

TE PAPA'S CHILD PROTECTION POLICY

Policy Owner	Chief Executive
Contact Person	Head of People, Safety & Culture
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Last Review Date	September 2014
Next Review	December 2021



Purpose

1. This policy articulates Te Papa's commitment to ensuring the wellbeing and safety of children and young persons and its responsibilities under the Vulnerable Children Act 2014. The policy recognises the important role and responsibility of all of our staff (and contractors and volunteers) in the protection of children and young persons, and it provides information and guidance (or references to relevant supporting documentation) on how to recruit and safety check appointees to 'Children's Worker' positions; and how to meet our obligations in terms of identifying, reporting on and responding to concerns about abuse or neglect of a child or young person.

Scope

2. This Policy applies to:
 - All people employed, contracted to, or volunteering with Te Papa.
 - In particular, it has application to people employed, contracted to, or volunteering with Te Papa who have direct and/or frequent contact with children or young people in the course of their duties (who must understand the identification, response and reporting aspects of this policy).

Definitions

3. Definitions are detailed in Appendix One to this policy.

Relevant legislation

4. The Vulnerable Children Act 2014 requires Te Papa to have a Child Protection Policy and Safety Checks in place for core and non-core 'Children's workers' (as defined by the legislation) within Te Papa.

Te Papa have identified the following Core and Non-Core Children's workers positions:

Core Children's worker	Non-Core Children's Worker
Museum Education Specialist	Learning Innovation Coordinator
Learning Innovation Specialist	Senior Advisor Learning Innovation
Public Programming Specialist	Senior Advisor Museum education
Learning Education Specialist	Senior Advisor Public Programming
	Te Papa Host (Storyplace & Birthday Parties)
	Experience Designer
	Learning Project Coordinator

5. Other relevant legislation includes:
 - Oranga Tamariki Act / Children's and Young People's Well-being Act 1989
 - Crime Act 1961
 - Privacy Act 1993 (Section 11)

- Summary Offences Act 1981
- UN Convention of the Right of the Child
- Human Rights Act 1993
- Domestic Violence Act 1995

Policy

6. **General Principles**

As New Zealand's national museum we believe that:

- The welfare of children and young people is paramount.
- Children and young people have the right to pursue knowledge and participate in the stories of their culture, and in doing so feel safe and comfortable in the contact they have with Te Papa.
- Te Papa will 'Safety Check' as part of all recruitment screening processes to positions deemed core and non-core 'Children's Worker' positions to meet the requirements of the Vulnerable Children's Act 2014.
- Te Papa recognises the changing nature of some roles and commits to providing for a greater level of screening but less than those required for core and non-core 'Children's Workers' through the recruitment process to positions not deemed core or non-core at the outset but may progress to a core or non-core 'Children's Worker' position at a later date. e.g., Te Papa Hosts and Tours Hosts. Should they progress to a non-core 'Children's Worker' position, the full 'Safety Check' screening requirements of the Act will be met prior to them taking up the new position?
- Te Papa will support staff in following this policy, and ensure that all staff whose work involves contact with children are able to identify the signs and symptoms of potential abuse and neglect and respond appropriately.
- Te Papa will manage concerns about suspected abuse and neglect in a way that recognises the culture of the family/whanau, respects individual privacy and minimises risk to the child or young person.
- The primary responsibility for the welfare of children visiting Te Papa rests with the supervising adult who brought the child to Te Papa. Children under the age of 14 are required to be under the care of by a supervising adult (some exceptions apply, e.g. School Holiday Programmes).
- Te Papa staff and managers are expected to work together to deal with any child protection issues. Reporting suspected cases to external authorities should only be done by a Tier 2 Manager after consultation with the Designated Person for Child Protection, and the Head of People and Culture and Chief Executive as appropriate.
- Te Papa will NOT investigate allegations, complaints or disclosures but will refer them to Oranga Tamariki – Ministry for Children or NZ Police for investigation.
- Te Papa will co-operate fully with investigations and assessments undertaken by Oranga Tamariki – Ministry for Children or NZ Police.
- If there is a complaint using Te Papa's customer complaint process which constitutes an allegation that raises a child protection issue, this will be referred directly to the relevant Tier 2 Manager. The Tier 2 manager will take advice from the Designated Person for Child Protection, the Head of People and Culture and Chief Executive before forming a decision.

7. **Making Te Papa a safe place (prevention and minimisation of risk)**

Te Papa will ensure that:

- Appointment of staff to positions that have direct and/or frequent contact with children or young people and are deemed core or non-core 'Children's Workers' will be conditional on satisfactory police vetting and safety checking as defined by the Vulnerable Children Act

2014. The Safety Check requirements will be identified and safe recruitment practices established.

- Appointment of staff to positions that have contact with children or young people but are NOT deemed core or non-core 'Children's Workers' will be conditional on satisfactory police vetting as a minimum, and safe recruitment practices will be established.
- Where an appointee to a position that requires direct and/or frequent contact with children or young people has periods of longer than 6 months working overseas, they will be responsible for providing a police check from the countries in which those periods of work took place.
- Contractors or consultants who are working at Te Papa and are required to have direct and/or frequent contact with children or young people will be required to furnish a satisfactory police check for themselves or any staff and sub-contractors working at Te Papa, as a condition of their contractual arrangements.

Identifying child abuse and neglect

8. **Potential Indicators**

Indicators are signs or symptoms that, when found either on their own or in various combinations, point to possible abuse, family violence or neglect. In many cases, indications are found in combinations or clusters and they do not necessarily prove or mean that a child has been harmed. They are clues that alert us that abuse may have occurred and that a child may require help or protection. Sometimes indicators can result from life events which do not involve abuse, e.g. accidental injury.

Additional Resources

Refer to the references below for resources on identifying possible abuse or neglect:

- The **Oranga Tamariki – Ministry for Children** website has more information on identifying and responding to potential abuse and neglect;
- **Safeguarding Children** is a charitable trust who aim to reduce child abuse in Aotearoa New Zealand by ensuring that the people who are in key positions to help a child or young person have the essential knowledge, skills, systems, competencies, and confidence to do so;
- **Child Matters** is a registered charitable trust that provides guidance, advice, education and support to protect children;

Responding to and reporting of suspected abuse or neglect

9. If a staff member has a concern about a child or young person's safety or wellbeing they must report this to their manager and a Specialist Trained Manager immediately to best ensure the safety of the child.
10. The severity of the suspected abuse or neglect is not up to the staff member or manager to determine. The manager will liaise with a Specialist Trained Manager who will immediately discuss the issue with a Tier 2 Manager. The Tier 2 Manager may seek advice from the 'Designated Person for Child Protection', the Chief Executive and the Head of People, Safety and Culture if required will decide whether there is a need to contact Oranga Tamariki – Ministry for Children and/or NZ Police.
11. Te Papa will maintain a secure and confidential record of all reports of suspected or actual abuse or neglect.

Responsibilities

12. **Tier 2 Managers** are responsible for:

- Deciding in consultation with the Specialist Trained Manager, seeking advice from the 'Designated Person for Child Protection', the Chief Executive and the Head of People, Safety and Culture if required, whether there is a need to contact Oranga Tamariki – Ministry for Children and/or NZ Police.

- Exeditiously and sensitively managing (with the Specialist Trained Manager (as appropriate), the Head of People, Safety and Culture, and the 'Designated Person for Child Protection' allegations, suspicions or complaints of abuse or neglect of a child or young person made against staff.
- Contacting Oranga Tamariki – Ministry for Children National Contact Centre to discuss appropriate steps where:
 - a child has disclosed abuse or neglect
 - abuse or neglect of a child has been disclosed by the person responsible for the child
 - a staff member has observed abuse or neglect, or suspects abuse or neglect on the basis of their own observations
 - a third party has told a staff member of known child abuse or neglect, or of their suspicions of possible child abuse or neglect
- Contacting NZ Police when deemed necessary.
- Briefing the Chief Executive and other internal staff as appropriate.

13. **Designated Person for Child Protection** - (this is the Head of Learning at Te Papa) is responsible for:

- In consultation with the Head of People, Safety and Culture ensuring Te Papa meets its obligations under section 16 of the Vulnerable Children Act.
- Working with Human Resources to monitor and review as needed the operation of this policy and its associated procedures, guidelines and training to meet changes to legislation and ensure consistency of practice.
- Providing a source of expert advice and support to Tier 2 Managers, Specialist Trained Managers and the Head of People, Safety and Culture who are dealing with child protection issues (which may include responding to a disclosure).
- Providing advice to the Tier 2 Manager and Specialist Trained Manager (if required), other members of the Executive Leadership Team (ELT) if required and the Head of People, Safety and Culture on whether there is a need to contact Oranga Tamariki – Ministry for Children or NZ Police.
- Exeditiously and sensitively managing (with the Tier 2 Manager, Specialist Trained Manager (as appropriate) and Manager People, Safety and Culture) allegations, suspicions or complaints of abuse against staff.
- It is NOT the responsibility of the Designated Person for Child Protection to investigate suspicions, complaints or disclosures.

14. **Specialist Trained Managers** are responsible for:

- Responding **immediately** to any requests for support from members of staff who are dealing with an immediate child protection issue, or have reported their suspicions of, or observed abuse, complaints or disclosures.
- On the basis of the initial detail, deciding, in consultation with the Tier 2 Manager and on the advice of the Designated Person for Child Protection whether to refer the matter to Oranga Tamariki – Ministry for children or the NZ Police.
- Exeditiously and sensitively supporting the Tier 2 Manager (taking advice from the Designated Person for Child Protection and the Head of People, Safety & Culture) with the management of allegations, suspicions or complaints of abuse against staff.
- Establishing and managing a confidential incident file for any child protection cases (whether or not these are referred to Oranga Tamariki – Ministry for Children or the NZ Police) and ensure all records are filed in the centralised secure and confidential system

within Human Resources.

- Ensuring all records are clear, detailed and dated and contain all available information relating to the cause for concern, subsequent action taken and reasons for doing so.
- Providing support to the child if needed, ensuring the needs and rights of children come first i.e. the safety and wellbeing of each child are paramount.
- It is NOT the responsibility of these managers to investigate suspicions, complaints or disclosures.

15. **Managers** are responsible for:

- Ensuring staff understand and adhere to the principles and processes in this policy.
- Ensuring that staff that have direct and/or frequent contact with children or young people as part of their job have received training and understand how to identify, respond to and report child abuse and neglect.
- Ensuring that positions being recruited for, that require the appointee to have direct and/or frequent contact with children or young people, meet the recruitment 'Safety Check' processes required for 'children's worker' as set out in the specific Vulnerable Children Act 2014 - Guidance for Compliance at Te Papa.
- Recognising the changing nature of some roles and providing for a greater level of screening but less than those required for core and non-core 'Children's Workers' when recruiting to positions not deemed core or non-core at the outset but may progress to a core or non-core 'Children's Worker' position at a later date. e.g., Te Papa Hosts and Tour Hosts. Should they progress to a non-core 'Children's Worker' position, Managers will ensure the full 'Safety Check' screening requirements of the Act will be met prior to them taking up the new position?
- Ensuring contractors or contracted services who will have direct and/or frequent contact with children or young people are assessed and that they meet the requirements of the Vulnerable Children Act 2014 and comply with 'children's worker' safety checking as set out in the specific Vulnerable Children Act 2014 - Guidance for Compliance at Te Papa.
- Escalating concerns to a Specialist Trained Manager about the application or interpretation of the policy.
- Immediately reporting observations of alleged abuse or neglect of a child or young person to a Specialist Trained Manager.
- Escalating to a Specialist Trained Manager or relevant Tier 2 Manager in the absence of a Specialist Trained Manager, allegations or suspicions of abuse or neglect of a child or young person by staff.
- Notifying the Specialist Trained Manager about any observations of abuse or concerns that they observe or that are brought to their attention by one of their staff members in order to ensure that appropriate action is taken and that relevant authorities are notified as required
- It is NOT the responsibility of these managers to investigate suspicions, complaints or disclosures.

16. **Head of People, Safety & Culture** is responsible for:

- Working with the Designated Person for Child Protection to monitor the operation of this policy and related procedures and guidelines and review as needed to meet changes to legislation and ensure consistency of practice.
- Ensuring safe recruitment practices are established for the appointment of all staff who have direct and/or frequent contact with children (Core and Non-core 'Children's Workers') providing for appointees to be appropriately recruited, screened and police checked.
- Ensuring safe recruitment practices are established for the appointment of all staff to positions that have contact with children or young people but are NOT deemed core or non-

core 'Children's Workers' providing for appointments to be conditional on satisfactory police vetting as a minimum,

- Ensuring that systems and processes are in place relating to the appointment and.
- Ensuring relevant staff receive child protection training and that this is recorded.
- Ensuring that all staff are aware of, and have access to, full copies of the Child Protection Policy and associated guidelines and procedures.
- Establishing and maintaining a confidential and secure file structure for recording issues and responses.
- Establishing a close link with the relevant local agencies to ensure clear and effective communication.
- Exeditiously and sensitively managing (with the Tier 2 Manager and Specialist Trained Manager (as appropriate) and the Designated Person for Child Protection) allegations, suspicions or complaints of abuse or neglect of a child or young person, against staff.
- Establishing and overseeing a central system for recording and managing a confidential incident file for any child protection cases (whether or not these are referred to Oranga Tamariki – Ministry for Children and/or the NZ Police) and ensure all records are filed there.

17. **Manager Security Services** is responsible for:

- Receiving training as a Specialist Trained Manager.
- Providing support to staff and managers as required.
- Where there is concern about the immediate safety of a child or young person or any other person involved, escalating the issue to the Tier 2 Manager, who in consultation with the Tier 2 Manager (who may consult further) will decide whether to report the issue to Oranga Tamariki – Ministry for Children or other action as they deem appropriate.
- The Manager Security Services (or other Specialist Training Manager), will consult with the Tier 2 Manager (who may take further advice from the Designated Person for Child Protection, and as required the Head of People, Safety and Culture). The Tier 2 Manager will determine the need to report the issue to Oranga Tamariki – Ministry for Children, or NZ Police, or, any other action deemed necessary.
- Co-operating with external agencies, such as the Police and Oranga Tamariki – Ministry for Children e.g. review and release CCTV footage or access reports if required.

18. **Te Papa Staff**

- Meeting all professional and legal obligations to children and young persons and acting according to safe working practices.
- Attending child protection induction, training and retraining as required and ensuring they understand and can follow the policy, procedures and guidelines.
- Responding appropriately to lost or unaccompanied children or observations of abuse, complaints and disclosures, according to the following:
 - guidelines for staff - Dealing with Lost or Unaccompanied Children
 - procedure - Receiving and Reporting Allegations of Abuse
 - guidelines for staff - Safely Responding to Observations, Allegations and disclosures
- Immediately reporting observations of alleged abuse or neglect of a child or young person to a Specialist Trained Manager.
- Escalating to a Specialist Trained Manager or relevant Tier 2 Manager allegations or suspicions of abuse or neglect of a child or young person by staff.

- It is NOT the responsibility of Te Papa staff to investigate suspicions, complaints or disclosures.

Related policies/ procedures/ guidelines/ forms

19. Policies

- Health and Safety Policies

20. Procedures, guidelines and forms can be found on the following page: [Vulnerable Children Act 2014](#)

- Vulnerable Children Act 2014 – Guidance for Compliance at Te Papa
- Compliance Checklist for 'Children's Worker' Safety Checking
- The Vulnerable Children Act 2014 – Safety Checking of Children's Workers
- Safe Working Practices - Guidelines for Staff
- Dealing with Lost or Unaccompanied Children - Guidelines for Staff
- Sleepovers at the Museum - Guidelines for Staff
- Responsibilities of Teachers, Group Leaders, Parents and Carers of Children Visiting Te Papa - Information
- Safely Responding to Observations Allegations and Disclosures - Guidelines for staff
- Receiving and Reporting Allegations of Abuse - Procedure
- Dealing with allegations made against members of staff regarding inappropriate actions with children - Procedure
- Child Abuse Reporting - Form

Confidentiality & Information Sharing

The Tier 2 Manager or the Designated Person for Child Protection is responsible for the ongoing liaison with Oranga Tamariki – Ministry for Children and NZ Police for the release of documentation relating to a reported issue. The Tier 2 Manager or the Designated Person for Child Protection will ensure the genuine identity of any person who requests information.

The decision to share information will, at all times, be made in consultation with Oranga Tamariki – Ministry for Children and/or NZ Police to ensure the risk to the child or young person is not increased or that the investigation is not hindered in any way.

Te Papa recognises that all staff must act within the legal requirements of the Privacy Act, Oranga Tamariki Act and other legislation. There are provisions within each of these acts for sharing information needed to protect children and young persons and enable other people to carry out their legitimate functions. Information sharing will be restricted to those who have a need to know to protect children and young persons and all affected parties.

Human Resources will securely store written records of all communications and transactions of information within a centralised system. It is expected that most information will be generated by the Specialist Trained Managers, relevant Tier 2 Managers and the Designated Person for Child Protection. Information will be retained and destroyed as required by relevant legislation.

Breaches of the policy

Breaches of this policy may be considered breaches of Te Papa's Code of Professional Conduct for employees and the Code of Conduct for contractors.

Training

- All new staff will receive child protection training or information appropriate to their position as part of their induction, including being given access to a copy of the Child Protection Policy.

- All staff will receive appropriate and updated training or information every three years as a minimum.
- All staff who have direct and/or frequent contact with children and young people in the course of their work will be given appropriate training covering basic awareness of child abuse and protection and how to recognise signs of abuse or neglect. This will include understanding and following roles and responsibilities of staff regarding child protection; responding to concerns of potential abuse, allegations, complaints or disclosures of child abuse or neglect and procedures for reporting a concern.
- Specialist Trained Managers will be trained in child protection, understanding the wider context of legislation in New Zealand, and on their role in responding to reports of alleged abuse or neglect.
- The Designated Person for Child Protection and the Head of People, Safety & Culture (as the Policy owner) will receive training in their roles and those of the Specialist Trained Managers and the Tier 2 Managers.
- Tier 2 Managers will be trained in child protection, understanding the wider context of legislation in New Zealand, and on their role in responding to reports of alleged abuse or neglect.
- The Te Papa Board will be apprised of Te Papa's obligations in respect of the Vulnerable Children's Act 2014 together with details of the Child Protection Policy and supporting material.

Review

The Head of People, Safety and Culture, in consultation with the Designated Person for Child Protection is responsible for reviewing the policy at least 3 yearly or more frequently as needed.

Document Control table

Date	Change	Approval
12.03.2010	Initial approval. Replaces x policy.	Leadership Team LT 124
19.12.2018	Revision	

Definitions

The table below defines the terms and definitions used in this policy.

Abuse	<p>The definitions set out below provide some indicators of abuse and these should not be seen as an exhaustive list or as a check list.</p> <p>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, burning, causing abrasions, strangulation, suffocation, drowning, poisoning and fabricated or induced illness.</p> <p>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, as can exposure to family/whanau or intimate partner violence.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 child in activities for the purpose 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 <p>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. 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, but is not limited to:</p> <ul style="list-style-type: none"> • Physical (not providing the necessities of life, like a warm place, food and clothing) • 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)
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Child	Any child or young person aged under 18 years who is not married or in a civil union
Child Abuse	The 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".
Child Protection	Activities carried out to ensure that children and young persons are safe in cases where there is suspected abuse or neglect or the risk of abuse or neglect.
Designated Person for Child Protection (Head of Learning)	The manager or designated person responsible for providing expert advice and support to Specialist Trained Managers, Tier 2 Managers and the Head of People, Safety and Culture where they have a concern about an individual child or who want advice about the child protection policy and action required. At Te Papa this is the Head of Learning.
Disclosure	Information given to a staff member by a child, parent or caregiver or a third party in relation to abuse or neglect.
Engage with	Relates to people entering Te Papa's buildings to visit Te Papa or who are interacting with Te Papa through our online, outreach or touring programmes.
NZ Police	The agency responsible for responding to situations where a child is in immediate danger and for working with Oranga Tamariki in child protection work, including investigating cases of abuse or neglect where an offence may have occurred.
Oranga Tamariki – Ministry for Children	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.
Parent	For the purposes of this policy, parent is given the same definition as "supervising adult" below.
Standard Recruitment Safety Checking	Following good practice processes for pre-employment checking which help manage the risk of unsuitable persons entering the Te Papa workforce. Safer recruitment processes are now mandatory for Te Papa when recruiting to fill positions deemed to be core or non-core 'Children's Worker' positions.
Staff	People working at Te Papa and includes employees, contactors, consultants, associates and volunteers whether working on a full time, part time, casual, temporary, paid or unpaid basis and includes professionals visiting from other agencies working with Te Papa.

<p>Specialist Trained Manager</p>	<p>Selected Te Papa managers who are the 'go to' people for reporting observations/allegations of abuse against a child or young person. Specialist Trained Managers at Te Papa include:</p> <ul style="list-style-type: none"> • Manager Security Services • Managers Visitor Services • Head of Audience and Insights • Manager Public Programming • Project Director Raranga Matihiko • Manager Te Papa Stores • Manager Food & Beverage • Manager Graphic Production & Studio • Senior Human Resources Advisors • Head of People, Safety & Culture. <p>These managers will receive specific training in the Child Protection policy, processes and guidance.</p>
<p>Supervising Adult</p>	<p>Supervising adult of a child or children means a responsible adult that is a parent, guardian, relative, family friend, carer, teacher, group or tour leader, and/or an adult acting as "parentis in loci". Children under the age of 14 are required to be under the care of a supervising adult at all times.</p>

The majority of these definitions have come from the [Children's Action Plan Guidelines 'Safer organisations, Safer children'](#)