



25 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 16 June 2025, requesting policies and training regarding disclosures of domestic and family violence.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. Can you please send me your key policy documents regarding policies around domestic and family violence disclosures?*

To provide context, when responding to instances of domestic and family violence, the Ministry of Social Development (Ministry) has a nationwide network of Family Violence Response Coordinators (FVRCs), whose role is to support our case managers who in turn work with clients.

The Ministry of Social Development (the Ministry) employs 20 specialist Family Violence Response Coordinators (FVRCs) across the country. These coordinators play a vital role in supporting the Ministry's frontline staff by providing expert education, guidance, and ongoing support in matters relating to family violence. Their core responsibilities include helping staff to accurately recognise signs of family violence, respond safely and appropriately to disclosures or concerns, and refer individuals to relevant support services and agencies. This is not a one-off training initiative but an ongoing process of professional development, ensuring that Ministry staff continually build their capability and confidence in this complex area. The coordinators are considered essential to the Ministry's commitment to addressing family violence, ensuring that staff are equipped to support all clients—whether they are experiencing family violence or are identified as perpetrators. By embedding this specialist knowledge throughout the organisation, the Ministry strengthens its ability to contribute to safer outcomes for individuals, families, and communities.

Please see Appendix 1 that provides the current operational guidelines for staff, FVIP operational guidelines – How frontline staff and FVRC's deliver the FVIP.

- 2. what the current policies are, any changes to policies over the last 5 years, and any relevant internal process documents, as well as any trainings that staff receive around these matters.*

In 2024, as part of the implementation of the Ministry's child protection policies, we have refreshed our 'ChildSafe' online learning module for staff. This covers topics of child abuse and how to recognise and report abuse. This is made available to all staff and sets out expectations of how staff should respond when they have concerns about the safety and wellbeing of children. This module was assigned to all staff to complete in November 2024 and is also part of our induction learning (see attached the content of the module). The module also provides information relating to children or young persons. As of May 2025, 98% of Ministry staff had completed the training.

Please see the attached ChildSafe Ministry training module as **Appendix 2**.

The intention of the modules and workshops on is to develop capability in our Family Violence Integrated Programme (FVIP) to Ministry frontline staff.

*3. Please also include your incident reporting policies*

Please refer to Appendix 1 for information on incident reporting policies, which is covered with advice to staff on adding a Special Caution on page 2 and with advice on information storing and sharing of sensitive client information on page 4.

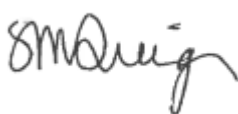
Please note that should a Ministry client wish or need to raise issues of Family Violence with our staff, they can make a Face-to-Face appointment by calling 0800 599 009, Monday to Friday, 7am to 6pm, and Saturday, 8am to 1pm. Alternatively, clients are able to go to their local Work and Income site to make an appointment. Please note that clients are welcome to bring a support person to the appointment.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**

## FVIP operational guidelines - How frontline staff and FVRC's deliver the FVIP

---

This page provides information on FVIP operational guidelines.

On this Page:

### Case Manager responsibilities

---

#### FVIP four-step process

---

**Recognise** – staff are trained to identify indicators and ask screening questions to assess the client's situation in relation to family violence

**Respond** – staff are trained to respond sensitively and appropriately when a client is experiencing family violence. They do this by acknowledging and validating the client's experience, reassuring them there is no excuse for abuse. The staff member can also involve the family violence Response Coordinator for expert assistance and advice. The nature of the response is dependent on the client's request; except when there is serious and imminent risk to the client or others

**Refer** – staff will, with consent, refer the client to an appropriate family violence intervention service provider for assistance. Staff will follow up with the provider and/or client to ensure the service is appropriate. A further referral to another service may be required if the client wishes. Should the client decline a direct referral to a service provider staff can ensure the client has relevant provider information, should they wish to later make a self-referral. Staff will also offer appropriate financial assistance

**Record** – staff will ensure the relevant information is recorded in CMS by entering a 'Special Caution, Family Violence Intervention Programme' and adding a Client Event note (CEN) using FVIP note under Service Delivery - Case Management – FVIP

#### Making a referral

---

When a client discloses family violence, case managers and Family Violence Response Co-ordinator (FVRC) need to make appropriate referrals to a broad range of service providers.

In the first instance these referrals should be made to family violence service providers who provide "Approved Family Violence Programmes" (AFVP).

Should an AFVP not be available or appropriate, referrals can be made to other family violence service providers. FVRCs will be able to provide information to case managers about these local services and their appropriateness for Work and Income clients.

Discuss referral options with the clients and gain the client's agreement. Record any referrals made to external agency in CEN using FVIP notes.

#### Adding Family Violence Special Caution

---

How to add a Special Caution to the client's record in CMS and how to remove the Special Caution if family violence is no longer a concern or clients choose to have it removed.

#### Special Caution Alert in CMS

---

A Special Caution "Family Violence" is available in CMS to identify family violence.

#### Identify clients in family violence situations

---

When talking with clients you need to be able to recognise if family violence could be a concern. The following indicators could be a sign:

body language  
visual bruising  
what children are saying  
how children are acting.

Also:

Ask routine screening questions (be careful of questions when children are around)

Don't ask questions when partner is present

Respond sensitively to disclosure of family violence in a timely manner. Explain to the client how MSD can help by referring to specific agencies that support people and their whanau involved in family violence.

You may want to involve your FVRC. You may also want to see what local services are available by using the Family Services directory. Link below:

[Family Services Directory \[https://www.familyservices.govt.nz/directory/searchresultspublic.htm?searchTerms=&cat1=966&searchRegion=-1&search=Search\]](https://www.familyservices.govt.nz/directory/searchresultspublic.htm?searchTerms=&cat1=966&searchRegion=-1&search=Search)

## **When to add a Special Caution**

When a client discloses family violence you need to explain we can note this, so they don't have to tell their story every time they see a case manager.

If they choose not to have it noted, tell them, if they change their mind, we can add a note at any time.

You must:

add a CEN to the client's record stating you have spoken to them about the family violence  
they chose not to have their record noted with Special Caution  
detail any information you gave them and  
agencies you referred them to

If they choose to have their record noted, you need to explain:

what having or not having online access may mean for the client for example:  
that the partner may control the use of the service  
that the partner may want all access and money  
if the client currently have online access and want to continue, advise the client to change their password  
if the client currently have online access and don't want to continue, their partner may ask questions and pressure the client to change back to continue their control over the client

ensure full entitlement to any support available  
ensure that the client receives information and support they need for their safety and on-going support, for example:  
provide the client with family violence resources, information kit  
refer the client to an approved local family violence service provider  
consult with your FVRC for further information and support

## **How to add a Special Caution**

Select:

'Actions' within the client's record

New Special Caution

Category - Change to client circumstances

Type - Family violence

Start date – the date of discussion or the date of family violence incident, whichever is relevant

Expected end date – good to add this so that Special Caution does not remain permanently. 1-2 years from the start date, depending on circumstance

Description – provide quick summary of relevant known information including any other agencies that are involved (e.g., Women's Refuge, Police)

Once you have saved this information CMS will return you to the client's 'Home' screen where you will see the Special Caution alert added to the client's avatar in the Context Panel, and to the Special Cautions field in the Active Alerts section.

## **When to remove a Special Caution**

To ensure accurate data is available on clients affected by family violence you must remove the Family Violence Special Caution when:

client advises no longer relevant or wants it removed  
benefit is cancelled

## **How to remove a Special Caution**

End dating a special caution can be determined at the time of adding, or later. Once the end date is entered or reached the Special Caution will transfer from 'current' to 'previous' in the 'Special Cautions' screen.

## **Deleting Special Caution**

Where a special caution is required to be deleted from a client's record, if entered in error, staff must first discuss this with their manager, who will then escalate the matter to DIU staff via their shared mailbox [Data\\_Integrity@MSD.govt.nz](mailto:Data_Integrity@MSD.govt.nz) [mailto:Data\_Integrity@MSD.govt.nz] with the heading 'Delete Special Caution'.

The body of the email must have:

Client's name

SWN

Reason why the special caution needs to be deleted.

Details also can be found at the Doogole link below.

Core procedures manual [<http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/ucvii/ucvii-notification-in-box.html>]

## Access to MyMSD

Clients with a secured record due to family violence will be able to access MyMSD from 7 February 2017.

When staff are talking to clients affected by family violence you can advise them that, they can access MyMSD, if they are interested show them how they can access it.

You will need to let them know what having online access may mean for them. For example, and this is not limited to:

their partner may control the use of the service

their partner may want all access and money

if the client currently have online access, advise the client to change their password (if they feel it would be safe to do so)

If a client feels unsafe with online access or someone else has access to their account, they can ask for their account to be blocked.

Staff must email [iMSD\\_IDU\\_Requests@msd.govt.nz](mailto:iMSD_IDU_Requests@msd.govt.nz) [mailto:iMSD\_IDU\_Requests@msd.govt.nz] with client's name, SWN and reason why wanting access blocked.

## Information storage and sharing

FVRCs may acquire a range of FV-related information about Work and Income clients, provided from different sources including MSD staff and external agencies such as family violence service providers and NZ Police.

### Client information

It is important that all information about a client, whether benefit-related or other, is digitally stored and held in CMS wherever possible. As a rule, all client-related emails and documents should be sent to the relevant case manager or Integrated Services Case Manager (ISCM).

The only information relating to Work and Income clients that FVRCs should retain for monitoring purposes is nationally collated reports on family violence.

New and amended legislation comes into force on 1 July 2019 that's all about enabling people and agencies working with tamariki and whānau to share information appropriately so that tamariki and whānau can be safe from harm. Any information sharing needs to be done in accordance with the following guideline.

Information Sharing Guidance - Key Messages with Ministry of Justice [<http://doogole/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html>]

## FVRC responsibilities

### FVIP training package

The family violence Intervention training is a one-day workshop providing staff with practical skills to enable them to identify and respond appropriately to clients who are living in or leaving violent family situations.

The link to the training package and training resources is through myLearn at:

<https://elearn.ssi.govt.nz/course/view.php?id=16183> [<https://elearn.ssi.govt.nz/course/view.php?id=16183>]

You will need your PSD card to access this link. When scheduling training you will need to book the course.

### Alerting a case manager

To alert a case manager to a change in client circumstances follow the steps below:

add a Special Caution

in the Category use Change to Client Circumstances

in Type – select Password

then in the Description – state that whoever is looking at the pop-up record must refer to the MVN before proceeding

## Information storage and sharing

---

It is important that all information about a client, whether benefit-related or other, is digitally stored and held in CMS wherever possible. As a rule, all client-related emails and documents should be sent to the relevant case manager or Integrated Services Case Manager (ISCM)

The only information relating to Work and Income clients that FVRCs should retain for monitoring purposes is nationally collated reports on family violence.

FVRCs may utilise iron key memory sticks for storing confidential data and enabling ready access to the data. Where this method of transporting data from site to site is utilised, FVRC need to familiarise themselves with the Removable Media Policy. See link below:

Removable Media [<http://doogleg/business-groups/organisational-solutions/who-we-are/it/it-performance-and-strategy/it-security/removable-media-policy.html>]

FVRCs can provide advice and guidance around any information sharing that is required under legislation changes that comes into force on 1 July 2019.

Information Sharing Guidance - Key Messages with Ministry of Justice [<http://doogleg/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html>]

## Integrated Safety Response Pilot

---

In 2016, the Integrated Safety Response pilot commenced in Christchurch and Waikato. The Pilot is a Police led multi-agency initiative. The purpose of Integrated Safety Response (ISR) is to provide safe, effective services for victims, perpetrators, whanau immediately after a reported family violence incident or on receipt of a referral from Corrections.

### Principles

The principles for the ISR model are:

putting families/whanau at the centre of the system

addressing the risk and full range of needs of a family through early identification and collective impact using evidence-based assessments to inform responses

changing the behaviours of those using violence is the most effective way to prevent family violence

timely and accurate information sharing that respects the privacy and dignity of family members

improving the collective understanding of family violence and having the right service at the right time

acknowledging and respecting the diverse cultures, communities and populations that are affected by family violence

FVRCs across the country are involved in supporting the Integrated Safety Response as needed.

ISR pilot [<https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot>]

---

**Content owner:** Partnerships and Programmes team **Last updated:** 14 March 2022



## ChildSAFE

# Nau mai, haere mai and welcome

The abuse of children isn't an easy topic. Although Oranga Tamariki has data from substantiated abuse findings, they feel that unreported abuse is significantly higher.

MSD has made a commitment to proactively reduce child abuse and neglect. Even when we don't work directly with children, we have contact with them and their care-givers. We all need to be vigilant, and confident that we can respond appropriately.

## Learning Objectives

Once you have completed this module you will:

- Understand that we all have a role in identifying and reporting possible child abuse
- Know how to contact Oranga Tamariki with concerns at work, and concerns outside of work

There are some scenarios that will help clarify for you when you need to refer child abuse, or possible child abuse, to Oranga Tamariki or the police.

## Navigating the module

As you proceed through the module you will come across hyperlinks that will take you to source information.

You may wish to **bookmark these pages** so that you can return to them with ease in the future.

Introduction

What is child abuse?

MSD Child protection policy

What would I do?

Your agreement and conclusion

Lesson 1 of 5

# Introduction

---



**It takes a village... we all need to care for the tamariki and taiohi of Aotearoa.**



Child neglect and abuse are never acceptable behaviour and we all have a responsibility to ensure the safety and wellbeing of children and young people.

Children can't stop child abuse – adults can.

It's not OK to look away!

## Look after yourself

Some of this content may be upsetting or bring back unwanted memories. Take a break, talk to your manager or a trusted colleague.

Remember, the Ministry offers a range of support such as the Employee Assistance Programme (EAP) and Poutuarā Peer Support.

### Employee Assistance Programme

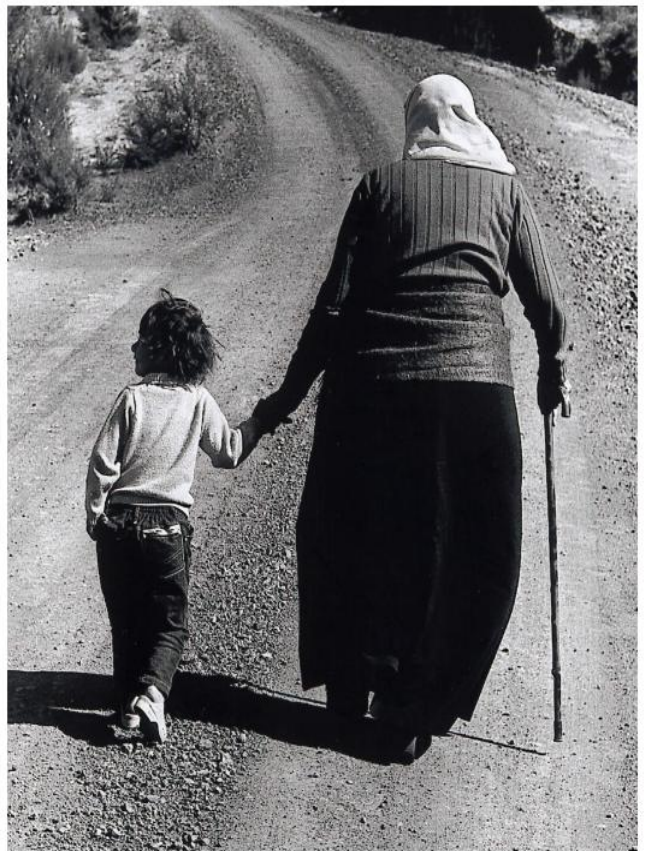
[GO TO DOOGLE](#)

### Poutuarā – peer support at MSD

[GO TO DOOGLE](#)

Take care of our children.  
Take care of what they **hear**,  
Take care of what they **see**,  
Take care of what they **feel**.  
For how the children grow,  
so will be the shape of Aotearoa.

**Dame Whina Cooper**



Photographer: Michael Tubberty

Lesson 2 of 5

# What is child abuse?

---

## Introduction

Most children and young people in Aotearoa are doing well. They live in supportive homes, surrounded by people who love them and help them thrive. They receive the care they need and deserve including access to education and health care.

START >

> 1 2 3 ✓

01



Some are not so lucky; some of our tamariki are neglected and abused by the people who should be cherishing them, are living with hunger and harassment, are being constantly criticised or ignored – and worse.

> ① 2 3 ✓

02



It's impossible to know how much child abuse and neglect goes on in the community because so much of it is hidden. But we do know that their effects can be harmful and may last a lifetime.

&gt; 1 (2) 3 ✓

03



The Oranga Tamariki Act 1989 defines child abuse as the harming (whether physically, emotionally or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person.

&gt; 1 2 (3) ✓

## Summary

If a child or young person discloses abuse to you, let them know they're believed and safe, and that you will make sure they have access to the right services. It's important that the child knows it's **NOT** their fault.

↺ START AGAIN

> 1 2 3 ✓

## Types of abuse activity

Click on the arrows and select the type of abuse matching the definitions.  
Submit when completed.

Not providing appropriately for the child or young person. This can be psychological and can be related to medical needs the child or young person may have.

 ▼

Any act that results in the physical harm of a child or young person. It can be a one-off incident or on-going.

 ▼

Any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development. This almost always presents with other forms of abuse.

 ▼

Any act that involves forcing or enticing a child to take part in sexual activities. The child may or may not be aware of what is happening. It includes inappropriate images and videos, grooming and online conversations.

 ▼

**Submit**

**That's not quite right. Correct answers are:**

Type of abuse	Definition
Emotional	Any act or omission that results in adverse or impaired psychological, social, intellectual and emotional functioning or development. This almost always presents with other forms of abuse.
Neglect	Not providing appropriately for the child or young person. This can be psychological and can be related to medical needs the child or young person may have.
Physical	Any act that results in the physical harm of a child or young person. It can be a one-off incident or on-going.
Sexual	Any act that involves forcing or enticing a child to take part in sexual activities. The child may or may not be aware of what is happening. It includes inappropriate images and videos, grooming and online conversations.

**You have now finished this activity.**

# Some of the signs of child abuse

The Child

The Whānau

Click on the tabs  
to read more

The Child

## The Child

- Developmental delays, changes or signs
- Mental health problems
- Routinely not going to school
- Behavioural concerns such as emotional withdrawal, aggression or anxiety
- Talking about or subtly mentioning things that may indicate abuse
- Unexplained bruises, welts, cuts, abrasions or burn marks
- Unexpected fractures or dislocations

The Whānau

## The Child

## The Whānau

### The Whānau

- Not having friends or family to help
- Drug or alcohol problems in the whānau
- Hitting or yelling at children
- Leaving children home alone
- No clear explanation for any of the physical signs
- Parents seeming stressed or not coping on the money they have

---

Don't ask yourself "What if I'm wrong."

Ask yourself "What if I'm right...?"

## Don't look the other way

- It doesn't matter whether it's your friend, colleague, family member, or a stranger; at work or at home – **you need to speak up**
- The child may be scared or unable to speak for themselves
- The child may have tried to talk to an adult but been ignored or punished for talking about it
- The child may trust the person who is harming them – they think this is normal behaviour because it's all they've known
- As adults, we are all responsible for protecting tamariki and taiohi, our children and young people

All children and young people should feel safe – and be safe – at home, at school and everywhere else. Everyone has a part to play in preventing child abuse.

### **This link takes you to the Child Matters website**

Learn more about what you can do when you suspect tamariki are at serious risk

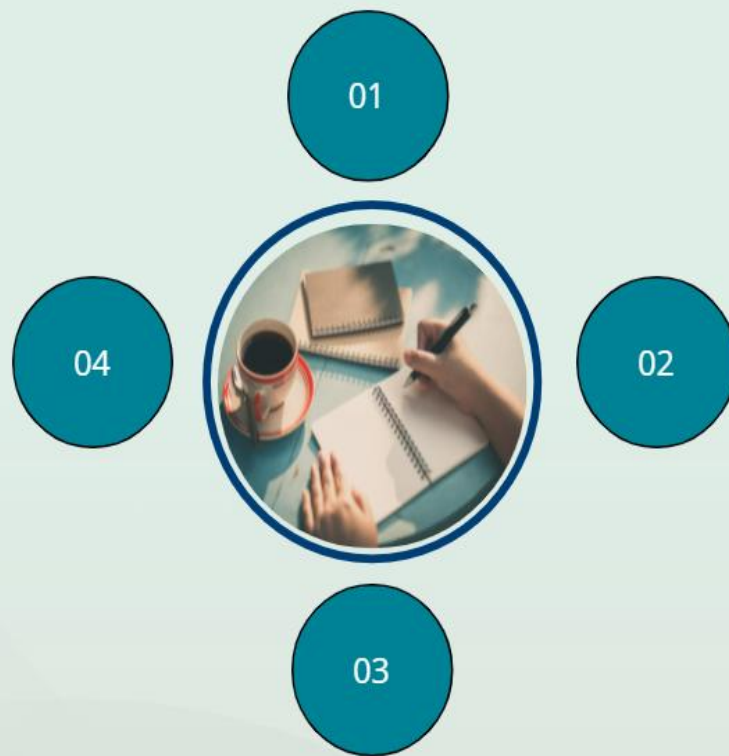
[GO TO WEBSITE](#)

---

If you're worried about a child, trust your instincts. Ask yourself "Could this child be in immediate danger?". If the answer is yes, **call NZ Police 111**

---

## What else can you do?



### **If the danger isn't immediate but you're still concerned**

Write down the facts and observations that led to your concern - what was said, date, time, location, any names.

2.

### **If you observe a situation in your private life**

Contact Oranga Tamariki Ministry for Children. Oranga Tamariki has powers to intervene to protect children who are being abused or neglected. You can choose to be anonymous when you call them on their general line 0508 326 459

3.

If your suspicions are raised in a work situation talk to your manager in the first instance.

You can call Oranga Tamariki on the MSD internal line 43000 or email [contact@ot.govt.nz](mailto:contact@ot.govt.nz)

4.

Child abuse and intimate partner violence are closely related. If you or your tamariki are affected by family violence, remember that MSD can help you.

Talk to your manager, your family violence response coordinator or kaimahi you can trust.



There is no trust more sacred than the one the world holds with children. There is no duty more important than ensuring that their rights are respected, that their welfare is protected, that their lives are free from fear and want and that they can grow up in peace.

Kofi Annan - Former Secretary-General of the UN

# MSD Child protection policy

---



The two main principles of the policy are:

- The right of children to be protected from abuse and neglect is a fundamental right
- The protection of children 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



The Policy enables us to more effectively identify and respond to possible mistreatment of children. The policy applies to all of MSD, regardless of role.

We all have a responsibility to report situations where we have concerns that a child is being, or is suspected of being, abused or neglected.

All kaimahi will have support when they witness or are dealing with suspected abuse or neglect.

### **MSD Code of conduct**

[GO TO DOOGLE](#)

### **Child Protection Policy**

[GO TO PDF](#)

### **Sharing information about children's wellbeing**

Sometimes we might come across a situation where we have concerns about a child's wellbeing, but we do not suspect abuse or neglect. There might be something MSD can do to support that child – but we might also know that another agency could help.

Under the Oranga Tamariki Act, we can share information relating to a child with a wide range of agencies and people, so that they can:

- Prevent or reduce the risk of harm, ill-treatment, abuse, or neglect for tamariki.
- Make or contribute to an assessment of the risks or needs of tamariki.
- Make, contribute to, or monitor any support plan for tamariki that is managed by Oranga Tamariki.

If it's practical and appropriate, we must consult the child or their representative about sharing this information.

We can also ask other agencies for information about a child for these reasons.

## **Information sharing guidance**

Key messages

[GO TO DOOGLE](#)

## **Information sharing - Oranga Tamariki**

Ministry for Children

[GO TO WEBSITE](#)

## **Oranga Tamariki Action Plan**

The Oranga Tamariki Action Plan is a commitment from government agencies to collaborate and deliver better outcomes for children and young people in Aotearoa with the greatest needs.

Under the Oranga Tamariki Action Plan, there is an expectation that we prioritise the needs for children and young people who:

- Are at risk of being involved with the care and protection or youth justice systems.
- Are currently involved with those systems.
- Have previously been involved with those systems.

### **Oranga Tamariki**

Action plan

[GO TO WEBSITE](#)

## **Te Aorerekura**

Te Aorerekura is a 25-year strategy aimed at eliminating family violence and sexual violence. Implementation of Te Aorerekura is led by Te Puna Aonui, a collective of government agencies.

They are also working to align with significant cross-agency initiatives, such as the Child and Youth Wellbeing Strategy.

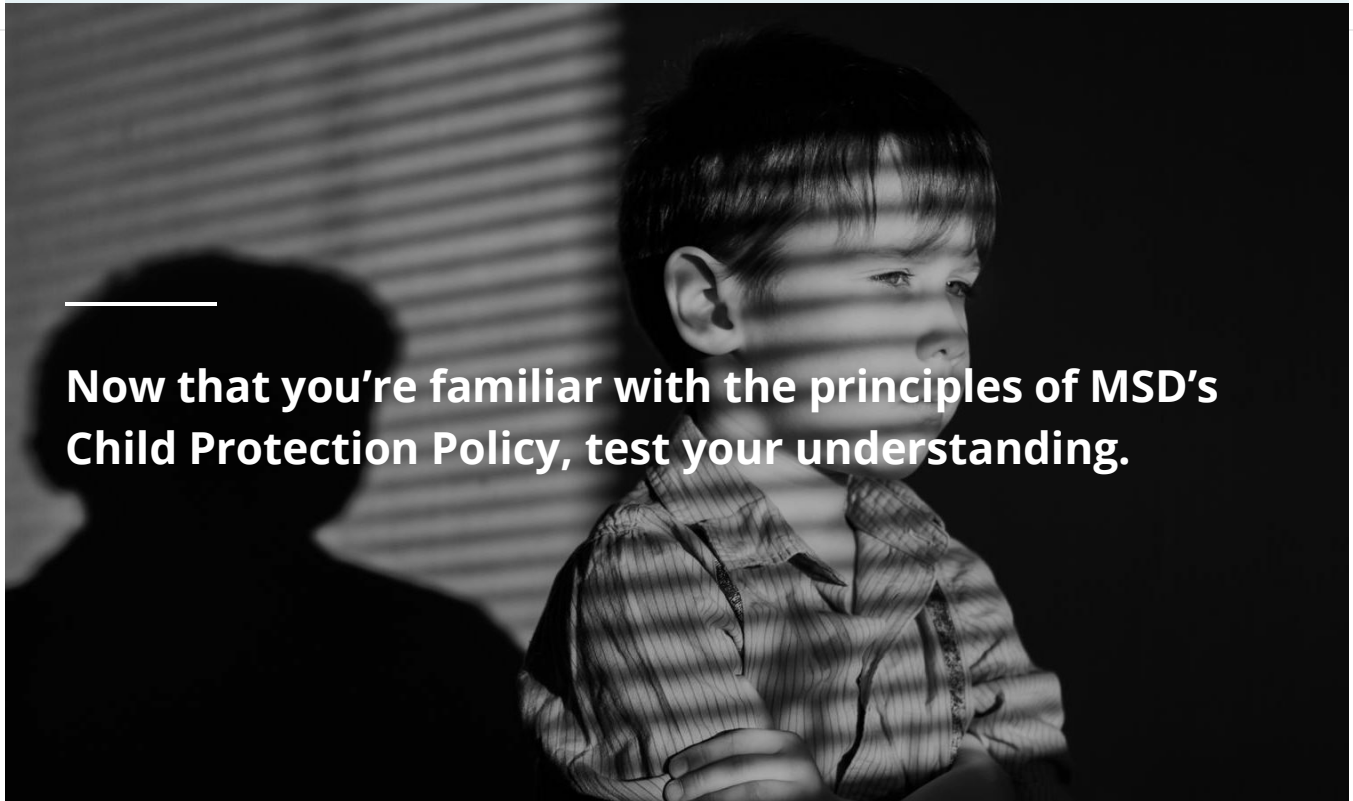
### **Te Puna Aonui**

National Strategy to Eliminate Family Violence and Sexual Violence

[GO TO WEBSITE](#)

## What would I do?

---



**Now that you're familiar with the principles of MSD's Child Protection Policy, test your understanding.**

### What would I do?

Read the three scenarios and make a decision about what action, if any, you would take.

If you are unsure why the decision you made is not quite right, talk to your manager or capability developer.

## Scenario 1 - Brooke

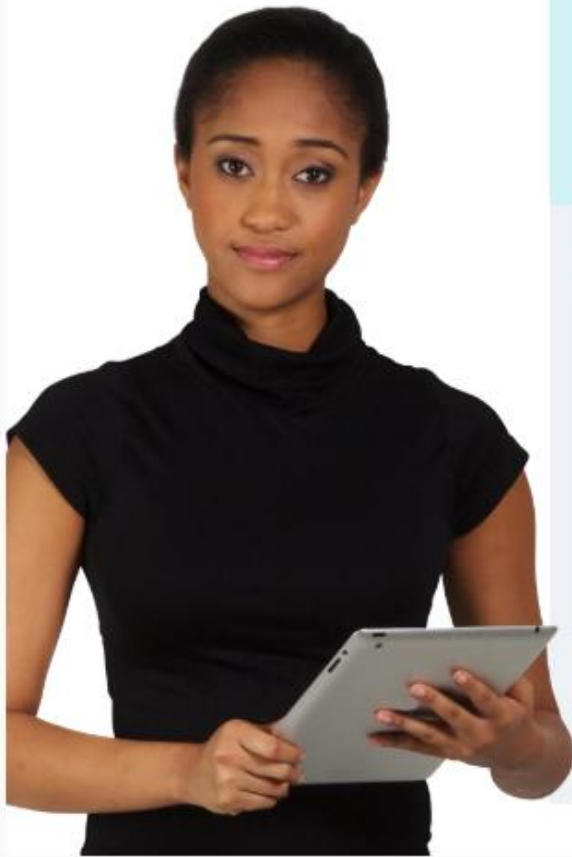
- You and your family live next door to Marilyn and Shane and their 11-year-old daughter, Brooke
- Shane drives a truck and is often away overnight or longer
- You've heard Marilyn call Brooke a fat lazy pig and stupid, and that Brooke's birth has ruined her life
- Brooke has told your daughter that twice she's been locked out of the house and told never to come back
- On these occasions Brooke has slept in the shed at the back of the property and been allowed back inside in the morning



What would you do?

- ☐ I don't need to do anything
- ☐ I need to talk to someone else, there may be something going on
- ☒ I think there's a problem so I need to talk to Oranga Tamariki
- ☐ I need to call the Police

SUBMIT



## What would you do?

### Not Quite Right

You need to talk to Oranga Tamariki.

Being called names and being locked out of the home at night are both indicators of emotional abuse and neglect. A social worker will work out how urgent this is, and the best thing to do next.

## Scenario 2 - Tane

- June has come into the Service Centre to discuss her application for New Zealand Superannuation
- During your conversation, June tells you that she's concerned about her five-year old grandson, Tane, who lives with his mother, Moana. Moana works as a cleaner two nights a week, and Tane used to stay with June on those nights
- Recently Moana's boyfriend, Greg, moved into the house with them and now looks after Tane while Moana's at work
- Tane has told June that Greg sometimes kicks and punches the dog, and recently threw the cat against the wall. June has heard Greg teasing Tane, taking his toys off him and calling him a cry baby
- When June talked with Moana, she was told there was "nothing to worry about"



## What would you do?

- ☐ I don't need to do anything
- ☐ I need to talk to someone else, there may be something going on
- ☐ I think there's a problem so I need to talk to Oranga Tamariki
- ☐ I need to call the Police

SUBMIT



## What would you do?

### Not Quite Right

In our scenario, June is in a Service Centre. You may also experience a situation like this over the phone, or even in your personal life.

You need to talk to Oranga Tamariki. Being called names and witnessing violence/harm to family pets are both indicators of emotional abuse.

If Greg is physically abusing an animal, we must think of Tane's physical safety as well.

## Scenario 3 - Cheyne

- Your client, Aggie, has arrived for her appointment and brought her toddler, Cheyne, with her.
- You notice that Cheyne has old bruises and red marks on his arms and the side of his face.
- When you ask what happened, Aggie tells you that Cheyne fell off a swing.
- The interview ends, and you ask Aggie if there's anything else you can help her with. She says no, and rushes out of the office dragging Cheyne behind her.
- The security guard comes over to tell you that Aggie pushed a crying Cheyne into the back of the car, didn't buckle him in, and she and the driver have left at speed.



What would you do?

- ☐ I don't need to do anything
- ☒ I need to talk to someone else, there may be something going on
- ☐ I think there's a problem so I need to talk to Oranga Tamariki
- ☐ I need to call the Police

SUBMIT



## What would you do?

### Not Quite Right

You need to call the Police.

Cheyne is currently in danger. He's unrestrained in a speeding vehicle.

Call the Police immediately.

You can also contact Oranga Tamariki on 43000 and talk to a social worker about your concerns.

It's not easy being the person who takes a stand. You might think it would be better to talk to Brooke's father. This might help the situation but it could also make things worse for Brooke.

You're not a social worker; the important thing here is that you've identified an issue and have contacted the professionals. You've taken a stand to help a child.

If you're unsure why the decision you made in a scenario isn't adequate, talk to your manager or capability developer.



“Children are the world's  
most valuable resource and  
its best hope for the future”

-John F.Kennedy - Former  
president of the USA

# Your agreement and conclusion

---



“How great it would be for us all to have the pride of knowing that we, as a country, are one of the best countries to be a child”

**Jacinda Ardern - Former Prime Minister**

## Your Agreement

**In your role with MSD, tick that you agree to:**

☐

Support a culture of child protection

☐

Take actions to support and protect vulnerable children and young people

☐

Report situations where you have concerns that a child is being, or is suspected of being, abused or neglected.

**Thank you**



## Conclusion

You've now completed the ChildSAFE module. Click on the icons to see key points to remember:



- It's not OK to look away
- You can contact Oranga Tamariki any time you have concerns for a child's wellbeing; there will be a social worker available to talk with you.
- If you have any questions, have a chat with your manager or capability developer.
- Look after your own wellbeing.
- We all have an obligation to protect tamariki and taiohi, our children and young people.
- It's OK to ask for help.

## References

### **Oranga Tamariki**

Oranga Tamariki Act 1989

[GO TO WEBSITE](#)

## **Parliamentary Counsel Office**

Children's Act 2014

[GO TO WEBSITE](#)

## **MSD**

Domestic and family violence support for MSD employees

[GO TO DOOGLE](#)

## **Child youth wellbeing**

[GO TO PDF](#)

## **Child protection Policy**

[GO TO PDF](#)

## **Te Puna Aonui**

National Strategy to Eliminate Family Violence and Sexual Violence

[GO TO WEBSITE](#)

## **MAP - Care and protection issues**

A guide to some of the things that may indicate a care and protection issue

[GO TO MAP](#)

## **Doogle - Report child abuse**

Provides the process to follow if you believe any child has been or is likely to be harmed

[GO TO DOOGLE](#)

## **Doogle - Family violence Team**

Links to Home & Family website. A service that provide measurable change to ensure all children are safe.

[GO TO DOOGLE](#)

**Ka rawe - you've completed the module**

To exit the module click on the 'exit course' link on the top right hand corner of the screen.