

Te Whatu Ora Health New Zealand Hauora a Toi Bay of Plenty	CHILD ABUSE AND NEGLECT (CAN) - INTERVENTION STANDARDS	Policy 1.6.3 Protocol 1
FAMILY VIOLENCE INTERVENTION PROTOCOL		

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PURPOSE

This policy provides Te Whatu Ora – Health New Zealand Hauora a Toi Bay of Plenty community and hospital-based staff with a framework to identify and manage actual and / or suspected child abuse and neglect. It recognises the important role and responsibility staff have in the accurate detection of suspected child abuse and/or neglect, and the early recognition of children at risk of abuse and adults at risk of abusing children.

Te Whatu Ora Hauora a Toi Bay of Plenty has a duty of care to protect and promote the wellbeing of our children / tamariki.

This policy also provides guidelines for the development of Te Whatu Ora Hauora a Toi Bay of Plenty service specific procedures relating to child abuse and neglect.

PRINCIPLES

The rights, welfare and safety of the child / Tamariki, young person / rangatahi are our first and paramount consideration.

Health services should contribute to the nurturing and protection of children and advocate for them as part of their role to promote and preserve health.

Health services for the care and protection of children are built on a bicultural partnership in accordance with the Treaty of Waitangi.

Māori children / Tamariki, young person's / rangatahi are assessed and managed within a culturally safe environment. Te Pare ō Toi are available for cultural support.

Wherever possible the family / whānau, Hapu and iwi participate in the making of decisions affecting that child / Tamariki young person / rangatahi.

All staff is to recognise and be sensitive to other cultures.

In the case of mental health clients support and advice is available from Child Adolescent and Mental Health Service (CAMHS)

Te Whatu Ora Hauora a Toi Bay of Plenty provides an integrated service and works with external agencies to provide an effective and coordinated approach to child protection.

Staff are competent in identification and management of actual or suspected abuse and / or neglect through the organization's infrastructure including policy and procedural structures, workforce development and access to consultation.

SCOPE

This policy applies to all cases of actual and / or suspected abuse and neglect encountered by employees, students and people working at Te Whatu Ora Hauora a Toi Bay of Plenty under a contract for service.

TERMS AND DEFINITIONS

All terms and definitions related to this document have been defined - see [Appendix 1](#) and [Te Whatu Ora Hauora a Toi Bay of Plenty Glossary of Terms / Definitions – Children's Act](#).

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ORGANISATIONAL RESPONSIBILITIES

Executive Responsibilities

The Te Whatu Ora Hauora a Toi Bay of Plenty is responsible for ensuring it has;

- an organisation-wide policy for the management of child abuse and neglect and associated policies as indicated
- engaged with interagency processes such as Memorandum of Understanding between Te Whatu Ora, Oranga Tamariki – Ministry for Children (Oranga Tamariki)¹ and the Police that support effective collaboration
- regular workforce development for staff on the policy
- processes to ensure the policy is adhered to, such as quality improvement activities
- Adequate support (e.g., access to consultation) and supervision for staff.

These activities need to be properly resourced and evaluated.

Service Responsibilities

All services / departments will support the implementation of this policy within services as coordinated by the Violence Intervention Programme (VIP) Co-ordinator(s).

Employee Responsibilities

All employees of Te Whatu Ora Hauora a Toi Bay of Plenty have responsibility for the management of actual or suspected abuse and neglect. Responsibilities are:

- To be conversant with Te Whatu Ora Hauora a Toi Bay of Plenty management of actual or suspected child abuse and neglect and associated policies
- To understand the referral and management of actual or suspected abuse and neglect
- To take action when child abuse and or neglect is suspected or identified
- To attend initial training and regular updates appropriate to their area of work.
- To provide or access Te Whatu Ora Hauora a Toi Bay of Plenty specialist health services that may include:
 - Cultural assessments.
 - Mental health assessments.
 - Diagnostic medical assessments.
 - Social work services, counseling and therapy resources.
 - Paediatric assessment.
- To practice safely, for example consulting with a senior colleague during the intervention and seeking peer-support / supervision when child abuse is suspected or identified

This includes situations where child abuse is disclosed but the child may not be present (e.g., child of an adult patient).

People and Culture Responsibilities

Te Whatu Ora Hauora a Toi Bay of Plenty recruitment policies will reflect a commitment to child protection by including comprehensive pre-employment screening procedures (in accordance with the Vulnerable Children Act 2014).

Where suspicion exists of child abuse perpetrated by an employee or volunteer at Te Whatu Ora, the matter will be dealt with in accordance with the Investigation and Disciplinary Policy,

a. ¹ Formerly known as Ministry for Vulnerable Children (Oranga Tamariki) and Child Youth and Family (CYF)

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(Disciplinary Procedure and the Protected Disclosure Policy both found in the Organisational Policy Manual. (Also see: *Recruitment of Children’s Workers Guidance for hiring managers*)

Child Protection / Violence Intervention Programme Co-ordinator Responsibilities

- Co-ordinate Violence Intervention Programme (VIP) implementation within services, working with service leaders to ensure the system supports are readily available
- Ensure the Te Whatu Ora Hauora a Toi Bay of Plenty-wide policy remains current and aligned with national standards
- Ensure provision of workforce development in accordance with the Te Whatu Ora Hauora a Toi Bay of Plenty VIP training plan; this will include ensuring that the VIP training is available cyclically
- Ensure quality improvement activities in regard to policy compliance are undertaken and reported on at least biannually.
- To be available to staff for consultation regarding child protection concerns.
- To facilitate communication with Oranga Tamariki and other key community agencies

MAORI AND THE VIOLENCE INTERVENTION PROGRAMME

Māori are significantly over-represented as both victims and perpetrators of whānau violence. This should be seen in the context of colonisation and the loss of traditional structures of family support and discipline. However, violence is not acceptable within Māori culture. This Te Whatu Ora Hauora a Toi Bay of Plenty Child Abuse and Neglect protocol has been developed in accordance with the principles of action including the Treaty of Waitangi principles, recognising Te Whare Tapa Wha and kaupapa principles. This is consistent with cultural training offered and mandated within the Te Whatu Ora Hauora a Toi Bay of Plenty.

Family violence intervention for Māori is based on victim safety and protection being the paramount principle. Ensure practice is safe clinically and culturally. Affirm with the person(s) being abused of their right to be safe in their home. Have Māori staff available to offer support to the family whenever possible.

The pathways and principles for action are about ensuring safety and protection, but they are also about supporting whanau to overcome adversity and draw on their strengths to achieve **Whānau Ora – maximum health and wellbeing**

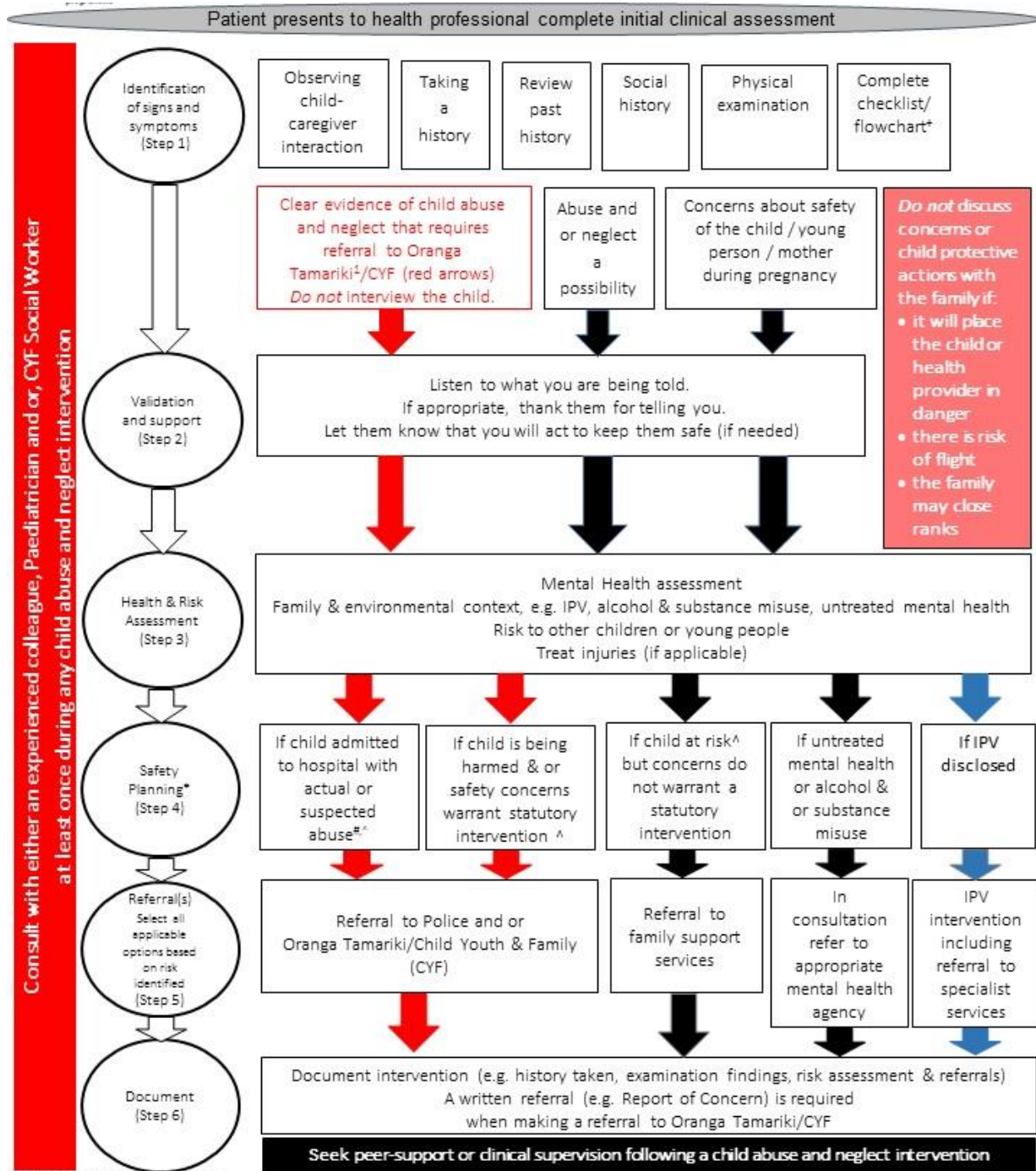
Key Kaupapa to be considered when working with Māori Whanau are described in [Appendix 2](#) and should be used in conjunction with active consultation with Te Pare ō Toi.

PACIFIC PEOPLES AND THE VIOLENCE INTERVENTION PROGRAMME

The complexity of family violence is also evident with Pacific peoples’ culture for similar reasons – refer to [appendix 3](#).

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**FLOWCHART FOR RESPONDING TO ACTUAL OR SUSPECTED CHILD ABUSE AND / OR
NEGLECT**



*Red pathway for statutory intervention
 #Black pathway for non-statutory intervention
 ^Blue pathway specialist service, e.g. FV, MHAS
 * Tool for use in Emergency Departments for child up to 2 years age
 # Standard inter-agency protocol, Memorandum of Understanding between DHB, CYF and Police and associated schedule 1
 ^consult with experienced colleague and/or multidisciplinary team prior to a referral
¹ Ministry for Vulnerable Children, Oranga Tamariki (Oranga Tamariki) formerly known as Child Youth and Family



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SIX STEP CHILD PROTECTION INTERVENTION

This protocol outlines the intervention for identifying, assessing, responding to, and referring children who may be victims of violence and / or neglect. Appropriate documentation is also included in the six-step process.

All situations where recent or ongoing child abuse and / or neglect is disclosed, detected or suspected must be acted on and reported using the following procedure.

Routine enquiry about child abuse and neglect is not recommended. Health care providers do, however, need to respond to a disclosure or be alert for signs and symptoms that require further assessment or that might be indicative of violence and abuse.

See [Appendix 4 for the categories of abuse](#)

See [Appendix 5 for signs and symptoms as per the categories](#)

Consultation should occur at least once. The following staff are available:

- An experienced colleague / VIP advocate
- Paediatrician
- Child Protection Co-ordinator / Violence Intervention Programme Co-ordinator
- Te Whatu Ora Hauora a Toi Bay of Plenty Social Worker
- Oranga Tamariki - Te Whatu Ora Hauora a Toi Bay of Plenty Liaison Social Worker.
- Oranga Tamariki National Call Centre -0508- 326459

Consultation can occur at any point during the assessment and referral process if concerns exist.

Step 1: Identification of signs and symptoms

There is no 'one-size-fits-all' approach for the identification of children or young people at risk. The healthcare provider should begin with their first point of concern. However, they should also be aware that, if they are concerned about a child or young person, all the aspects described in this first step need to be assessed.

The younger and more vulnerable the child (such as a pre-verbal infant), the more important this becomes. For example, a baby caught in the cross-fire of an episode of intimate partner violence (IPV) may need formal physical examination and other investigations for injury, even if they appear physically unharmed.

If there is clear evidence of child abuse or neglect, sufficient in your opinion to justify referral to Oranga Tamariki in its own right, then do not interview the child. Record any information that the child volunteers. If you interrogate the child you may create more problems than you solve.

1.1. Observing child-caregiver interactions

- a) Observe the caregiver-child interactions at any clinical encounter; these observations are not 'diagnostic', but can provide additional information that may be helpful in determining future courses of action (e.g., by providing clues about who the child is comfortable with and seeks support from, or adults whose behaviour towards the child raises some concerns).
- b) All observations which raise concern should be documented objectively, prospectively and in detail in the clinical records, even if the health care provider is uncertain of their significance at the time. The presence of a documented pattern of concerning behaviours over time may at some stage become very important in enabling the health provider to take effective action on behalf of a child at risk.
- c) **Possible cues / signs and symptoms in parent - child interaction**
 - i) lack of emotional warmth, as opposed to strong attachment / bonding

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- ii) dismissive / unresponsive behaviours as opposed to sympathetic / comforting responses
- iii) interaction between the child and parent or caregiver seems angry, threatening, aggressive or coercive
- iv) indications that may raise concern are: a parent / caregiver calling the child names, using harsh verbal discipline, telling the child that they will harm something important to the child, threatening to seriously hurt or abandon the child, mocking the child or putting the child down in front of others.

1.2. Taking a history from parents and caregivers

- a) Your ability to interpret signs and symptoms in a child is reliant on the quality of the history taken from the family and (in some circumstances) the child about those signs and symptoms.
- b) If a child presents with an injury, it is important to understand how that injury occurred. Essential components of the history include the following:
 - i) Who is giving you the history (what is their name and relationship to the child)?
 - ii) Who saw it happen (the history should be obtained from an eye-witness, if possible)?
 - iii) When exactly did these events occur (time and date)?
 - iv) How exactly did they occur? For example, if it was a fall, where did they fall; were they stationary or already moving; how did they fall (head first, feet first, arms out); what was the height of the fall (estimated on the eyewitness' own body); what surface did they fall onto; what was their position after the fall; were there any complicating factors, like use of a baby walker, or a fall in the arms of an adult?
 - v) When exactly did symptoms begin in relation to the accident? How were they noticed, and who noticed them?
- c) In a young child, it is important to know the developmental capacities of the child. (Can they crawl, pull to stand, climb, run or manage stairs?) It is also important, especially with babies, to know their usual pattern of feeding, sleeping and behaviour, and when that pattern changed.

1.3. Asking children about possible abuse and / or neglect: an area of specialist practice

- a) If a child has an injury, it is perfectly all right to ask open, non-leading questions e.g., 'how did this happen?' No harm is done by asking the kind of question you would ask of any child you see for treatment of an injury
- b) If you have concerns about possible abuse or neglect, but there are other possible explanations for the things causing you concern, then seek advice from the paediatrician, a social worker with experience in child protection or Oranga Tamariki
- c) Privacy is just as important as with adults. Giving an adolescent a chance to talk to you alone should be part of your routine practice. With younger children, you should consider carefully whether or not it is appropriate. A hasty conversation in a gap is unlikely to create the time and space necessary for disclosure by an anxious child.
- d) Use age-appropriate language; children may not know what to say and use different words to express what is going on. You need to create an atmosphere where the child feels safe to talk to you.
- e) What should be asked?
 - i) If you are going to have this kind of conversation, you need to frame it in a way that makes sense in terms of the signs and symptoms for which the child has come to see you, or in terms of your usual practice. For example: '*Sometimes when I see children with pain in their tummy like this, it's because they're worried or anxious about something. Is there anything that's making you worried or unhappy?*' Or,

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‘One of the things I always do with children, who come to see me, when they’re old enough like you, is to check how things are at home.’ It is reasonable to ask open and non-threatening questions, such as:

- *How are things at home?*
 - *What happens when people disagree with each other in your house?*
 - *What happens when things go wrong at your house?*
 - *What happens when your parents / caregivers are angry with you?*
 - *Who makes the rules? What happens if you break the rules?*
- ii) There are no evidence-based ‘screening’ questions for children about sexual abuse; if a presenting symptom has raised this concern for you, then open-ended questions (which do not suggest the answer) are always best.

1.4. Asking young people about possible abuse

- a) Ask in a place that is private, and confidentiality of information needs to be discussed
- b) Use a developmentally appropriate assessment if signs and symptoms of abuse are detected. Assessment of the causes of violence in this age group is best accomplished as part of a thorough psychosocial assessment for adolescents such as the HEEADSSS assessment
- c) If the young person is sexually active, it is important to consider the possibility of non-consenting sexual activity. This should be a part of routine HEEADSSS assessment in adolescents.
- d) See [Appendix 7 for the HEEADSSS assessment](#)

1.5. Past history

- a) Review the child or young person’s clinical record (previous presentations or admissions, particularly multiple presentations for illnesses and injuries, may indicate risk)
- b) Check for the presence of a Child Protection Alert; if an alert exists, follow the Child Protection Alert Policy to access the health information behind the alert, and take it into consideration when assessing the child

1.6. Social history

- a) Take a social history; a variety of factors may have an effect on the risk of child abuse and neglect, e.g. IPV, multiple changes of address; alcohol / drug abuse in the household, a family which actively avoids contact with health care providers or family support agencies, a caregiver with a past history of harming and / or neglecting children; severe social stress; social isolation and lack of support; untreated mental illness.
- b) While these factors are all relevant to the health and welfare of the child, they do not necessarily predict abuse or neglect in any individual case.

1.7. Physical examination

- a) A thorough physical examination is indicated in all cases of identified or suspected child abuse and / or neglect, to identify all current and past injuries.
- b) Further investigations may be necessary, but this will depend on the exact circumstances, including the age and developmental capacities of the child, and the type of abuse or neglect that is suspected. For example, a suspected head injury from child abuse in a child under one (even if they have no symptoms of concussion) will almost always require a CT scan of the head, and a skeletal survey will be required in most children under 2 years with suspected physical abuse and in some older children. Full blood count and coagulation studies may be required in the presence of bruising

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- c) Cases of sexual abuse, or suspected sexual abuse, should always be discussed with a doctor specifically trained in this field. Always refer to the Paediatrician on call, before you decide whether or not to examine the child.

1.8. Using a child protection checklist in children under 2 years old

- a) All children under the age of 2 years presenting to ED should have the Child Protection Screening Checklist completed (Paediatric Acute Medicine Admission Proforma 0 – 11 Months 8382 / Paediatric Acute Medicine Admission Proforma 1 – 4 Years 8383 / Paediatric Acute Medicine Admission Proforma 5 Years + 8384). It is only possible to answer the questions it contains, if you have conducted a thorough assessment following the principles outlined above.
- b) The tool may be relevant for older children presenting to ED where any of the listed concerns exist
- c) The checklist is only a guide to assist safe process, not a diagnostic algorithm. Never jump to conclusions.

1.9. Collection of physical evidence

- a) In some circumstances, collection of physical evidence may assist a criminal investigation ('forensic evidence'). If you consider that forensic evidence is required, you should be discussing the matter with the Paediatrician on call and the Police.
- b) Steps for collection and safe storage of evidence include:
- i) Place torn or blood-stained clothing and / or weapons in a sealed envelope or bag (these can be provided by the Police).
 - ii) Mark the envelope with the date and time, the patient's name, and the name of the person who collected the items. Sign across the seal.
 - iii) Keep the envelope in a secure place (e.g., a locked drawer or cupboard) until turned over to the Police. Document in your clinical record the time and date that you handed it over, and to whom the envelope was given.

Step 2: Validation and Support

- If you have concerns about the safety of a child or young person, then you will need to act on these. At some time, someone will need to have a frank conversation with the caregivers and (if old enough to understand) with the child
- While your actions are intended to support and validate the child or young person, they may not (depending on the circumstances) be seen as supporting or validating their caregiver(s)
- Do not assume that raising care and protection concerns with a family will necessarily result in a hostile reception. Some caregivers may appreciate your honesty and be willing to accept help
- Do not discuss concerns or child protective actions to be taken with a victim's parents or caregivers under the following conditions.
 - If it will place either the child or you, the health care provider, in danger
 - If the family may seek to avoid child protective agency staff
 - Where the family may close ranks and reduce the possibility of being able to help a child. If safe to do so, you should still be transparent about the actions you as a health care provider need to take, and the reasons for them, but do not divulge details of actions planned by the statutory authorities

2.1 Talking with the parents / caregivers of the child

- a) If you are unsure about how to talk with the parents / caregivers; consult with a paediatrician / senior colleague / Oranga Tamariki
- b) Basic principles are:
- i) create time and space for a private conversation

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- ii) be professional (be calm, start with the facts before you, explain the reasons for your concern and the reasons for the actions you need to take)
- iii) Don't accuse anyone. For example, if a child has an injury, you have reached the appropriate point in the consultation and have explained the features of the injury that are unusual, you might use phrasing such as "I am concerned that someone may have injured your child"
- iv) Access cultural support, e.g. Te Pare ō Toi. It is important that contacting such support does not delay any referral to Oranga Tamariki.
- v) use interpreters (not family members) if there are language barriers
- vi) Be transparent about what happens next.
- c) If circumstances permit discussing concerns with a victim's parents or caregivers, follow these principles:
 - i) broach the topic sensitively
 - ii) help the parents / caregiver feel supported, able to share any concerns they have with you
 - iii) Help them understand that you want to help keep the child safe, and support them in their care of the child.

2.2 Health care provider response to child's disclosure of abuse

- a) Listen. Do not put words in a child's mouth. Allow them to tell only as much as they want. Act on the assumption that the child is telling the truth
- b) Keep any questions to a minimum. Use open ended questions and use age appropriate language
- c) Do not over-react
- d) Do not panic
- e) Do not criticise
- f) Do not make promises you can't keep
- g) Ensure the child's immediate safety. Try not to alert the alleged abuser

2.3 Health care provider response to parents / caregivers disclosure of abuse

- a) Listen to what the parent or caregiver is saying.
- b) Thank them for telling you.
- c) Let them know that you will act to keep the child safe, and them safe, if they need it.

Step 3: Health and Risk Assessment

3.1 Risk to the child or young person

- a) Thorough risk assessment needs to be conducted prior to the development of appropriate intervention plans
- b) Health care providers are responsible for conducting a preliminary risk assessment with victims of abuse and / or neglect, in order to identify appropriate referral options. Note that this is different from the role of conducting investigations to determine who is responsible for perpetrating the abuse and / or neglect, which is the role of Oranga Tamariki or the Police.
- c) Immediate protection of a child is required if the child has suffered harm which in your view is a result of child abuse, and the environment to which the child is returning is unsafe. Obviously, the more serious the harm and the more vulnerable the child (for example, a baby or a preverbal child), the more critical the risk becomes.
- d) Safe process means:
 - i) never make decisions about risk in isolation
 - ii) do not jump to conclusions

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- iii) consult with senior staff e.g., a paediatrician, a health social worker or youth health service, or with the duty social worker at Oranga Tamariki as you work to determine what level of risk the child might be facing
- iv) Appreciate that other organisations (e.g. Oranga Tamariki) may hold information that is crucial to determining the safety of the child.
- e) You do not need proof of abuse or neglect, and do not need to seek permission from a child’s family, prior to talking with colleagues or a Oranga Tamariki social worker about a child
- f) Early communication with Oranga Tamariki can help identify if there have been other concerns raised about the safety of the child. It can be considered an additional component of reviewing the child’s history. This early communication does not need to result in a report of concern to Oranga Tamariki, which is a decision that ideally should only be made after a thorough assessment

3.2 Mental health assessment

- a) The health assessment should include an assessment for signs and symptoms of mental health concerns; risk of suicide or self-harm can themselves be symptoms of abuse
- b) Signs associated with risk of suicide include:
 - i) Previous suicide attempts.
 - ii) Stated intent to die / attempt to kill oneself.
 - iii) A well developed, concrete suicide plan.
 - iv) Access to the method to implement their plan.
 - v) Planning for suicide (for example, putting affairs in order).
- c) If you are concerned that the child may be at risk of suicidal behaviour, it is appropriate to ask questions such as:
 - i) *“Do you ever think about hurting yourself?”*
 - ii) *“Do you ever feel sad enough that it makes you want to go away and not come back?”*
 - iii) *“Do you ever feel like crying a lot?”*
- d) Do NOT ask questions using the words “suicide” or “killing oneself”. These can suggest behaviours that the child may not have thought of.

Refer to [Appendix 8 for Assessment and Referral for Children under 12 at Risk of Suicide](#)

- e) The level of assessed risk (based on the assessment) will inform the referrals required. A referral to the appropriate child or adolescent mental health service may be indicated, but if abuse or neglect issues are also present, referral to Oranga Tamariki is also warranted, particularly if the child or young person cannot be cared for safely within their home. Remember that the most helpful intervention to reduce suicide risk may be to assist the person to obtain safety from the abuse.

3.3 Risk to other children or young people

- a) Consider possible risk to other members of the family because of the high co-occurrence / entanglement of multiple types of violence within families. This includes establishing the whereabouts and safety of other children in the home.
- b) Oranga Tamariki should be able to determine if previous concerns have been raised about the safety of other children in the family.

3.4 Co-occurrence of intimate partner violence

- a) If child abuse is identified, assess the mother’s safety. Follow the procedure outlined in policy [1.6.3 P2 Intimate Partner Violence \(IPV\) – Intervention Standards](#).

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- b) Victims of IPV are frequently threatened by the perpetrator that if they disclose the violence, s/he will tell Oranga Tamariki that the non-abusive partner is a bad parent / abusive to the children, and that Oranga Tamariki will take the children away. Careful assessment needs to be undertaken to ensure that children's disclosure of violence, or the non-abusive partner's disclosure of violence, leads to further safety for them both, rather than additional trauma through separation or other consequences.
- c) It is recognised that there are occasions when the only way to ensure the safety of a child in a situation of family violence may be to separate the child from the non-abusive parent, even if only temporarily. In these circumstances, best efforts should be made to mitigate the trauma of the separation to both.

3.5 Other risk factors

- a) If the social history identified other risks factors (see 1.6), then refer to other services e.g., serious untreated mental illness should be referred to the mental health crisis team, alcohol and drug addiction via referral to community alcohol and drug services.

Step 4: Intervention / Safety Planning

Security Plan - High Risk of Family Violence Patient FM.S21.1

- If child abuse and / or neglect is identified or suspected, then a plan is required for ensuring the safety of the child, or for providing help and support to the family

If there are concerns about immediate safety (including your own), call 777 and state security alert and your location. The Duty Nurse Manager will then manage the situation and contact appropriate emergency services if required e.g. Police / Oranga Tamariki (by telephone - followed by emailed referral).

- Information from the health and risk assessment process will help to ensure that acute needs are identified and can be included in the safety plan. Work with a multi-disciplinary team whenever possible or consult with a senior colleague.
- All healthcare providers can undertake basic intervention and safety planning activities if they have received training, and have access to support
- Note that the purpose of risk assessment is to ascertain the likely level of immediate risk for a patient leaving the health care setting. Actual injuries or other evidence of abuse are not required for referral to Oranga Tamariki, particularly if there is risk to children
- Assessing for positive / protective factors e.g., family's efforts to actively pursue the safety and well-being of the child / young person, their willingness and capacity to respond or engage is an important part of identifying resources that may help improve the situation during safety planning
- The identification of support needs within the family (e.g., health, education or disability) can be a strength if meeting these needs assists in establishing connections with other services
- The tasks at this stage are to:
 - Identify the support and safety procedures that are required e.g., what are the child's needs for; safety, physical and emotional needs, health and rehabilitation, access to caregivers?
 - Specify. What are the support or safety procedures that need to be put in place?
 - Allocate responsibilities for action (e.g., who are the key individuals and agencies that need to be engaged?).
- In non-critical situations, multiple referral and follow-up pathways are possible. The key issue is whether the child is 'at risk' or whether the child is actually already coming to harm.

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4.1 Child being harmed

- a) A child who, in the opinion of the healthcare provider, is already coming to harm, should be notified to Oranga Tamariki as a [‘report of concern’](#). Oranga Tamariki will form their own opinion on the level of risk for the child and triage accordingly.
- b) Children admitted to hospital with actual or suspected child abuse or neglect should be managed in accordance with the Memorandum of Understanding (2021) between Te Whatu Ora Hauora a Toi Bay of Plenty, Oranga Tamariki and the Police and the associated Schedule 1.

4.2 Child at Risk

- a) Identify the safety, care or behavioural issues that exist. Consider if the risk is likely to be mitigated by the family engaging further with your service, or another health or social agency. Will the family accept this referral? What positive or protective factors exist that could be enhanced?
- b) If you are unsure, discuss the situation and your concerns with Oranga Tamariki to determine if a formal report of concern should be made
- c) If Oranga Tamariki determines that the whānau is actively pursuing the safety and well-being of the child or young person and has the willingness and capacity to respond, then a report of concern to Oranga Tamariki may not be indicated. Likewise, if you consider that engagement by an agency with the family is likely to achieve positive outcomes and the family is willing to accept the referral(s), Oranga Tamariki is also likely to suggest that a formal report of concern may not be necessary
- d) Consider the Eastern Bay of Plenty Te Pukaea o Te Waiora in Whakatane if there is no imminent or serious risk to the child/ren as this may provide another avenue for effective action.

4.3 Co-occurrence of child abuse and Intimate partner violence

Remember, JOINT safety planning and referral processes need to be implemented when both IPV and child abuse and or neglect are identified. Refer to [FM.F4.1 Family Violence – Intimate Partner Violence \(IPV\) Assessment and Intervention Documentation \(for all disclosures of FV\)](#)

- a) Any concerns about the safety of the children should be discussed with the abused partner, unless you believe that doing so will endanger the child, another person or yourself. If you or your colleagues decide to notify Oranga Tamariki, the abused partner should be informed, unless the same concerns apply
- b) Be aware that actions taken to protect the child may place the non-abusive parent at risk. Always refer this parent to specialist family violence support services, and inform Oranga Tamariki about the presence of IPV as well as child abuse
- c) Ask the abused partner how they think the abuser will respond (risk that the abuser will retaliate for disclosure of the family secret).
- d) Ask if a child protection report or report of concern has been made in the past, and what the abuser’s reaction was.
- e) If the abuser is present in the health care facility, ask the abused partner whom they would like to inform the abuser about the report, e.g., would they like the health care provider to do it? Does the abused partner want to be present when the abuser is told? Do they want to do it?
- f) Make sure the abused partner has information on how to contact support agencies (e.g., Police, Women’s Refuge, Oranga Tamariki if problems arise.

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4.4 Talking to parents and caregivers about referral to the statutory authorities

- a) If it is safe to do so, discuss referral to Oranga Tamariki with the child's parents or caregivers:
 - i) *Broach the topic sensitively and reasonably, in the light of the concerns you have*
 - ii) *Help the parents / caregiver feel supported, able to share any concerns they have with you*
 - iii) *Help them understand that you want to help keep the child safe, and support them in their care of the child*
 - iv) *Keep the parents informed at all stages of the process*
 - v) *Where options exist, support the parents / caregivers to make their own decisions*
 - vi) *Involve extended family / whānau and other people who are important to them*
 - vii) *Be sensitive to, and discuss the patient or caregiver's fears about Oranga Tamariki*
 - viii) *However, be clear that your role is to keep the child safe. Do not seek permission to consult with Oranga Tamariki. You may do this at any time.*
 - ix) Refer to [Child Abuse and Neglect Guidelines Appendix 9 Legal and Privacy Issues](#)
- b) At times it may be necessary to suppress patient details and or provide secure processes at the time of discharge. The guidelines for use when staff assesses the safety of a victim of abuse to be high risk are as per [Appendix 10 Safety and Security Guidelines](#).

Step 5: Referral and Follow-up

- Follow-up and referral plans need to be developed for all children and their families, based on the information obtained during the risk assessment and safety planning, and the collaborative planning undertaken
- The tasks at this stage are:
 - Make referrals as appropriate, and ensure that relevant information is appropriately and accurately transferred to receiving individuals / agencies
 - If child resides in the Eastern Bay of Plenty, consider a referral to the Whakatane Te Pukaea o Te Waiora
 - Oranga Tamariki should be notified of all cases of suspected child abuse and neglect. Memorandum of Understanding between Te Whatu Ora Hauora a Toi Bay of Plenty, Oranga Tamariki and Police (2021)
 - Ensure there is a plan for review and follow-up, e.g., what is the timeframe for the referral and follow-up plan? Who, when, and how, will the plan be reviewed?
 - A phone referral to Oranga Tamariki should be made whenever possible. The Report of concern must be emailed to both Oranga Tamariki and the BOP Child Protection email in accordance with policy [1.6.2 Child Protection Alerts](#).

5.1 Child being harmed

- a) To support follow-up, consider if and how the information should be transferred to the GP (e.g., written discharge summary, telephone call, other procedure)
- b) Continue to provide follow-up to children and families notified to Oranga Tamariki; the Te Whatu Ora Hauora a Toi Bay of Plenty remains responsible for the follow-up of the health care needs of the child and family.

5.2 Child at risk

- a) If you have concerns about risk, but there has been no disclosure, and no definitive signs or symptoms, consult with an experienced colleague and / or Oranga Tamariki
- b) There are opportunities for early intervention (even when a report of concern is not made) so:
 - i) Leave the door open for further contact with the child and the child's caregivers

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- ii) Look for further indicators at the next consultation, or consider if you should raise your concerns with others within the health system (e.g., GP, Well-Child provider) so that additional follow-up and support can be offered, if required
- iii) Consider if there are other health, social, or community agencies where you can refer the family, to reduce stressors, and / or promote health, e.g. the Children's Teams, non-health agencies, such as educational or social support agencies (for the child or the parent / caregiver), or agencies that provide support that may alleviate other risks (e.g., budgeting advice, alcohol and drug addiction services, mental health services).

5.3 Co-occurrence of child abuse and intimate partner violence

- a) Make sure that the abused partner has contact details for local support agencies.
- b) Provide the abused partner with a private area to make phone contact with a FV service.

Step 6: Documentation

- Thorough documentation of all steps of the health consultation is necessary.
- Always include the date and time that you saw the child or young person, and when you wrote your notes (if different from the time you saw the patient)
- Always include name, legible signature and practice designation
- Clearly and thoroughly document the behaviours, signs and symptoms you observed.

6.1 History

- a) Document carefully and in detail the history you took, and who you took it from
- b) If you spoke to the child, write down what you asked, and the child's answers to your questions. If you spoke to the parent / caregiver, record what you asked, and how the caregiver responded. Use direct quotes.

6.2 Examination

In cases of sexual abuse of children, referral must also be made to the Paediatrician on call who will liaise with the DSAC Tau Tokomai trained medical practitioner.

- a) Note the time and date of examination
- b) Use simple body diagrams to improve accurate documentation
- c) Document the following features for each injury: site, shape, size (use a tape measure), characteristics (e.g., colour, depth, edges, surroundings, margins, swelling, and tenderness).
- d) Aging of injuries is a difficult and potentially contentious issue, as many factors influence healing such as site of injury, force applied, age and health of patient and infection.

6.3 Photographs

- a) **Te Whatu Ora Hauora a Toi Bay of Plenty does not take forensic photographs- staff must contact the Police if photographs are required.**
- b) Note that thorough documentation and body maps are always required and cannot be replaced by photographs.

6.4 Document the results of your risk assessment

- a) Be sure to include suspected or confirmed risk to other family members (e.g., other children in the family, parents or caregivers who may be at risk).

6.5 Document the consultative process you undertook

- a) Who did you speak with? At what points?

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6.6 Document the support agencies, referrals and follow-up plan agreed to

- a) Record the actions taken, referral information offered, follow-up care arranged (e.g., Report Of Concern to Oranga Tamariki, discharge summary to GP, or referral information provided to family for other health and social service agencies)
- b) Note who will take responsibility for follow-up, and when this will occur.

6.7 Confidentiality of abuse documentation on the medical record

- a) Care must be taken to ensure the confidentiality of any information about abuse recorded in any records potentially available to family / whānau members.
- b) If the abuser finds out that the victim has disclosed the violence, the victim may be at increased risk of retribution for having revealed the “family secret”
- c) Children’s health records are private to them. Parents can ask to access their children’s notes until they are 16 years old, but they are not automatically entitled to them. All requests to access health records should be managed in accordance with policy [2.5.2 protocol 3 Health Record – Access to Personal Health Information](#); there may be grounds for withholding information when the healthcare provider believes that it is not in the child’s best interests to give the parents access
- d) The health notes for each individual should be stored in a separate file.

STAFF SUPPORT AND SAFETY

In any case where staff have been involved in the reporting and / or management of abuse or neglect they should seek debriefing, peer support, supervision or counselling from an appropriately trained senior colleague. Staff may access Peer Support or the Employee Assistance Programme and can also access support following a critical incident. – refer to [3.50.02 P7 Supporting Staff](#).

DEATH OF A CHILD AND SIBLING ASSESSMENT

In the event that a child is brought into a Te Whatu Ora Hauora a Toi Bay of Plenty hospital and is deceased on arrival or the child dies in Te Whatu Ora Hauora a Toi Bay of Plenty hospital and the cause of death is suspicious, then an assessment of the safety of any siblings should be urgently undertaken. The Paediatrician on-call should determine if there are other siblings and if so report to Oranga Tamariki.

REFERENCES

Legislation & Other:

- Crimes Act 1961
- Crimes Amendment Act 2012
- [Children’s Act 2014](#)
- Privacy Act 2020
- Health Information Privacy Code 1994
- Code of Health and Disability Services Consumers Rights 1996
- New Zealand Bill of Rights Act 1990
- Family Violence Act 2018
- Summary of Offences Act 1981
- Care of Children Act 2005
- Oranga Tamariki Act 1989
- Health Act 1956 including Section 125.

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- Indicators of Child Abuse and Neglect Flipchart
- [Office of the Children’s Commissioner and UNICEF. 2004. Protecting Children from Abuse and Neglect](#)
- [Office of the Children’s Commissioner. 2006. Safety of Children in Hospital](#)
- Memorandum of Understanding. Child, Youth and Family, the New Zealand Police and Te Whatu Ora Hauora a Toi Bay of Plenty 2021
- [Ministry of Health. Family Violence Assessment and Intervention Guideline: Child Abuse and Intimate Partner Violence. June 2016](#)
- Family Violence Assessment and Intervention Guideline (2016) Bridging Training – Training Manual
- Schedule 1. Management of Children Admitted to Hospital with Suspected or Confirmed Abuse of Neglect. 2021
- [Schedule 3. Neglect of Medical Care Guidelines. 18 October 2016](#)
- [Te Aorerekura National Strategy to eliminate family violence and sexual violence](#)

ASSOCIATED DOCUMENTS

- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.6.3 Family Violence Intervention – Identification and Intervention
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.6.3 protocol 2 Intimate Partner Violence (IPV) Intervention Standards
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.6.3 protocol 3 Older Person Violence, Abuse, Neglect Standards (Interim)
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.6.2 Child Protection Alerts
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.6.2 protocol 1 Child Protection Alerts Standards
- Te Whatu Ora Hauora a Toi Bay of Plenty Glossary of Terms / Definitions – Vulnerable Children Act
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.1.1 Informed Consent
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.4.4 Cultural Safety - Māori
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.5.1 Interpreter Services
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.5.1 Health Information Privacy
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.5.1 protocol 1 Health Information Privacy Standards
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.5.2 Health Records Management
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.6.1 protocol 1 Management of Information
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 3.50.01 protocol 1 Recruitment Standards
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 3.50.02 protocol 7 Supporting Staff
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 3.50.05 Protected Disclosures
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 3.50.13 Investigation and Disciplinary
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 5.5.1 Security
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 5.5.1 protocol 1 Abduction of Baby / Child Receiving Treatment - Responsibilities & Management of Risk
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 5.5.1 protocol 2 Abduction - Post Abduction of Baby / Child From Hospital - Management of
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 5.5.3 Trespass
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 6.1.5 Alerts
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 6.9.4 Visitors and Nominated Support Persons

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- Te Whatu Ora Hauora a Toi Bay of Plenty Summary of Injuries Form (618C) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Form FM.F4.1 Family Violence – Intimate Partner Violence (IPV) Assessment and Intervention Documentation (for all disclosures of FV)
- Te Whatu Ora Hauora a Toi Bay of Plenty Form FM.R6.1 Report of Concern – Oranga Tamariki
- Te Whatu Ora Hauora a Toi Bay of Plenty Strangulation Assessment (Post Acute) 8400 – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Paediatric Acute Medicine Admission Proforma – 0 – 11 months (8382) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Paediatric Acute Medicine Admission Proforma – 1 – 4 years (8383) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Paediatric Acute Medicine Admission Proforma – 5 years + (8384) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Paediatric Admission to Discharge (8243) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Emergency Department Paediatric Assessment (140502)
- Te Whatu Ora Hauora a Toi Bay of Plenty Emergency Department Child Injury Assessment for all children 10 years and under (7441) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty Emergency Department Adult Assessment (11531)
- Te Whatu Ora Hauora a Toi Bay of Plenty Adult Admission Assessment and Plan of Care (8341) – *viewable only. Order through Design & Print Centre*
- Te Whatu Ora Hauora a Toi Bay of Plenty. A Guide to Safe Recruitment of Children’s Worker Roles. November 2016
- Te Whatu Ora Hauora a Toi Bay of Plenty Form FM.S21.1 Security Plan – High Risk of Family Violence Patient

For further information contact the Child Protection Co-ordinator.

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Appendix 1: Terms And Definitions

Child	Unborn children and children aged 0–14 years old
Child Protection	Means the activities carried out to ensure the safety of the child / tamariki, young person / rangatahi in cases where there is abuse or risk of abuse.
Child Abuse	Refers to the harming (whether physically, emotionally, or sexually), ill treatment, abuse, neglect, or serious deprivation of any child / tamariki, young person / rangatahi (Section 14b Children, Young Persons and their Families Act 1989). This includes actual, potential and suspected abuse.
Physical Abuse	Child physical abuse is any act or acts that may result in inflicted injury to a child or young person.
Sexual Abuse	Child sexual abuse is any act or acts that result in the sexual exploitation of a child or young person, whether consensual or not.
Emotional / Psychological Abuse	Child emotional / psychological abuse is any act or omission that results in impaired psychological, social, intellectual and / or emotional functioning and development of a child or young person.
Neglect	Child neglect is any act or omission that results in impaired physical functioning, injury, and / or development of a child or a young person.
MEDSAC (formerly DSAC)	Medical Sexual Assault Clinicians Aotearoa, formerly Doctors for Sexual Abuse Care.
Tau Tokomai	National organisation advancing knowledge and improving medical care for those affected by sexual abuse. MEDSAC (Tau Tokomai) trained practitioners should perform medical examinations for child sexual assault.
Oranga Tamariki (Formerly CYF)	Government agency that carries out the legislative requirements of the Children, Young Persons, and their Families Act 1989. Responsibilities are: <ul style="list-style-type: none"> ▪ To investigate cases of actual and suspected child abuse and / or neglect ▪ To complete diagnostic interviews ▪ To complete evidential interviews in cooperation with NZ Police ▪ To provide care and protection for children found to be in need.
Police	Government agency responsible for: <ul style="list-style-type: none"> ▪ Working cooperatively with Oranga Tamariki abuse and / or neglect protection work ▪ Investigating cases of abuse and / or neglect where an offence has or may have been committed ▪ Prosecuting offenders where an offence has been committed ▪ Accepting reports of suspected abuse and or neglect and referring these to Oranga Tamariki.
Young person	14-18 years old

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Appendix 2: Māori Kaupapa in Practice – Responding to Family Violence

<p>Te Whatu Ora Hauora a Toi Bay of Plenty Māori Kaupapa In Practice</p>	
<p>Kaitiakitanga Refers to the guardianship or protection of <i>family</i> / whānau and the environment so that they continue to thrive from generation to generation.</p>	<p><i>Recognise that safety should always be paramount. Ensure processes are in place to keep all vulnerable people, and staff safe.</i> <i>Be aware that the physical, emotional and spiritual safety / wellbeing of mothers is important for the safety of their children</i></p>
<p>Oritetanga Refers to equality</p>	<p><i>Deliver the same high quality service to everyone, no matter what their age, gender, ethnicity or social background.</i> <i>Understand that some whānau may need more information about the health sector and your role may be to empower and inform them of their rights and responsibilities.</i></p>
<p>Manaakitanga Is about nurturing and looking after people and relationships. Here action is taken to enhance the mana (prestige and integrity) of each individual. Relationships are based on compassion, generosity, reciprocity and respect.</p>	<p><i>“The capacity to care (Manaakitanga) is a critical role for whānau in respect of children and older members” (Mason Durie Measuring Māori Wellbeing 01/08/2006).</i> <i>Convey a genuine, open, supportive, caring and respectful attitude from first point of contact.</i> <i>Offer a comfortable and welcoming environment for Māori (including the physical environment and the behaviour and attitudes of health professionals).</i> <i>Aim to pronounce Māori names and words correctly. This will convey a sense of care and respect. If you are not sure how to pronounce someone’s name, ask.</i></p>
<p>Pukengatanga Involves the achievement of progressive milestones and skills, enabling individuals to reach their goals and their potential ie: Mana Wellbeing.</p>	<p><i>Work with the individual, whānau, and other professionals (where relevant) to identify achievable plans to ensure short, medium and longer term safety for victims of family violence. After short term safety is established, support them to take the next step.</i> <i>Ensure that individuals / whānau are informed of their options so that they have the opportunity to restore and enhance their Mana.</i></p>
<p>Kotahitanga Exists when people work together in unity to support and achieve common goals.</p>	<p><i>Application of a collaborative approach to enable family / whānau to be safe. This should involve information sharing and planning with whānau, other professionals, and community providers.</i> <i>Build partnerships with whānau, and Māori organisations in your community.</i></p>

“The best outcome is one where whānau members have a strong sense of identity, feel well cared for, are able to enjoy quality lifestyles with a sense of independence, yet remain concerned about the wellbeing of other whānau members” Mason Durie (Measuring Māori Wellbeing 1/08/2006)

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Safety first

While cultural safety and competence is desirable, the safety of women and children should always come first.

Equity of Health Care for Māori

The *Equity of Health Care for Māori: A framework* is divided into three areas of action:

<p>leadership: championing the provision of high-quality health care that delivers equitable health outcomes for Māori</p> <p>knowledge: developing a knowledge base about ways to effectively deliver and monitor high-quality health care for Māori</p> <p>commitment: providing high-quality health care that meets the health care needs and aspirations of Māori.</p>
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Health organisations can champion, consider and apply these actions across their practice to facilitate responsive, appropriate and effective care for Māori. This can contribute to improved patient care pathways for Māori patients, and effective identification and response processes to family violence.

<p>information about your genealogical ties and where you and your ancestors come from.</p> <p>Note that an individual who is experiencing family violence may wish to call on the support of someone outside their whānau.</p> <p>Help whānau to participate in informed planning and decision making.</p> <p>Work in partnership with whānau, hapū, iwi and Māori community organisations to provide support for individuals experiencing violence.</p>

**“Ko Te Reo te mauri o te mana Māori – The language is the life essence of Māori mana.”
Sir James Henare (1979)**

Ways to put this into practice

<p>Aim to pronounce Māori names and words correctly. This will convey a sense of care and respect. If you are not sure how to pronounce someone’s name, ask.</p> <p>Use Te Reo in signage and posters and have key documents and resources available in Te Reo.</p> <p>Embrace opportunities to learn and use Te Reo and to understand the meanings of key Māori concepts (such as these kaupapa).</p> <p>Be aware that Māori words often have multiple layers of meaning and convey perspectives and concepts that cannot always be directly translated into English.</p>
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The [Increasing Violence Intervention Programme \(VIP\) Programmes’ Responsiveness to Māori resource](#) encourages health care providers to seek training to enhance their cultural competence when working with Māori.

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Appendix 3: Pacific Peoples and Family Violence

This section draws on Nga Vaka o Kāiga Tapu (Ministry of Social Development Taskforce for Action on Violence within Families 2012), a conceptual framework, for addressing family violence in seven Pacific communities in New Zealand. Nga Vaka o Kāiga Tapu aims to assist practitioners and service providers, and mainstream organisations working with Pacific families, in:

- their work with victims, perpetrators and their families who have been affected by family violence
- grounding their experiences and knowledge in elements of an ethnic-specific culture in ways that are relevant to the diverse experiences of the families.

What family violence means in a Pacific context

Violence was defined by the working group for Nga Vaka o Kāiga Tapu as violations of *tapu* (forbidden and divine sacredness) of victims, perpetrators and their families. Violence disconnects victims and perpetrators from the continuum of wellbeing and transgresses the tapu.

Risk factors for family violence amongst Pacific people

The following factors that contribute to family violence in a Pacific context:

- situational factors: including socioeconomic disadvantage, migration culture and identity
- cultural factors: including beliefs that women are subordinate to men; perceptions and beliefs about what constitutes violence; (mis)interpretation of concepts, values and beliefs about tapu relationships between family members including children and the elderly; unresolved historical and intergenerational issues; fusion of cultural and religious beliefs and their (mis)interpretations
- Religious factors: including (mis)interpretations of biblical texts; fusion of cultural and religious beliefs and their (mis)interpretations.

Protective factors for Pacific families

- reciprocity
- respect
- genealogy
- observance of tapu relationships
- Language and belonging are concepts that are shared across the seven ethnic specific communities as elements that protect and strengthen family and individual wellbeing.

Transformation and restoration

Education is identified as a critical process for transforming violent behaviour and restoring wellbeing to families. It is the responsibility of both practitioners and the communities. The following are four important features that must be practiced together when delivering an education programme aimed at building and restoring relationships within families:

- fluency in the ethnic-specific and English languages
- understanding values
- understanding the principles of respectful relationships and the nature of connections and relationships between family members within the context of ethnic-specific cultures
- The correct understanding and application of strengths-based values and principles.

Principles for action

1 *Victim safety and protection must be paramount*

The safety of the victim must be paramount. Any practices or interventions that health care providers engage in should not further endanger or disadvantage a Pacific victim of family violence (FV).

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Actions and behaviours to ensure victim safety and protection:

- Routinely enquire about experience of IPV for women and about intimate partner violence if there are signs and symptoms for men. Be alert for indication of abuse and neglect among children
- follow the health and risk assessment procedures outlined, and, wherever possible, involve the person in determining the plan of action they would like to take
- Your communication style is important. Your language and tone should convey respect and a non-judgemental attitude. Preferably communicate in the language of the victim
- affirm the person’s right to a safe, non-violent home
- Offer referral to either specialist Pacific or mainstream family violence advocates.

2 *The provision of a Pacific-friendly environment*

The first point of contact is important in building trust, together with an atmosphere that conveys openness, caring and one that will not judge. Some Pacific peoples will have English as a second language, so communicate simply and clearly; or provide assistance from an appropriately trained (non-family) person who speaks the same language.

Actions and behaviours that contribute to Pacific people feeling comfortable:

- start your consultation with some general conversation; do not be too clinical and business-like
- convey a genuine attitude that is gentle, welcoming, caring, non-judgemental and respectful – first contact is vital
- do not rush – leave time to think about and respond to questions
- ask open-ended questions
- Offer resources and support that meets the ethnic-specific needs of the victim.

3 *The provision of culturally safe and competent interactions*

Health care providers are encouraged to seek training to develop their cultural safety and competence in working with Pacific peoples.

Actions and behaviours that contribute to the development of culturally safe and competent interactions:

- be cognisant of the factors contributing to FV for Pacific peoples
- identify and remove barriers for Pacific victims of FV accessing health care services
- Develop knowledge of referral agencies appropriate for Pacific victims of violence.

4 *A collaborative community approach to family violence should be taken*

The implementation of interventions for Pacific victims of FV should occur in collaboration with other agencies or sectors to ensure that the needs of Pacific victims of violence are adequately addressed.

Actions and behaviours that contribute to a collaborative intersectoral approach:

- recognise that for solutions to be meaningful to Pacific victims of FV, other sectors may need to be involved
- Take the time to know your local community and FV referral agencies. If possible, offer referral to Pacific advocates with expertise in FV
- Do not assume that the family or church should be involved in supporting the Pacific victim of FV – ask what plan of action they want (it may or may not include the family and the church).

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Appendix 4: Four Recognised Categories of Child Abuse

These frequently overlap in individual cases. Refer to the “Recognition of Child Abuse and Neglect” published by the Risk Management Project, Children, Young Persons and Their Families Agency 1997.

1. **Physical Abuse**

Child physical abuse is any act or acts that may result in inflicted injury to a child or young person. It may include, but is not restricted to:

- Bruises and welts
- Cuts and abrasions
- Fractures or sprains
- Abdominal injuries
- Head injuries
- Injuries to internal organs
- Strangulation or suffocation
- Poisoning
- Burns or scalds
- Nonorganic failure to thrive
- Fabricated Or Induced Illness By Carers (formerly Munchausen Syndrome by Proxy)

2. **Sexual Abuse**

Child sexual abuse is any act or acts that result in the sexual exploitation of a child or young person, whether consensual or not. It may include, but is not restricted to:

Non-contact abuse

- Exhibitionism
- Voyeurism
- Suggestive behaviours or comments
- Exposure to pornographic material
- Inappropriate photography

Contact abuse

- Touching breasts
- Genital / anal fondling
- Masturbation
- Oral sex
- Object or finger penetration of the anus or genitalia
- Penile penetration of the anus or genitalia
- Encouraging the child or young person to perform such acts on the perpetrator
- Involvement of the child or young person in activities for the purposes of pornography or prostitution.

3. **Emotional / Psychological Abuse**

Child emotional / psychological abuse is any act or omission that results in impaired psychological, social, intellectual and / or emotional functioning and development of a child or young person. It may include, but is not restricted to:

- Rejection, isolation or oppression.
- Deprivation of affection or cognitive stimulation.
- Inappropriate and continued - criticism, threats, humiliation, accusations, expectations of, or towards, the child or young person.
- Exposure to family violence.

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- Corruption of the child or young person through exposure to, or involvement in, illegal or anti-social activities.
- The negative impact of the mental or emotional condition of the parent or caregiver.
- The negative impact of substance abuse by anyone living in the same residence as the child or young person.

4. Neglect

Child neglect is any act or omission that results in impaired physical functioning, injury, and / or development of a child or a young person. It may include, but is not restricted to:

- Physical neglect - failure to provide the necessities to sustain the life or health of the child or young person.
- Neglectful supervision - failure to provide developmentally appropriate and / or legally required supervision of the child or young person, leading to an increased risk of harm.
- Medical neglect - failure to seek, obtain or follow through with medical care for the child or young person resulting in their impaired functioning and / or development.
- Emotional neglect – not giving children the comfort, attention and love they need through play, talk, and everyday affection.
- Educational neglect – allowing chronic truancy, failure to enrol children in school, or inattention to special education needs.
- Abandonment - leaving a child or young person in any situation without arranging necessary care for them and with no intention of returning.
- Refusal to assume parental responsibility - unwillingness or inability to provide appropriate care or control for a child or young person.

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Appendix 5: Signs and Symptoms Of Abuse And Neglect In Recognised Categories Of Child Abuse

Physical abuse: injuries that don't make sense

- **Unexplained head injuries** – even an apparently trivial bruise to the head of a baby or young infant with no evident signs of concussion may be reason for concern
- **Unexplained bruises, welts, cuts and abrasions** – particularly in unusual places (face, ears, neck, back, abdomen, buttocks, inner arms or thighs, back of the leg), clustered, patterned or in unusually large numbers
- **Any unexplained bruise or injury in a baby who is not yet independently mobile** – especially if they are not yet pulling to stand, crawling or walking. Fractures in babies are often not clinically obvious and may present as reluctance to use one limb or to crawl, or with non-specific irritability.
- **Unexplained fractures** – many children get accidental fractures, but always consider whether the history is consistent with the fracture type. This depends entirely on the quality of the history you take.
- **Unexplained burns** anywhere on the body. Burns may be difficult to interpret, and if you are concerned, they should be referred early to a doctor with expertise in burns or child protection.
- **The child or their parent** can't recall how the injuries occurred, or their explanations change or don't make sense. While there may be innocent explanations for this, 'no history of trauma' is a common feature of child abuse.

Sexual abuse

- In sexual abuse particularly, physical signs or symptoms are usually absent and behavioural changes may not be evident.
- If a child or young person tells you they have been abused (i.e., 'makes a disclosure'), this should always be taken seriously and referred to Oranga Tamariki.
- Anogenital symptoms in children (like redness or swelling, bruising or bleeding from the genital or anal area) do not necessarily indicate sexual abuse, but they do need to be evaluated by a doctor with the appropriate expertise. Most urinary tract infections in childhood are not related to sexual abuse. However, if you or the family have concerns about sexual abuse for these or other reasons, the child should be referred as soon as possible to a doctor trained in the area of child sexual abuse.
- Behaviour changes after sexual abuse may not be evident and if they do occur they may be highly variable. Concern may exist if there is:
 - **Age-inappropriate sexual play or interest** and other unusual behaviour, like sexually explicit drawings, descriptions and talk about sex. However, this does not necessarily indicate sexual abuse, and should be discussed with clinicians experienced in child behaviour or child sexual abuse
 - **Fear of a certain person or place.** Children might try to express their fear without saying exactly what they are frightened of, so listen carefully, and take what they say seriously. However, never jump to conclusions
 - Other behavioural change suggesting emotional disturbance (see below).

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Emotional abuse

- Most forms of abuse, exposure to violence or neglect are accompanied by emotional effects, which may or may not cause behavioural changes. The changes in behaviour noted below are not however specific for the emotional consequences of abuse or neglect.
- **Sleep problems** like bed-wetting or soiling – with no medical cause, nightmares and poor sleeping patterns.
- **frequent physical complaints** – real or imagined, such as headaches, nausea and vomiting, and abdominal pains
- **signs of anxiety**
- **Other altered behaviour.** Children who are abused may withdraw, present as sad and alone, or consider hurting themselves or ending their lives. Some children may develop conduct disorder, such as oppositional or aggressive behaviour, acting out or deteriorating school performance.

Neglect

- Neglect is one of the most common forms of child maltreatment, with serious long-term consequences for children, but can be very difficult to define. It is useful to consider:
 - Do the conditions or circumstances indicate that a child’s basic needs are unmet?
 - What harm or risk of harm may have resulted?
- These questions cannot be answered without sufficient information. This includes the pattern of caregiving over time, how the child’s basic needs are met (or not met) and whether there have already been specific examples when an omission of care has led to harm or the risk of harm.
- Neglect can consist of:
 - Physical neglect – not providing the necessities of life, like a warm place enough food and clothing. In babies or young children, this may present as poor growth (‘failure to thrive’)
 - neglectful supervision – leaving children home alone, or without someone safe looking after them during the day or night
 - emotional neglect – not giving children the comfort, attention and love they need through play, talk and everyday affection
 - medical neglect – the failure to take care of their health needs
 - Educational neglect – allowing chronic truancy, failure to enrol children in school or inattention to special education needs.

See [Appendix 6](#) for further information for assessing neglect

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Appendix 6: Child Neglect Assessment Guideline

Two primary questions should be asked in order to identify whether child neglect has occurred:

- Do the conditions or circumstances indicate that a child’s basic needs are unmet?
- What harm or threat of harm may have resulted?

To answer these questions, sufficient information is required to assess the degree to which neglect can or may result in significant harm or risk of significant harm. The decision often requires considering patterns of caregiving over time. The analysis should focus on examining how the child’s basic needs are met and on identifying situations that may indicate specific omissions in care that have resulted in harm or the risk of harm to the child. While information on all these domains will not be accessible to all health care providers, the list provides some indications of issues that may require consideration.

Further questions which may indicate that a child’s physical or medical needs and supervision may be unmet include the following:

- Have the parents or caregivers failed to provide the child with needed care for a physical injury, acute illness, physical disability or chronic condition?
- Have the parents or caregivers failed to provide the child with regular and ample meals that meet basic nutritional requirements, or have the parents or caregivers failed to provide the necessary rehabilitative diet to a child with particular health problems?
- Have the parents or caregivers failed to attend to the cleanliness of the child’s hair, skin, teeth and clothes? Note: It can be difficult to determine the difference between marginal hygiene and neglect. Health care providers should consider the chronicity, extent and nature of the condition, as well as the impact on the child.
- Does the child have inappropriate clothing for the weather? Health care providers should consider the nature and extent of the conditions and the potential consequences to the child. They also must take into account diverse cultural values regarding clothing.
- Does the home have obviously hazardous physical conditions (e.g., exposed wiring or easily accessible toxic substances) or unsanitary conditions (e.g., faeces- or trash-covered flooring or furniture)?
- Does the child experience unstable living conditions (e.g., frequent changes of residence or evictions due to the caretaker’s mental illness, substance abuse or extreme poverty)?
- Do the parents or caregivers fail to arrange for a safe substitute caregiver for the child?
- Have the parents or caregivers abandoned the child without arranging for reasonable care and supervision?

The effects of neglect are as bad as, if not worse than, physical and sexual abuse. They include serious long-term disorders of attachment and behaviour, delays in cognitive and emotional development, mental health disorders, substance abuse, risk-taking sexual behaviour, violence and educational and employment failure. Refer to [Neglect of Medical Care Guideline, 2016](#).

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Appendix 7: HEEADSSS: Psychosocial Interview For Adolescents

Key: Green = essential questions / Blue = as time permits / Red = optional or when situation requires

Home	Drugs
Who lives with you? Where do you live? Do you have your own room? What are relationships like at home? To whom are you closest at home? To whom can you talk at home? Is there anyone new at home? Has someone left recently? Have you moved recently? Have you ever had to live away from home? (Why?)	Do any of your friends use tobacco? Alcohol? Other drugs? Does anyone in your family use tobacco? Alcohol? Other drugs? Do you use tobacco? Alcohol? Other drugs? Is there any history of alcohol or drug problems in your family? Does anyone at home use tobacco?
Have you ever run away? (Why?) Is there any physical violence at home?	Do you ever drink or use drugs when you're alone? (Assess frequency, intensity, patterns of use or abuse, and how youth obtains or pays for drugs, alcohol, or tobacco) (Ask the CRAFFT questions)
Education and employment	Sexuality
What are your favourite subjects at school? Your least favourite subjects? How are your grades? Any recent changes? Any dramatic changes in the past? Have you changed schools in the past few years? What are your future education / employment plans / goals? Are you working? Where? How much?	Have you ever been in a romantic relationship? Tell me about the people that you've dated. OR Tell me about your sex life. Have any of your relationships ever been sexual relationships? Are your sexual activities enjoyable? What does the term 'safe sex' mean to you?
Tell me about your friends at school. Is your school a safe place? (Why?) Have you ever had to repeat a class? Have you ever had to repeat a grade? Have you ever been suspended? Expelled? Have you ever considered dropping out? How well do you get along with the people at school? Work? Have your responsibilities at work increased?	Are you interested in boys? Girls? Both? Have you ever been forced or pressured into doing something sexual that you didn't want to do? Have you ever been touched sexually in a way that you didn't want? Have you ever been raped, on a date or any other time? How many sexual partners have you had altogether? Have you ever been pregnant or worried that you may be pregnant? (females) Have you ever gotten someone pregnant or worried that that might have happened? (males) What are you using for birth control? Are you satisfied with your method? Do you use condoms every time you have intercourse? Does anything ever get in the way of always using a condom?

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Key: Green = essential questions / Blue = as time permits / Red = optional or when situation requires

	Have you ever had a sexually transmitted disease (STD) or worried that you had an STD?
Do you feel connected to your school? Do you feel as if you belong? Are there adults at school you feel you could talk to about something important? (Who?)	

Eating

What do you like and not like about your body?
 Have there been any recent changes in your weight?
 Have you dieted in the last year? How? How often?
 Have you done anything else to try to manage your weight?
 How much exercise do you get in an average day? Week?
 What do you think would be a healthy diet? How does that compare to your current eating patterns?

Suicide and depression

Do you feel sad or down more than usual? Do you find yourself crying more than usual?
 Are you 'bored' all the time?
 Are you having trouble getting to sleep?
 Have you thought a lot about hurting yourself or someone else?
 Does it seem that you've lost interest in things that you used to really enjoy?
 Do you find yourself spending less and less time with friends?
 Would you rather just be by yourself most of the time?
 Have you ever tried to kill yourself?
 Have you ever had to hurt yourself (by cutting yourself, for example) to calm down or feel better?
 Have you started using alcohol or drugs to help you relax, calm down or feel better?

Do you worry about your weight? How often?
 Do you eat in front of the TV? Computer?
 Does it ever seem as though your eating is out of control?
 Have you ever made yourself throw up on purpose to control your weight?
 Have you ever taken diet pills?

What would it be like if you gained (lost) 10 pounds?

Activities

Safety

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Key: Green = essential questions / Blue = as time permits / Red = optional or when situation requires

<p>What do you and your friends do for fun? (With whom, where, and when?)</p> <p>What do you and your family do for fun? (With whom, where, and when?)</p> <p>Do you participate in any sports or other activities?</p> <p>Do you regularly attend a church group, club, or other organized activity?</p>	<p>Have you ever been seriously injured? (How?) How about anyone else you know?</p> <p>Do you always wear a seatbelt in the car?</p> <p>Have you ever ridden with a driver who was drunk or high? When? How often?</p> <p>Do you use safety equipment for sports and or other physical activities (for example, helmets for biking or skateboarding)?</p> <p>Is there any violence in your home? Does the violence ever get physical?</p> <p>Is there a lot of violence at your school? In your neighbourhood? Among your friends?</p> <p>Have you ever been physically or sexually abused? Have you ever been raped, on a date or at any other time? (If not asked previously)</p>
<p>Do you have any hobbies?</p> <p>Do you read for fun? (What?)</p> <p>How much TV do you watch in a week? How about video games?</p> <p>What music do you like to listen to?</p>	<p>Have you ever been in a car or motorcycle accident? (What happened?)</p> <p>Have you ever been picked on or bullied? Is that still a problem?</p> <p>Have you gotten into physical fights in school or your neighbourhood? Are you still getting into fights?</p> <p>Have you ever felt that you had to carry a knife, gun, or other weapon to protect yourself? Do you still feel that way?</p>

Source: Goldenring and Rosen 2004

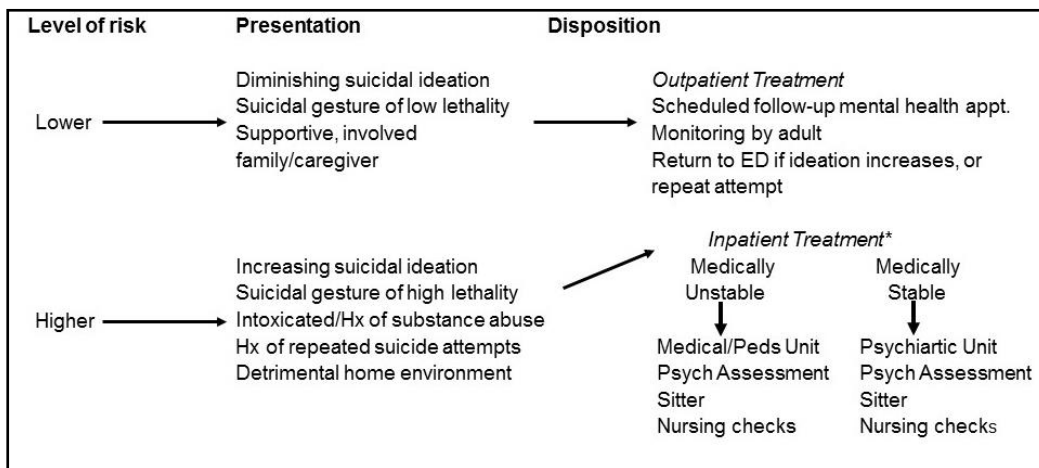
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Appendix 8: Assessment and Referral for Children Under 12 At Risk Of Suicide
Factors to consider when assessing the child’s level of risk of suicidal behaviour

<p style="text-align: center;">Seriousness of injury</p>	<p>Current presentation</p> <ul style="list-style-type: none"> • Intend to die¹ • Child's intent to die² • Suicide plan, method, access to method¹ • Current psychiatric symptoms (depression, psychosis, etc.)^{1,2} • Child's reasons for living¹ • Current substance intoxication • Cognitive level of child
<p>Suicidality History</p> <ul style="list-style-type: none"> • History (Hx) of prior suicide attempts¹ • Child's Hx of prior suicide attempts² • Hx of suicidal ideation¹ • Child's Hx of suicidal ideation² 	<p>Environmental factors^{1,2}</p> <p>Family</p> <ul style="list-style-type: none"> • Unsecured potential suicide methods • (Guns, medications, etc.) • Recent suicide, death, or loss in family • Suicidal ideation or suicidal attempts in family • Presence of child abuse or neglect • Supportiveness of parents or caregivers • Family turmoil <ul style="list-style-type: none"> – Marital Problems – Domestic Violence – Financial Crisis – Incarceration – Alcohol and Substance Use <p>Child</p> <ul style="list-style-type: none"> • Social isolation (ask about the effects) • Bullying or being bullied (ask about the effects) • Changes in school performance
<p>Medical History²</p> <ul style="list-style-type: none"> • Hx of psychiatric diagnoses • Hx of mental health treatment and/or psychotropic drug use • Hx of substance use or abuse • Number of previous ED visits for suspicious accidents • Chronic illness-frequency requiring compliance 	

Notes: 1 denotes questions addressed to the child, and 2 denote questions addressed to the child’s caregiver. The interviewer should also investigate with the child the impact of issues raised by the caregiver (eg, how does being bullied make you feel?)

ED disposition of suicidal children



*All children should be carefully monitored (with repeated checks) by health care staff in all inpatient settings to avoid suicide in these environments.

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Appendix 9: Legal And Privacy Issues

Since the introduction of the Privacy Act (2020) and the Health Information Privacy Code (1994), agencies and individuals have become concerned about how much information can be given to statutory social workers or the Police. Both documents make provision for the disclosure of information necessary to prevent harm to any individual.

As well, all privacy restrictions are over-riden by certain sections of the Oranga Tamariki Act (1989). These provide for the reporting of child abuse, protection of an individual from proceedings when disclosing child abuse to either a statutory social worker or police, and government agency obligations.

Te Whatu Ora encourages good communication between Te Whatu Ora staff and Oranga Tamariki or the police to keep children safe. Requests for information should be referred directly to unit managers, who are responsible for ensuring such requests are dealt with promptly and appropriately. Information must only be released to a Oranga Tamariki social worker, police officer or care and protection coordinator (s66 Oranga Tamariki Act: see below).

Health workers therefore, are able to give information to the Oranga Tamariki or police, both by reporting abuse or when requested by either agency.

ORANGA TAMARIKI ACT

S6 Paramountcy principle

... [The] welfare and interests of the child or young person shall be the first and paramount consideration.

S15 Reporting of ill treatment or neglect of child or young person

Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to a social worker or a member of the police.

S16 Protection of person reporting ill treatment or neglect of child or young person

No civil, criminal, or disciplinary proceedings shall lie against any person in respect of the disclosure or supply, or the manner of the disclosure or supply, by that person pursuant to section 15 of this Act of information concerning a child or young person (whether or not that information also concerns any other person), unless the information was disclosed or supplied in bad faith.

S66 Government Departments may be required to supply information

- (1) Every Government Department, agent, or instrument of the Crown and every statutory body shall, when required, supply to every Care and Protection Co-ordinator, Oranga Tamariki social worker, or member of the police such information as it has in its possession relating to any child or young person where that information is required -
 - (a) For the purposes of determining whether that child or young person is in need of care or protection (other than on the ground specified in section 14 (1)(e) of this Act): or
 - (b) For the purposes of proceedings under this part of this Act.

Section 66 means that where a care and protection coordinator, Oranga Tamariki social worker or police officer requires information about a child / young person for the purposes of determining whether the child / young person is in need of care and protection, or for proceedings under the Oranga Tamariki Act, Te Whatu Ora staff must provide that information. A staff member may be asked to provide this information in an affidavit. Te Whatu Ora recommends that the staff member

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seeks the support and advice of the unit manager, Te Whatu Ora’s Child Protection Co-ordinator and / or Te Whatu Ora Hauora a Toi Bay of Plenty’s Senior Advisor, Governance & Quality.

PRIVACY ACT

Principle 11 (f) (ii)

An agency may disclose information if that agency believes, on reasonable grounds that the disclosure of the information is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another individual

PRACTICE NOTE: INTERAGENCY INFORMATION SHARING

Information is available regarding interagency information sharing from the Privacy Commission website; follow the following links to the [Sharing personal information of families and vulnerable children: A guide for inter-disciplinary groups](#)) and the [Escalation ladder regarding ‘Sharing information about vulnerable children’](#)).

HEALTH INFORMATION PRIVACY CODE

Rule 11 subsection 2 (d) (ii)

An agency that holds personal information must not disclose the information to a person or body or agency unless – the disclosure of that information is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another individual

HEALTH ACT 1956

Section 22 (2) (c) Disclosure of health Information

Any person being an agency, that provides health services or disability services...may disclose health information... to a social worker or a Care and Protection Co-ordinator within the meaning of the Oranga Tamariki Act (1989), for the purposes of exercising or performing any of that person’s powers under that Act. Always seek advice prior to release of information (*refer to Privacy policies*)

CHILDREN’S ACT 2014

The Children’s Act (CA) forms a significant part of comprehensive measures to protect and improve the wellbeing of vulnerable children and strengthen New Zealand’s child protection system.

The reforms within the CA were proposed in the White Paper for Vulnerable Children, and confirmed in the Children’s Action Plan, which was released in October 2012 after significant public consultation.

The Action Plan and the CA are based on the premise that cross-sector collaboration and responsibility is essential to protecting vulnerable children. Chief executives from five government agencies are jointly accountable for implementing the Children’s Action Plan.

Relevant provisions within the CA include: requirements for government agencies and their funded providers to have child protections policies, and standard safety checking for paid staff in the government-funded children’s workforce.

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Part 2, covering child protection policies, states:

The purpose of this Part is to require child protection policies (that must contain provisions on the identification and reporting of child abuse and neglect) to be –

- (a) Adopted and reported on by prescribed State services and Te Whatu Ora boards; and
- (b) Adopted by school boards; and
- (c) Adopted by certain people with whom those services or boards enter into contracts or funding arrangements.

It is appreciated that Te Whatu Ora already have child protection policies in place, as part of the VIP and their wider commitment to identifying and responding to child abuse and neglect.

Part 3, covers children’s worker safety checking, and provides:

The purpose of this Part is to reduce the risk of harm to children by requiring people employed or engaged in work that involves regular or overnight contact with children to be safety checked.

The CA contributes to the Government’s Better Public Services result to reduce the number of physical assaults on children.

Legislative changes are being phased in over several years, together with other Children’s Action Plan initiatives, including the roll-out of further children’s teams and common competencies for all children’s workers.

The requirements of the CA should complement and strengthen the implementation of the VIP within the public health setting.

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Appendix 10: Safety And Security Guidelines

This guideline sets out the Te Whatu Ora Hauora a Toi Bay of Plenty procedures for staff when there is a need to access support to optimise the safety for victims of family violence when the risk to the victim's safety is assessed to be a high risk. These guidelines will provide information to support staff to:

- Ensure persons making public enquiries about the victim are given no details by suppressing all details on the hospital computer
- Use a safe process to discharge the family to an advocacy agency, e.g. women's refuge. This may include informing an inquirer that the patient has left the hospital before this is so and / or denying knowledge of where the patient has gone.

Procedures outlined in this policy should be discussed with the patient / client who is the victim of abuse and their consent obtained.

The safety of the patient is the paramount consideration. If a patient who is a victim of violence expresses fear of the perpetrator or others s/he is likely to be correct. It is defensible in this case for hospital staff to refuse public access to patient details and to facilitate the patient leaving the hospital for a place of safety.

1. Procedure to establish name suppression for victims of abuse in the Te Whatu Ora Hauora a Toi Bay of Plenty computer system ensuring persons making public inquiries are given no details about the victim.

- 1.1. The guardian of / or victim of abuse identifies that s/he is concerned that the perpetrator may trace them to the hospital.
- 1.2. The staffs discuss with the victim / guardian the potential to place name suppression on the patient's details. The victim / guardian consents to this name suppression being actioned.
- 1.3. The Shift Co-ordinator / Team Leader / Clinical Nurse Manager / Clinical Midwife Manager is informed and s/he directs the Unit Receptionist to place the "No details to be released" flag against the patient details on the patient inquiry screen. Only the Shift Co-ordinator / Team Leader / Clinical Nurse Manager / Clinical Midwife Manager may direct this action.
- 1.4. The patient's name is replaced with a pseudonym on all patient details boards in the department / ward.
- 1.5. The following staff are informed of this name suppression being actioned:
 - 1.5.1. Duty Nurse Manager
 - 1.5.2. Switchboard staff
 - 1.5.3. Security
 - 1.5.4. All relevant staff within the department. This information transfers if the patient is admitted to a ward
- 1.6. This directive against the patient details is valid for the duration of the patient's hospital visit or until appropriate personnel remove the directive.
- 1.7. Complete the name suppression documentation form)
- 1.8. The Shift Co-ordinator / Team Leader / Clinical Nurse Manager / Clinical Midwife Manager responsible for the patient's care and / or Duty Nurse Manager will remove the name suppression at discharge or when the patient requests this.

2. Procedure for staff to follow when name suppression has been granted.

When any staff member (including switchboard, clinical staff and volunteers) receives an enquiry about a patient for whom a "No details to be released" flag is active s/he will:

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- 2.1 Ask for the caller's name and write this down (if provided).
- 2.2 Inform the caller s/he is unable to provide any information.
- 2.3 Notify the Shift Co-ordinator / Team Leader / Clinical Nurse Manager / Clinical Midwife Manager responsible for the patient's care.
- 2.4 Notify security (e.g., if the caller is the suspected perpetrator of an assault and police charges are likely).

3. Process used to discharge a victim of abuse in a safe manner from a department or ward setting when there are high-risk safety issues.

- 3.1. Arrange the discharge plan in consultation with the guardian / patient and the discharge agency concerned, e.g. ensure the guardian speaks to the agency concerned and that all parties are in agreement with the discharge plan.
- 3.2. Complete the name suppression process as above if appropriate.
- 3.3. Ensure that the following people are informed of the discharge plan process:
 - 3.3.1. Duty Nurse Manager
 - 3.3.2. Security +/- the Police (if risk is considered high by department staff and security)
- 3.4. The discharge plan may include the leaving the ED / ward or other department by a safe route, in consultation with security staff.
- 3.5. Document the discharge plan. N.B. Complete an [Incident Management Form](#) (DATEX) if any unexpected outcomes occurred.
- 3.6. Advise the Duty Nurse Manager of the discharge outcome.

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