



Te Ope Whakaora

Keeping Children Safe

The Salvation Army
Child and Young Person
Protection Policy

The Salvation Army Child Protection Policy

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1. Purpose and Scope

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

2. Applicable Legislation and Internal Policies

- 2.1. The child protection policy relates to the following legislation;
 - Children Young Persons and their Families Act 1989
 - Privacy Act 1993
 - Crimes Act 1961
 - Human Rights Act 1993
 - Domestic Violence Act 1995
 - Care of Children Act 2004
 - Vulnerable Children Act 2014
 - United Nations Convention on The Rights of the Child
 - Employment Relations Act 2000
 - Health and Safety in Employment Act 1992.
- 2.2. The child protection policy is to be used in conjunction with the following existing policies or guidance documents:
 - Sexual Misconduct: Policies and Complaints Procedures Manual
 - Safe To Serve: Safety and Care Guidelines for Salvation Army Children and Youth Work in New Zealand
 - Guidelines for Abuse Prevention (adapted from Youth Mission Support Manual, The Salvation Army Intranet)
 - Salvation Army Human Resources Guidelines

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

- Complaints Procedures Manual
- Management of Sex Offenders in Salvation Army Fellowships – MSO Minute
- The Salvation Army Respect Policy
- Community Ministries Child Minding Policy
- Community Ministries Child Contact Policy
- Relevant policies from Addictions, Supportive Accommodation and Reintegration Services, Education and Employment, and Early Childhood Centres.

3. Definitions of Phrases and Abbreviations within Policy

- 3.1. For the purposes of this policy, a ‘child’ or ‘youth’ is someone under the age of 17. The Children Young Persons and Their Families Act 1989 defines a child as a boy or girl under the age of 14.
- 3.2. A young person is defined as someone between the age of 14 and 17.
- 3.3. For the purposes of this policy, ‘staff’ incorporates those who are personnel, employed directly by or volunteer for The Salvation Army. This includes Officers and will also include any students who are on placement at The Salvation Army.
- 3.4. An **employee** is a paid worker for The Salvation Army who performs a job that may be full-time, part-time or seasonal for which he/she has signed an Employment Agreement and for which The Salvation Army does not issue either a Warrant or Commission.
- 3.5. A **volunteer** is an unpaid worker for The Salvation Army who performs a job that may be full-time, part-time or seasonal for which he/she has signed a Volunteers Agreement and for which The Salvation Army does not issue either a Warrant or Commission.
- 3.6. A **key worker** is a person who works with children or young people. In the course of their work the person must be either (a) the only children’s worker present, or (b) the children’s worker who has primary responsibility for, or authority over, the child or children present.
- 3.7. THQ: Territorial Headquarters.
- 3.8. DHQ: Divisional Headquarters.
- 3.9. CYF: Child Youth and Family.
- 3.10. SAMIS: Service and Mission Information System.

4. Definition of Abuse Types

- 4.1. **Abuse** is defined by The Children, Young Persons and their Families Act, 1989, defines child abuse as ‘... the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person’.
- 4.2. **Physical abuse** is a non-accidental act on a child that results in physical harm. This includes, but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning or otherwise causing physical harm to a child. Physical abuse also involves the fabrication or inducing of illness.
- 4.3. **Emotional abuse** is the emotional ill treatment of a child such as to cause severe and persistent adverse effect on the child's emotional development. This can include a pattern

of rejecting, degrading, ignoring, isolating, corrupting, exploiting or terrorising a child. It may also include age or developmentally inappropriate or unrealistic expectations being imposed on children. It also includes the seeing or hearing the ill treatment of others.

- 4.4. **Sexual abuse** involves forcing or enticing a child or young person to take part in sexual activities (penetrative and non-penetrative, for example, rape, kissing, touching, masturbation) as well as non-contact acts such as involving children in the looking at or production of sexual images, sexual activities and sexual behaviours. Staff should be aware of their 'duty of care' which precludes developing a sexual relationship with or grooming of a child. A sexual relationship between an adult and a child will always be wrong, unequal and unacceptable.
- 4.5. **Neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack: of action, emotion or basic needs.
- 4.6. **Intimate Partner Violence or Family Violence** is physical, emotional, sexual and other abuse by someone with whom they have or have had some form of intimate relationship, such as marriage or cohabitation, in order to maintain power and control over a person. It is important to be vigilant to any signs, particularly if children are being affected.
- 4.7. **Spiritual Abuse** is the misuse of a position of power, leadership, or influence to further the selfish interests of someone other than the individual who needs help. Please refer to www.salvationarmy.org.nz/about-us/position-statements/spiritualabuse for more details on this subject.
- 4.8. A comprehensive list of some of the signs and indicators of abuse is included in **Appendix 4**.

5. Responsibility for Policy

- 5.1. Overall responsibility for this Policy rests with the Secretary for Personnel of The Salvation Army.
- 5.2. All Corps Officers, Directors, or Line Managers are responsible to ensure that all staff are aware of the policy, its contents and the implementation of the policy.
- 5.3. All staff is managed under the direction of the Centre Manager, Director or the Corps Officer, in accordance with The Salvation Army Human Resources policies.
- 5.4. This policy is to be reviewed every three years by the Secretary for Personnel or designated personnel.
- 5.5. Each Division and Nationally-Managed Programme will annually review the levels of child protection knowledge in each of their services.
- 5.6. A Procedure of Review is included in **Appendix 2**.

6. Roles and Responsibilities of Staff

- 6.1. Each staff member must:
 - be aware of, and alert to, potential indicators of abuse or neglect

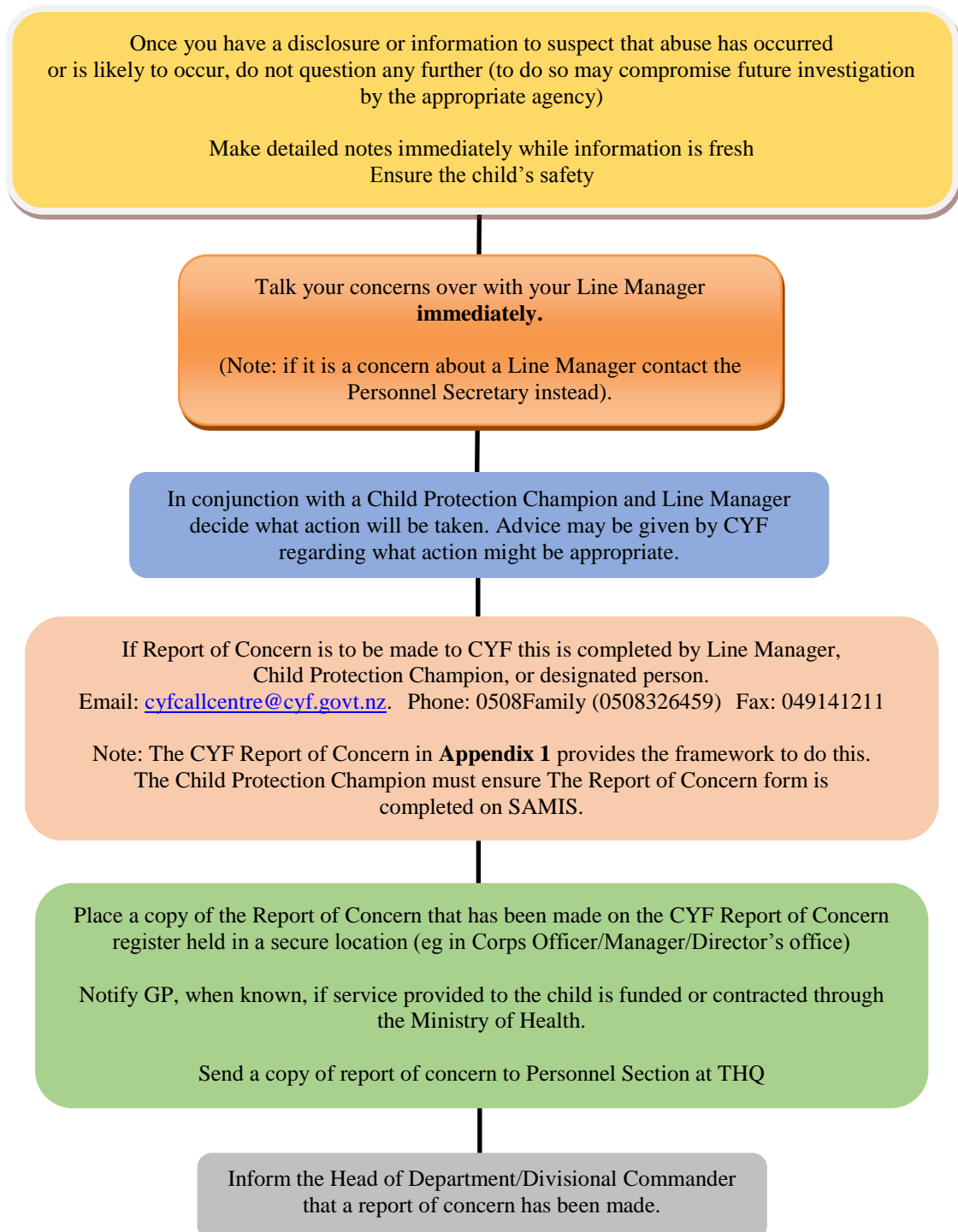
- be aware of the risk that potential abusers pose to children
- record a factual account of any concerns they have, or that are brought to their attention. This can be written and given to the Line Manager
- appropriately refer those reports and concerns to Line Manager/Director/Corps Officer immediately, who will then contact external agencies if appropriate.

7. Child Protection Champions

- 7.1. The Salvation Army will appoint at least twelve Child Protection Champions, with at least two champions in each Division and the Addictions, Supportive Accommodation and Reintegration Service. The champion will:
- be readily available for consultation
 - support staff to appropriately work in co-operation with the parents and caregivers, unless this compromises the safety of the child
 - advise on best practice in the event of concerns of abuse
 - ensure any notes and Report of Concern are entered into SAMIS
 - be available to provide training sessions for staff
 - ensure that their contact details are made available on the Salvation Army intranet.
- 7.2. Child Protection Champions will remain informed of current legislative requirements and will advise all staff regarding appropriate actions and responses. Child Protection Champions will have a minimum of Child Protection Certificate (five-day training) and be trained to provide Salvation Army basic training.
- 7.3. Child Protection Champions will be supported by The Salvation Army Personnel Department or designated personnel. Annually the Child Protection Champions will meet for upskilling and review of cases.

8. Care and Protection Procedures

8.1. Procedure for Reporting Disclosure/Allegations/Concerns of Child/Youth Abuse



8.2. The procedures above outline the action to be taken in the event of actual or suspected abuse of a child. Under no circumstances should a member of staff attempt to conduct an investigation or deal with the problem alone. Any incidents, concerns or suspicions must be reported following the procedures set out above.

8.3. The child's wellbeing/safety is the most important consideration (in accordance with Section 6, Children, Young Persons and Their Families Act (1989).

- 8.4. Time is of the essence when a child's safety is at risk. Do not wait to report suspected abuse.
- 8.5. Physical signs of abuse (including injuries/marks, and bodily fluids) may be treated as evidence and will need to be processed within a narrow timeframe, so do not delay in addressing your concerns.
- 8.6. Informing Caregivers of a Report of Concern must be done in consultation the Child Protection Champion and with the consideration of safety for the child, staff and other family members. In keeping with the principle of partnership, The Salvation Army will consult with Child Youth and Family regarding who should inform those with parental responsibility about allegations.
- 8.7. However, those with parental responsibility may **not** be initially informed in cases where:
- the parent or caregiver may be the alleged perpetrator
 - it is possible that the child would be intimidated into silence
 - there is a strong likelihood that important evidence would be destroyed, and/or
 - the child does not wish the parent or caregiver involved at that stage and is competent to make that decision.
- 8.8. All Reports of Concern made to Child, Youth and Family are to be kept on a separate notification register in a secure location (this is a requirement of CYF Audit Procedures), and are to be recorded in SAMIS. The Child Protection Champion is responsible that the Report of Concern is entered into SAMIS.
- 8.9. A 'Child Protection Alert' is to be placed on SAMIS and in the child's clinical record. Note: the absence of an alert does not mean there are no child protection concerns, and the presence of an alert does not mean the child is currently at risk. This task is to be completed by the Child Protection Champion.
- 8.10. An incident report is to be completed for any related issues; for example, threats of harm because a CYF Report of Concern is being made.
- 8.11. If the child engages in a service within the Salvation Army that has a contract with or is funded by the Ministry of Health, the GP, where known, must be informed of the Report of Concern to CYF.
- 8.12. The Salvation Army has a responsibility to ensure that the alleged offender and his/her family are given support. This support may come from within the Corps leadership, Community Ministries or from outside of The Salvation Army.
- 8.13. The Salvation Army will provide support to staff and volunteers, including trauma support and/or formalised process of supervision as required or requested.
- 8.14. The Salvation Army will ensure there is ongoing support for the siblings and family of victims while investigations proceed. Where it is not appropriate for the Salvation Army to provide this support, The Salvation Army will refer to appropriate agencies.
- 8.15. If you are working in a school (eg, youth workers) where the parent organisation also has accountabilities and responsibilities, ensure the appropriate people from that organisation are also notified.

- 8.16. At any time, any member of staff who has concerns regarding the safety and protection of a child may ring Child Youth and Family on 0508 FAMILY (0508 326159) for advice.
- 8.17. If a child makes a verbal disclosure to a member of staff it is important that staff take what the child says seriously. This applies irrespective of the setting, or the member of staff's own opinion on what the child is saying. If a child discloses information regarding actual or suspected child abuse they must:
- stay calm
 - listen to and hear what the child has to say
 - give time to the child to say what he/she wants
 - reassure him/her it was right to tell
 - tell the child that they are being taken seriously and that they are not to blame
 - explain that they have to pass on what the child has told them as soon as they are aware that the child is making a disclosure
 - give an age appropriate explanation to the child of what the child can expect to happen next
 - record in writing what was said as soon as possible, using the child's own words where possible.

Staff must not:

- make the child repeat the story unnecessarily
- promise to keep secrets
- enquire in to the details of the alleged abuse
- ask leading questions.

9. Managing Allegations Against Staff

- 9.1. The Salvation Army ensures that all staff working with children, both paid and voluntary, have been vetted and screened in accordance with Minutes EPSPC (Employment of Staff – Position Requiring a Police Check) and VOL (Volunteers). Further guidance regarding the safe recruitment of staff can be found in the publication **Safer Recruitment Safer Children Guidelines** published by Children's Action Plan Directorate and Child Matters.
- 9.2. Allegations, suspicions or complaints of abuse by staff, volunteers of The Salvation Army or representatives of other agencies must be taken seriously and reported to the Line Manager/Director/Corps Officer, who will deal with them immediately, sensitively and expediently within the procedures outlined in this section.
- 9.3. If the allegation or concern is in relation to the Line Manager/Director/Corps Officer, this should be reported to the Secretary for Personnel and they should follow the procedures set out in this section.
- 9.4. If the allegation or concern is in relation to the Secretary for Personnel, this should be reported to the Territorial Commander and they should follow the procedures set out in this section.
- 9.5. The Secretary for Personnel will consult with Child Youth and Family or the police before taking any further action.
- 9.6. Any allegation of abuse should be dealt with sensitively and support, provided both for the child and the staff member.

- 9.7. Where an allegation involves an Officer, Corps member, staff member/volunteer, that person may be suspended from duty or attendance while the matter is investigated by the appropriate statutory authorities.² Please refer to The Salvation Army Sexual Misconduct Policies and Complaints Procedures Manual. (Available from Personnel Section, THQ). Note that any decision to suspend staff must involve consultation with Human Resources, THQ.
- 9.8. If The Salvation Army is aware that a member of staff it has placed on precautionary suspension also works with children for another organisation, either as an employee or a volunteer, it should ensure that the other organisation is informed of the suspension and the subsequent outcome. Consultation with Child, Youth and Family or the Police will determine how this information is conveyed.
- 9.9. The fact that a person tenders his or her resignation, or ceases to provide their services, will not prevent an allegation being followed up in accordance with these procedures.

10. Child-on-Child Harmful Behaviour

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

11. Safety Checking for Key Workers

- 11.1. This process is necessary to ensure all Key Workers have a safety check completed before they start work in accordance with the Vulnerable Children Act 2014 and the Vulnerable Children (Requirements for Safety Checks of Children's Workers) Regulations 2015.
- 11.2. This process must be completed **before** a Key Worker starts work.
- 11.3. This process applies to all new staff within The Salvation Army who fit the definition of Key Worker. This includes employees, volunteers, Officers and any ministry positions.
- 11.4. These guidelines should be read in conjunction with the VOL and EPSPC minutes
- 11.5. This process of safety checking for key worker roles has six main steps:
- a) Verify the identity of the applicant;
 - b) Interview the applicant ensuring questions are asked that help determine whether they are suitable to work in a role with children;
 - c) Call the applicant's referee's ensuring questions are asked that help determine whether the applicant is suitable to work in a role with children
 - d) Relevant professional bodies and licensing authorities must be contacted
 - e) Mandatory Vulnerable Children's Act Police vet;
 - f) Risk assessment.
- 11.6. Review of suitability of the role should occur every three year by the Corps Officer/Centre Manager/National Director or delegated representative to determine ongoing suitability of the Key Worker. Updated Police vet results must be included as part of this process.

² The Salvation Army Sexual Abuse Manual Personnel Section

- 11.7. The information obtained as part of this process should be stored on the employee/volunteers personnel file (excluding Police vetting/Ministry of Justice check information which should be handled in accordance with the Police vetting guidelines).
- 11.8. Further details of processes are included in **Appendix 5**.

12. Training

- 12.1. All new staff will undertake an induction programme that requires them to read and understand specific material and information about child abuse, including being shown where to access the policy. The aim of this induction is to ensure that:
- all staff in contact with children or youth understand and accept their responsibility to deliver best practice
 - all staff are trained to recognise and respond to signs of possible abuse and neglect
 - all staff are familiar with The Salvation Army's Child Protection Policy and Procedures.
- 12.2. Staff involved in more focused child/family work must undertake a minimum of one-day of child protection training. Content to include:
- the concept of vulnerability and factors that contribute to vulnerability, risk and child abuse
 - indicators, signs and effects of child abuse
 - how to identify when children and young people are vulnerable to abuse and neglect, and how to intervene early.
 - how to identify and respond to children and young people when abuse is suspected or disclosed
 - introduce the Salvation Army Child Protection Policy and support participants to understand this policy and their roles/requirements within this policy
 - understanding the reporting process and legislative requirements
 - supporting staff to deal with their own feelings and responses and support staff to access any assistance they may require in regards to responding to/reporting child abuse
 - information about where staff can refer young people and families for support and help.
- 12.3. Those staff defined as Child Protection Champions will require more in-depth training at a minimum of Child Protection Certificate, to ensure their ability to provide advice and support to staff with concerns. This training will:
- be included in annual performance reviews and will include key performances indicators on job descriptions
 - include instruction on how to support children staff, family members/whānau through an incident
 - provide key contacts and positions of The Salvation Army.
- 12.4. Costs for training must be met from individual Centres and factored into staff training plans.

- 12.5. All training completed is to be entered on a spreadsheet, including the type of training, trainer and review date. Managers to email through to DHQ or Nationally-Managed Programme.
- 12.6. It is highly recommended that in house training sessions are held and regular reviews of training are completed to ensure all staff have received adequate training and gained knowledge. Please speak with your Head of Department or appropriate Divisional Staff.
- 12.7. A Training Procedure is included in **Appendix 3**.

13. Relationships with External Agencies

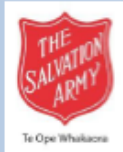
- 13.1. This section is to ensure good working relationships with appropriate specialist agencies whose role is to protect children from abuse.
- 13.2. The Secretary for Social Services will be responsible for external child protection relationships. The designated staff member responsible for these relationships will:
- maintain a list of key personnel and agencies, including CYF, and Police, providing services to children and families and distribute this list to relevant staff
 - maintain active relationships with agencies and key personnel in this field through regular formal meetings and through informal networks between staff
 - inform DHQ and Head of Department at regular meetings of changes and trends within child protection field
 - include familiarity with care and protection laws in staff induction and in-service training.
- 13.3. Line Manager/Director/Corps Officer, will be responsible for external child protection relationships in local areas.
- 13.4. Memorandum of Understandings are to be developed between partnership agencies and ourselves at both a national and local level

14. Confidentiality and Information Sharing

- 14.1. The purpose is to identify circumstances under which information may or may not be divulged around the protection of children and where we are legally obligated to report incidents.
- 14.2. Procedure:
- confirm identity and credentials of person requesting information (Fax or email request on letterhead)
 - identify specific information required and purpose – is it relevant?
 - check information held – do we actually have the information requested
 - discuss with Line Manager and identify way forward
 - depending on reason for request and risk to children as judged case by case, inform the client that information has been requested, by whom and seek permission (eg, attendance at a programme). If this is a child protection issue, permission from the client is not necessary
 - document all steps in process in SAMIS including Police and CYF involvement. Ensure that all documentation is placed on the client file and/or scanned into SAMIS client file (eg, email correspondence)

- it is recommended that any child interviewing by statutory agencies be done through an evidential assessment and not at your centre (this ensures that your centre remains as a safe place).

Appendix 1: CYF Report of Concern



THE SALVATION ARMY - CYF REPORT OF CONCERN FORM

Te Ope Whakaaone

Form Details

Form Date: _____
 Entered By: _____

CPC Details

CPC Name: _____
 Contact Date: _____

Discussion Outcome

Notifier Details

Name: _____
 Role: _____
 Site: _____
 Site Address: _____
 Phone: _____ Email: _____
 Remain Confidential: YES /NO (delete one) _____
 If yes – reason: _____

Children Details

Child 1	Surname: _____	Age: _____	Given Name(s): _____	Gender: _____
	Date of Birth: _____		Ethnicity: _____	
	School: _____			
Child 2	Surname: _____	Age: _____	Given Name(s): _____	Gender: _____
	Date of Birth: _____		Ethnicity: _____	
	School: _____			
Child 3	Surname: _____	Age: _____	Given Name(s): _____	Gender: _____
	Date of Birth: _____		Ethnicity: _____	
	School: _____			
Child 4	Surname: _____	Age: _____	Given Name(s): _____	Gender: _____
	Date of Birth: _____		Ethnicity: _____	
	School: _____			
Child 5	Surname: _____	Age: _____	Given Name(s): _____	Gender: _____
	Date of Birth: _____		Ethnicity: _____	
	School: _____			
Child 6	Surname: _____	Age: _____	Given Name(s): _____	Gender: _____
	Date of Birth: _____		Ethnicity: _____	
	School: _____			

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Concern Details

Reason for Report:

[Empty text area for Reason for Report]

Other Concerns:

[Empty text area for Other Concerns]

Concern Details (cont)

Location of Children:

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Ongoing Involvement:

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Appendix 2: Procedure of Review

Annual review

Each Division and Nationally-Managed Programme will annually review the levels of child protection knowledge in each of their services as directed under 5.5. as part of Annual Service/practice reviews or audits of Corps/Centres/Nationally Managed Programmes. The information to be reviewed is that:

- all staff have had completed police and reference checks according to The Salvation Army employment policy
- all staff have been trained in Child Protection to the appropriate levels and by accredited providers
- the Child Protection Policy is accessible to all staff
- there is evidence of the following policy and procedures
- there is evidence of connection to local agencies and services in Child Protection.

Policy Review

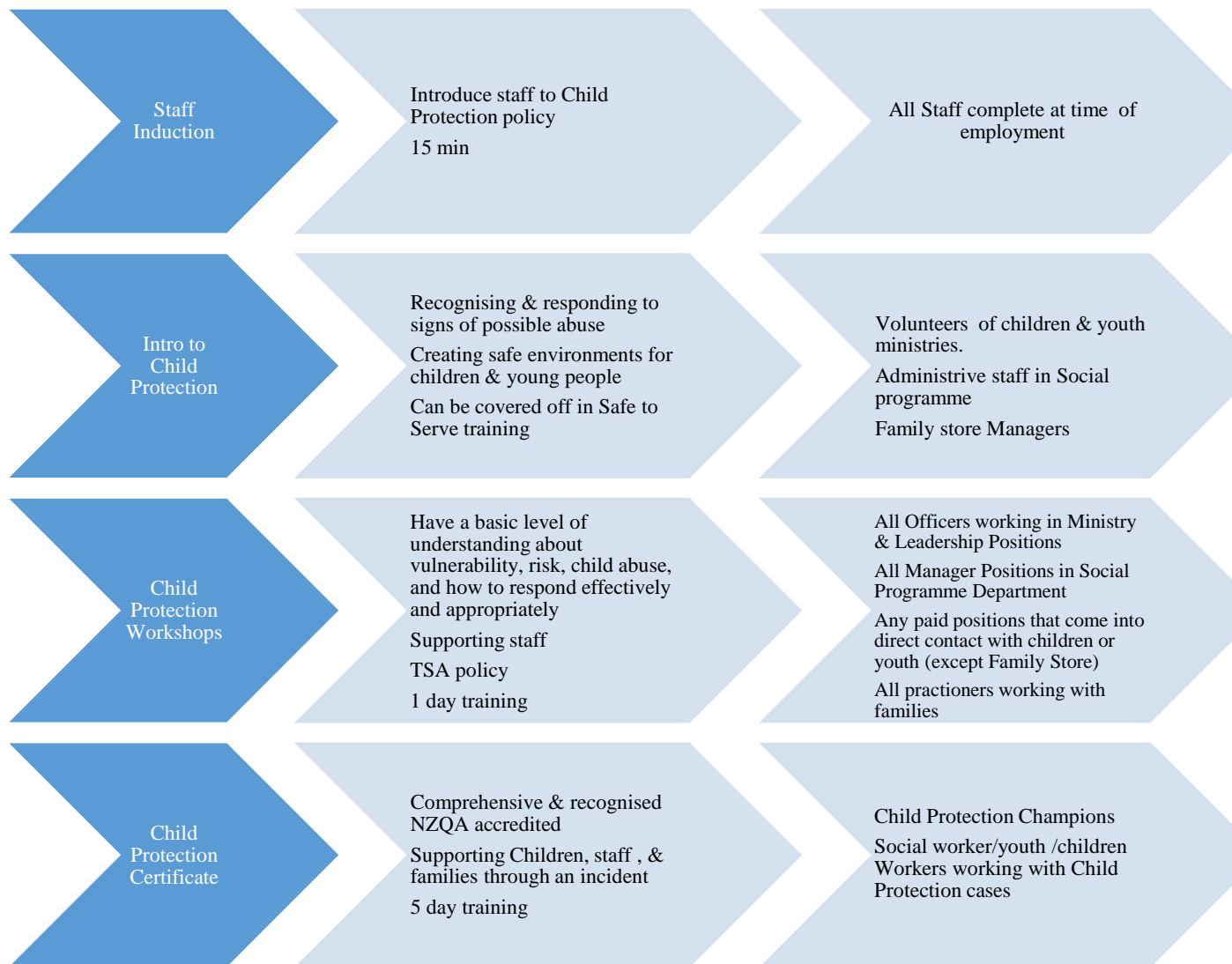
The Child Protection Policy is to be reviewed every three years as directed under 5.4. The procedure is to involve:

- the Personnel Secretary to call together a working group to review the policy and training plan
- make necessary changes and updates
- send updated policy out for consultation to all departments, Divisional Commanders, Heads of Departments and Child Protection Champions
- the Policy is ratified by Territorial Coordinating Council
- changes in policy are communicated to the organisation.

Appendix 3: Procedure of Training

Training

There are four levels of training for Salvation Army Staff



Appendix 4: Types and Indicators of Abuse

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

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

Physical Abuse

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

Physical indicators:

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

Behavioural indicators:

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

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

Emotional Abuse

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

Physical indicators:

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

Behavioural indicators:

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

Neglect

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

Physical indicators

- »» Frequent hunger
- »» Poor personal hygiene
- »» Constant tiredness
- »» Inappropriate clothing; eg, summer clothes in winter
- »» Untreated medical problems

Behavioural indicators

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

Spiritual Abuse

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

Please refer to www.salvationarmy.org.nz/about-us/position-statements/spiritualabuse for more details on this subject.

Sexual Abuse

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

Physical indicators

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

Behavioural indicators

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

Domestic Violence

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

Physical indicators

- »» Same as signs of physical and emotional abuse

Behavioural indicators

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

Bullying

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

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

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

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

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

Cultural

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

Discrimination

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

Institutional

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

Material/Financial

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

Vicarious

Bearing witness to another's trauma.

Other

Destruction of treasured possessions, harm to pets etc.

Appendix 5: Key workers - Safety Check Procedure

This process has six main steps:

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

IDENTITY VERIFICATION

- An applicant needs to provide originals of two types of identification.
- The applicant must provide an original primary identity document and a secondary identity document.
- If neither of the identity documents include a photograph of the applicant they must also provide either a photograph of themselves which has been authenticated by an identity referee, or a verification statement signed and dated by an identity referee. Additional documentation may also be required if the applicant has changed their name.
- Appendix 6 provides a list of acceptable forms of identification.
- After an applicant has produced the documents required a search must be done of the personnel records (i.e. TechOne and personnel files) to ascertain whether the identity confirmed by the person is or has been used by any other person within the organisation.

APPLICANT INTERVIEW

Questions assessing applicant's suitability for working with children

In addition to standard interview questions, applicants must be asked at least five questions that help determine whether they are suitable to work in a role with children. A list of the questions applicants must be asked is available in **appendix 7**.

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

Interview Panel

Interviews must be conducted by at least two staff. The members of the panel should not be closely related.

It is recommended that a Child Protection Champion and/or someone from Divisional/Centre Leadership are part of the interview panel.

REFERENCE CHECKS

Referees

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

Referees **must include**;

- a. Someone who has known the applicant for at least two years, is not related to the person or part of their extended family and who is able to speak objectively about their suitability for working with children/youth; and
- b. The former Corps Officer/Centre Manager or children's/youth worker if the applicant has worked in other corps/centres or groups.

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

In addition to standard questions, a referee should be asked questions that help determine whether the applicant is suitable to work in a role with children. **Appendix 8**, provides a list of suitable questions for applicants.

RELEVANT PROFESSIONAL BODIES, LICENSING AND REGISTRATION AUTHORITIES

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

MANDATORY VULNERABLE CHILDREN'S ACT POLICE VET

A Mandatory Vulnerable Children's Act Police vet must be processed in accordance with the Police check vetting and Ministry of Justice criminal conviction check process guidelines. These guidelines are attachments on the VOL and EPSPC minutes.

RISK ASSESSMENT

A risk assessment of the applicant must be done to determine whether the person poses or would pose any risk to the safety of children. The following information must be taken into account as part of the risk assessment;

- Whether the applicant is a key or non-key worker
- The information obtained throughout the recruitment process
- Any guidelines on risk assessments issued by the Ministry of Business, Innovation, and Employment, the Ministry of Education, the Ministry of Health, the Ministry of Justice, the Ministry of Māori Development, the Ministry of Social Development, the New Zealand Police.
- The risk assessment matrix, **Appendix 9**, should be used to determine whether a person is suitable to be employed/engaged in a key worker role.

An applicant may be employed/engaged if they satisfy the requirements of the risk assessment.

Appendix 6: Key Workers - Acceptable forms of identification

Primary identity documents

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

Secondary identity documents

Document type	Issuing agency
New Zealand driver licence	NZ Transport Agency
18+ card	Hospitality New Zealand Incorporated
Community services card	Ministry of Social Development
SuperGold Card	Ministry of Social Development
Veteran SuperGold Card	Ministry of Social Development
New Zealand student photo identification card	New Zealand educational institution
New Zealand employee photo identification card	Employer
New Zealand electoral roll record	Electoral Enrolment Centre of New Zealand Post Limited
Inland Revenue number	Inland Revenue Department
New Zealand issued utility bill, issued not more	

than 6 months earlier

Steps to Freedom form

Department of Corrections

Supporting name change documents

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

Appendix 7: Key Workers - Questions to be asked at interviews

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

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

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

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

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

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

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

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

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

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

Appendix 8: Key Workers – Questions to be asked in Reference Checks

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

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

Appendix 9: Key Workers – Risk Assessment Matrix

Results of check

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

When assessing the risk of an applicant for a children’s worker position (as per step 5 of the Recruitment Process for Children’s Workers) the above matrix should be used.

- If an applicant only receives green results then they may be employed/engaged.
- If an applicant receives any yellow results there may be an increased risk posed by the applicant and the decision-maker should think carefully about employing/engaging this person.
- If an applicant receives any red results then they must not be employed/engaged.
- Please note that there is discretion to employ/engage staff who receive green or yellow results but not red results. The Corps Officer/Centre Manager must consult with the Divisional Commander/National Manager if they wish to recommend employment/engagement of an applicant.
- Even if an applicant appears to have all green results there is no obligation to employ/engage.

Below are a number of examples showing how different kinds of applicant’s should be categorised;

- An applicant’s police vet report contains convictions for violent and/or inappropriate sexual behaviour. The applicant must receive a red result for the police vet and must not be employed/engaged as a children’s worker. This would be because the potential consequences of employing/engaging the person would be significant.
- An applicant’s references seem positive but are lacking in some areas or are quite vague. Depending on what was asked of the referees and the responses that were given the result for Reference may be green but could be yellow or even red.

If you have concerns about a reference you should call again and ask for more information.

- An applicant interviews well and receives positive references but the police report has a conviction for shoplifting 20 years earlier. The sentence for the conviction was community service. In this case the applicant should receive a green or yellow result for the police vet as the applicant is unlikely to pose a risk to children or young people.
- Determining where an applicant fits in the matrix will often be challenging, particularly if they receive any yellow results. Child Protection Champions in each division may be contacted to provide guidance on an applicant's suitability for a children's worker role.

References

- *How Can I Tell? Recognising When a Child Or Family Needs Help*, Child Matters, www.childmatters.co.nz
- *Safe to Serve Manual*, The Salvation Army New Zealand, Fiji and Tonga Territory
- *The White Paper for Vulnerable Children*, www.childrensactionplan.govt.nz/action-plan/white-paper
- *Working Together to Keep Children and Young People Safe Guide*, Child Youth and Family – link to download guide is on this page: www.cyf.govt.nz/working-with-others/working-together-to-keep-children-and-young-people-safe
- www.areyouok.org