

Child Protection & Vulnerable Persons Policy

Te Maeva Nui O Aotearoa New Zealand Charitable Trust

Charities Registration Number: CC63023

Plain English | Children's Act 2014 | Oranga Tamariki Act 1989

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Review Date	Annually, or following any serious incident
Policy Owner	Board of Trustees / Designated Safeguarding Lead
Legislation	Children's Act 2014 Oranga Tamariki Act 1989 Privacy Act 2020

This is one of our most important policies.

The safety and wellbeing of children and vulnerable people is our highest priority. Every person involved with the Trust — paid or unpaid — must read, understand, and follow this policy.

1. Why we have this policy

Te Maeva Nui O Aotearoa New Zealand Charitable Trust is committed to keeping children and vulnerable adults safe from harm. This policy explains:

- Who this policy covers and why it matters
- How we screen and check the people who work or volunteer with us
- What abuse and neglect look like, and how to recognise the signs
- What to do if you are worried about someone's safety
- How we create a safe environment in everything we do

This policy aligns with the Children's Act 2014, the Oranga Tamariki Act 1989, and our obligations as a responsible charity.

2. Who does this policy apply to?

This policy applies to everyone involved with the Trust:

- All paid employees
- Volunteers and work experience placements

- Board members and trustees
- Contractors, suppliers, and service providers
- Anyone else who has contact with children or vulnerable persons through the Trust

It protects:

- Children — anyone under the age of 18
- Vulnerable adults — adults who may be at risk due to age, disability, mental health, or other circumstances that affect their ability to protect themselves from harm

3. What the key words mean

Here are some important terms used in this policy, explained simply:

Term	What it means
Child	Anyone under the age of 18 years.
Vulnerable person	An adult who, because of disability, illness, age, or other circumstances, may be less able to protect themselves from abuse, exploitation, or neglect.
Safeguarding	Everything we do to keep children and vulnerable people safe — our policies, our checks, our culture, and how we respond to concerns.
Abuse	Behaviour that causes harm to a child or vulnerable person. This includes physical, emotional, sexual, and financial abuse, as well as neglect.
Neglect	Failing to provide the basic care, supervision, or support that a child or vulnerable person needs.
Designated Safeguarding Lead (DSL)	The person responsible for safeguarding within the Trust — the first point of contact for any concerns.
Children's Worker	As defined in the Children's Act 2014 — anyone whose work involves regular or overnight contact with children in a regulated role.
Safety Check	The process required under the Children's Act 2014 for screening people in children's worker roles, including police vetting and reference checks.

4. Recognising abuse and neglect

Abuse can take many forms. You don't need to be certain something is wrong to raise a concern — if something doesn't feel right, report it. Here is what to look for:

Type of Abuse	What it looks like
Physical abuse	Hitting, shaking, burning, or any physical act that causes harm. Signs may include unexplained injuries, flinching, or fear of certain people.
Emotional abuse	Constantly criticising, threatening, rejecting, or humiliating someone. Signs may include low self-esteem, anxiety, withdrawal, or unusual behaviour.

Sexual abuse	Any sexual act or behaviour involving a child or vulnerable person who has not or cannot consent. Signs may include sexualised language or behaviour, withdrawal, or physical symptoms.
Neglect	Failing to meet someone's basic needs for food, warmth, clothing, supervision, medical care, or affection. Signs may include poor hygiene, hunger, tiredness, or frequent absences.
Financial abuse	Taking, misusing, or controlling someone's money or property without their consent. Common in vulnerable adults.
Online harm	Grooming, exploitation, or sharing harmful content through the internet or social media. Signs may include secrecy about online activity or receiving unexplained gifts.

Remember:

You do not need proof to report a concern. It is not your job to investigate — your job is to report it to the Designated Safeguarding Lead. Let the professionals investigate.

5. How we check the people who work with us

Before anyone works or volunteers in a role that involves contact with children or vulnerable persons, we carry out a Safety Check. This is a legal requirement under the Children's Act 2014 for children's workers.

Our Safety Check process includes:

- A New Zealand Police vet (Criminal History Check)
- Verification of identity (e.g. passport or driver licence)
- At least two references from people who can speak to the person's suitability for working with children or vulnerable persons
- A review of any relevant professional registrations or qualifications
- Completion of our Child Protection Induction before starting work

Ongoing checks:

- Police vets are renewed every three years for children's workers (as required by law)
- Any new information that raises concerns must be reported to the Designated Safeguarding Lead immediately
- Safety checks apply to board members and trustees where relevant

Important:

A person must not begin working in a children's worker role until their Safety Check is complete and has been assessed as satisfactory. No exceptions.

6. How we expect everyone to behave

Everyone involved with the Trust must follow our Code of Safe Conduct when working with children or vulnerable persons:

Always:

- Treat every person with dignity, respect, and kindness
- Work in open, visible spaces where others can see you
- Make sure another adult is present when working one-on-one with a child
- Listen to and take seriously anything a child or vulnerable person tells you
- Report any concerns straight away — even if you are not sure
- Follow our photography and social media guidelines (see Section 10)
- Maintain appropriate professional boundaries at all times

Never:

- Be alone with a child or vulnerable person in a private, unsupervised space
- Use physical punishment or intimidation of any kind
- Make comments — online or in person — that could embarrass, shame, or harm a child or vulnerable person
- Share personal contact details with a child without the knowledge of their parent or guardian
- Give personal gifts to a child or vulnerable person without approval from a supervisor
- Ignore or dismiss a concern raised by a child or vulnerable person
- Transport a child alone in a vehicle without prior written consent from a parent or guardian



7. What to do if you have a concern

If you are worried about the safety or wellbeing of a child or vulnerable person — act. Do not wait. Do not investigate yourself. Do not promise confidentiality.

Step 1	Stay calm and listen If someone is telling you about abuse or harm, listen carefully without interrupting. Use simple language. Do not promise to keep secrets.
Step 2	Do not investigate It is not your role to investigate or decide whether abuse has occurred. Your role is to report what you have seen, heard, or been told.
Step 3	Report to the Designated Safeguarding Lead Tell the DSL straight away — ideally in person, followed by a written record. If the DSL is unavailable, contact another trustee or go directly to the relevant agency.
Step 4	Write it down As soon as possible, write down exactly what you observed or were told — using the person's own words where possible. Include the date, time, and any witnesses.
Step 5	If a child or person is in immediate danger

Call 111 immediately. Do not wait to speak with the DSL first if someone is in immediate danger.

Who to contact externally:

- Oranga Tamariki (Ministry for Children): 0508 326 459 — for concerns about a child's safety or welfare
- New Zealand Police: 111 (emergency) or 105 (non-emergency)
- Victim Support: 0800 842 846
- The 0800 What's Up helpline for children: 0800 942 8787

8. If someone tells you they have been harmed

If a child or vulnerable person tells you that they have been abused or are being harmed, it can feel overwhelming. Here is what to do:

What to do	Guidance
Do say	"Thank you for telling me. You have done the right thing. I am going to make sure the right people know so we can help you."
Do not say	"Are you sure?" / "Why didn't you tell someone sooner?" / "I won't tell anyone, I promise."
Do	Listen calmly. Use their words. Write down what they said as soon as possible afterwards.
Do not	Investigate, ask leading questions, or confront the person they have named as causing harm.
Do	Report to the DSL immediately after the conversation.
Do not	Leave the child or vulnerable person feeling responsible, ashamed, or unsupported.

9. Our Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead (DSL) is the first point of contact for all safeguarding concerns. Their role includes:

- Receiving and recording all safeguarding concerns
- Deciding whether and how to refer concerns to Oranga Tamariki or the Police
- Supporting the person who raised the concern
- Maintaining confidential safeguarding records
- Ensuring all staff and volunteers receive safeguarding training
- Reviewing and updating this policy

Designated Safeguarding Lead	Nooareauri Pare/Vice Chairman
Email	noo@temaevanui.nz
Phone	+64 22 0614455
Backup DSL (if DSL unavailable)	Frances Top-Fariu/Secretary +64 22 1587429

10. Photography, images, and social media

We take the privacy and dignity of children and vulnerable persons seriously online and in person.

Photographs and videos:

- Written consent from a parent or guardian must be obtained before photographing or filming any child
- Consent must be obtained from vulnerable adults (or their guardian) before any images are taken
- Images must only be used for the purpose stated when consent was given
- No images of children or vulnerable persons will be shared publicly without specific consent for public use
- Images must not be stored on personal devices — only on Trust-approved systems

Social media:

- Staff and volunteers must not contact children or vulnerable persons through personal social media accounts
- No information that could identify a vulnerable person should be posted online without consent
- Any safeguarding concerns shared online (even anonymously) should be reported to the DSL

11. Confidentiality and privacy

We treat all safeguarding information with care and respect. However, confidentiality has limits:

Confidentiality cannot be guaranteed when a child or vulnerable person may be at risk of harm.

If sharing information is necessary to protect someone's safety, we will share it with the right people — even if that means breaking confidence. The safety of the person always comes first.

Safeguarding records are:

- Kept confidential and stored securely, separate from general personnel files

- Only accessible to the DSL, their backup, and the Board (where necessary)
- Retained for a minimum of 10 years (or until a child turns 25, whichever is longer)
- Handled in accordance with the Privacy Act 2020

12. Training and induction

We make sure everyone who has contact with children or vulnerable persons through the Trust understands this policy and knows what to do:

- All new staff and volunteers receive a Child Protection Induction before starting
- All children's workers complete safeguarding training within their first month
- Refresher training is provided at least every two years
- The DSL receives additional specialist training appropriate to their role
- Training completion is recorded and held on file

If you have not completed safeguarding training, speak to the DSL or your manager straight away.

13. If a concern is raised about a staff member or volunteer

We take all concerns seriously — including concerns about the behaviour of our own people.

If an allegation is made against a staff member, volunteer, or trustee:

- The DSL must be notified immediately (or a trustee if the concern involves the DSL)
- The person named in the allegation will be removed from contact with children or vulnerable persons while the matter is assessed — this does not mean they are guilty
- The Board will be notified, and appropriate steps taken in line with employment law and this policy
- The concern will be referred to Oranga Tamariki and/or the Police if required
- Proper records will be kept throughout the process

Anyone who raises a genuine concern in good faith will be supported and protected from any form of retaliation. Raising a concern is always the right thing to do.

14. Keeping this policy up to date

This policy will be reviewed at least once a year by the Board of Trustees and the DSL — or sooner if:

- There is a safeguarding incident or concern
- The law or guidance changes
- We begin a new programme or type of work involving children or vulnerable persons
- Feedback from staff, volunteers, or participants suggests a change is needed

15. Key contacts

Designated Safeguarding Lead	Nooareauri Pare
Backup DSL	Frances Topa-Fariu
Oranga Tamariki (Child Protection)	0508 326 459 www.orangatamariki.govt.nz
New Zealand Police (emergency)	111
New Zealand Police (non-emergency)	105
Victim Support	0800 842 846
What's Up (children's helpline)	0800 942 8787
Safe to Talk (sexual harm)	0800 044 334

Approved by the Trustees of Te Maeva Nui O Aotearoa New Zealand Charitable Trust

Signed:  Date: 15 August 2026

Name: Mai Nio-Aporo Version: 1.0

Role: Lead Trustee

This policy is governed by the Children's Act 2014 and the Oranga Tamariki Act 1989 (New Zealand)

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