

Child Protection Policy and Procedures



Licensing Criteria: Health and Safety HS 31 -34

Our Child Protection Policy and Procedures is the most significant policy we have here at kindergarten and the safety and wellbeing of our tamariki is paramount. This policy contains information and procedures for identifying and reporting child abuse and neglect and explains how we, as a kindergarten, will create a culture of child protection. This policy is highlighted to whānau during the induction process and they are invited to be part of the review of this policy. It applies to all employees, volunteers, contractors, parents and whānau, management and governance.

Designated Person for Child Protection:

The Human Resource Manager is the designated person for child protection, and they will be responsible for ensuring this policy is reviewed annually in addition to carrying out the responsibilities outlined. Kaiako will not assume responsibility beyond the level of their experience and training. The Redwoods Country Kindergarten is committed to ensuring all Kaiako have access to the training they need to feel capable and competent in the area of child protection.

This policy is consistent with the Oranga Tamariki Act 1989/Children's and Young People's Well-being Act 1989 (version as at 1st May 2023) and Police guidelines and future revisions will be checked for consistency with these organisations. This policy will be reviewed annually to ensure the policy is current and all kaiako are familiar with its contents and can follow the procedures with confidence.

<https://www.legislation.govt.nz/act/public/1989/0024/latest/whole.html>

<https://www.police.govt.nz/advice-services/personal-community-safety/school-portal/information-and-guidelines/child-protection>

Important Phone Numbers to contact Statutory Organisations:

- **NZ Police- 111**
- **NZ Police local office (Westown)- 06 753 3476**
- **MOE National Office- +64 4 463 8000**
- **MOE Local Office (New Plymouth)- +64 6 757 6400**
- **MOE Traumatic Incident Team- 0800 848 326**

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- **Oranga Tamariki- 0508 326 459**

Definitions

- **Abuse** - Child Abuse is defined in the Oranga Tamariki Act 1989 as the harming (whether physically, emotionally or sexually), ill treatment, neglect or deprivation of any young child or young person.
- **Neglect** - the persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development.
- **Child** - any child or young person aged under 17 years, and who is not married or in a civil union.
- **Child protection** - activities carried out to ensure that children are safe in cases where there is suspected abuse or neglect or the risk of abuse or neglect.
- **Designated person for child protection** - the manager/supervisor or designated person responsible for providing advice and support to staff where they have a concern about an individual child or who want advice about the child protection policy.
- **Disclosure** - information given to a staff member by the child, parent or caregiver or third party in relation to abuse or neglect.
- **Oranga Tamariki**- the agency responsible for investigating and responding to suspected abuse and neglect and for providing a statutory response to children found to be in need of care and protection.
- **New Zealand Police** - the agency responsible for responding to situations where a child is in immediate danger and for working with Child, Youth and Family in child protection work, including investigating cases of abuse or neglect where an offense may have occurred.
- **Children's services** - any organisation that provides services to children or to adults where contact with children may be part of the service. These organisations should have child protection policies. Organisations that provide services to adults who may be caring for or parenting children should also consider developing a policy, e.g., adult mental health and addiction services.
- **Safer recruitment** - following good practice processes for pre-employment checking which help manage the risk of unsuitable persons entering the children's workforce.

- **Standard safety checking** - the process of safer recruitment that will be mandatory for organisations covered by the Children Act 2014.
- **Workforce restriction** - a restriction on the employment or engagement of people with certain specified convictions under the Children Act 2014.
- **Children's workforce/children's workers**-people who work with children, or who have regular contact with children, as part of their roles.

Below is a summary of what constitutes abuse and neglect.

1. **Physical abuse** - any acts that may result in the physical harm of a child or young person. It can be, but is not limited to: bruising, cutting, hitting, beating, biting, burning, causing abrasions, strangulation, suffocation, drowning, poisoning and fabricated or induced illness.
2. **Sexual abuse** - any acts that involve forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening. Sexual abuse can be, but is not limited to:
 - Contact abuse: touching breasts, genital/anal fondling, masturbation, oral sex, penetrative or non-penetrative contact with the anus or genitals, encouraging the child to perform such acts on the perpetrator or another, involvement of the child in activities for the purposes of pornography or prostitution.
 - Non-contact abuse: exhibitionism, voyeurism, exposure to pornographic or sexual imagery, inappropriate photography or depictions of sexual or suggestive behaviours or comments.
3. **Emotional abuse** - any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development. This can include:
 - Patterns of isolation, degradation, constant criticism or negative comparison to others. Isolating, corrupting, exploiting or terrorising a child can also be emotional abuse.
 - Exposure to family/whānau or intimate partner violence.
4. **Neglect** - neglect is the most common form of abuse, and although the effects may not be as obvious as physical abuse, it is just as serious. Neglect can be:
 - Physical (not providing the necessities of life, like a warm place, food and clothing).

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- Emotional (not providing comfort, attention and love).
- Neglectful supervision (leaving children without someone safe looking after them).
- Medical neglect (not taking care of health needs).
- Educational neglect (allowing chronic truancy, failure to enrol in education or inattention to education needs).

There is a clear connection between family violence, intimate partner violence and child abuse and as a result it is important to understand these terms:

- **Family violence** has been defined by the NZ Family Violence Clearinghouse as violence and abuse against any person whom that person is, or has been, in a domestic relationship with. This can include sibling against sibling, child against adult, adult against child and violence by an intimate partner against the other partner (NZ Family Violence Clearinghouse; Issues Papers 3 & 4 April 2013). Family violence is also defined in Te Rito, the NZ Family Violence Prevention Strategy, as covering a broad range of controlling behaviours, commonly of a physical, sexual and/or psychological nature that typically involve fear, intimidation or emotional deprivation. It occurs within a variety of close interpersonal relationships, such as between partners, parents and children, siblings, and in other relationships where significant others are not part of the physical household but are part of the family and/or are fulfilling the function of family. Common forms of violence in families/whānau include:
 - Spouse/partner abuse (violence among adult partners).
 - Child abuse/neglect (abuse/neglect of children by an adult).
 - Elder abuse/neglect (abuse/neglect of older people aged approximately 65 years and over, by a person with whom they have a relationship of trust).
 - Parental abuse (violence perpetrated by a child against their parent); sibling abuse (violence among siblings), (Te Rito - NZ Family Violence Prevention Strategy, Ministry of Social Development, 2002).
- 1. Intimate partner violence** is a subset of family violence. The NZ Family Violence Clearinghouse states that intimate partner violence includes physical violence, sexual violence, psychological/emotional abuse, economic abuse, intimidation, harassment, damage to property and threats of physical

or sexual abuse towards an intimate partner (NZ Family Violence Clearinghouse; Issues Papers 3 & 4 April 2013).

- For the purpose of this policy, abuse is used in the context of adult to child. This could be kaiako to a child or an adult (outside the kindergarten) to the child.
- Abuse relating to child to child or child to adult is not within the scope of this policy but is covered within our positive guidance policy and procedures.

Rationale

- The Redwoods Country Kindergarten is committed to protecting tamariki from abuse and neglect. This policy ensures we identify and respond to child abuse and neglect of children in a timely and appropriate way.
- Our policy recognises the vital role and responsibility all Kaiako have in ensuring tamariki are protected and kept safe from harm. This includes ALL children our team may encounter; including enrolled children, siblings, visiting tamariki and any other children encountered by kaiako.
- This policy provides guidance to all employees, volunteers, contractors, parents and whānau, management and governance on how to identify and respond to concerns about the wellbeing of a child, including possible abuse or neglect. Our kindergarten is committed to working with the statutory agencies the New Zealand Police, Oranga Tamariki and the Ministry of Education in the investigation of suspected abuse and we will report suspected/alleged abuse to these agencies as per the processes outlined in this policy.
- This policy ensures the interests of the child will be our priority when any action is taken in response to suspected abuse or neglect.
- The Redwoods Country Kindergarten Kaiako operate under the Teaching Council Code of Professional Responsibility which sets a high standard for professionals, and we are committed to meeting the requirements of The Children's Act 2014.

Scope

- It is the responsibility of All staff (including contractors and volunteers) to discuss any child protection concerns including suspected abuse or neglect with a manager or the designated person for child protection.
- It is the responsibility of the managers or the designated person for child protection to ensure that the appropriate agency is notified when a staff member has a belief that a child has been or likely to be abused or neglected. This includes

ensuring that all known information about the child and their whānau is shared in full with the appropriate agencies to determine the most appropriate response.

Values

The below values inform our decision-making and support our culture of child protection here at The Redwoods Country Kindergarten.

- We are committed to working collaboratively to produce the best possible outcomes for the child.
- We are committed to working towards continuous improvement in child protection practices through ensuring we regularly attend professional development opportunities in this area.
- A commitment to ensure all staff are able to identify the signs and symptoms of potential abuse and will take the appropriate action by following the kindergarten's policy and procedures.
- The child will be kept at the centre of all decision making and their safety and wellbeing will always be our primary concern.
- We value the relationships we have with our whānau and will strive to be open and transparent with them around any child safety issues we have unless this would increase the risk to the child or Kaiako.
- We will recognise the culture of each family and consider how this is being valued and integrated throughout our interactions with whānau.
- We acknowledge the rights whānau have to participate in decision-making about their child and the rights of the child to have a voice and participate in age-appropriate ways in decision making that affects them.
- A commitment to adhere to all existing statutory and contractual obligations to support a strong culture of child protection here at kindergarten.

Objectives

- All tamariki will be kept safe and protected from abuse and neglect with the child at the centre of all decision making.
- All those who work in our kindergarten will feel confident and competent in the area of child protection and work towards continuous improvement in child protection practices.
- All those who work in kindergarten are aware of how they can and should identify and report suspected abuse and neglect promptly and appropriately.

- The Kindergarten procedures will protect staff and management from unjustified allegations of abuse.
- A commitment to meet all existing statutory and contractual obligations.

Guidance on identifying possible abuse or neglect

- When Kaiako are dealing with a suspected case of child abuse it is important for Kaiako to consider the overall wellbeing of the child and the risk of harm to the child, rather than trying to define or categorise the type of abuse or neglect.
- It is important for kaiako to remember that every situation is different, and to consider all available information about the child and their context before reaching any conclusions.
- All Kaiako will be familiar with this policy, the procedures and information within it, Kaiako will be involved in reviewing it annually to reflect the importance of the policy and ensure its contents is up-to-date and reflects changing understanding of what constitutes best practice. This policy is shared at the time of induction and ongoing training and professional development in child protection practices is made a priority for all kaiako.
- Kaiako should feel empowered and confident to act on suspected abuse and neglect by following the policy and procedures and using appendix 1 regarding the reporting if disclosure of abuse and neglect is made and appendix 2 to recognise the signs of abuse and neglect.
- A summary of the indicators of potential abuse include:
 1. **Physical signs**- e.g. unexplained injuries, burns, fractures, excessive itching, genital injuries, sexually transmitted diseases.
 2. **Behavioural concerns**- e.g. inappropriate sexual interest or play, fear of a certain person or place, disengagement, aggression.
 3. **Developmental delays**- e.g. small for age, cognitive delays, poor speech, social skills.
 4. **Emotional abuse/neglect**- e.g. sleep problems, low self-esteem, obsessive behaviour, sadness, loneliness.
 5. **Disclosure**- e.g. the child talking about things that indicate abuse.
- A summary of the indicators of potential neglect include:
 1. **Physical signs**- e.g. looking rough and uncared for, dirty, underweight.
 2. **Developmental delays**- small for their age, cognitive delays, poor speech and social skills.

3. **Emotional abuse/neglect** e.g. sleep problems, low self-esteem inability to cope in social situations, sadness.
4. **Behavioral concerns-** e.g. disengagement, aggression, neediness.
5. **Neglectful supervision-** e.g. out and about unsupervised, left alone, no safe home to return to.
6. **Medical neglect-** e.g. persistent nappy rash, skin disorders or other untreated medical behaviour.

For more detailed guidance please refer to appendix 2.

Guidance on Responding to suspected abuse or neglect and other concerns.

Procedures for responding to suspected child abuse:(see flow chart appendix 1)

- All allegations of child abuse will be taken seriously.
- Where appropriate the person making the allegation will be given a copy of this policy and the process and actions to follow will be guided by the information within it.
- No Kaiako will act alone regarding suspected child abuse. Management will be consulted immediately and the designated person for child protection and they will take further action.
- When advised about an incident the manager shall immediately record:
 1. Anything said by the child.
 2. The date, time, location, and the names of any staff that may be relevant,
 3. The factual concerns or observations that have led to the suspicion of abuse or neglect,
 4. The action taken by the organisation e.g. contact local Ministry of Education, investigation, suspend staff.
 5. Any other relevant information.
 6. The service manager or the designated person for child protection shall where appropriate seek the assistance of the Ministry of Education, Oranga Tamariki or other professional support agencies for guidance regarding the investigation. During the investigation priority will be given to protect the child and the rights of those involved.
- Information will be shared between kaiako in a timely and confidential manner -informally as soon as possible and formally at staff meetings.
- Staff will always maintain confidentiality -failure to do so will be regarded as Serious Misconduct. (see disciplinary policy and procedure)
- A confidential file of appropriate and accurate records will be documented within the child's personal profile on Educa.

- Any person disclosing information in good faith regarding suspected abuse will be assured the protection afforded by law.
- If Management suspect a child is unsafe, they will follow the flow chart on the wall of the office and report it to Oranga Tamariki (see appendix 1).
- If a notification is made to the authorities, kaiako must inform their Ministry of Education advisor.
- If a parent suspects abuse in the kindergarten they should speak to a manager immediately who will then take steps to ensure the child is protected. A report will be recorded and an investigation will be instigated. The parent who has made the allegation must not discuss this with other staff, the person involved in the alleged abuse, other parents or any person outside of the kindergarten.
- The parent has a right to report allegations to Oranga Tamariki and/or The NZ Police at any time.
- **If the accused is:**
 1. An employee or member of the management team of the Redwoods Country Kindergarten, the authorities will be informed immediately, and the employee will be excluded from the kindergarten while the matter is investigated. The employee will be advised to seek legal advice and support from their union if applicable.
 2. An initial report of any incident must be written down in full as soon as possible.
 3. Where there is some substantive evidence that an instance of child abuse may have taken place then Oranga Tamariki will be contacted by the designated person for child protection. They will take into account any advice from Oranga Tamariki and then contact the Ministry of Education and NZ Police for investigation.
 4. The parent of the child affected will be advised by management as soon as possible.
 5. If the staff member involved is a registered teacher, then it is mandatory to report the incident to NZ Teachers Council and the Ministry of Education. The mandatory report form is available on the Teachers Council website.
 6. A fair and full investigation will be undertaken and the presumption of innocence of those accused will be maintained until the investigation is completed.
 7. The Redwoods Country Kindergarten will offer support to all those involved in any abuse allegations.
 8. Staff will not inform families/whānau of suspected or actual abuse unless this has been discussed with and approved by Oranga Tamariki.

9. If the accused is a parent/ whānau member, the management will notify Oranga Tamariki immediately and be advised by them on how to proceed.

Responding to a child when the child discloses abuse (for more detailed information refer to appendix 1):

1. Listen to the child- Disclosures are often subtle.
2. Reassure the child- Let the child know that they have done the right thing and are not in any trouble.
3. Ask open-ended prompts e.g. "What happened next?"- Do not interview the child or make promises you cannot keep e.g. "I will keep you safe now".
4. If the child is visibly distressed- Provide reassurance and engage in appropriate activities under supervision until the child is ready to re-engage in the environment.
5. If the child is not in immediate danger- Re-engage the child in the environment and explain what you are going to do next.
6. If the child is in immediate danger- Contact the police immediately.
7. Formally record the disclosure as soon as possible- Record word for word what the child said and the date, time and who was present.

Things to consider when a child discloses abuse:

- The child's privacy and dignity will be upheld.
- Limit the number of people who will be involved in discussions to protect the child's privacy.
- Immediately write up what was said in a confidential record (preferably in an email to the designated person for child protection and this will be kept in a locked cabinet or in a locked file on the computer e.g. the child's Educa portfolio).
- Reassure the child that they did the right thing by talking to you.
- Have a conversation with the child but refrain from interviewing them. Do not put words into the child's mouth and allow them to say only as much as they want.
- Share the information with someone you trust that also knows the child e.g. manager, Kaiako.
- Keep the child safe and cared for.

Recording and notifying Oranga Tamariki of suspected child abuse or neglect:

What process to follow	For example	Key considerations
<ul style="list-style-type: none"> • Recording 	Formally record: <ul style="list-style-type: none"> • Anything said by the child • The date, time, location and the 	<ul style="list-style-type: none"> • Relevant information can inform any future actions.

	<p>names of any staff that may be relevant.</p> <ul style="list-style-type: none"> • The factual concerns or observations that have led to the suspicion of abuse or neglect. • What action has been taken by your organisation? • Any other relevant information. 	
<ul style="list-style-type: none"> • Decision-making 	<ul style="list-style-type: none"> • Discuss any concern with a manager or the designated person for child protection. 	<ul style="list-style-type: none"> • No decisions should be made in isolation.
<ul style="list-style-type: none"> • Notifying authorities 	<ul style="list-style-type: none"> • Notify Oranga Tamariki promptly if you believe that a child has been or is likely to be abused or neglected. • A phonecall to the National Office Phone- 0508 326 459 	<ul style="list-style-type: none"> • Oranga Tamariki will make the decision to inform the parents or caregivers in consultation with your organisation and advise what, if any, immediate action may be appropriate, including referring the concern to the Police.
<ul style="list-style-type: none"> • Following the advice of Oranga Tamariki 	<ul style="list-style-type: none"> • Oranga Tamariki advice will include what, if any, immediate action 	<ul style="list-style-type: none"> • Oranga Tamariki is responsible for looking into the situation to find out

	<p>may be appropriate, including referring the concern to the Police.</p>	<p>what may be happening, whether we need to work with the family or to put them in touch with people in the community who can help.</p>
<ul style="list-style-type: none"> • Storing relevant information 	<p>Securely store</p> <ul style="list-style-type: none"> • The record of concern. • A record of any related discussions, including copies of correspondence where appropriate. • A record of any advice received. • The action your organisation took, including any rationale. • This concern with any earlier concerns, if the notification is based on an accumulation of concerns (rather than a specific incident). 	<ul style="list-style-type: none"> • Record assist in identifying patterns.

Responding to other concerns:

- In a situation where a concern about a child does not amount to suspicion of abuse or neglect, it could be harmful to the wellbeing of the child and their whānau to make a notification to the statutory agencies. Instead, organisations should work collaboratively with social service providers in the community e.g. Whānau Ora, Strengthening Families, Iwi Social Services, budget services, mental health and

drug and alcohol services etc... to identify and meet the needs of the child and their whānau.

- If our kindergarten makes contact with any agency that has the statutory authority and skill to respond effectively to child protection issues, we will inform the Ministry of Education under Health and Safety Criteria 34 (CB) (Phone numbers are at the top of this policy).

Procedures

Procedure for staff appointments and training:

- Safety checking of all staff will be carried out in accordance with the Ministry of Education requirements and The Children's Act requirements (see Safety checking of children's workers policy and procedures).
- At the time of induction all kaiako are made aware of this policy and the significance of it and are required to follow all procedures detailed within it.
- Staff will also be directed to read the document "How Can I Tell?" - Recognising Child Abuse, to ensure they are well informed about what to look for and how to help reduce the risk of harm to children. All staff know and understand what abuse and neglect are and how to recognise the signs (Appendix 2)
- Further training for kaiako will be made a priority to ensure everyone is capable and competent in dealing in child protection matters.
- The kindergarten will have educational resources available to support further knowledge and understanding around child protection.

Procedure for using relevant professional agencies:

- When responding to a child in immediate danger- Call **the Police 111** and then **Ministry of Education +64 4 463 8000**
- When responding to a child when the child discloses abuse or when there are concerns about abuse or neglect- Call **The Oranga Tamariki National Contact Centre -0508 326 459**. This number is prominently displayed in the kaiako office. There is also an Oranga Tamariki dedicated phone line and email address for schools, colleges and early learning services 0508 332 774 or email edassist@ot.govt.nz Staff will use the above number highlighted in yellow as the primary contact option for reports of concern as this line is open 24/7 and is the number for the National Contact Centre but this other contact number is available if another contact option is required.
- Also call the **Ministry of Education +64 4 463 8000** to discuss appropriate next steps.

- When responding to more general concerns about the wellbeing of a child and a notification to a statutory agency is not appropriate seek out a referral to family support agency within the community e.g. Whānau Ora, Strengthening Families etc...
- The Kindergarten may choose to run a child safety programme as part of the curriculum.
- It is recommended that when running a parent workshop in this area that an appropriate counsellor or Police Education Officer is requested to present the information and be available throughout as necessary.

General Procedures for keeping children safe at Kindergarten

Communication with Outside Agencies

- The privacy of tamariki and their whānau is paramount and will be respected at all times.
- Should a professional from a statutory agency, (eg Oranga Tamariki or other) phone or visit and request information about a tamaiti or their whānau, and they are not known to kaiako/management, their name and contact details will be taken and we will contact them by return once the questions have been addressed by the team.
- Management and teachers will remember that in accordance with The Privacy Act (2020) we have a legal obligation to provide information if requested by an official agency however this will only be provided once the identity of the professional has been authenticated.

Enrolment Form and Induction Process:

- At the time of enrolment kaiako will discuss any custodial issues and identify if there is any person who cannot have contact with the child while attending kindergarten. If information is provided to this effect, the kaiako completing the enrolment will ensure that all information is communicated to the team in writing.
- If a family member is unknown to kaiako and they cannot remember their PIN number, proof of identification will be requested, or the parent phoned to ask for verification of the person before providing the PIN and releasing the child.

Environment/Supervision:

- Adult to child ratios will meet the legal requirements as stated in the Early Childhood Regulation 2008.
- Our kindergarten believes it is best practice to avoid situations where kaiako may be left alone with children. Our supervision Policy and procedures outlines how we manage this and the other ways we support each other and work alongside children to ensure best practice and keep children and staff safe. Kaiako must always comply with the adult to child ratio, and all other procedures, protocols and agreed practices that cover situations where opportunities present themselves for adults

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to find themselves alone with tamariki.. (see Supervision of Children policy and Washing Sick and Soiled Children Policy and Procedures.)

- Our outdoor environment and indoor play spaces are designed to ensure they can be easily observed by supervising kaiako and that kaiako are visible to each other at all times.
- Kaiako ensure adequate supervision of private spaces e.g. bathroom and toilet area. The bathroom is designed to have access from both inside and outside and there is a window positioned above the change table to allow visibility from every angle.
- No person other than employed staff over the age of 17 years will be given tasks which involve nappy changing, toileting or responsibility for the supervision of children. This includes student teachers, visitors, and whānau who can only change their own children and shouldn't be left alone with other children.
- Parents/whānau will be informed of any visitors/student teachers participating in the daily programme through the blackboard notice board.
- Visitors to kindergarten will be supervised at all times by a 'person responsible, without exception. 'Visitors' include (but are not limited to): volunteers, parents and whānau members, student teachers on practicum, Ministry of Education and Education Review Office officials, health workers, children's entertainers and contractors.

Collection of Children/Excursions:

- Written permission from parents is required for any child to leave the kindergarten and to participate in any excursion. The Excursion Policy and Procedures are followed by all kaiako and other participating adults at all times and this includes planned and purposeful supervision of tamariki throughout the excursion (see excursion policy and procedures)
- No child is to be taken from the kindergarten by any staff member or adult, without the written permission of a parent. Only adults named on the enrolment form are able to collect children from the centre except in the case of an emergency where verbal permission (either face to face or on the phone) has been given by the parent.
- In cases where the parent/caregiver informs us of a new unknown person collecting the child, a PIN number will be created for that person in the Discover CMS and given to the parent to pass on. If the person collecting the child is unknown to kaiako, photo ID must be presented at the time of collection before the new contact is allowed to access the Ipad and sign the child out.

.Relationships:

- Kaiako will form strong responsive and reciprocal relationships with whānau and be aware of any issues which may contribute to hardship for the child/whānau.

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- Whānau are encouraged to visit at any time during the day. Whānau settling children into the centre are encouraged to observe and take part in our programme until such time as they feel secure enough to leave.
- Kaiako will respond appropriately to a child who initiates physical contact in seeking affection, reassurance or comfort. It is not appropriate to force any form of unwanted affection/touching on a child. Touching should not be initiated to gratify adult needs.
- Physical contact during the changing or cleansing of children must be for the purpose of that task only and not be more than is necessary for the job.
- Whānau are made aware of the Child Protection Policy and Procedures in the welcome pack and a copy is displayed next to the Complaints Procedure.
- The Complaints Procedure is displayed and ensures issues of concern are dealt with appropriately. Parents are encouraged to express their feelings and concerns in order that the operation of the kindergarten can be constantly improved.

Inappropriate practice for adults working with children:

- Any form of verbal, physical force and or emotional ill treatment, corporal punishment e.g. smacking, wrist grab and drag.
- Isolating or secluding children either physically or visually, including time out.
- Immobilization.
- Deprivation of food , drink, warmth, shelter or protection.
- Use of blame, harsh language, belittling or degrading responses.
- Shaming or comparing children.
- Intimidating children.
- Threatening children.

The Education and Training Act (2020) 24,30 and ECE Regulations (2008) Ill Treatment of Children apply to this aspect of the policy.

- Inappropriate practices by adults will not be tolerated by The Redwoods Country Kindergarten. All Kaiako are responsible for communicating to a manager or the designated person for child protection about any unacceptable practices. The Redwoods Country Kindergarten will exclude any person employed or engaged in the service from coming into contact with children if there are reasonable grounds to suspect that the person:
 1. Has physically ill-treated or abused a child.
 2. Committed a crime against children.
 3. Is observed or alleged to be using any of the above practices.
 4. Is in a physical or mental state that presents any risk of danger to children.
 5. Has an infectious or contagious disease or condition.

The Redwoods Country Kindergarten will take all practical steps to ensure that children are protected from exposure to inappropriate material e.g. of a sexual or violent nature.

Recording of Information:

- All observations will be recorded in writing and kept in the locked filing cabinet within the confidential folder or in a locked file on the computer. If photos have been taken of any markings evident on a child then this is deemed serious and Oranga Tamariki must be contacted and we will seek their advice and guidance on making a formal notification. Oranga Tamariki will advise on the appropriate next steps in recording of injuries. The local Ministry of Education office must be contacted whenever another agency has been contacted (phone number can be located at the top of this policy).

Review

- The Redwoods Country Kindergarten recognises the significance of this policy and as a result it will be reviewed annually by the teaching team. It is the responsibility of the human resource manager to ensure the policy review is undertaken. Any changes or points for discussion will be documented in our review folder and discussed at the next available staff meeting.

Policy will be reviewed annually as per our review schedule or when a change is required.

Ratified	
Date	April 2024
Review Date	April 2025
Consultation undertaken	Yes

References

Education(Early Childhood Services)Regulations 2008

Licensing Criteria for Early Childhood Education and Care Centres 2008- HS 31,32,34

The Children's Act 2014

Education and Training Act 2020

The Privacy Act 2020

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Concerns and Complaints Procedure

Supervision Policy and Procedures.

Safety Checks for Children's workers Policy and Procedure

Communication Policy and Procedure

ICT and Social Media Policy and Procedure

Substance and Alcohol abuse Procedure

Appointment of Teachers Procedure

Te Whāriki-Goal 3-Wellbeing -Children are kept safe from harm

"How Can I Tell?"- Recognising child abuse Child Matters CPS 2011.

Te Rito, the NZ Family Violence Prevention Strategy

NZ Family Violence Clearinghouse

Safer Organisations Safer Children Guidelines for child protection policies to build safer organisations 2015