



To be used in conjunction with Child Protection Procedures

## RAISE CONCERNS WITHOUT DELAY

**Listen to the child** (in the case of child disclosure)

Pay attention, write down what they say and assure them of help

**No delays in raising concerns made in good faith**

Even if uncertain we will act in the interests of the child.

**No one is to act alone**

Where a concern has been raised, seek support from appropriate person

- Centre: Centre President (or equivalent) or Centre Support Worker (CSW)
- Regional: Regional role responsible for Centre Support (i.e. CSC) or Regional Manager
- National: Service Delivery Manager or General Manager.

**Avoid Gossip and Speculation**



## TAKE ACTION

**Those mentioned above will take immediate action.**

**Confidentiality will be maintained.**

**When a serious concern of neglect or abuse CALL**

**Oranga Tamariki** on 0508 FAMILY (0508 326 459) or the **Police**

NB: if you contact Oranga Tamariki or the Police directly please also notify the Regional or National office so they can provide the appropriate support. The Regional office will also contact the Ministry of Education.



## EXPERT ADVICE

We always act on the recommendations of statutory agencies such as **Oranga Tamariki** and the **Police**



## REFER SUPPORT

We will refer people to support agencies and organisations where possible

