



Child Protection Policy

Purpose

The purpose of this policy is to:

- protect the safety and promote the wellbeing of all children (tamariki/mokopuna), including disabled tamariki/mokopuna who are receiving services from any staff member of the Ministry or are associated with adults who are receiving services from any staff member of the Ministry
- assist staff to respond when child (tamariki/mokopuna) abuse or neglect is suspected or identified
- assist staff to respond to the needs of any child (tamariki/mokopuna) who come to the notice of the Ministry without the presence of indicators of abuse or neglect.

Scope

This policy applies to all staff and should be used wherever child (tamariki/mokopuna) abuse or neglect is suspected or identified.

Policy principles

- The right of children (tamariki/mokopuna) to be protected from abuse and neglect is a fundamental human right
- The protection of children (tamariki/mokopuna) is a Ministry priority and as such, we accept that we have organisational and individual responsibilities to act to protect the safety of vulnerable children (tamariki/mokopuna).

Policy requirements

This policy is created as a requirement of the Children's Act 2014 and requires all Ministry staff to share in the organisation's commitment to support and protect vulnerable children (tamariki/mokopuna) and to report situations where they have concerns that a tamariki/mokopuna is being, or is suspected of being, abused or neglected.

Under this policy, **all staff** are required to:

- know that the policy exists and know how to access the [policy](#)
- understand what this policy covers and what to do if they come across abuse and/or neglect
- successfully complete the on-line *ChildSAFE learning* module and any refresher
- seek advice from their manager or colleagues, Oranga Tamariki through the National Contact Centre ([Contact us | Oranga Tamariki — Ministry for Children](#)), or the Police.
- take steps to ensure that any concerns about actual or suspected abuse and/or neglect are reported to Oranga Tamariki or the Police. In most cases that will involve making a Report of Concern to the Oranga Tamariki National Contact Centre – **0508 FAMILY (0508 326 459)** (refer to Appendix 1 for further details). In situations where a child

(tamariki/mokopuna) is believed to be in imminent danger, this should be reported immediately to Police via 111.

In addition, our obligation is that **frontline staff** identify vulnerable children (tamariki/mokopuna), including vulnerable disabled children (tamariki/mokopuna). They will:

- recognise the potential indicators of abuse and neglect of children (tamariki/mokopuna) including disabled children (tamariki/mokopuna)
- be aware of the risk that persons and situations may pose to children (tamariki/mokopuna)
- access available child (tamariki/mokopuna) protection information and training, appropriate to their role
- know when they should make a Report of Concern to Oranga Tamariki and/or Police, or when a referral to community social services agencies for support is more appropriate.
- know that if they are uncertain about the level of risk/concern they should contact the [Oranga Tamariki National Contact Centre](#) for advice
- make sure a factual account of their concerns and actions taken are recorded.

Managers are responsible for ensuring that their staff:

- read and understand the policy
- have completed the *ChildSAFE* training as part of their induction package, and
- adhere to this policy.

Responsibilities

Person/Party	Responsibilities
Leadership Team	Will ensure that: <ul style="list-style-type: none"> • there is an organisation-wide policy for the appropriate response to, and management of, reports of suspected or confirmed child/tamariki/mokopuna abuse and neglect and the identification of vulnerable tamariki/mokopuna, including vulnerable disabled tamariki/mokopuna • the Child/tamariki/mokopuna Protection Policy and procedures comply with legislative requirements, the principles of the Treaty of Waitangi and best practice standards • organisation-wide procedures exist to provide appropriate adequate support for staff that may witness or be dealing with child (tamariki/mokopuna) abuse and neglect • the Ministry commits to using safer recruitment procedures, including compliance with any requirements in the Children’s Act 2014.
The Ministry	Will take steps to achieve the following objectives: <ul style="list-style-type: none"> • all staff are conversant with our policy and related procedures

Person/Party	Responsibilities
	<ul style="list-style-type: none"> • all staff understand how to make a report of concern where suspected child (tamariki/mokopuna) abuse and/or neglect has been identified • all staff know how to seek advice when child (tamariki/mokopuna) abuse and/or neglect is suspected or identified • staff receive information about the policy, access to training and/or resource material and periodic updates appropriate to their areas of work and roles in the organisation • frontline staff will be able to identify the signs and symptoms of potential abuse and neglect, identify vulnerable (tamariki/mokopuna), and will take action in response relationships with clients/service users are open and transparent. This includes being willing to share concerns about (tamariki/mokopuna) safety issues with the family/whānau unless this would result in an escalation of risk • Ministry services to tamariki/mokopuna and families/whānau contribute to improving the wellbeing of vulnerable (tamariki/mokopuna) • there will be on-going work towards improvement in the Ministry's child (tamariki/mokopuna) protection practices • lawful and effective information sharing and consistent communication between Ministry staff and other agencies is the foundation for sound decision-making to keep child (tamariki/mokopuna) safe • the Ministry will support staff to work with partner agencies and community organisations to best ensure child (tamariki/mokopuna) protection policies are consistent, of a high quality, and always comply with relevant legislative responsibilities • Ministry policies will be in line with the whole of Government Oranga Tamariki Action Plan as set out in section 8 of the Children's Act 2014.
<p>DCE People and Capability with responsibility for the Ministry meeting its obligations under the Children's Act 2014</p>	<ul style="list-style-type: none"> • Is the designated person for child protection within the Ministry • Must satisfy themselves that the Ministry is meeting its obligations under section 16 of the Children's Act 2014 including: <ul style="list-style-type: none"> ○ The implementation of the Child Protection Policy (responsibility for components of the

Person/Party	Responsibilities
	<p>policy are distributed through the Ministry as noted below)</p> <ul style="list-style-type: none"> ○ The Child Protection Policy is reviewed and updated. Reviews will be complete by an across Ministry working party. ● Ensure the Annual reporting requirement is met ● Escalates any issues requiring strategic leadership attention ● Provides support and advice to managers in relation to application and interpretation of the policy ● Approves and promotes the policy.
Managers	<ul style="list-style-type: none"> ● Endeavour to ensure staff: <ul style="list-style-type: none"> ○ understand and adhere to this policy ○ are aware of the principles and processes in this policy ○ understand how to identify and report child (tamariki/mokopuna) abuse and neglect. ● If responsible for contracted or approved services, assess and ensure service providers understand the requirement for, and have in place, a child (tamariki/mokopuna) protection policy ● Escalate concerns to designated person for child (tamariki/mokopuna) protection about the application or interpretation of the policy ● Sign off the reports of concerns and liaise with the family violence co-ordinators ● Support their staff through the training and implementation process and ensure that any extra support for staff is accessed if required.
All Ministry Staff	<ul style="list-style-type: none"> ● Understand and adhere to this policy ● Be aware of the principles and processes in this policy ● Understand how to identify and report child (tamariki/mokopuna) abuse and neglect).
People Group	<ul style="list-style-type: none"> ● Initiate training reviews and awareness campaigns to ensure the policy remains alive and talked about as required. ● This will be initiated on behalf of the policy owner DCE People and Capability

Confidentiality and information sharing

The Privacy Act 2020 and the Oranga Tamariki Act 1989 allow information to be shared to keep tamariki/mokopuna safe when abuse and neglect or suspected abuse and neglect is reported or investigated. Note that, under sections 15 and 16 of the Children, Young Persons, and Their Families Act, any person who believes that a tamariki/mokopuna 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 and, provided the report is made in good faith, no civil, criminal or disciplinary proceedings may be brought against them.

Given the sensitivity of this information, appropriate precautions shall be taken including when using, disclosing, and storing the information (including taking care not to discuss it openly).

Definitions

Word/ phrase	Definition
Child/ Children (Tamariki/ Mokopuna)	Children/young person/ rangatahi maori means a person who is under the age of 18 years.
Vulnerable children	As defined in the Expert Advisory Panel report “will include children who are at significant risk of harm now or into the future as a consequence of their family environment, and/or their own complex needs, and young people who have offended or may offend in the future”.
Frontline staff member	Those who are dealing directly with children (tamariki/mokopuna), families/ whānau and/or providers of services to children (tamariki/mokopuna) and families/ whānau.
All Ministry Staff	All persons employed or engaged by the Ministry, in both paid positions and as volunteers.

Related policies

Word/ phrase	Definition
Code of Conduct	Some allegations may constitute potential breaches of the Code of Conduct, particularly the zero-tolerance policy where it is unacceptable under any circumstances for a Ministry staff “to in any way abuse a child/tamariki/mokopuna we are responsible for [...or...] have a professional relationship with”.

Protected Disclosure Policy	If a staff member is involved in 'serious wrongdoing', it may be possible for the reporting employee to make a protected disclosure in accordance with the Protected Disclosures (Protection of Whistleblowers) Act 2020.
---	---

Support or getting help with this policy

[Report child abuse - Doogie \(ssi.govt.nz\)](#)

For Managers - AskHR or HR Consultant or HRBP

For Staff - Talk to your manager

[Employee Assistance Programme \(EAP\)](#)

Appendices

Appendix 1: Responding to suspected abuse or neglect - Report of Concern

Appendix 2: Other relevant resource material

Appendix 3: Defining child (tamariki/mokopuna) abuse and neglect

Appendix 4: Potential indicators of abuse

Appendix 1: Responding to suspected abuse or neglect - Report of Concern

In all cases where a staff member of the Ministry has a concern about a child (tamariki/mokopuna)'s safety or wellbeing they will report this to their manager/supervisor. This needs to be done in a timely manner to best ensure the safety of the child (tamariki/mokopuna).

When the concern is about actual or suspected abuse or neglect, this is to be reported to the Oranga Tamariki National Contact Centre on **0508 FAMILY (0508 326 459)**.

Dealing with suspected abuse

The six basic principles of dealing with disclosure are:

Respond to the person	Take what they tell you and what you see seriously.
Record	Record all initial statements and observations and concerns immediately to avoid misinterpretations or confusion at a later date. Record any decisions made and actions taken.
Consult	Do not make decisions alone. Consult with your line manager and make contact with someone with child (tamariki/mokopuna) protection knowledge such as Service Delivery Family Violence Coordinators. Oranga Tamariki National Contact Centre, and local site duty Social Workers can also assist. The person you consult with may vary depending on your local network of relationships and access to specialist advice.
Ensure the safety of the tamariki/mokopuna	Always take action in the short term to ensure the immediate safety of the tamariki/mokopuna. If there's an imminent risk call Police on 111. If in doubt, contact Oranga Tamariki National Contact Centre (0508 FAMILY) .
Report	Decide to act on your concerns. Do not leave it to someone else or hope it will not happen again. Report your concerns to your Line Manager and/or Oranga Tamariki National Contact Centre on 0508 FAMILY (0508 326 459) .
Get support	Get support for yourself. There is support available through the Employee Assistance Programme (EAP) service and your immediate manager.

In most instances, Ministry staff will be dealing with information received from adults. If, however, a disclosure is received directly from a child (tamariki/mokopuna), the following steps should be taken:

Responding to a child (tamariki/mokopuna) when they disclose abuse

Note this section should also include the above steps from the *Dealing with suspected abuse*: Consult, Report and Get support.

Listen to the child (tamariki/mokopuna)	Disclosures by tamariki/mokopuna are often subtle and need to be handled with particular care, including an awareness of the child (tamariki/mokopuna)'s cultural identity and how that affects interpretation of their behaviour and language.
Reassure the tamariki/mokopuna	Let the child (tamariki/mokopuna) know that they are not in trouble and have done the right thing.
Ask open-ended clarifying prompts – e.g. "How did that happen?"	Do not interview the child (tamariki/mokopuna) or ask leading questions but simply clarifying what they are telling you. Do not make promises that can't be kept, e.g. "I will keep you safe now".
If the child (tamariki/mokopuna) is visibly distressed	Provide appropriate reassurance and re-engage them in appropriate activities under supervision until they're able to participate in ordinary activities.
If the child (tamariki/mokopuna) is not in immediate danger	Re-involve the child (tamariki/mokopuna) in ordinary activities and explain what you are going to do next.
If the child (tamariki/mokopuna) is in immediate danger	Contact the Police immediately via 111.
As soon as possible formally record the disclosure	Record: <ul style="list-style-type: none"> • what the child (tamariki/mokopuna) said, word for word • the date, time and who was present.

Recording and notifying Oranga Tamariki of suspected child (tamariki/mokopuna) abuse or neglect:

What process to follow	For example	Key considerations
Recording	<p>Formally record:</p> <ul style="list-style-type: none"> • anything said by the child (tamariki/mokopuna) • the date, time, location • names of any people that may be relevant • the factual concerns or observations that have led to the suspicion of abuse or neglect (e.g. any physical, behavioural or developmental concerns) • the action taken by your business unit • any other information that may be relevant. 	Relevant information can inform any future actions.
Decision-making	Discuss any concerns with your Line Manager and/or staff member identified as having child (tamariki/mokopuna) protection expertise.	No decisions should be made in isolation.
Notifying authorities	<p>Notify Oranga Tamariki promptly if there is a belief that a child (tamariki/mokopuna) has been, or is likely to be, abused or neglected.</p> <p>A phone call to the National Contact Centre is the preferred initial contact with Oranga Tamariki (see below) as this enables both parties to discuss the nature of the concerns and appropriate response options.</p> <p>Phone: 0508 FAMILY (0508 326 459) Fax: 09 914 1211 email: contact@ot.govt.nz</p>	<p>Oranga Tamariki will:</p> <ul style="list-style-type: none"> • make the decision to inform the parents or caregivers ▪ advise what, if any, immediate action may be appropriate, including referring the concern to the Police.
Following the advice of Oranga Tamariki	Oranga Tamariki advice will include what, if any, immediate action may be appropriate, including referring the concern to the Police.	Oranga Tamariki is responsible for determining whether an investigation is necessary/desirable. Oranga Tamariki will decide whether they need to work with the family/whānau or put them in touch with people in

		their community who can help.
Storing relevant information	<p>Securely store:</p> <ul style="list-style-type: none"> • the record of the concern • a record of any related discussions (including copies of correspondence, where appropriate) • a record of any advice received • the action your service line took, including any rationale for this concern alongside any earlier concerns, if the notification is based on an accumulation of concerns (rather than a specific incident). 	Records assist in identifying patterns.

Response when the allegations relate to a Ministry staff member

Code of Conduct

<http://doogle.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/>

Some allegations may constitute potential breaches of the Code of Conduct. In particular, the Code of Conduct states that the Ministry has a zero-tolerance policy whereby it is unacceptable under any circumstances for a Ministry staff “to in any way abuse a child/tamariki/mokopuna we are responsible for [...or...] have a professional relationship with”. Where it is shown that a staff member has acted in this way, they will be dismissed, and the matter will be referred to the Police.

Need to report

Ministry staff are strongly advised to take steps to report suspected or identified abuse or neglect that they become aware of to the Oranga Tamariki National Contact Centre on **0508 FAMILY (0508 326 459)** or Police. This is regardless of whether you observe the concerns in the workplace or in your personal life.

If a staff member is involved in ‘serious wrongdoing’, it may be possible for the reporting employee to make a protected disclosure in accordance with the Protected Disclosures (Protection of Whistleblowers) Act 2020. For guidance, see the Ministry’s Doogle pages: [Protected Disclosures \(Protection of Whistleblowers\) Act 2022 - Doogle \(ssi.govt.nz\)](http://doogle.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/)

Potential Code of Conduct breach and employment investigation

Once a manager/supervisor receives an allegation of abuse or neglect that relates to a Ministry staff member, the manager must contact their Human Resources Consultant.

The Human Resources Consultant will consult with the manager of the employee of concern. If an employment investigation is required, the Human Resources Consultant will advise the next steps and continue to provide advice and assistance to the employee's manager until the matter is concluded.

Ministry policy on managing staff issues will apply.

Where possible and as necessary, the responsible manager and Human Resources Consultant should work with Oranga Tamariki and/or Police staff to ensure that their respective investigation processes are not compromised.

Confidentiality and information sharing

Human Resources Consultancy will advise on issues or concerns regarding confidentiality and the employment investigation.

Relationships with other procedures

The responsible manager and Human Resource Consultant should be aware of other relevant Ministry processes to ensure investigation processes are aligned.

Appendix 2: Other relevant resource material

This section of the policy identifies existing Ministry policies and procedural information related to the Child Protection Policy. It also refers to existing legislation and sources of further information.

- The [Children's Act 2014](#) makes significant changes to protect vulnerable tamariki/mokopuna and help them thrive. It supports the Government in setting priorities for improving the wellbeing of vulnerable tamariki/mokopuna and ensures that agencies work together to improve the wellbeing of vulnerable tamariki/mokopuna.
- The [Oranga Tamariki Act 1989](#) relates to tamariki/mokopuna who are in need of care or protection, or who offend against the law.
- The [Oranga Tamariki and New Zealand Police Child Protection Protocol, 2021](#) defines the roles of each organisation and sets out processes for working together when responding to situations of child/tamariki/mokopuna abuse that may constitute a criminal offence.
- [Care of Children Act 2004](#)
- [Office of the Children's Commissioner](#)
- [Victims' Rights Act 2002](#)
- [Safeguarding disabled children: practice guidance \(UK\)](#)
- [United Nations Convention on the Rights of the Child \(UNCROC\)](#)

Appendix 3: Defining child (tamariki/mokopuna) abuse and neglect

Child (tamariki/mokopuna) abuse

This policy is created as a requirement of the Children's Act 2014. As the Children's Act 2014 does not define child (tamariki/mokopuna) abuse, it is appropriate to use the definition of child (tamariki/mokopuna) abuse as contained in section 2 Oranga Tamariki Act 1989.

"Child abuse means the harming (whether physically, emotionally or sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person."

A report of concern to a Social Worker or the Police can be made in relation to abuse or neglect that is actual or likely.

Child (tamariki/mokopuna) abuse can be classified under the following four categories:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect.

The four categories of child (tamariki/mokopuna) abuse are briefly discussed below. All frontline staff should familiarise themselves with all four categories to ensure they understand what constitutes abuse under each category, and how they might present physically and/or through the behaviour of the child (tamariki/mokopuna) and perpetrator.

Indicators are signs or symptoms that point to possible abuse. In many cases, indicators are found in combinations or clusters. Detailed information on the potential indicators for each abuse category is included in Appendix 4.

1. Physical abuse

Physical abuse can be any act that may result in the physical harm of a tamariki/mokopuna. It can be, but is not limited to: bruising, cutting, hitting, beating, biting, burning, causing abrasions, strangulation, suffocation, drowning, poisoning, and fabricated or induced illness.

2. Sexual abuse

Sexual abuse can be any act that involves forcing or enticing a tamariki/mokopuna to take part in sexual activities, whether or not the child (tamariki/mokopuna) is aware of what is happening. Sexual abuse can be, but is not limited to:

- contact abuse: touching breasts, genital/anal fondling, masturbation, oral sex, penetrative or non-penetrative contact with the anus or genitals, encouraging the child (tamariki/mokopuna) to perform such acts on the perpetrator or another, involvement of the child (tamariki/mokopuna) in activities for the purposes of pornography or prostitution
- non-contact abuse: exhibitionism, voyeurism, exposure to pornographic or sexual imagery, inappropriate photography or depictions of sexual or suggestive behaviours or comments.

3. Emotional abuse

Emotional abuse can be any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development. This can include:

- patterns of isolation, degradation, constant criticism or negative comparison to others. Corrupting, exploiting or terrorising a child (tamariki/mokopuna) can also be emotional abuse
- exposure to family/whānau violence or intimate partner violence.

4. Neglect

Neglect can be:

- physical (not providing the necessities of life, like adequate shelter food and clothing)
- emotional (not providing comfort, attention and love)
- neglectful supervision (leaving child (tamariki/mokopuna) without someone safe looking after them)
- medical neglect (not taking care of health needs)
- educational neglect (allowing truancy, failure to enrol in education or inattention to education needs).

Neglect is the most common form of abuse, and although the effects may not be as obvious as physical abuse, the impact on the child (tamariki/mokopuna) is often just as serious.

Family Violence

Given the link between family violence, intimate partner violence and child (tamariki/mokopuna) abuse, it is also important to understand these terms:

1. Family violence covers a broad range of controlling behaviours, commonly of a physical, sexual and/or psychological nature that typically involve fear, intimidation or emotional deprivation. It occurs within a variety of close interpersonal relationships, such as between partners, parents and children (tamariki/mokopuna), siblings, and in other relationships where significant others are not part of the physical household but are part of the family/whānau and/or are fulfilling the function of family/whānau.

Common forms of violence in families/whānau include:

- spouse/partner abuse (violence among adult partners)
- child (tamariki/mokopuna) abuse/neglect (abuse/neglect of tamariki/mokopuna by an adult)
- elder abuse/neglect (abuse/neglect of older people aged approximately 65 years and over, by a person with whom they have a relationship of trust)
- parental abuse (violence perpetrated by a child (tamariki/mokopuna) against their parent)
- sibling abuse (violence among siblings).

2. Intimate partner violence is a subset of family violence. Intimate partner violence includes physical violence, sexual violence, psychological/emotional abuse, economic abuse, intimidation, harassment, damage to property and threats of physical or sexual abuse towards an intimate partner.

Appendix 4 - Potential indicators of abuse

Indicators are signs or symptoms that, when found either on their own or in various combinations, point to possible abuse, family violence or neglect. In many cases, indicators are found in combinations or clusters.

Indicators do not necessarily prove or mean that a child (tamariki/mokopuna) has been harmed. Indicators are clues that alert us that abuse may have occurred and that a child (tamariki/mokopuna) may require help or protection. However, they are not conclusive evidence of abuse and may have other explanations e.g. an accidental injury. There may be instances of abuse where there are no obvious indicators

It is the responsibility of Oranga Tamariki and the Police to conduct an assessment or investigation, as may be necessary or desirable, to determine whether the child (tamariki/mokopuna) has been or is likely to be harmed through abuse or neglect. Frontline Ministry staff are required to be aware of, and able to identify, the potential indicators.

Ministry staff are required to take steps to report any issues or concerns to their line manager and/or identified child (tamariki/mokopuna) protection subject matter expert so that appropriate actions can be taken.

If any member of staff is concerned about the safety of a child (tamariki/mokopuna), it is important to report those concerns. Staff can call **0508 FAMILY (0508 326 459)** for advice. Oranga Tamariki staff will discuss any concerns and can provide confidential practice advice.

1. Physical abuse

a. Physical indicators (often unexplained or inconsistent with explanation given):

- bruises and welts
- cuts and abrasions
- burns
- fractures and dislocations - particularly in very young tamariki/mokopuna
- multiple fractures at different stages of healing.

b. Behavioural indicators:

- gives inconsistent or vague explanations regarding injuries
- is wary of adults or a particular person
- vacant stare or frozen watchfulness
- cringes or flinches if touched unexpectedly
- may be extremely compliant and eager to please
- dresses inappropriately to hide bruising or injuries
- runs away from home or is afraid to go home
- may regress (e.g. bedwetting)
- may indicate general sadness

- could have vision or hearing delay
- is violent to other tamariki/mokopuna or animals.

c. Caregiver indicators:

- gives inconsistent or vague explanations regarding injuries
- may appear unconcerned about the wellbeing of the child (tamariki/mokopuna)
- may state the tamariki/mokopuna is prone to injuries or lies about how they occur
- delays in seeking medical attention
- may take the tamariki/mokopuna to multiple medical appointments and seek medical treatment without an obvious need.

2. Sexual abuse

a. Physical indicators:

- unusual or excessive itching or pain in the genital or anal area
- stained or bloody underclothing
- bruises or bleeding in the genital or anal area
- blood in urine or stools
- sexually transmitted infections
- pregnancy
- urinary tract infections
- discomfort in sitting or fidgeting as unable to sit comfortably.

b. Behavioural indicators:

- age-inappropriate sexual play or language
- sophisticated or unusual sexual knowledge
- refuses to go home (or to a specific person's home) for no apparent reason
- fear of a certain person
- depression or anxiety
- withdrawal or aggression
- self-destructive behaviour
- overly compliant and eager to please
- extreme attention seeking behaviours or extreme inhibition
- dresses inappropriately to hide bruising or injuries, or in a non-age appropriate or provocative manner
- eating disorders

- compulsive behaviours
- vacant stare or frozen watchfulness
- cringes or flinches if touched unexpectedly
- runs away from home or is afraid to go home
- may regress (e.g. bedwetting)
- may indicate general sadness.

c. Caregiver indicators:

- may be unusually overprotective of the tamariki/mokopuna
- accuses the child (tamariki/mokopuna) of being sexually provocative
- misuses alcohol or drugs
- invades privacy (e.g. interrupting a child (tamariki/mokopuna) during dressing or in the bathroom)
- may favour the victim over other children (tamariki/mokopuna).

3. Emotional abuse

a. Physical indicators:

- bed wetting or bed soiling with no medical cause
- frequent psychosomatic complaints (e.g. headaches and nausea)
- pale and emaciated
- prolonged vomiting or diarrhoea
- malnutrition
- dressed differently to other children (tamariki/mokopuna) in the family/whānau.

b. Behavioural indicators:

- severe developmental lags with obvious physical cause
- depression or anxiety
- withdrawal or aggression
- self-destructive behaviour
- overly compliant
- extreme attention seeking behaviours or extreme inhibition
- running away from home or avoiding attendance at school
- poor sleeping patterns
- anti-social behaviours

- lack of self esteem
- obsessive behaviours
- eating disorders.

c. Caregiver indicators:

- labels the tamariki/mokopuna as inferior or publicly humiliates the child (tamariki/mokopuna) (e.g. name calling)
- treats the child (tamariki/mokopuna) differently from siblings or peers in ways that suggest dislike
- actively refuses to help the child (tamariki/mokopuna)
- threatens the tamariki/mokopuna with physical harm or death
- locks the child (tamariki/mokopuna) in a closet or room for extended periods of time
- teaches or reinforces criminal behaviour
- withholds physical and verbal affection
- keeps the child (tamariki/mokopuna) at home in the role of servant or surrogate parent
- has unrealistic expectations of the child (tamariki/mokopuna)
- involves the child (tamariki/mokopuna) in adult issues such as separation or disputes
- exposes child (tamariki/mokopuna) to situations of arguing and violence in the home.

4. Neglect

a. Physical indicators:

- dressed inappropriately for the season or the weather
- often extremely dirty and unwashed
- severe nappy rash or other persistent skin disorders
- inadequately supervised or left unattended frequently or for long periods
- may be left in the care of an inappropriate adult
- does not receive adequate medical or dental care
- malnourished - this can be both underweight or overweight
- lacks adequate shelter.

b. Behavioural indicators:

- severe developmental lags without an obvious physical cause
- lack of attachment to parents or caregivers
- indiscriminate attachment to other adults
- poor school attendance and performance
- demanding of affection and attention
- engages in risk taking behaviour such as drug and alcohol abuse
- poor social skills
- no understanding of basic hygiene.

c. Caregiver indicators:

- puts their own needs ahead of the needs of the tamariki/mokopuna
- fails to provide the basic needs of the child (tamariki/mokopuna)
- demonstrates little or no interest in the life of the child (tamariki/mokopuna)
- leaves the child (tamariki/mokopuna) alone or inappropriately supervised
- drug and alcohol use
- is depressed.

Intimate partner violence

Tamariki/mokopuna may also be negatively impacted by adult-to-adult intimate partner violence, which includes physical and/or sexual violence, threats to harm people, pets or property and causes family/whānau members to live in fear. Where there is intimate partner violence, children (tamariki/mokopuna) are affected, either emotionally or physically, even if they are not personally injured or physically present.

- ***Indicators in a tamariki/mokopuna exposed to an environment where intimate partner violence occurs:***
 - physical injuries consistent with the indicators of physical abuse
 - absenteeism from school
 - bullying or aggressive behaviour
 - complaints of headaches or stomach aches with no apparent medical reason
 - talking about or describing violent behaviours.
- ***Indicators in the intimate partner victim:***
 - physical injuries including bruising to chest and abdomen, scratches, black eyes, broken bones etc.
 - depression and anxiety
 - inconsistent explanations for injuries
 - fearful and submissive.

- ***Indicators in the perpetrator of intimate partner violence:***
 - isolates and controls partner and children (tamariki/mokopuna)
 - threatens and uses aggressive and physical abuse towards partner and children (tamariki/mokopuna) and pets
 - minimises and denies own behaviour
 - blames the victim for their own behaviour.