

Responding to and reporting child abuse or neglect

If:	you see a child being abused you observe signs of abuse or neglect of a child	a child discloses abuse to you someone tells you of a concern
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Act immediately if you see a child being abused!

Respond to the child's needs	<ul style="list-style-type: none">Ensure the child is safe from immediate harm.Attend to any physical or emotional distress in the child – seek medical help if appropriate.
Listen to the child if they disclose abuse or neglect	<ul style="list-style-type: none">Listen to the childDo not question the child beyond what is necessary to clarify your concern.Reassure them you will take action to keep them safe. <p>Remember you are not an investigator – leave that to Oranga Tamariki or NZ Police.</p>

Call the Police on 111 if the child is in immediate danger.

If you are a staff member

Immediately inform the person responsible	<p>If the suspected abuser is the person responsible, inform the Service provider.</p> <p>Where this is not possible, contact:</p> <ul style="list-style-type: none">Oranga Tamariki 0508EDASSIST (0508 332 774) or email contact@ot.govt.nz; orcontact the Police. <p>Anyone can report suspected abuse or neglect of a child.</p>
Prepare a written record and give it to the person responsible	<ul style="list-style-type: none">Date, time and place of observation/report of abuse.Names of anyone present.Word-for-word what the child said.Any physical or behavioural signs.Record what actions have been taken. <p>Do not add your own interpretations or assumptions or take photos.</p>

If you are the person responsible

Report the concern or disclosure of abuse	<ul style="list-style-type: none">If a child has been or is likely to be abused or neglected contact Oranga Tamariki promptly on 0508 EDASSIST (0508 332 774)
Gather information	<ul style="list-style-type: none">If concerns are reported to you - Ensure you get a complete, signed report from the person who identified the abuse or neglect.If needed contact Oranga Tamariki or Police for support and guidance to help prepare your report.Provide the notifier with appropriate support and explain the actions you intend to take.Act promptly to report the concern or disclosure abuse
Report the concern or disclosure of abuse promptly	<ul style="list-style-type: none">If it is suspected that a child has been or is likely to be abused or neglected contact Oranga Tamariki promptly Ph 0508 EDASSIST (0508 332 774) or contact@ot.govt.nz and make a formal report.Ask for advice and guidance about how to approach whānau or caregivers about the report.Ask what the next steps are and a timeframe for follow-up.
Notify MoE	<ul style="list-style-type: none">Email a summary of the report to the Ministry of Education as required by HS128. If your report was verbal, forward the acknowledgement received from Oranga Tamariki. Let us know if you need any further support from us.
Support the child	<ul style="list-style-type: none">Ensure the child receives appropriate support.Continue to monitor the child's wellbeing.

Additional steps if the person suspected of abusing or neglecting a child is employed by the service

Exclusion and notification to NZTC:	<ul style="list-style-type: none">• If there are reasonable grounds to believe that a person employed or engaged in the service has physically ill-treated or abused a child take immediate steps to exclude the person from coming into contact with children. (Regulation 56) during the investigation.• If the concern involves a Certificated Teacher, notify the Teaching Council immediately — don't wait until your investigation is complete.• Recommend the teacher seeks advice from their union or lawyer.
Inform the parents/whānau	<ul style="list-style-type: none">• Inform Parents / whānau, whose child/ren have been affected by the staff member's actions of the allegations.• They will be offered support and informed of the actions that will be taken.
Complete an investigation	<ul style="list-style-type: none">• You can use the Ministry of Education incident template to guide you. Incident template.
Seek legal advice	<ul style="list-style-type: none">• Seek employment/legal advice where appropriate.
Keep records	<ul style="list-style-type: none">• Ensure all records are kept securely. Share information only with those who need to know.
Healing the community	<ul style="list-style-type: none">• Contact the MoE's Traumatic Incident team for support on 0800 848 326.