

CHILD PROTECTION POLICY

Policy Owner	Director Audience & Insight
Contact Person	Head of People, Safety & Culture
Approval Date	June 2023
Next Review	June 2026

Purpose

1. The purpose of Te Papa’s updated Child Protection policy is to set out a clear protocol of action and framework for our responsibilities and legal duties in relation to tamariki and rangatahi who visit our facilities, and to comply with the Children’s Act 2014.
2. This policy:
 - Explains and confirms Te Papa’s commitment to, and demonstrates ways of working to ensure responsibility for all tamariki and rangatahi.
 - Provides all kaimahi with clear guidance on the steps that should be taken when they are aware of, or suspect there is, any instance of child abuse.
 - Helps kaimahi refer instances and suspicions of child abuse to the appropriate agencies or authorities
 - Provides information and guidance on recruitment and safety check requirements for appointees to Children’s Worker positions.
 - For all core and non-core ‘Children’s workers’, must be read in conjunction with Te Papa’s child protection procedures and training material.

Scope

1. This Policy applies to all kaimahi employed, contracted to, or volunteering with Te Papa at any of their facilities, in positions that meet the core or non core ‘Children’s Worker’ definition contained within the Children’s Act 2014.

Definitions

2. The following definitions apply to this policy:
 - Child** as defined by the Children’s Act 2014 (s. 15) – a person who is under the age of 18 years
 - Tamariki (child) -Individuals from 0-14 years**
 - Rangatahi (young person) - individuals from 15-17 years**
 - Kaimahi-** For the purposes of this policy, “kaimahi” is defined as all ‘workers’ including employees, contractors and volunteers.
 - Child abuse and neglect -** the harming (whether physically, emotionally, or sexually), ill treatment, abuse, neglect or deprivation of any tamariki or rangatahi. For the purposes of this policy this includes actual, potential, and suspected abuse.
 - **Emotional Abuse-**Any act or omission that results in impaired psychological, social, intellectual and or emotional functioning and development of tamariki or rangatahi.
 - **Physical Abuse-**is any behaviour or action which inflicts physical harm to tamariki or rangatahi which can include unexplained fractures and dislocations, burns, fabricated or induced illness.
 - **Sexual Abuse-**is any act where an adult or a more powerful person uses tamariki or rangatahi for a sexual purpose. This can be direct contact or exposing tamariki or rangatahi to adult materials.
 - **Neglect-** an act or omission that results in impaired physical/emotional functioning, injury, and/or development of tamariki or rangatahi and can include:
 - a. **Physical neglect-** not providing the necessities of life.

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- b. **Neglectful supervision**- leaving children unattended without safe supervision.
- c. **Emotional neglect**-not providing comfort, love and attention that tamariki needs.
- d. **Medical neglect**- the failure to ensure their health needs are met.
- e. **Educational neglect**- allowing chronic truancy, failure to enrol tamariki or rangatahi, in school, or inattention to their special education need.

Child Protection - the activities carried out to ensure the safety of a child/tamariki or young person/rangatahi, in cases where there is actual, potential or suspected abuse or neglect.

Designated person for child protection - the person in the position who is responsible for providing advice and support to kaimahi about an individual tamariki or rangatahi or who is seeking advice about this policy. At Te Papa this is the Head of Learning.

Disclosure - information about abuse or neglect given to Te Papa kaimahi by either tamariki or kaimahi or any other person.

Policy

3. Te Papa will meet the following principles in implementing this:
 - Ensure the welfare of Tamariki and Rangatahi is paramount whenever they visit Te Papa facilities.
 - Kaimahi have access to up-to-date Child Protection policy and procedures across a range of access points suitable to their role.
 - Kaimahi have sufficient training to increase their knowledge, skills and confidence to implement and apply the policy and guidance.
 - Have a designated contact person for child protection in the workplace.
 - Tamariki and Rangatahi have the right to pursue knowledge and participate in the stories of their culture and feel safe and comfortable in the contact they have with Te Papa kaimahi.
 - 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 Children's Act 2014. The Act currently requires 'Safety Checks' to be undertaken every three years. The Act also requires that employment or engagement cannot commence before safety checks and risk assessment has been completed.
 - 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' though the recruitment process to positions not deemed core or non-core 'Children's Workers'. A standard Police Check or a Ministry of Justice Criminal History Check will be completed.
 - Kaimahi may progress to a core or non-core 'Children's Worker' position at a later date. Should they progress to a core or 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 kaimahi, including core and non-core 'Children's Workers' to ensure they 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 tamariki and rangatahi.
 - The primary responsibility for the welfare of tamariki visiting Te Papa rests with the supervising adult who brought them to Te Papa. Tamariki 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 kaimahi will liaise with the Designated Person for Child Protection at Te Papa in regard to any concerns about suspected abuse and neglect. Reporting suspected

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cases to external authorities should only be done by the Designated Person for Child Protection. **

- **Te Papa will NOT investigate allegations, complaints or disclosures but will refer these 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.

Relevant legislative definitions and application at Te Papa

4. The Children’s 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. The following are Core and Non-Core ‘Children’s Workers’ positions at Te Papa:

Core Children’s Worker	Non-Core Children’s Worker
Learning Specialist (All types)	Learning Coordinator
Public Programming Specialist (All types)	Head of Learning
	Principal Advisor Learning
	Te Papa Host (Story place & Birthday Parties)

Te Papa will make additions to the list of core and non-core ‘Children’s Workers’ as the need arises and as positions meet the criteria set out in the Children’s Act 2014. Decisions will be made at Tier 2.

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

5. Te Papa will ensure that:
- Appointment of staff to positions deemed core or non-core ‘Children’s Workers’ will be conditional on satisfactory police vetting and safety checking as defined by the Children’s Act 2014.
 - The Safety Check requirements will be identified, and safe recruitment practices established which comply with the regulations and guidelines
 - Where an appointee to a position deemed a core or non-core ‘Childrens Worker’ has periods of more 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 and providing that to Te Papa.
 - Appointment of staff to positions **NOT** deemed core or non-core ‘Children’s Workers’ will be conditional on satisfactory police vetting or Ministry of Justine Criminal History check as a minimum, and usual Te Papa recruitment practices . Positions requiring standard Police vetting may include Hosts, Tour Hosts, Visitor Services Managers, Head of Visitor Services, Security Officers, Senior Security Officers and the Manager Security Services.
 - Ensure contractors or contracted services that meet the definitions within the Children’s Act 2014 of a core or non-core ‘Children’s Worker’ comply with the required ‘Children’s Worker’ safety checking as set out in the specific Vulnerable Children Act 2014 - Guidance for Compliance at Te Papa. They must confirm compliance in any contractual arrangement with Te Papa.

Additional Resources

** See Confidentiality and Information Sharing

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6. 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- Identify abuse | Oranga Tamariki:
<https://www.orangatamariki.govt.nz/worried-about-a-child-tell-us/identify-abuse/>
 - 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: <https://safeguardingchildren.org.nz/>
 - Child Matters is a registered charitable trust that provides guidance, advice, education, and support to protect children- <https://www.childmatters.org.nz/>

Responding to and reporting of suspected abuse and neglect.

7. If kaimahi have a concern about a tamariki or rangatahi's safety or well-being they must report this to their supervisor/manager and the Designated Person for Child Protection.
8. The nature or veracity of the suspected abuse or neglect is not up to kaimahi to determine. The Designated Person for Child Protection will report an incident to Oranga Tamariki-Ministry of Children and/or Police to enable any required investigation to be completed.
9. Te Papa will maintain a secure and confidential record of all reports of suspected or actual abuse or neglect.

Confidentiality and Information Sharing

10. Under the Oranga Tamariki Act, **any person who believes that a child has been or is likely to be, harmed physically, emotionally or sexually or ill-treated, abused neglected or deprived may report the matter to Oranga Tamariki or the Police.** No civil, criminal or disciplinary proceedings may be brought against the person who makes the report, provided it is made in good faith.
11. When gathering, storing, or disclosing personal information about individuals, kaimahi must comply with the Information Privacy Principles set out in the Privacy Act 2020.

Related policies/ procedures/ guidelines/ forms

12. **Procedures, guidelines and forms can be found below:**
 - [Child Protection Policy - Guidance for Compliance at Te Papa](#)
 - Compliance Checklist for 'Children's Worker' Safety Checking.
 - The Children's 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.

References

[Health Safety & Wellbeing Policy](#)
[Privacy & Personal Information Policy](#)

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Relevant legislation (but are not limited to):

- Children's Act 2014
- Oranga Tamariki Act / Children's and Young People's Well-being Act 1989
- The Treaty of Waitangi Act, 1975
- Crime Act 1961
- Family Violence Act 2018
- Domestic Violence -Victims' Protection Act, 2018
- Employment Relations Act, 2000
- Health and Safety at Work Act (General Risk & Workplace management) Regulations, 2016
- Privacy Act 2020(Section 11)
- Summary Offences Act 1981
- UN Convention of the Right of the Child (UNCROC)
- Human Rights Act 1993

Responsibilities

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 Children's Act 2014.
- Working with the Head of People, Safety and Culture 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 kaimahi and the Head of People, Safety and Culture who are dealing with child protection issues (which may include responding to a disclosure).
- Expeditiously and sensitively managing allegations, suspicions or complaints of abuse against staff.
- Contacting Oranga Tamariki – Ministry for Children National Contact Centre or the NZ Police to report allegations, suspicions or complaints resulting from:
 - a child has disclosed abuse or neglect, or 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 based on 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.
- Together with the Head of People, Safety and Culture, briefing the Tumu Whakarae and Kaihautū.
- Provide information for recording to the Head of People, Safety and Culture whether or not the incident has been reported to Oranga Tamariki or the NZ Police.
- It is NOT the responsibility of the Designated Person for Child Protection to investigate suspicions, complaints or disclosures.

Managers are responsible for:

- Ensuring kaimahi understand and adhere to the principles and processes in this policy.
- Ensuring that kaimahi that have direct and/or frequent contact with tamariki and rangatahi as part of their role have received training and understand how to identify, respond to and report child abuse and neglect.

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- Ensuring that positions being recruited for, that are deemed core or non core 'Children's Workers', and meet the definitions within the Children's Act 2014, meet the recruitment 'Safety Check' processes required.
- Recognising 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' though the recruitment process to positions not deemed core or non-core 'Children's Workers'. A standard Police Check or a Ministry of Justice Criminal History Check will be completed.
- Alerting the owner of this policy of additional core or non-core Children's Workers' positions as they arise.
- Acknowledging kaimahi may progress to a core or non-core 'Children's Worker' position at a later date. Should they progress to a core or 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.
- Ensuring contractors or contracted services that meet the definitions within the Children's Act 2014 of a core or non-core 'Children's Worker' comply with the required 'Children's Worker' safety checking as set out in the specific Vulnerable Children Act 2014 - Guidance for Compliance at Te Papa. They must confirm compliance in any contractual arrangement with Te Papa.
- Escalating concerns to the Designated Person for Child Protection about the application or interpretation of the policy
- Immediately reporting observations of alleged abuse or neglect of tamariki or rangatahi to the Designated Person for Child Protection.
- Notifying the Designated Person for Child Protection about any observations of abuse or concerns that they may observe or that are brought to their attention by one of their kaimahi in order to ensure that appropriate action is being taken and that relevant authorities are notified as required.

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.
- Monitoring and reviewing as needed the operation of this policy and its associated procedures in consultation with the Designated Person for Child Protection.
- Guidelines and training to meet changes to legislation and ensure consistency of practice.
- Monitoring and providing support to kaimahi who report allegations, suspicions or complaints through to the Designated Person for Child Protection.
- Ensuring safe recruitment practices are established for the appointment of all kaimahi to positions deemed core and non-core 'Children's Workers' providing for appointees to be appropriately recruited, screened and police checked as required by the Children's Act 2014.
- Ensuring safe recruitment practices are established for the appointment of all kaimahi to positions 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 core and non core 'Children's Workers', the Designated Person for Child Protection (and their back-up) and the Head of People, Safety and Culture (and their back-ups) 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.

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- Establishing a close link with the relevant local agencies to ensure clear and effective communication.
- 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.

Te Papa kaimahi

- Meet all professional and legal obligations to children and young persons and acting according to safe working practices.
- Attend child protection induction, training and retraining as required and ensuring they understand and can follow the policy, procedures and guidelines.
- Respond appropriately to lost or unaccompanied children or observations of abuse, complaints and disclosures, according to the following:
- Immediately report observations of alleged abuse or neglect of a tamariki or rangatahi to their manager and to the Designated Person for Child Protection.
- Be aware of and practice the changing guidelines (appendices) attached to this policy including:
 - Safe Working Practices
 - Dealing with Lost or Unaccompanied Children.
 - Sleepovers at the Museum
 - Responsibilities of Teachers, Group Leaders, Parents and Carers of Children Visiting Te Papa
 - Safely Responding to Observations, Allegations and Disclosures
 - Receiving and Reporting Allegations of Abuse
 - Dealing with allegations made against members of staff regarding inappropriate actions with children
 - Child Abuse Reporting Form

Breaches of the policy

13. 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 kaimahi 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 kaimahi who are core and non core 'Children's Workers' will be given appropriate training covering basic awareness of child abuse and protection and how to recognise signs of abuse and neglect. This will include understanding and following roles and responsibilities of kaimahi regarding child protection, responding to concerns of potential abuse, allegations, complaints or disclosures of child abuse or neglect and procedures for reporting a concern.
- Positions with the Visitor Services team will receive appropriate training
- Position with the Security Services team will receive appropriate training
- The Designated Person for Child Protection (and their substitute) will receive training in their role.
- The Head of People, Safety and Culture (and their substitute/s) will receive training in their role.

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- Contractors (secured by managers via Finance) will receive appropriate training

Review

14. The Head of People, Safety and Culture will have responsibility for the monitoring and reviewing of this Child Protection Policy every three years unless there have been legislative amendments or new guidelines introduced. The policy will be reviewed earlier if needed.

Approval by ELT/ARC/Board

Recommending authority	Head of People, Safety & Culture and Director Audience & Insight
Approval authority	Executive Leadership Team
Date	June 2023
Approved	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Revision History

Version	Reviewed	Description of Changes
Revision 1.0	November- 2014	New Policy
Revision 2.0	June- 2023	Update of new policy with streamlined escalation process. Change of ownership.

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Appendix 2:

Guidelines for Staff - Safe Working Practices

A relationship between an adult and a child or young person cannot be a relationship between equals. There is a potential for exploitation and harm of vulnerable young people. Adults have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.

Adults should always maintain appropriate professional boundaries and avoid behaviour which might be misinterpreted by others. Adults who work with children must therefore act in a way that is considered to be safe practice.

The giving of gifts or rewards to children or young people should be part of an agreed policy for supporting positive behaviour or recognising particular achievements.

Communication between children and adults, by whatever method, should take place within clear and explicit professional boundaries. This includes the wider use of technology such as mobile phones, text messaging, emails, digital cameras, videos, web-cams, websites, social networking and blogs. Adults should not share any personal information with a child or young person. They should not request, or respond to, any personal information from the child or young person other than that which might be appropriate as part of their professional role. Adults should ensure that all communications are transparent and open to scrutiny.

Written consent from the supervising adult must be sought for all photographs taken of children or young people, whether they are intended for internal or external use. A child's permission should also be obtained should they be of an age to provide their permission. Only the child's first name should be used in any text.

Do not engage in physical contact with a child or young person. This includes any 'rough and tumble' or 'horseplay'. Do not physically restrain a child or young person except in exceptional circumstances, i.e. to prevent injury or damage to property. At all times you must use the minimum restraint necessary.

When physical contact is made with a child this should be in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background. Adults should use their professional judgement at all times, observe and take note of the child's reaction or feelings and use a level of contact and/or form of communication which is acceptable to the child for the minimum amount of time necessary.

Plan to ensure that there are other staff within the vicinity or other supervising adults present when working with children. Avoid being in a closed area by yourself with a child.

Never accompany children to the toilet facilities or administer any intimate or personal care of the child or children. The supervising adult must be asked to do this.

Recognise that it is not your role to decide on or investigate concerns, allegations or complaints.

It is your role to:

- Adhere to the principle - the welfare of children and young people is paramount.

- Pass on any concerns, allegations or complaints to your manager and/or a Specialist Trained Manager immediately they come to your attention.
- Consistently apply these safe working practices guidelines and to immediately advise your manager and/or a Specialist Trained Manager if you observe instances of non-compliance.

Dealing with Lost or Unaccompanied Children - Guidelines for Staff

Lost Children

A lost child is defined as one who has become separated from their supervising adult who is currently onsite within the museum. They may identify themselves to staff, be found upset or distressed or a concern may be raised by a visitor or a member of staff.

In the event of a child being lost, staff will:

- Reassure the child that staff will assist in finding the supervising adult.
- Ask the child for a description of their supervising adult.
- Contact the Manager Visitor Services with information including name, age and description of child, where the child was found, name and description of supervising adult. The Manager Visitor Services will contact the relevant Te Papa Hosts at the Main Entrance and within Te Papa, and Security in the Control Room to pass on these details.
- If the supervising adult is not located within 5 minutes take the child to the Information Desk on Level 2 after advising staff in the vicinity of your intention.
- Ask the child if they know their supervising adult's phone number or a relative's contact details.
- Try ringing the supervising adult.
- Once the supervising adult is located it is best practice to verify with the child or young person that the supervising adult is indeed who they say they are.
- If the supervising adult is not located and any attempt at phone contact is unsuccessful, then consideration must be given to contacting the NZ Police.

A supervising adult may raise a concern that they cannot locate a child in their care. In this event staff will:

- Obtain details of the child including name, age, school, physical description, where and when the child was last seen.
- Reassure the supervising adult. Inform them that most children are found within 10 minutes.
- Ensure that a cell phone number is obtained should the supervising adult wish to look for their child themselves.
- Inform the Manager Visitor Services who will contact relevant Te Papa Hosts at the Main Entrance and within Te Papa, and Security in the Control Room to pass on these details.
- Walk with the supervising adult and check the exhibitions in the immediate vicinity to locate the lost child.
- Identify when a sufficient time has passed with the child not being found. Once this is identified the Manager Visitor Services will request Security to inform NZ Police. Where possible staff will remain with the supervising adult until the child is found, otherwise the supervising adult will be taken to the Information Desk and have them take a seat until the child is found.
- Once the child is located it is best practice to verify with the child or young person that the supervising adult is indeed who they say they are.

Unaccompanied Children

An unaccompanied child has no supervising adult on site at Te Papa. If the child is under the age of 14 this child is considered to be abandoned with no provision for adequate supervision.

If it comes to the attention of a staff member that a child may be unaccompanied the staff member should:

- Ask the child for contact details of their supervising adult.
- Contact the Manager Visitor Services who will make every effort to contact the supervising adult. If contact is successful then an arrangement must be made for the prompt collection of the child. Should contact with a supervising adult or other identified adult be unsuccessful then the NZ Police will be notified.
- Reassure the child that every effort is being made to identify an appropriate supervising adult to collect the child.
- Inform the supervising adult, on arrival to collect their child that children under the age of 14 must not be left unsupervised at Te Papa. A copy of the Responsibilities of Teachers, Group Leaders, Parents and Carers of Children Visiting Te Papa - Information could be provided for their information.

Older Children (e.g. 12 – 14 years)

There may be times when older children do not have a responsible adult obviously in attendance. If a staff member becomes aware of this they should consider the following:

- The perceived age of the children.
- Whether the children are upset causing upset to others.
- Whether there is provision for adequate supervision (able to contact a supervising adult access to food or the means to buy it, an understanding of when they will reconnect with the supervising adult).
- Whether the child or children are regularly at Te Papa without responsible adult supervision.

If the staff member is concerned about this they should speak to a Manager Visitor Services who will make a decision as to whether to deal with this as an unaccompanied child issue.

Advice and Reporting

If in doubt the Manager Visitor Services should contact a Specialist Trained Manager. In the case of regular visits without supervision the Specialist Trained Manager will bring this to the attention of the Tier 2 Manager to decide whether to refer the matter to Oranga Tamariki – Ministry for Children or the Police. Refer to the Child Protection Policy for details on process and reporting.

Sleepovers at the Museum – Guidelines for Staff

Sleepovers pertain to an event whereby participants are invited to spend an evening sleeping overnight at Te Papa.

Te Papa staff are required to be present at sleepover events to maintain their smooth operation, to represent the Museum, to provide security of the collections and to ensure the safety of all participants.

The safety and comfort of participants at sleepover events is paramount. Plans must be in place in advance of any sleepovers to minimise the possible risk to participants and a controlled environment needs to be created in order to maximise safety and minimise risk.

Consideration must be given to:

- Staffing ratios - this may be variable depending on the age of the participants and supervising adult / child ratios
- Lighting
- Staff trained in first aid, and in child protection, who are available to respond to concerns regarding the safety and wellbeing of participants
- Appropriate signage and barriers that restrict participants leaving designated areas and potentially being unsupervised
- Sleeping facilities and arrangements
- Availability of food and beverages
- Information for supervising adult about expectations e.g. what to bring, behaviour, their responsibility for the children at all times.

No alcohol will be permitted at a sleepover event.

Participants in sleepovers are limited to children, and those adults responsible for the care of those children. Adults who are not responsible for a child are not permitted to attend the sleepover event.

All staff participating in the sleepover event must have been appropriately vetted and screened. This includes:

- Police check within the last three years
- Identification check
- References checked and verified
- Recent undertaking of child protection training.

Children at the sleepover event remain the responsibility of and are to be responsibly supervised, their supervising adult at all times. This includes accompanying the child to the toilet and providing personal care if required.

Te Papa staff must not be on their own with children or young people at any time.

Te Papa staff must ensure they follow safe working guidelines.

Records of participants, including children and their responsible adult, will be kept for all sleepover events.

Any allegations, disclosures and concerns of abuse must be responded to and reported in accordance with the responding and reporting procedures and guidelines set out in the Child Protection Policy.

Responsibilities of Teachers, Group Leaders, Parents and Carers of Children Visiting Te Papa - Information

Responsibilities of the Supervising Adults

The primary responsibility for the welfare of children visiting Te Papa rests with the carer, guardian, teacher or other adult who brought the child to Te Papa. **Children under the age of 14 are required to be under the care of a supervising adult at all times.**

Supervising adults are required to:

- Remain in close vicinity of their child or children during their visit to Te Papa.
- Report any lost child or young person to a Te Papa staff member to activate Te Papa procedures for finding lost children.
- Accompany children to toilet facilities or administer any intimate care. Te Papa will not to accompany children to the toilets.

Responsibilities of teachers or group leaders

The primary responsibility for the welfare and supervision of the children and young people remains at all times with the teachers and group leaders.

In bringing a group to Te Papa, teachers and group leaders are acknowledging that they have read and accepted these responsibilities.

Teachers and group leaders are required to:

- Book school programmes and self-guided visits in advance in order to receive pre-visit information. Te Papa provides a Risk Assessment Management Tool to enable schools and organisations to plan their visit to Te Papa and ensure the safety of children in their care.
- Inform their group to observe fire evacuation and other emergency procedures.
- In the case of an accident or emergency contact a member of museum staff.
- Remain with their class or group in order to provide supervision and manage the behaviour and interaction of the children.
- Report any lost child or young person to a Te Papa staff member to activate Te Papa procedures for finding lost children.
- Accompany children to toilet facilities or administering any intimate care. Te Papa staff will not accompany children to the toilets.

Teachers and group leaders are responsible for the appropriate behaviour of children in their care. This includes **NOT**:

- Eating or drinking in areas other than cafes or the designated areas for school parties to eat their own refreshments.
- Having in their possession or consuming alcoholic beverages outside designated areas.
- Using illegal drugs or smoking cigarettes on museum premises.
- Verbally or physically abuse or bully anyone, use bad language or make any sexist, racist or other offensive remarks toward any person or other group.
- Vandalise museum property or displays.
- Leave litter on museum premises.
- Feed, touch or hurt any plant or animal life in Bush City.
- Enter areas of the museum that are restricted or cordoned off.

Consequences of inappropriate behaviour

In the event that a group member does not behave appropriately the museum reserves the right to refuse admission and/or ask the group to leave.

Any concerns regarding the behaviour of a group member will be communicated with the teacher or group leader in charge. These concerns may also be reported directly to the school or organisation. Te Papa reserves the right to contact Security or the NZ Police regarding concerning behaviour of a group member.

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A copy of Te Papa's Child Protection Policy is available on our website: www.tepapa.govt.nz.

Safely Responding to Observations, Allegations and Disclosures – Guidelines for staff

Do not try to deal with observations, allegations or disclosures alone. Consult a Specialist Training Manager (through your manager if time permits) to decide what if any further action is required. Refer to the Child Policy Document for full details of processes and guidance.

Specialist Trained Managers include:

- 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.

Their contact numbers can be found on the staff directory.

Always work in co-operation with the supervising adults who are present unless this compromises the safety of the child.

Handling situations in which the child is in immediate danger of further harm

Report to the Manager, Security Services (through Security Officer), or other Specialist Trained Manager (STM) immediately.

The Manager Security Services (through their staff) can assist with managing safety and crowd control and will escalate to the Specialist Trained Manager and Tier 2 Manager for a decision to on how best to respond.

Handling concerns and suspicions you may have.

It is unlikely that Te Papa staff will spend enough time with a child to be able to form concerns or suspicions of potential child abuse. However if you are concerned or suspicious there are some things you can do to act on those feelings:

- Check in with the supervising adult if appropriate. This can be a simple question like is that normal, is that child OK?
- Check in with the child if appropriate. Again a simple open question such as how is it going or are you OK?
- You are not expected to seek a disclosure.
- If you have concerns or are unsure, make a note and contact a Specialist Trained Manager to talk it through with them.

Handling disclosures from a child

Remember that making a disclosure or a complaint against someone in a position of power and authority is always difficult. The child may reconsider and express a wish to retract their allegation. At the outset it must be clearly communicated with the child and any adults that their concern is being taken seriously and will be responded to in accordance with Te Papa's Child Protection Policy and procedures.

It is important that you take what the child says seriously. This applies irrespective of the setting, or your own opinion on what the child is saying. If a child discloses information regarding actual or suspected child abuse:

- **Stay calm** - If a child notices that you are upset or not able to cope with what he or she is telling you he or she may not continue to tell you what has been happening or take back (i.e. retract) the original statements they have made.
- Listen and remember: listening is not questioning.
- Give time to the child to say what they want without interrupting.
- If you do ask a question avoid asking leading questions, ask only open questions that seek clarification. (Tell, Explain, Describe – known as TED questions – are good in this context).
- Reassure them it was right to tell someone.
- Tell the child that they are being taken seriously and that they are not to blame.
- Explain that you have to pass on what the child has told them as soon as you 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. Preferably immediately, using the child's own words where possible. Also record any clarifying questions and any action taken by you Include the date, time and place and who was present.
- While it would be of use to have some contact details, asking a list of questions will be daunting for the child so instead just glean and record what the child tells you (for instance their name, suburb school, first name of adult involved).
- As soon as possible contact the Specialist Trained Manager who can provide you with immediate and ongoing support to deal with the disclosure, and manage all further actions arising from the disclosure.

You must **NOT**:

- Indicate that you disbelieve the child. Your facial expressions and your tone of voice are as important as what you say to the child.
- Make the child repeat the story unnecessarily. You don't need to ask questions if the child makes what could be considered a "clear disclosure" of abuse, e.g. "Mum punched me in the head and made my nose bleed", or "Uncle got into my bed and put his hand on my bum".
- Try to correct, confront, change, challenge or influence what they say.
- Respond by saying "you should have told me earlier" or "why did you let him/ her do that?"

- Promise to keep secrets.
- Enquire in to the details of the alleged abuse.
- Ask leading questions or ask questions in a way that introduces words, phrases, people's names or concepts.

Under no circumstances should you deal with the problem alone or attempt to conduct an investigation.

Reporting

Any incidents, concerns or suspicions must be reported following the Child Protection Policy processes and guidance.

Receiving and Reporting Allegations of Abuse - Procedure

Receiving Allegations of Abuse

There are a number of ways or situations where concerns or allegation might be raised. These could include:

- A child or young person making a direct disclosure.
- A child may make an indirect disclosure e.g. through written or art work or through friends.
- Information may be reported to a member of staff.
- A staff member may hear or observe something about the child or their behaviour that causes them concern.
- A staff member may witness an incident which raises child protection concerns.
- There may be a report from colleagues or other agencies.
- An allegation or complaint may be made to a staff member or formally raised through the complaints process or an anonymous report.

Staff should, therefore, be alert and aware of the fact that a range of situations could give rise to concerns about child protection.

Responding to reports or disclosures

The guideline for safely responding to allegations and disclosures is set out below and must be read in conjunction with the Child Protection Policy.

Reporting procedures

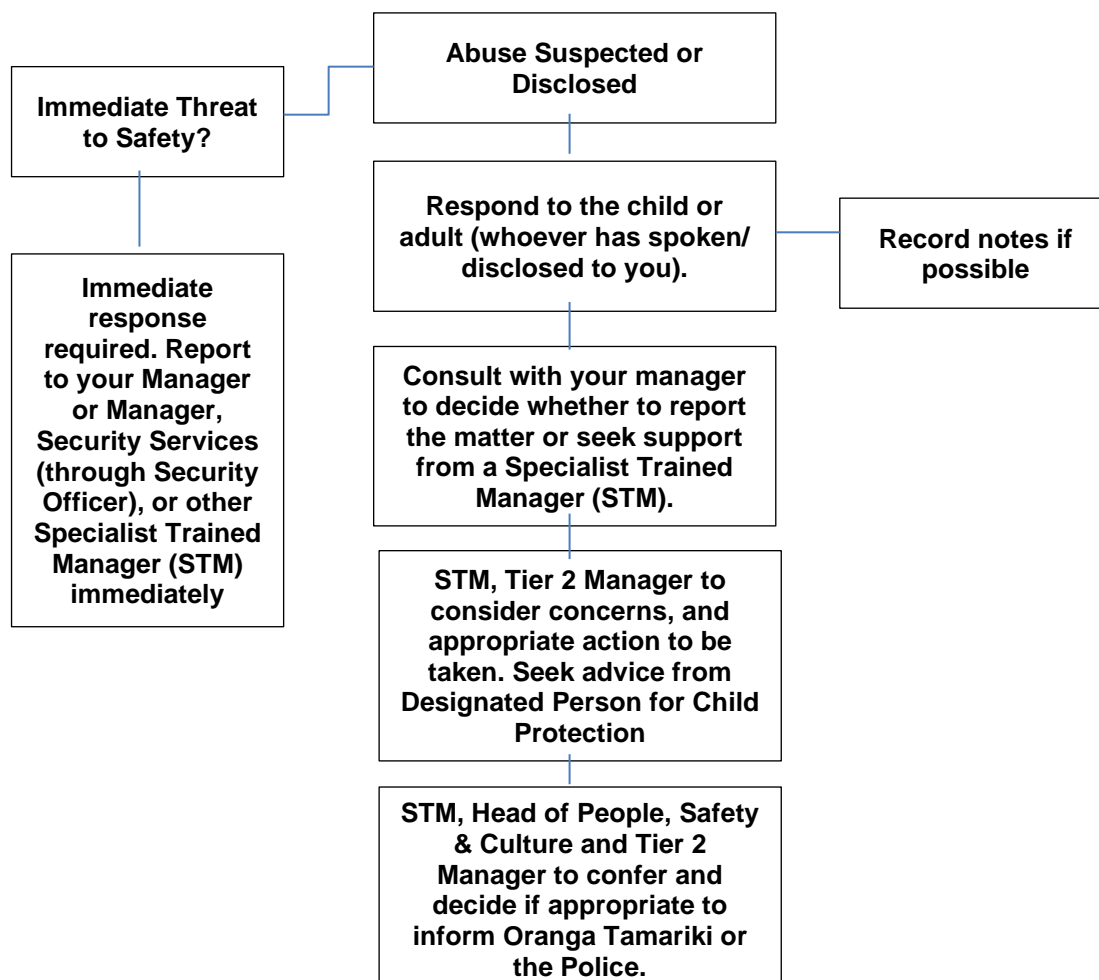
All allegations, disclosures or concerns of potential abuse must be brought to the attention of the Specialist Trained Manager as soon as possible. This applies whether or not these relate to incidents prior to or while engaging with Te Papa and whether they relate to actions of staff or visitors. Staff reporting allegations, disclosures or concerns must accurately record in writing the facts as observed or conveyed including all conversations and actions taken.

Responsibilities

The Child Protection Policy sets out the responsibilities for each of the following:

- Tier 2 Managers
- Designated Person for Child Protection (Head of Learning)
- Specialist Trained Managers
- Managers
- Head of People, Safety & Culture
- Manager Security Services
- Te Papa Staff

Process Flow Chart



Keeping the child's family informed and involved

The supervising adult of the child will usually be informed of concerns by the Specialist Trained Manager, or Tier 2 Manager (in consultation with the Head of People, Safety & Culture). Any decision not to initially inform the supervising adult and the reason for it will be recorded in writing and placed on the incident file. Reasons for not initially informing the supervising adult may include:

- The supervising adult is the alleged perpetrator.
- It is possible that the child may be intimidated into silence.
- There is a strong likelihood that evidence will be destroyed.
- The child does not want their supervising adult involved and they are of an age when they are competent to make that decision.

Dealing with allegations made against members of staff regarding inappropriate actions with children – Procedure

Allegations, suspicions or complaints of abuse by a staff member against a child (including includes employees, contactors, consultants and volunteers whether working on a full time, part time, casual, temporary, paid or unpaid basis (includes professionals visiting from other agencies working with Te Papa) must be taken seriously and reported to a Specialist Trained Manager (if appropriate) or directly to the a Tier 2 Manager as soon as possible.

The Tier 2 Manager and a Specialist Trained Manager (if appropriate), will liaise with the Designated Person for Child Protection and the Head of People, Safety and Culture to deal with the complaint immediately, sensitively and expediently within the procedures outlined in this Section and the Child Protection Policy.

It is **NOT** the responsibility of any staff member to investigate allegations of child abuse; any investigation will be undertaken by Oranga Tamariki – Ministry for Children and the NZ Police as required.

If the NZ Police decide to undertake a criminal investigation then the member of staff may be suspended, without prejudice, as a precautionary measure. It is important that no internal investigation is undertaken, and no evidence is gathered that might prejudice the criminal investigation.

If there is insufficient evidence to pursue a criminal prosecution, then a disciplinary investigation may still be undertaken if there is "reasonable cause to suspect" that abuse may have occurred. The allegation may represent inappropriate behaviour of poor practice by a member of staff which needs to be considered under internal disciplinary procedures.

Human Resources will provide advice on disciplinary investigation and any action to be taken in response to allegations made against Te Papa staff.

Managers will take appropriate disciplinary action as set out in Human Resources delegations.

Child Abuse Reporting Form

RECORD OF ISSUE OR CONCERN

Child's name:		
Any contact or identifying information gleaned		
Date and Time:		
Notes:		
Action:		
Name:		Date:
Position:		
Signature:		

Insert Vulnerable Children Act 2014 – Guidelines for Compliance at Te Papa

Appendix 11

Insert Compliance Checklist for 'Children's Worker' Safety Checking

Appendix 12

Insert The Vulnerable Children Act 2014 – Safety Checking of Children's Workers – need to confirm the list of workers considered core and non-core