Playcentre Aotearoa
Child Protection Response Flowchart

TO BE DISPLAYED AT CENTRE

To be used in conjunction with Child Protection Procedures

OVERVIEW TO BE DISPLAYED AT YOUR CENTRE

RAISE CONCERNS WITHOUT DELAY

Listen to the child (in the case of child disclosure)
Pay attention, write down what they say and assure them they have done the right thing
DO NOT INTERVIEW OR QUESTION THE CHILD

No delays in raising concerns made in good faith
Even if uncertain we will act in the interests of the child.

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

- Area General Manager:
- National: Principal Advisor - Operations or Chief Executive.

Avoid Gossip and Speculation

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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 Area or National office so they can provide the appropriate support. The Area office will also contact the Education Review Office.

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EXPERT ADVICE

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

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REFER SUPPORT

We will refer people to support agencies and organisations where possible