

EXPERIENCE WELLINGTON CHILD PROTECTION POLICY



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1. Introduction

Under the Children’s Act 2014¹, providers of services to schools, children and their families must have a child protection policy that meets the requirements of the Act. Therefore, Experience Wellington must:

- Adopt a written policy containing provisions on identification and reporting of child abuse and neglect.
- Make the policy available on a website maintained by Experience Wellington².
- Ensure that every contract, or funding arrangement, for the provision of services to children requires the adoption of child protection policies by the individual(s) or organisations party to the agreement.
- Reduce the risk of harm to children by requiring people employed or engaged in work that involves contact with children to be safety checked and police vetted.
- Review the policy every three years.

2. General principles

At Experience Wellington:

- The wellbeing of children and young people is important.
- All children and young people have the right to feel safe and comfortable when they engage with Experience Wellington.
- People working for Experience Wellington are supported to work safely with children and young people.
- We deliver education and learning to children and young people, across our visitor experiences, and therefore all staff will be police vetted and familiar with this policy.

3. What is the scope of this policy?

The Child Protection Policy pertains to all staff working at or with Experience Wellington. This includes employees, contactors, consultants, associates, and volunteers working on a full time, part time, casual, temporary, paid, or unpaid basis and includes visiting professionals. See **Section 5: Definitions**.

Note that this policy does not cover matters such as health and safety or privacy. Policies related to child protection are identified in **Section 12: Related Policies**.

4. What does the Experience Wellington Child Protection Policy do?

This policy:

- Outlines the standards of behaviour relating to children and young people by which all staff will abide.
- Describes the action to be taken by Experience Wellington and its staff to:
 - Keep children and young people, staff, and contractors safe.
 - Prevent/minimise the risk of abuse of children and young people while they are engaging with Experience Wellington and its staff.
 - Report any suspicion of any form of abuse or ill-treatment.
 - Respond to actual incidents of abuse, complaints, allegations, or disclosure of abuse.

5. Definitions

“Child” means anyone under the age of 18 years. In this policy “child” is considered inclusive of “young people”.

“Child Abuse” is defined by the Oranga Tamariki Act, 1989, as “...the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person”. An expanded definition appears in **Appendix 1**.

“Children’s worker” is defined by The Oranga Tamariki Act, 1989, as “...a person who works in, or provides, a regulated service, and the person’s work (a) may or does involve regular or overnight contact with a child or children (other than with children who are co-workers); and (b) takes place without a parent or guardian of the child, or of

¹ <https://www.legislation.govt.nz/act/public/2014/0040/latest/whole.html>

² <http://experiencewellington.org.nz/our-education-experiences/>

each child, being present". In this policy, children's worker refers to staff who have direct and/or frequent contact with children.

"Engage with" relates to children and people visiting an institution, or public or private event run by Experience Wellington, or who are interacting with Experience Wellington and its staff online, outreach or touring programmes.

"Staff" means people working at Experience Wellington and includes employees, contractors, consultants, associates, and volunteers whether working on a full time, part time, casual, temporary, paid, or unpaid basis and includes professionals visiting from other agencies, working with Experience Wellington.

"Staff who have direct and/or frequent contact with children" means all Children, Young People and Community Engagement team members, some contractors, front-of-house workers, and any EW staff member who is in contact with children and young people through internships, volunteering, or placements.

"Employees" are staff employed by Experience Wellington via a permanent, fixed term or casual employment agreement.

"Supervising adult" of a child or children means a responsible adult i.e., an accompanying parent or caregiver, relative, family friend, carer, teacher, group or tour leader, and/or any adult acting as "parentis in loci". For example, this could be a teacher leading a trip and remaining with a group, or an Experience Wellington staff member or contractor during a holiday programme where children are left by caregivers.

6. Policy

1. Experience Wellington will take all practicable steps to ensure the wellbeing of children engaging with it.
2. The primary responsibility for the wellbeing of children and young people engaging with Experience Wellington rests with the supervising adult. All children under the age of 14 engaging with us are required to be under the care of a supervising adult. In certain circumstances, such as a holiday programme where caregivers are not present, an Experience Wellington staff member or contractor may become the supervising adult.
3. Experience Wellington staff work together using the procedure in **Appendix 3** to respond appropriately to any child protection issues. Only a member of the Executive Leadership Team will report suspected cases to external authorities, in consultation with the Chief Executive after checking all relevant information.
4. Experience Wellington will **NOT** investigate allegations, complaints or disclosures but will refer them to Oranga Tamariki - Ministry for Children³ or the Police and co-operate fully with their investigations and assessments.
5. Any sexual activity or abuse between an adult and child or young person is a criminal offence and if this involves a staff member Experience Wellington will seek legal counsel to navigate an appropriate employment process.
6. If there is a complaint using Experience Wellington's customer complaint process⁴ or another channel which constitutes an allegation that raises a child protection issue, this will be referred directly to the relevant Executive Leadership Team member who will following the process outlined in **Appendix 3**.

7. Creating a Safe Place (Prevention and Minimisation of Risk)

Experience Wellington will ensure that:

1. The appointment of **all** employees is conditional on a satisfactory police vet, updated every three years.
2. If an appointee has periods of longer than 6 months working overseas in the last ten years, they will be responsible for providing a police check from the countries in which those periods of work took place.
3. Any contractor working for Experience Wellington who is required to have direct and/or frequent contact with children or young people will be required to provide a satisfactory police check for themselves and/or any staff and sub-contractors, as a condition of their contractual arrangements.
4. Experience Wellington reserves the right to rescind any job or contract offers if a police check reveals undeclared previous or pending convictions.
5. All staff and contractors working with children are aware of the Child Protection Policy and associated procedures and guidelines.
6. All staff who have direct or frequent contact with children and young people are trained to respond appropriately to situations which may present a child protection issue as appropriate to their potential work-related contact with children and young persons. Details of training are outlined in **Section 10**.
7. Anyone working for Experience Wellington is not placed in situations where they are alone with a child or group of children under the age of 18 or assisting with the toileting or intimate care of children.

³ <https://www.orangatamariki.govt.nz/about-us/contact-us/>

⁴ <https://experiencewellingtonnz.sharepoint.com/SitePages/Visitor-Feedback-Form.aspx>

8. Anyone working for Experience Wellington, visitors and other relevant parties have access to this policy.
9. Teachers, group leaders and other primary carers have access to information about Experience Wellington's expectations and their responsibilities regarding child protection.

8. Responding and Reporting

A procedure for responding and reporting is outlined in **Appendix 3** (*Receiving and Reporting Allegations of Abuse – Procedure*). Experience Wellington will ensure that staff and contractors are aware of the Child Protection Policy procedures and guidelines and their roles and responsibilities. The following staff have specific responsibilities under this policy and procedure:

Director Children, Young People and Community Engagement

- Work with the Executive Leadership Team to monitor the operation of this policy and related procedures and guidelines, and review as needed to meet changes to legislation and ensure consistency of practice.
- In consultation with the Executive Team identify training and development opportunities for staff, volunteers, and contractors as appropriate.
- Develop and maintain a secure file structure for recording issues and responses.
- Establish links with the relevant local agencies to ensure clear and effective communication.

Executive Leadership Team Members

- Ensure that all staff expected to have direct and/or frequent contact with children or young people receive relevant training, are aware of, and meet their responsibilities.
- In consultation with the Chief Executive, decide whether to refer any incident that may be considered child abuse to Oranga Tamariki and/or the Police.
- Expediently and sensitively manage allegations, suspicions, or complaints of abuse against staff, working with the Chief Executive to ensure that all relevant People & Culture policies and procedures are followed.
- Ensure that the Chief Executive is kept informed about any incident and the process being followed. The Chief Executive will keep the Board advised and decide whether Council should also be informed.

Managers

- Ensure that staff expected to have direct and/or frequent contact with children or young people receive relevant training and are made aware of, and have access to, relevant policy and associated guidelines and procedures.
- Ensure that all staff have been appropriately police vetted, trained on this policy, and are aware of the response and reporting procedures.
- Report all incidents to their Executive Leadership Team member, or the Chief Executive.
- Seek People and Culture support to appropriately manage allegations, suspicions, or complaints of abuse against staff or individuals engaged by Experience Wellington.

Experience Wellington Staff

- Meet all professional and legal obligations to children and young people and follow the policy, procedures, and guidelines.
- Respond appropriately to lost or unaccompanied children or observations of abuse, complaints, and disclosures, according to the following:
 - Guidelines for staff - Safely Responding to Observations, Allegations and Disclosures (**Appendix 2**)
 - Procedure - Receiving and Reporting Allegations of Abuse (**Appendix 3**)
 - Guidelines for staff - Dealing with Lost or Unaccompanied Children (**Appendix 6**)
 - Report all incidents to their supervisor/ Duty Manager who refers the matter to an appropriate Executive Leadership Team Member.

9. Breaches of this Policy

Staff, volunteers, contractors, and professionals visiting from other agencies who are working with Experience Wellington who have direct and/or frequent contact with children or young people must be familiar with this policy. Breaches of this policy will be investigated, and appropriate action policies and procedures will be followed.

10. Training

At induction, all staff will have an introduction to the Child Protection Policy, including understanding and following roles and responsibility of staff regarding child protection; responding to concerns of potential abuse, allegations, complaints, or disclosures of child abuse; and following the procedures for reporting a concern.

All staff who are directly working with children and young people in the course of their regular work will be given training covering awareness of child abuse and protection once every three years. This includes:

- Learning Team members
- Public Programme Team members
- Site Managers

Further online resources are available through Ministry of Education and Oranga Tamariki and regularly reviewed by these agencies⁵

11. Relevant Legislation

Children's Act 2014

Vulnerable Children Act 2014

Oranga Tamariki Act 1989

Human Rights Act 1993

Crimes Act 1961

Privacy Act 2020

Summary Offences Act 1981

UN Convention on the Rights of the Child

Employment Relations Act 2000

12. Related Policies

Wellbeing, Health, Safety Policy

Recruitment Policy

Discrimination Harassment and Bullying Prevention Policy

Cessation of Employment, Employment Relationships and Discipline and Dismissal Policy

Code of Conduct, including Safe Spaces statement

Privacy Policy

Access and Inclusion Policy

13. Review

The Director, Children, Young People and Community Engagement will initiate a review of this policy every three years or more frequently as needed.

⁵ e.g., <https://www.education.govt.nz/assets/Uploads/VCAPracticalGuide.pdf>
<https://assets.education.govt.nz/public/Documents/Early-Childhood/Safer-Organisations-Safer-Children.pdf>
<https://orangatamariki.govt.nz/assets/Uploads/Support-for-families/Support-programmes/Working-together-seminars/Working-together-guide-2021.pdf>

Appendix 1: Definition of Child Abuse

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

The definitions⁶ set out below provide some indicators of abuse. These are not exhaustive list and should not be seen as a check list.

Physical Abuse

Physical abuse is a non-accidental act on a child that results in physical harm. This includes, but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning or otherwise causing physical harm to a child. Physical abuse also involves the fabrication or inducing of illness.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effect on the child's emotional development. This can include a pattern of rejecting, degrading, ignoring, isolating, corrupting, exploiting, or terrorising a child. It may also include age or developmentally inappropriate expectations being imposed on children. It also includes the seeing or hearing the ill treatment of others.

Sexual Abuse

Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities (penetrative and non-penetrative, for example, rape, kissing, touching, masturbation) as well as non-contact acts such as involving children in the looking at or production of sexual images, sexual activities, and sexual behaviours.

Staff should be aware of their 'duty of care' which precludes developing a sexual relationship with or grooming of a child. A sexual relationship between an adult and a child will always be wrong, unequal, and unacceptable.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack of provision of care, appropriate action, support of emotional or basic needs.

⁶ See also: <https://practice.orangatamariki.govt.nz/practice-approach/practice-standards/ensure-safety-and-wellbeing/definitions-of-abuse-neglect-and-harm/>

Appendix 2: Safely Responding to Observations, Allegations and Disclosures – Guidelines for Staff

Do not try to deal with observations, allegations, or disclosures alone. Consult your manager or a duty manager who will contact the relevant Executive Leadership Team Member as appropriate. Always work in cooperation with the supervising adults who are present unless this compromises the safety of the child.

Handling Situations in which the Child is in Immediate Danger of Further Harm

Contact the relevant member of the Executive Leadership Team as soon as possible. Contact the Police if there is concern about the immediate safety of a child or young person or any other person involved.

Handling Concerns and Suspicions

It is unlikely that Experience Wellington staff or contractors will spend enough time with a child to be able to form concerns or suspicions of potential child abuse. However, if you are concerned or suspicious there are some things you can do to act on those feelings:

- Check in with the supervising adult if appropriate. This can be a simple question like: “Is that typical?” or “Is this child OK?”
- Check in with the child if appropriate. Again, a simple open question such as: “How is it going?” or “Are you OK?”
- You are not expected to seek a disclosure.
- If you have concerns or are unsure, make a note of your observations and the circumstances that triggered your concern and contact the Supervisor/Duty Manager to talk it through with them.

Handling Disclosures from a Child

Making a disclosure or a complaint against someone in a position of power and authority can be difficult. The child may reconsider and express a wish to retract their allegation. At the outset it must be clearly communicated with the child and any adults that their concern is being taken seriously and will be responded to in accordance with Experience Wellington’s Child Protection Policy.

It is important that you take what the child says seriously. This applies irrespective of the setting, or your own opinion on what the child is saying. If a child discloses information regarding actual or suspected abuse:

- Stay calm - If a child sees that you are upset or not able to cope with what they are telling you they may not continue to tell you what has been happening or take back the original statements they have made.
- Listen and remember - ask only open-ended questions.
- Give time to the child to say what they want without interrupting.
- Reassure them that it was OK to tell.
- Tell the child that they are being taken seriously and that they are not to blame.
- Explain that you must pass on to appropriate authorities what the child has told them as soon as you are aware that the child is making a disclosure.
- Give an age-appropriate explanation to the child of what the child can expect to happen next.
- Record in writing the circumstances that prompted the disclosure and what was said as soon as possible, preferably immediately, using the child's own words where possible. Also record any input or action taken by you. Include the date, time and place and who was present.
- While it would be of use to have some contact details, asking a list of questions will be daunting for the child so instead just glean and record what the child tells you (for instance their name, suburb school, first name of adult involved).
- As soon as possible contact the relevant member of the Executive Leadership Team who can provide you with support to deal with the disclosure, notification of Oranga Tamariki, the Police and management of all further actions arising from the disclosure.
- You must not:
 - Indicate that you disbelieve the child. Your facial expressions and your tone of voice are as important as what you say to the child.
 - Make the child repeat the story unnecessarily.
 - Try to correct, confront, change, challenge, or influence what they say.
 - Promise to keep secrets.
 - Enquire into the details of the alleged abuse.

- Ask leading questions or ask questions in a way that introduces words, phrases, people's names, or concepts.
- Under no circumstances should you deal with the problem alone or attempt to investigate.

Reporting

Any incidents, concerns or suspicions must be reported following the procedures set out in **Appendix 3**.

Appendix 3: Receiving and Reporting Allegations of Abuse – Procedure

Receiving Allegations of Abuse

There are several ways or situations where concerns or allegation might be raised. Staff should, therefore, be alert and aware of the fact that a range of situations could give rise to concerns about child protection.

These could include:

- A child or young person making a direct disclosure.
- A child may make an indirect disclosure e.g., through written work or artwork or through friends.
- Information may be reported to a member of staff.
- A staff member may hear or observe something about the child or their behaviour that causes them concern.
- A staff member may witness an incident which raises child protection concerns.
- There may be a report from colleagues or other agencies.
- An allegation or complaint may be made to a staff member or formally raised through the complaints process or an anonymous report.

Reporting Procedures

All allegations, disclosures or concerns of potential abuse must be brought to the attention of the relevant member of the Executive Leadership Team member as soon as possible. This applies irrespective of whether they relate to incidents prior to or while engaging with Experience Wellington and whether they relate to actions of staff or visitors. Staff reporting allegations, disclosures or concerns must accurately record in writing the facts as observed or conveyed including all conversations and actions taken. Note that advice can be sought from the Oranga Tamariki or the Police if it is unclear if the concern that has been raised constitutes child abuse.

The Executive Leadership Team Member will:

- Respond as soon as possible to any requests for support from staff who are dealing with a child protection issue.
- Establish and manage a confidential incident file.
- Involve Oranga Tamariki and the Police where applicable.
- Provide appropriate feedback on the outcome to the staff member reporting the event.
- Make the Chief Executive aware of the situation.
- Make the reporting staff member aware of the support services available to them, including EAP Counselling Services.

The Executive Leadership Team Member will:

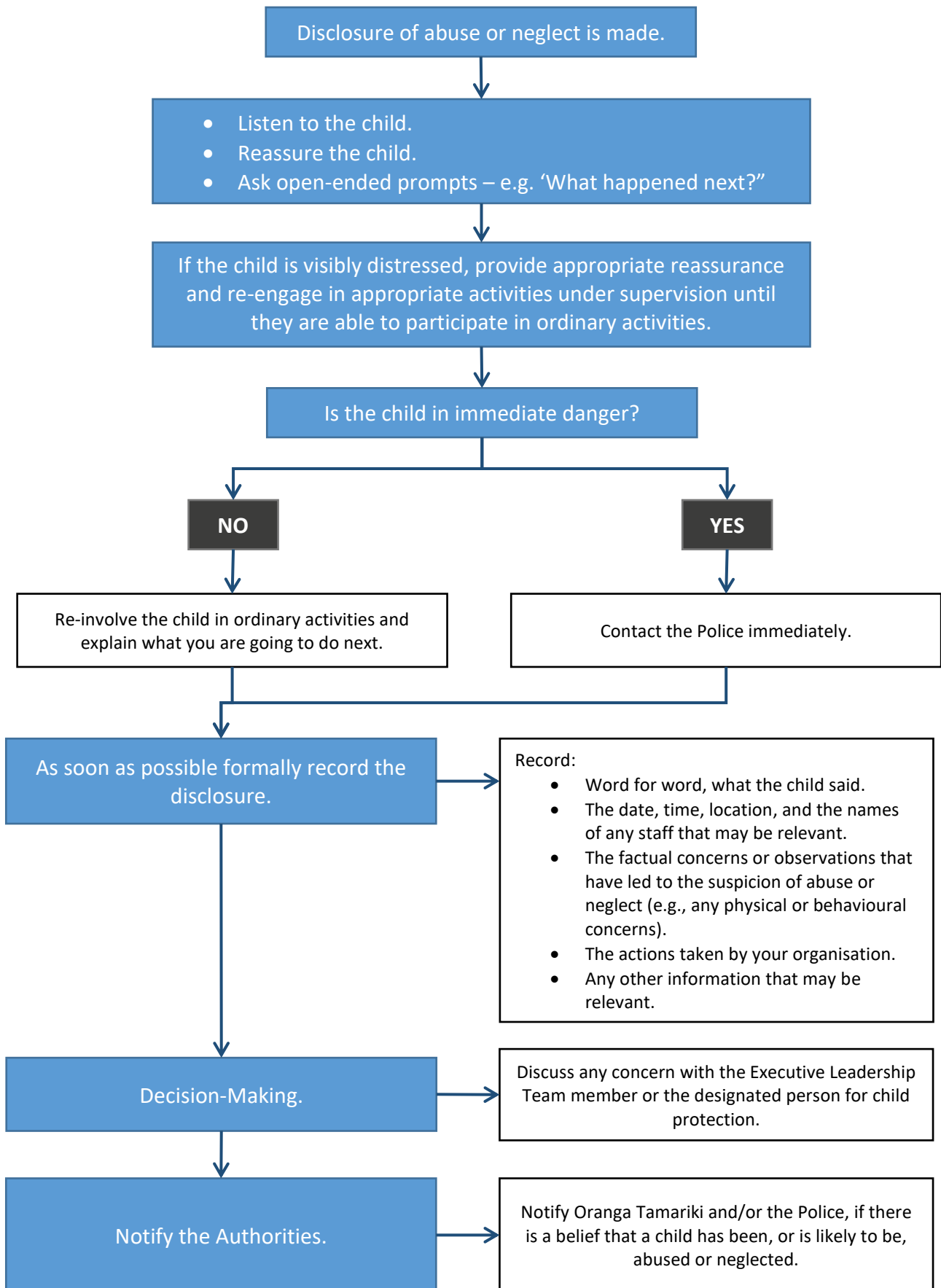
- Involve Oranga Tamariki and the Police where applicable.
- Ensure that all appropriate steps have been taken as per this policy.
- Record in writing any decision not to proceed with notifying Oranga Tamariki or the Police, and the reason and ensure this is placed on the incident file.
- Ensure both the reporting staff member and manager are aware of the support services available to them, including EAP Counselling Services.

Keeping the Child's Family Informed and Involved

The supervising adult of the child will usually be informed of concerns by the Executive Leadership Team member. Any decision not to initially inform the supervising adult and the reason for it will be recorded in writing and placed on the incident file. Reasons for not initially informing the supervising adult may include:

- The supervising adult is the alleged perpetrator.
- It is possible that the child may be intimidated into silence.
- There is a strong likelihood that evidence will be destroyed.

Guideline for Safely Responding to Allegations and Disclosures of Abuse



Appendix 4: Dealing with Allegations made against Members of Staff Regarding Inappropriate Actions with Children – Procedure

Allegations, suspicions, or complaints of abuse against staff (including includes employees, contractors, consultants, associates, and volunteers whether working on a full time, part time, casual, temporary, paid or unpaid basis and includes professionals visiting from other agencies, working with Experience Wellington) must be taken seriously and reported to the relevant Executive Leadership Team Member as soon as possible.

Experience Wellington should deal with a complaint immediately, sensitively, and expediently within the procedures outlined in this Section.

It is **NOT** the responsibility of any staff member to investigate allegations of child abuse; any investigation will be undertaken by Oranga Tamariki or the Police.

If the Police decide to undertake a criminal investigation, then any member of staff against whom allegations have been made may be suspended, without prejudice, as a precautionary measure.

It may be appropriate for Experience Wellington to undertake their own **employment investigation** relating to any matter of policy or conduct relating to an allegation or issue arising. If Experience Wellington was to undertake an employment investigation relating to any matter broadly related to child abuse, it would do so with the advice of legal counsel to ensure all requirements of the police and other agencies are met while undertaking any employment process.

If an allegation of child abuse is received, but agencies determine there is insufficient evidence to pursue a criminal prosecution, then an employment investigation may still be undertaken to consider the conduct and performance matters relating to the allegation.

The Chief Executive will provide advice on any action to be taken in response to allegations against Experience Wellington staff.

Appendix 5: Safe Practices for Working with Children

Adults should always maintain appropriate professional boundaries and avoid behaviour which might be misinterpreted by others. Adults who work with children must therefore act in a way that is considered safe practice.

The giving of gifts or rewards to children or young people should be part of a plan agreed with a line manager for supporting positive behaviour or recognising achievements.

Communication between children and adults, by whatever method, should take place within clear and explicit professional boundaries. This includes the wider use of technology such as mobile phone, text or other messaging, emails, digital cameras, videos, webcams, websites, social networks, and blogs. Adults should not share any personal information with a child or young person. They should not request, or respond to, any personal information from the child or young person other than that which might be appropriate as part of their professional role. Adults should ensure that all communications are transparent and open to scrutiny.

Written consent from parents or caregivers must be sought for all photographs taken of children or young people, whether they are intended for internal or external use. A child's permission/assent should also be obtained. Only the child's first name should be used in any text.

Do not engage in unwarranted physical contact with a child or young person. This includes any type of touch, including 'rough and tumble' or 'horseplay'. Do not physically restrain a child or young person except in exceptional circumstances i.e., to prevent injury or damage to property. At all times you must use the minimum restraint necessary.

When physical contact is made with a child this should be for a clear purpose, in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity, and background. For example, some physical contact might occur as part of a dance or theatre programme and should be noted in programme plans and discussed with managers. Adults should always use their professional judgement, observe, and take note of the child's reaction or feelings and use a level of contact and/or form of communication which is acceptable to the child for the minimum amount of time necessary and of a clear need for the programme.

Plan to ensure that there are other staff within the vicinity or other supervising adults present when working with children. Avoid being in a closed area by yourself with a child. If you find yourself alone with a child, inform a supervisor and leave a door open for clear line of sight to another staff member.

Never accompany children to the toilet facilities or administer any intimate or personal care of the child or children. A supervising adult such as a teacher must be asked to do this.

Recognise that it is not your role to decide on or investigate concerns, allegations, or complaints.

It is your role to:

- Pass on any concerns, allegations or complaints to a Manager or an appropriate member of the Executive Leadership Team.
- Consistently apply these safe working practices guidelines and to advise your manager, Executive Leadership Team Member or the Chief Executive if you observe instances of non-compliance.

Appendix 6: Dealing with Lost or Unaccompanied Children – Guidelines for Staff

Lost Children

A lost child is defined as one who has become separated from their supervising adult who is currently onsite or at an event or programme. They may identify themselves to staff, be found upset or distressed or a concern is raised by a member of staff.

In the event of a child being lost, staff will:

- Reassure the child that staff will assist in finding the supervising adult.
- Ask the child for a description of their supervising adult.
- Stay in the location the child was found for at least five minutes. Two staff should be present with the lost child, and in an open area.
- Contact the Duty Manager/Supervisor with information, using the appropriate form (supplied by the relevant Manager) to record the name, age, and description of child, where the child was found, name and description of supervising adult.
- If the supervising adult is not located the child should be accompanied to a central, public place such as a Visitor Services desk. Staff in the vicinity should be informed of your intention.
- Ask the child if they know their supervising adult's phone number or a relative's contact details.
- Try ringing the supervising adult.
- If the supervising adult is not located and any attempt at phone contact is unsuccessful after an hour, then consideration must be given to contacting the police.
- If possible, once the child is located verify with the child or young person that the supervising adult is indeed who they say they are before reuniting them by asking simple questions: 'Who are you visiting with today? What's their name?' However, this may be impractical due to a child's age or ability.
- Once the child and supervising adult have been reunited, complete the appropriate form (supplied by the relevant Manager) to record the name, phone number and relationship of the supervising adult, and the time and location of reuniting.
- You must not announce in public that there is a missing child.

A supervising adult may raise a concern that they cannot locate a child in their care. In this event staff will:

- Obtain details of the child including name, age, school, physical description, where and when the child was last seen.
- Reassure the supervising adult. Inform them that most children are found within 10 minutes.
- Ensure that a cell phone number is obtained should the supervising adult wishes to look for their child themselves.
- Inform the Duty Manager/ Supervisor.
- Walk with the supervising adult and check the area in the immediate vicinity to locate the lost child.
- Identify when a sufficient time has passed with the child not being found. Once this is identified the Supervisor/Duty Manager will inform the police in consultation with the supervising adult.
- Where possible staff will remain with the supervising adult until the child is found, otherwise the supervising adult will be escorted to a central point such as the Visitor Services desk and asked to take a seat until the child is found or the police arrive.
- If possible, once the child is located verify with the child or young person that the supervising adult is indeed who they say they are before reuniting them by asking simple questions: 'Who are you visiting with today? What's their name?' However, this may be impractical due to a child's age or ability.
- Once the child and supervising adult have been reunited, complete the appropriate form (supplied by the relevant Manager) to record the name, phone number and relationship of the supervising adult, and the time and location of reuniting.

Unaccompanied Children

Children under the age of 14 are required to be under the care of a supervising adult – this may be a visiting teacher or caregiver. An unaccompanied child has no supervising adult onsite or with them at a programme or event. If it comes to the attention of a staff member that a child may be unaccompanied the staff member should:

- Ask the child for contact details of their supervising adult.

- Contact the Duty Manager/ Supervisor who will make every effort to contact the supervising adult. If contact is successful, then an arrangement must be made for the prompt collection of the child. Should contact with a supervising adult or other identified adult be unsuccessful then the Police will be notified.
- Explain to the child that every effort is being made to identify an appropriate supervising adult to collect the child.
- If a supervisory adult cannot be located in reasonable time, then the police should be informed, and the child transferred into their care. Keep the child informed about what is happening.
- Once the supervising adult arrives to collect their child inform them that children up to the age of 14 must not be left unsupervised.

Advice and Reporting

If in doubt the Duty Manager/ Supervisor should contact a senior Manager or Executive Leadership Team Member. In the case of regular visits without supervision the matter will be brought to the attention of an Executive Leadership Team Member to decide whether to refer the matter to Oranga Tamariki or the Police.

Appendix 7: Responsibilities of Teachers, Group Leaders, Parents and Carers of Children Visiting Experience Wellington Institutions, Programmes or Events

Responsibilities of Supervising Adults

The primary responsibility for the wellbeing of children visiting our institutions, programmes or events rests with the carer, guardian, teacher, or other adult who brought the child – or the staff member responsible for a programme where teachers and/or caregivers are not present, such as a holiday programme.

Children under the age of 14 are required to be under the care of a supervising adult – this may be a visiting teacher or caregiver. An unaccompanied child has no supervising adult onsite or with them at a programme or event.

Supervising adults are required to:

- Remain in close vicinity of their child or children during their visit.
- Report any lost child or young person to a staff member.
- Accompany children to toilet facilities or administer any intimate care.

Experience Wellington staff and contractors should not place themselves in a situation where they are in sole charge of a child or group of children under the age of 18 or assisting with the toileting or intimate care of children.

Responsibilities of Teachers or Group Leaders

The primary responsibility for the wellbeing and supervision of the children and young people always remains with the teachers and group leaders. In bringing a group to an Experience Wellington institution, programme or event, teachers and group leaders are acknowledging that they have read and accepted these responsibilities.

Teachers and group leaders are required to:

- Book programmes and visits in advance in order to receive pre-visit information. Experience Wellington provides Risk Assessment Management documents (RAMs) to enable schools and organisations to plan their visit to ensure the safety of children in their care.
- Inform their group to observe fire evacuation and other emergency procedures.
- In the case of an accident or emergency contact a member of staff.
- Remain with their class or group in order to provide supervision and manage the behaviour and interaction of the children.
- Report any lost child or young person to a staff member.
- Accompany children to toilet facilities or administer any intimate care.

Teachers and group leaders are responsible for the behaviour of children in their care. This includes NOT:

- Eating or drinking in areas other than designated areas for school parties to eat their own refreshments.
- Having in their possession or consuming alcoholic beverages outside designated areas.
- Using illegal drugs, smoking cigarettes or e-cigarettes/vapes on Experience Wellington premises.
- Verbally or physically abuse or bully anyone, using bad language or make any sexist, racist or other offensive/harmful remarks toward any person or other group.
- Vandalising property.
- Leaving litter on Experience Wellington premises.
- Entering areas that are restricted or cordoned off.

Consequences of inappropriate behaviour

If a group member does not behave appropriately Experience Wellington reserves the right to refuse admission and/or ask the group to leave. Any concerns regarding the behaviour of a group member will be communicated with the teacher or group leader in charge. These concerns may also be reported directly to the school or organisation. Experience Wellington reserves the right to contact security or the police regarding concerning behaviour of a group member.

Child Protection Policy

A copy of Experience Wellington's Child Protection Policy is available on our website:
www.experiencewellington.org.nz/our-education-experiences

Appendix 8: Child Protection Reporting Form

RECORD OF ISSUE OR CONCERN

Child's Name:	
Any Contact or Identifying Information Obtained:	
Date and Time:	
Notes:	
Action:	
Signed:	
Position:	
Date:	