they have the awareness needed to promote and implement the necessary safe practice

Conduct breaching this Position of Trust may be subject to disciplinary action up to and including dismissal.

Any breaches of the law will be referred to New Zealand Police.

9.2 Safeguarding Code of Conduct

Staff should be familiar with our Safeguarding Code of Conduct Policy and always maintain our conduct requirements and appropriate professional boundaries. It is a requirement for all those employed or engaged by the organisation to operate within our Safeguarding Code of Conduct Policy. Staff will be issued with a copy of or access to our policy to support them in implementing and promoting safe practice.

The below requirements are in place to ensure everyone's safety and well-being, as well as promote conduct that is designed to be in the best interests of all. We take our expected safeguarding conduct expectations and any breaches of these seriously.

Staff are to avoid any engagement and/or behaviour that could be open to misinterpretation and report and record any such incident, should they occur. Similarly, it is important that staff make sure all children and young people are aware of any service/programme ground rules/behavioural expectations, etc. applicable to their conduct as service/programme participants. This helps to support the enjoyment and safety of all children/young people and the safe practice of our staff.

9.2 Safeguarding Code of Conduct Continued.

Our Safeguarding Code of Conduct Policy encompasses requirements on physical and verbal conduct across all environments (including online and via e-technology resources) and provides further guidance on the below:

- Application of our Safeguarding Code of Conduct Policy
- Position of Trust
- Conduct – Physical Contact, Verbal Engagement and Communication and Social Media.

9.3 Complaints

We make every effort to ensure all our members receive a positive and excellent service experience. Should, for any reason, we fail to meet these expectations; members are in the first instance encouraged to share their experience with a staff member. Should the matter remain outstanding, the member is then encouraged to take forward their concern via our Complaints Procedure.

Should a concern relate to any of the points noted in Section 10, these would be considered a safeguarding concern/allegation and *not a complaint*.

10. Recognising Safeguarding and Child Protection Concerns

Sadly we know the prevalence of child abuse in New Zealand is shockingly high. In addition, we know that abuse does not discriminate and can be perpetrated by anyone, to anyone, within any environment. This includes within sport.

Globally and nationally, there have been cases of the sports sector being targeted by unsafe people who have exploited their Position of Trust in order to commit abuse against children and young people.

- Imagery of Children/Young People
- Supervision
- Changing Rooms
- Transport
- Parent/Guardian Late Collections of Children/Young People
- Overnight Stays.

Appendix 3 holds a copy of our Safeguarding Code of Conduct Summary.

Therefore, we recognise that safeguarding and abuse concerns may relate to –

- A child or young person’s well-being; and/or
- An allegation against a staff member.

Section 2, Oranga Tamariki Act 1989 defines child abuse as: “*child abuse* means the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person”.

As with child protection services, we recognise the following as categories of abuse:

Neglect	Emotional Abuse
Physical Abuse	Sexual Abuse

Neglect

Neglect is the persistent failure or deliberate denial of providing a child with the basic necessities of life. Neglect is the failure to provide and/or meet a child's basic physical (sufficient food, clothing, a safe home), medical (including dental), supervisory (leaving a child home alone or in unsafe care), emotional (lack of emotion or attention) and/or educational needs (failure to enrol or chronic non-attendance at school).

Neglect may also occur during pregnancy as a result of maternal substance abuse. Neglect can be a one-off incident but mostly represents a pattern of persistently failing to act or meet a child's needs, all to the extent that the child's health and development is, or is likely to be, significantly harmed.

<i>Physical indicators may include</i>	<i>Behavioural indicators may include</i>
<ul style="list-style-type: none"> ▪ Persistently showing noteworthy levels of being uncared for, extremely dirty, wearing inappropriate clothing, e.g. for weather, activities, etc. ▪ Non-organic failure to thrive, e.g. underweight, small for their age. ▪ Persistent nappy rash or skin disorders. ▪ Non-medical related reasons for indicators such as frequent hunger, malnutrition or obesity. ▪ Having poor hygiene, constantly dirty or smelly and no understanding of basic hygiene. ▪ Unattended health and/or dental problem, including a lack of proper medical or dental attention. ▪ Poor speech or other developmental delays. 	<ul style="list-style-type: none"> ▪ Stealing/hoarding (particularly food or clothing). ▪ Unsupervised for long periods, spending lots of time outside of the home, e.g. streets, neighbours, at school or other activities beyond usual hours. ▪ Experiences of abandonment by parents/guardians. ▪ Falling behind in education work and/or attendance. ▪ A reluctance to attend a particular activity, club, etc. ▪ Indiscriminate attachment to adults, affection seeking, or a severe lack of attachment to the parent(s)/guardian(s). ▪ Tired or falling asleep at inappropriate times. ▪ Abuse of alcohol or drugs. ▪ Aggressive, destructive and/or offending behaviour. ▪ Poor peer relationships, having few friends. ▪ Poor social skills or other developmental delays. ▪ Poor emotional response/lack of expression or enthusiasm, low self-esteem, dull, unsmiling. ▪ Anxiety about being left. ▪ Running away

10.2 Emotional Abuse

Emotional Abuse

Emotional abuse is where behaviour towards a child, has a damaging impact on the child's psychological, physical, social, intellectual and/or emotional functioning or development. Often the result of the child being exposed to persistent negative experiences and treatment that causes a severe and long-lasting impact on their well-being and development.

Emotional abuse includes persistently failing to give a child the love, affection or attention they need for healthy emotional, psychological and social development. Conveying to the child they are worthless, unloved, inadequate, or any other form of degrading, isolating and/or rejecting the child. Overprotection that significantly limits a child's exploration, learning and participation in normal social interaction, is another form of emotional abuse. As is age or developmentally inappropriate expectations being imposed on and/or expected of a child that is beyond their capability. Exposing children to seeing and/or hearing the ill-treatment of another may also constitute emotional harm.

Emotional abuse is associated with all categories of abuse. However, it may also be the only form of abuse suffered by a child.

<i>Physical indicators may include</i>	<i>Behavioural indicators may include</i>
<ul style="list-style-type: none"> ▪ Frequent physical complaints, e.g. real or imagined such as headaches, nausea, vomiting and abdominal pains. ▪ Delays in physical development. ▪ Sleep problems like bedwetting or soiling with no medical cause, nightmares, poor sleeping patterns, being tired, lethargic, falling asleep at inappropriate times. ▪ Talking about hurting themselves or ending their lives (suicide threats, attempts, self-harm). ▪ Eating disorders. ▪ Sudden speech disorders. ▪ Stunted growth, failure to thrive (non-organic). 	<ul style="list-style-type: none"> ▪ Excessive lack of self-esteem or confidence. ▪ Overly compliant and apologetic, including an excessive fear of making mistakes. ▪ Difficulty developing normal relationships, including poor peer relationships. ▪ Lacks trust in other people demonstrating fear, of a parent/guardian or another adult. ▪ Reluctance to attend an activity at a particular club or organisation. ▪ Staying at school or other activities outside hours and not wanting to go home. ▪ Inability to cope with praise, unable to express views when asked, unable to cope in social settings. ▪ Slow development or regression. ▪ Aggressive behaviour (active or passive). ▪ Very 'clingy', possessive, attention-seeking, sometimes obsessive or risk-taking behaviour. ▪ Depression, habitually frightened, anxious and/or nervous. ▪ Habit disorders—hair twisting, sucking, biting, rocking, etc. ▪ Indiscriminate with affection. ▪ Stealing (particularly food) or destroying property. ▪ Abuse of alcohol or drugs.

Physical Abuse

Physical abuse is when a child is injured or has been placed at serious risk of being injured or suffering significant harm as a result of a physically aggressive act(s). Injuries may result from a single incident, or combine with other circumstances and may be deliberately inflicted or the unintentional result of behaviour, e.g. shaking an infant, physical discipline.

Physically abusive behaviour includes (but is not limited to) hitting, punching, shaking, throwing, slapping, shoving, kicking, biting, burning or scalding, drowning and suffocating. Faking or deliberately inducing an illness within a child may also be a form of physical abuse, and this would include giving children harmful substances such as drugs, alcohol or poisons.

Physical indicators may include

- Head injuries.
- Unexplained bruises, welts, scratches, cuts and abrasions (specifically regular, multiple, clustered and/or historic).
- Injuries in areas that are soft tissue, hidden and/or unusual places, e.g. face, back or tummy, buttocks, backs of legs, inner thighs, soles of feet, etc.
- Unexplained fractures, sprains, dislocations and broken bones. Particularly to the head, face, hip or shoulder dislocations. Especially in young babies or immobile children.
- Burn or scald marks (including cigarette burns, stove, iron, rope).
- Injuries with particular patterns, e.g. bite marks, belt mark; fingertip bruising (e.g. being forcefully held).
- Strangulation or suffocation marks.
- Ingestion of alcohol and drugs.
- Poisoning.

Behavioural indicators may include

- Disclosing that physical harm has or may have occurred.
- Unlikely explanations for injuries.
- Explanations not making sense, changing or differing and/or not fitting with presented injuries.
- Refusal to discuss/access medical help and/or delayed access to treatment.
- No explanation, or child, or parent can't recall how the injuries occurred.
- Reluctance to have parent/guardian contacted.
- Mistrust of adults/demonstrating fear of particular adults/caregivers/peers.
- Fear of going home and/or to a particular location, including running away.
- Being bullied and/or bullying others, and/or displaying controlling behaviour towards others.
- Patterns of illness/claims of illness surrounding contact with a particular person.
 - Withdrawn, depression, moods or acting out behaviours.
 - Aggressive behaviour, disruptive nature or severe temper outburst.
 - Anxious, nervous, restlessness, jittery, flinching when approached or touched.
 - Expressing little or no emotion when hurt.
 - Being fearful when other children cry or shout.
 - Being excessively friendly to strangers, relationship difficulties.
 - Being passive and compliant.
- Reluctance to undress and/or inappropriately dressed, e.g. wearing long-sleeved clothes/remaining covered on hot days

It is important to remember we can all hurt ourselves accidentally, and sometimes injuries may match some of the points noted above.

However, what can help to identify non-accidental injuries is often the context surrounding the injury:

- Does the injury fit with the explanation given?
- Is the injury plausible to the child's age and/or developmental level?
- Is there a variance in explanations between those around the child and/or between them and the child?
- Are the injuries in unusual places (e.g. soft tissue areas, hidden areas, on both sides) or do they have any particular patterns?
- Does there appear to be a delay in seeking assistance?
- Are the injuries appearing to be untreated?

Sexual Abuse

Sexual abuse is any action where any person (adult or peer (other children)) uses any perceived or actual power, authority or position they may have over a child for sexual purposes. This includes whether or not the child is aware of what is happening.

Sexual abuse does not always involve physical contact (penetrative or non-penetrative acts), exposure to inappropriate sexual situations or comments can also be forms of sexual abuse, whether touching is involved or not. Engaging children to behave sexually, or participate in and/or look at sexually explicit material, images or activity (including over the internet) is also sexual abuse, as is grooming a child for abuse.

<i>Physical indicators may include</i>	<i>Behavioural indicators may include</i>
<ul style="list-style-type: none"> ▪ Bruising, lacerations, bite marks including injuries to areas such as breasts, buttocks, thighs and genitalia. ▪ Unusual or excessive itching, redness, swelling or bleeding in the genital area. ▪ Frequent complaints of headaches and/or stomach pains. ▪ Discomfort when walking or sitting down. ▪ Signs of being sexually active, STI, pregnancy, stained or bloody underclothing (particularly if under 16 years). ▪ Compulsive eating or dieting. ▪ Nightmares/other sleep problems without explanation. ▪ Chronic urinary tract infections or difficulty/pain when urinating or blood in urine or stools. ▪ Self-injury (cutting, burning). ▪ Suicide attempts. ▪ Depression, anxiety, persistent crying, etc. 	<ul style="list-style-type: none"> ▪ New words for body parts. ▪ Resists removing clothes at appropriate times or wearing inappropriate clothing, e.g. keeping their body covered in hot weather. ▪ Trying to feel clean through obsessive washing. ▪ Sexually explicit or age-inappropriate play, interest, drawings, stories, talking about sex. ▪ Persistent and/or age-inappropriate sexual activity ▪ Asks other children to behave sexually or play sexual games. ▪ Exposure to or involvement in child sexual abuse material (photos/videos, etc.). ▪ Sexual promiscuity or exploitation. ▪ Fear of intimacy or closeness. ▪ Purposefully making themselves unattractive. ▪ Running away from home. ▪ Fear of a particular person, gender, attending a particular activity, club/organisations, place, etc. ▪ Significant difficulty in relating to adults and/or peers. ▪ Significant change in status or quality of relationships with friends and/or parents. ▪ Problems with school-work or unexplained changes in behaviour or school results. ▪ Sudden mood swings: rage, fear, insecurity or withdrawal. ▪ Challenging and aggressive behaviour. ▪ Drug or alcohol abuse. ▪ Risk-taking behaviour, such as starting fires. ▪ Cruelty to animals

11. Responding to Concerns

11.1 Disclosures of Abuse and/or Neglect

A disclosure is when a person talks about something relating to vulnerability, abuse and/or neglect. There are 3 main types of disclosure:

Direct Disclosure:	Indirect Disclosure:	Third-Party Disclosure:
When a person tells you directly, they are being abused or neglected. They might begin with one example and see how you react before sharing their whole story.	This is when a person doesn't tell you directly, but consciously or subconsciously communicates their experience indirectly. For example, via behaviours, emotions, art, writing, appearance, enquiries or discussions, and/or via other possible indicators of abuse and/or neglect.	This is when someone (e.g. parent/guardian, friend, another professional, another parent) shares a concern about another person. Sometimes (more commonly when coming from a child) disclosures can be initially portrayed as a third party, although later transpire to be an <i>indirect disclosure</i> , e.g. "my friend's parent is hurting them" when it is actually them/their situation.

11.2 Handling A Disclosure

The moment information is shared that indicates a safeguarding concern or possible abuse and/or neglect; this becomes a disclosure. Upon receiving/identifying a disclosure, staff's primary role is to **LISTEN** and allow the disclosure to continue for as long as the person disclosing feels comfortable.

All 'normal' conversation methods such as asking questions, interrupting, offering an opinion/solution, etc. are to be avoided. Whilst unintended, using these practices could result in increasing the risk of harm to the person disclosing and/or jeopardise any possible criminal investigations (if applicable).

Staff are not to investigate or inappropriately question a person making a disclosure.

The below guidance adopts best practice and should support staff in responding to any disclosures.

DO	DON'T
<ul style="list-style-type: none"> ✓ Believe the person and take what they say seriously. ✓ Be accessible. ✓ Listen carefully. ✓ Reassure the person, e.g. <i>they are right to tell someone; it's not their fault.</i> ✓ Thank them for telling you. ✓ Tell them you will try to get help. If necessary, explain this may involve telling another staff member. ✓ Consult immediately with your Manager. ✓ Make a careful record as soon as possible, of what was said in a Safeguarding Incident Form. 	<ul style="list-style-type: none"> ✗ Do not say anything critical, e.g. 'why didn't you tell me sooner.' ✗ Do not jump to conclusions, especially about the abuser. It may be someone still trusted, liked and/or loved by the person. ✗ Do not investigate any concerns suspected or raised, or ask leading questions, e.g. <i>did this happen at home?</i> ✗ Do not make promises or tell them you will keep anything a secret. ✗ Do not stop them when they are speaking freely (just listen) and do not feel the need to fill any silences. ✗ Do not let anyone who may be involved in the abuse know the child/person has said anything to you. If the abuser is unknown, we are to assume this may involve the child's parents or guardians.

T.E.D – Tell, Explain, Describe

TED is a helpful structure to remember when trying to gather more information without risking asking leading questions.



TELL –
Tell me what happened?



EXPLAIN –
Can you explain where this happens?



DESCRIBE –
Can you describe how you felt about that?

Helpful Responses

“I’m glad you were able to tell me/someone”.

“I will help you as best as I can”.

“This is so important; I need to speak to someone to get advice on how we can help you”.

12.Reporting Concerns

In creating a safeguarding culture, we seek to reflect as much as possible the prevention of concerns from arising. The goal of prevention is not only to prevent risks and/or unsafe practice from occurring but to also prevent any concerns that have arisen from continuing and/or escalating.

Safeguarding as a shared responsibility and we hold a responsibility to help support children/young people, their families and/or any of our workforce who may be experiencing vulnerability, as well as help to protect any person who may be suffering from and/or at risk of suffering from adversity and/or abuse.

12.1 Emergency/Immediate Concerns	12.2 Non-emergency child welfare concerns
<ul style="list-style-type: none"> ▪ In an emergency or if immediate assistance is required, action should be taken and not delayed for reporting purposes. ▪ Reporting processes become applicable as soon as possible during or after the immediate assistance needed has been provided. ▪ Emergency assistance should be sought from emergency services (e.g. Police, Ambulance, Fire) via dialling 111. ▪ Police would be the key agency if there is immediate danger and/or an immediate response is required, including for child welfare concerns. 	<p>For all concerns relating to child welfare, particularly those when abuse and/or neglect is known or suspected should be reported in accordance with the following flow chart.</p>

12.3 Right to Refer Directly to Oranga Tamariki or the Police

We would encourage the sharing of any safeguarding concerns with us in the first instance. However, all persons, have the right to report any child abuse/neglect concerns directly to Oranga Tamariki and/or the Police.

Should any person decide to refer their concerns directly, we would welcome being notified of all reports made to external services relating to a child/children in our care and/or our staff.

Worried About a Child/Young Person?

- Stay Calm.
- Ensure the child's or any other person's immediate safety.
- Listen to, believe and reassure the person they did the right thing in telling someone.
- If appropriate, use open ended prompts (Tell/Explain/Describe) to help gain more information.
- Explain to the person reporting that you are going to try and help and will need to tell a colleague, so together you can make sure the right processes are followed and if needed help can be identified.

Person Reporting

NO IMMEDIATE RISK:

- Inform your Manager or Safeguarding Staff.
- If the concern relates to them or they are unavailable, inform the next most senior person.
- Confidentiality – only share the information with the person to whom you are reporting.

SAFEGUARDING INCIDENT FORM

- ASAP Record concerns and actions on a Safeguarding Incident Form.

IMMEDIATE DANGER:

- Contact Police immediately on **111**
- Follow police advice.
- Inform your Manager or Safeguarding Staff ASAP.
- If the concern relates to them or they are unavailable, inform the next most senior person.
- Confidentiality – only share the information with the person to whom you are reporting.

SAFEGUARDING INCIDENT FORM

- ASAP Record concerns and actions on a Safeguarding Incident Form.

Person Responding

Manager/Safeguarding Staff

The person responding to the concern will work together with staff to follow procedures, including:

- Identifying if concerns meet child protection needs.
- If so, contact Oranga Tamariki on 0508 326 459 to either seek advice and guidance or refer the concern.
- If outstanding, seek clarity from Oranga Tamariki (or Police) on when and who will inform the child's parent(s)
- Inform NZG Regional Support Manager of any significant concerns referred to the Police and/or Oranga Tamariki.
- If not child protection, these staff will determine if concerns can be supported internally or with community support.
- Retain notes on actions taken within the Safeguarding Incident Form and secure this data in a confidential location.
- Monitor and review the case.

If shared with Oranga Tamariki follow up:

- If no response has been received within advised timescales; and/or
- If concerns remain, or additional concerns present

Whilst we advocate being informed of any concerns relating to children in our care or our staff, any person believing a child to be at risk of abuse and/or neglect has the right to make a referral directly to Oranga Tamariki (0508 326 459) or the Police (111).
Should this action be taken, we do politely request we are informed as soon as possible.

Worried About a Staff Member?

- Stay Calm.
- If applicable, ensure the child’s and/or any other person’s immediate safety.
- Listen to and take the concern/allegations seriously.
- If appropriate, use open ended prompts (Tell/Explain/Describe) to help gain more information.
- Explain to the person reporting that you are going to try and help and will need to tell a colleague, so together you can make sure the right processes are followed and if needed help can be identified.



Person Reporting



NO IMMEDIATE RISK:

- Inform your Manager or Safeguarding Staff.
- If the concern relates to them or they are unavailable, inform the next most senior person.
- Confidentiality – only share the information with the person to whom you are reporting.

SAFEGUARDING INCIDENT FORM

- ASAP Record concerns and actions on a Safeguarding Incident Form.

IMMEDIATE DANGER:

- Contact Police immediately on **111**
- Follow police advice.
- Inform your Manager or Safeguarding Staff ASAP.
- If the concern relates to them or they are unavailable, inform the next most senior person.
- Confidentiality – only share the information with the person to whom you are reporting.

SAFEGUARDING INCIDENT FORM

- ASAP Record concerns and actions on a Safeguarding Incident Form.



Person Responding



Manager/Safeguarding Staff

The person responding to the concern will work together with staff to follow procedures, including:

- Identifying if concerns meet child protection needs.
- If so, contact Oranga Tamariki on 0508 326 459 to either seek advice and guidance or refer the concern.
- If required, seek clarity from Oranga Tamariki (or Police) on when and who will inform the child’s parent(s).
- Inform GNZ Regional Support Manager of any concerns/allegations referred to the Police and/or Oranga Tamariki.
- If not child protection, take forward internal processes, putting in place any interim safeguards if required.
- Retain notes on any actions taken within the Safeguarding Incident Form and secure this data in a confidential location.
- Monitor and review the case.

Whilst we advocate being informed of any concerns relating to children in our care or our staff, any person believing a child to be at risk of abuse and/or neglect has the right to make a referral directly to Oranga Tamariki (0508 326 459) or the Police (111).
Should this action be taken, we do politely request we are informed as soon as possible.

12.6 Responding to Staff Concerns and/or Allegations

Any information questioning the suitability of our staff or their ability to work safely with children and young people is taken seriously. Any information of this nature will be investigated, no matter if the concern is current, historic, known or suspected, direct or via a third party.

12.7 Staff Reporting Concerns and/or Allegations Against Staff

Our Safeguarding Policies, Procedures and Code of Conduct are designed to support best practice and reflect the expected engagement and behaviours required of staff.

Should an allegation arise, they generally relate to 3 key areas:

- Staff have behaved in a way that has harmed or may have harmed a child/young person.

This may also include us working together with child protection services (Oranga Tamariki, Police) and/or New Zealand Golf for support and/or case management.

- Staff have possibly committed a criminal offence in relation to a child/young person.
- Staff have behaved towards a child/young person in a manner that indicates they are unsuitable to work with children.

12.8 Managing Concerns and/or Allegations Against A Staff Member

- Any concerns/allegations that breach New Zealand laws and/or that require specialist support and investigation will be referred directly to the Police and/or Oranga Tamariki. In these circumstances, if we are aware of the staff member also serves another child facing organisation/service; this information will also be then shared with Child Protection Services. These specialist services can then determine if and how any information is taken forward and/or conveyed to that/those organisation(s) if applicable.
- We also make our NZG Regional Support Manager aware of any referrals relating to staff that are made to the Police and/or Oranga Tamariki.
- Concerns not meeting child protection service thresholds will be investigated via our internal processes. This would relate to all concerns that reflect a worry but do not necessarily indicate risks of known or suspected abuse or neglect. However, should any indicators of known or suspected abuse or neglect subsequently present, then we will escalate these concerns to child protection services and NZG for their support, advice and guidance.
- We will use our best endeavours to ensure our initial response to all concerns/allegations against staff occurs preferably within 24hrs but no greater than 2 working days from the concern/allegation being received.
- In the interests of safeguarding all those involved, it can be common practice when responding to safeguarding concerns/allegations, for the initial meeting with the staff member(s) concerned to be held without the staff member receiving advanced notice.
 - Advance notice of the initial meeting with the staff member concerned will only occur when we are confident that doing so poses no risk to any involved persons and/or the investigation.
 - Advanced notice will not be provided, when it is unclear whether, or it is known that, providing advanced notice, becomes a potential or apparent risk, or increases any risks, to those involved and/or the investigation (e.g. allows an opportunity for those involved to be contacted (e.g. the child, etc.), influenced and/or possible evidence removed).
 - We will use our best endeavours to ensure this initial meeting is held, preferably within 3 working days but no greater than 5 working days, from the concern/allegation being received.
- Upon being informed of the concern and/or allegation, the staff member concerned will be:
 - Informed of their right to have legal or other representation throughout the process;
 - Their right to reschedule the meeting for any additional representation to be sourced and be present;
 - Advised of any immediate safeguards being implemented and/or requested (if applicable);
 - Where appropriate, requested to return any organisational resources, e.g. laptops, mobile phones, etc. until the matter is resolved.
- To safeguard the child/young person, or other children/young people **and** the staff member concerned from any possible further vulnerability, we may adopt any of the following immediate safeguards for an identified timeframe or until the matter is resolved:
 - Additional supervision of the staff member concerned.
 - Suspension of the staff member concerned from duty.
 - Redeploying the staff member concerned to alternative non-child/family facing duties.
- All safeguarding actions taken are done so in the interests of protecting **all** of those involved and in the interests of maintaining a fair investigation. No action should be interpreted as anything other than a precautionary safeguarding measure while the matter is under investigation.
- As much as possible we will assist in addressing support needs for any person(s) impacted by the concerns and/or allegation, e.g. the child and/or their family, the staff member concerned and/or others impacted by the allegations.
- All meetings will be minuted, and where applicable, these may be shared with meeting representatives and other investigation parties.
- Upon completion of the investigation, the staff member will receive written confirmation of the investigation outcome.

12.9 Deliberately False Allegations Against a Staff Member(s)

In the event a safeguarding concern(s) and/or allegation(s) is shown to have been deliberately false, we would view this as a serious matter that may result in:

- Disciplinary action up to and including dismissal; and/or

- Us engaging the Police to identify appropriate action against the person responsible.

12.9 New Zealand Sport and Recreation Complaints and Mediation Service

We strongly encourage all those with a safeguarding concern relating to New Zealand Golf and/or golf to contact us for support in the first instance. We take these concerns seriously, and we have processes in place, including designated safeguarding staff, to help ensure all processes remain fair and follow best practice.

However, should someone be dissatisfied with our response to a concern or for any reason see our advocated reporting processes as a block to sharing their concern, we would support contacting [New Zealand's Sport and Recreation Complaints and Mediation Service](#).

The service is contracted by [Sport NZ](#) but is independent of any sporting bodies, clubs and organisations and can assist individuals with a complaint or dispute in connection with sport or recreation in New Zealand. The service is free and confidential. To enquire about a complaint or dispute, please call 0800 493 612. There is no obligation to proceed, and calls are not recorded.

13. Referring Safeguarding Concerns

We advocate safeguarding as a shared responsibility and appreciate we hold a responsibility to support children/young people, their families and/or any of our workforce experiencing vulnerability. Any welfare concerns identified and/or presented will be explored against their own individual merit, and our responses will be in accordance with any consent, information sharing and/or referral needs that are applicable.

Depending on the significance of the concerns, we may undertake responses aligned to any of the following intervention levels:

Early Help: The goal of early help is to help reduce the prevalence and severity of vulnerabilities that have already presented. It is basically aiming to prevent any vulnerabilities taking hold and/or becoming ingrained, escalating and/or from being repeated. With consent from the family, we can explore support options as:

- Tailoring and being flexible with our service as much as possible.
- Working together with families to help access the support they may need (e.g. signposting to and/or supporting families with referrals to specific community services).

Community Support: Sometimes support from more than one service may be needed; in these circumstances with consent from the family, we can seek to help the family access the community multi-agency support needed. Multi-agency community-led support does vary between locations and would be dependent on what is available within our community.

Child Protection Services:

Any concern that indicates known or suspected abuse or neglect will be referred to our child protection services (e.g. Oranga Tamariki or the Police).

We may escalate lower level (e.g. early help/community support) concerns to child protection services when:

- The Parent/Guardian is failing to acknowledge and/or engage around the identified concerns, particularly when external service support needs have been identified and concerns for the child/young person remain.

- Current support measures are failing to address the concerns and concerns are continuing to impact on the child, other children or are escalating.
- The necessary support and/or multi-agency community structures is not available.

Oranga Tamariki	Police
<p>Oranga Tamariki is New Zealand’s child protection service, who are responsible for investigating and managing concerns relating to suspected or known child/young person abuse or neglect.</p> <p>Referrals are made via the Contact Centre (0508 326 459) or email at contact@mvcot.govt.nz Lines are open 24/7. After 5pm and on weekends, social workers are only available for emergency situations. However, calls are encouraged as all case needs will be assessed.</p> <p>When seeking advice and guidance from Oranga Tamariki, we may do this by sharing our concerns but with-holding any identifying information. However, if upon hearing our concerns, Oranga Tamariki advises that concerns need to be referred, we are then required to share the applicable identifying information.</p>	<p>Police are the other child protection service. They have Child Protection Units, a division specifically designated to investigate child abuse/neglect cases.</p> <p>They work closely with Oranga Tamariki to support the child’s welfare, although their specific responsibilities relate to those cases where criminal charges and/or prosecutions may be applicable.</p> <ul style="list-style-type: none"> ▪ 111 for emergencies ▪ 105 for non-emergencies – ask for the child protection unit.
<p>Online Safeguarding Concerns - For online concerns, Netsafe can also offer support services. Netsafe is an independent, non-profit organisation focused on online safety. They provide online safety education, advice and support. Netsafe’s free and confidential helpline is set up to help with online bullying, abuse and harassment. Open from 8am-8pm Monday to Friday and 9am-5pm on weekends and public holidays. Netsafe – 0508 NETSAFE (0508 638 723) or email queries@netsafe.org.nz</p>	

Sector Support – New Zealand Golf

We are also able to seek support, advice and guidance from our NZG Regional Support Manager. We are to make our NZG Regional Support Manager aware of any concern and/or allegation that relating to a staff member that has required a referral to Police and/or Oranga Tamariki.

14. Recording Concerns

All concerns are to be recorded on a Safeguarding Incident Form.

Records should:

- **Be specific** – what is the exact nature of the concern, which category of abuse does it suggest?
- **Reflect the evidence** – what was seen, heard, who said what, when, how?

- **Be precise** – with responses displayed, actions taken, by who, when.
- **Be factual** – records should be factual to what has happened, been said or is supported by evidence, they should avoid containing any opinions. If included, records should clearly reflect these points as an opinion.

15. Sharing Information

All non-child abuse concerns will require parental consent for the sharing of information.

Even when relating to abuse concerns, we will still aim to seek parental consent to share information, **unless it is unsafe or inappropriate to do so**. We are required to share any relevant child abuse concerns with appropriate services with or without parental consent.

Unless it is unsafe or inappropriate to do so, we will aim to be open and honest with young people (when age/developmental level

appropriate) and parents/guardians about any concerns we may have or have become aware of. This could be purely sharing that we are concerned and under our safeguarding and child protection policies and procedures, we are required to share these concerns internally and/or externally.

If consent is refused, in some cases, this in itself may escalate the level of concern. In these circumstances, we would have to inform parents/guardians that due to concerns being welfare related, staff are still required to refer their concerns and, where possible, we will keep them informed throughout the process.

When it is appropriate to share information with parents/guardians, we will seek to:	It would be unsafe or inappropriate to share concerns with parents/guardians or the young person directly:
<ul style="list-style-type: none"> ▪ Do so as soon as possible. ▪ Be open and honest about why and what we are concerned about. ▪ Explain whether the concerns hold: <ul style="list-style-type: none"> ○ A level of only requiring our support. ○ A potential for information needing to be shared with others. If so, who, what information may be shared and how. ○ Explaining and reassuring, this process is about seeking support for the child/family and we will support them through the process. ○ Seek their consent/agreement to information being shared. 	<ul style="list-style-type: none"> ▪ When doing so may increase the risk of harm to the person concerned, staff or others. ▪ When it is unclear who is/has caused any suspected abuse. ▪ When doing so may impact on any possible child protection investigation. ▪ When specialist child protection services have advised us not to share concerns at that stage.

16. Policy Monitoring and Review

- We aim for this policy to be reviewed annually. However, at no stage will a review period exceed 3 years from its last review.
- Circumstances that may trigger an early review include but are not limited to - legislative changes, organisational changes, case

learnings, etc.

- We will also utilise any applicable workforce and customer communication, along with any case learnings to inform our safeguarding policy and procedural reviews.

Appendix 1 – Legislation Guidance

[Te Tiriti o Waitangi/the Treaty of Waitangi](#)

Te Tiriti/the Treaty is New Zealand's founding document. Signed in 1840, it is an enduring, living document, its principles recognised in legislation and interpreted by the courts. It is part of the fabric of New Zealand society. It is the foundation of a bicultural partnership between Māori and Tauīwi (non-Māori New Zealanders) in Aotearoa. The Treaty is articulated in law through an evolving set of principles.

[Children Act 2014](#)

In accordance with the Children Act 2014:

- Our Safeguarding and Child Protection Policy is as a minimum available on our intranet.
- We operate to required workforce safety checks and where possible implement best practice. These checks include risk assessment and police screening (initial and refresher checks) elements.
- This policy and all police checks are revised within a maximum every 3 years.
- Staff are supported in expectations to recognise and respond to abuse concerns.

In accordance with the Children Act 2014, we also note 'contact' as encompassing:

- Physical contact;
- Oral communication (in person or by phone);
- Communication through any electronic medium, including by way of writing or visual images.

[Crimes Amendment Act 2011](#)

Section 195 and 195A – Failure to protect a child or vulnerable adult - Under section 195 and 195A of this Act, a child is defined as a person under the age of 18 years. Everyone is liable to imprisonment for a term not exceeding 10 years who, being a person described in subsection (2), has frequent contact with a child or vulnerable adult (the **victim**) and "*knows that the victim is at risk of death, grievous bodily harm, or sexual assaultfails to take reasonable steps to protect the victim*".

2)The persons are—

“(a)a member of the same household as the victim; or

“(b)a person who is a staff member of any hospital, institution, or residence where the victim resides.”

[Family Violence Act 2018](#)

The Family Violence Act 2018 repeals and replaces the Domestic Violence Act 1995 and the Family Violence (Amendments) Act 2018 which amends the Bail Act 2000, Crimes Act 1961, Sentencing Act 2002, Evidence Act 2006, Criminal Procedure Act 2011 and Care of Children Act 2004.

- Updates the definition of family violence to better reflect controlling behaviour.
- It enables the family violence sector to have a more consistent response to victims and those who inflict family violence.
- Provides a set of principles to guide decision making and support a consistent, appropriate and timely response for all.
- Names 10 government agencies and a range of social service practitioners as Family Violence Agencies.
- Clarifies that a carer can also be in a close personal relationship with the person they care for.
- Increases the maximum duration of Police Safety Orders and increases support for bound people.
- Removes legal barriers to information sharing between agencies to increase victims' safety.

[The Family Violence \(Amendments\) Act 2018](#)

The Family Violence (Amendments) Act 2018 makes changes to a number of Acts to improve responses to family violence in both the criminal and civil law. The Act:

- Ensures that the safety of victims, including children, is the priority when courts make decisions on bail.
- Amends the Care of Children Act to better protect children and victims in parenting arrangements.
- Creates the new family violence offence of strangulation or suffocation.
- Makes it an offence to force someone into marriage or a civil union in New Zealand or overseas.
- Makes it a specific offence to assault a family member.

Source: <https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/>

[Harmful Digital Communication Act 2015](#)

The Harmful Digital Communications Act (HDCA) has 10 communication principles, which say digital communication should not:

1. Disclose sensitive personal facts about a person
2. Be threatening, intimidating or menacing
3. Be grossly offensive
4. Be obscene or indecent
5. Be used to harass a person
6. Make a false allegation
7. Break confidences
8. Incite or encourage anyone to send a deliberately harmful message
9. Incite or encourage a person to harm themselves or commit suicide
10. Denigrate a person's colour, race, ethnic or national origins, religion, gender, sexual orientation or disability.

Digital communications are any form of electronic message, including texts, emails, photos and recordings

[Health and Disability Commissioner Act 1994](#)

The purpose of this Act is to protect the rights of health and disability customers and provide them with fair and efficient complaint resolution when those rights have been breached. The Code of Rights gives 10 rights...

1. To be treated with respect.
2. To be treated fairly without pressure or discrimination.
3. The right to dignity and independence.
4. To receive a quality service and to be treated with care and skill.
5. To be given information that can be understood in a way that helps them communicate with the person providing the service.
6. To be given the information needed to know about their health or disability; the service being provided and the names and roles of the workers; as well as information about any tests and procedures they need and any test results. In New Zealand, people are encouraged to ask questions and to ask for more information to help them understand what is going on.
7. To make their own decision about their care, and to change their mind.
8. To have a support person with them.
9. To have all these rights apply if they are asked to take part in a research study or teaching session for training workers.
10. To have the right to complain and have their complaint taken seriously.

[Health and Safety at Work Act 2015](#)

Our duty of care means we have the primary responsibility for the health and safety of our staff and any others who may be influenced by our work. Our duty of care includes protecting any person from any unnecessary risks of harm. All possible care must be taken to ensure everybody's well-being and safety is met, ensuring we act without negligence.

[Human Rights Act 1993](#)

The Human Rights Act governs the work of the New Zealand Human Rights Commission. The Human Rights Act outlaws discrimination on the basis of:

- Sex (including pregnancy and childbirth)
- Marital status
- Religious belief
- Ethical belief
- Colour
- Race
- Ethnic or national origins
- Disability
- Age
- Political opinion
- Employment Status
- Family Status
- Sexual orientation

[Oranga Tamariki Act 1989](#)

[Section 2, Oranga Tamariki Act 1989](#) defines child abuse as:

“...the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect or deprivation of any child or young person”.

[Privacy Act 2020](#)

[Information Privacy Principle 11](#) - Limits on disclosure of personal information:

An agency that holds personal information shall not disclose the information to a person or body or agency unless the agency believes, on reasonable grounds...,

- (f) that the disclosure of the information is necessary to prevent or lessen a serious threat to –
 - (i) Public health or public safety; or
 - (ii) The life or health of the individual concerned or another individual.

[Summary Offences Act 1981](#)

[Section 10B – Leaving a child without reasonable supervision and care](#)

We recognise our legal supervision requirements when holding parental duty of care for a child under the age of 14 years include ensuring that child is supervised and supervision is reasonable in regard to capabilities, time and circumstances.

[United Nations Convention on the Rights of the Child 1989 \(UNCRC\)](#)

The UNCRC is a human rights treaty that is a legally-binding international agreement setting out the rights of every child. Ratified in New Zealand on 6 April 1993, NZ Government agreed that the best interests of the child must come first where decisions, laws or services involve children. Every child has basic fundamental rights which include the right to:

- Life, survival and development.
- Protection from violence, abuse or neglect.
- An education that enables children to fulfil their potential.
- Express their opinions and be listened to.

Appendix 3

Appendix 3 – Safeguarding Code of Conduct Summary

Our Staff DO	Our Staff DO NOT
<ul style="list-style-type: none"> ✓ Only commence active duties once all elements of safer recruitment are complete and deemed satisfactory. ✓ Complete all required safeguarding induction and training. ✓ Abide by all safeguarding expectations and demonstrate safeguarding as a shared responsibility. ✓ Uphold their Position of Trust by being a positive role model and maintaining professional boundaries. ✓ Only undertake physical contact with a child/young person when needed to support the child and/or the sport, and will do so in accordance with our advocated safeguards. ✓ Only use positive, encouraging and age-appropriate language when engaging with or in the vicinity of children and young people. ✓ Work within all expected supervision ratios and aim to be in the line of sight and sound of others. ✓ Maintain a duty of care for all, including completing all applicable safeguarding risk assessments. ✓ Take the rights of the child seriously and demonstrate child-centred practice. ✓ Support the empowerment of children and young people. ✓ Act on any safeguarding concerns, reporting any worries relating to a child’s well-being and/or staff conduct to their Manager or Safeguarding Staff. ✓ Promote inclusivity across diversity, ensuring everyone can participate, belong and is treated with respect. 	<ul style="list-style-type: none"> ✗ Use any form of physical discipline or communication that ignores, permits or enables physical abuse. Including expecting a child/young person to continue when there has been a clear disclosure and/or indicator of physical pain and/or injury. ✗ Initiate or perform any unnecessary physical contact with a child/young person or do things for a child that the child can do for themselves. ✗ Initiate or engage in any discussions or behaviours in the presence of, or with a child/young person, that has a sexual association or is any form open to perceptions of grooming. ✗ Use any form of conduct that may be deemed as shameful, derogatory, oppressive, humiliating, belittling or degrading. ✗ Avoid lone working (unless permitted as part of an authorised programme that reflects strict safeguards). ✗ Avoid any direct digital or social media correspondence with children/young people when doing so: <ul style="list-style-type: none"> ○ Is outside of organisational authorisation; ○ Is without written parental/ guardian consent; or ○ Does not relate to golf matters. ✗ Show any form of preference or bias towards a child(ren) or young person(s). ✗ Do any of the following without organisational and parental consent – <ul style="list-style-type: none"> ○ Take any imagery of a child/young person. ○ Transport a child/young person. ○ Take a child/young person outside of the service location, e.g. to an event, on an excursion, etc. ✗ Operate under the influence of or in possession of drugs or alcohol.

Any breach of our Safeguarding Code of Conduct is taken seriously and may be subject to disciplinary action, up to and including dismissal.