

Participant Protection Policy	
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Oscar Standard- service has appropriate procedures about the way their organisation operates.

Oscar Standard- Services are committed to the recognition and prevention of abuse of children and young people.

Oscar Standard- The service has sufficient body of trained and competent staff to deliver and support services. Services are managed competently (including competent financial management.

11 Participant Protection Policy

OSCAR standard – Service has appropriate procedures about the way their organisation operates

OSCAR standard – Services are committed to the recognition and prevention of abuse of children and young people.

OSCAR Standard – The service has a sufficient body of trained and competent staff to deliver and support service. Services are managed competently (including competent financial management).

In addition to the general safety policies outlined, the programme will ensure that the staff and other adults visiting or working at the programme are well supervised and visible in activities performed with participants. A minimum of two staff will always supervise the programme.

Programme staff will be provided with a Code of Behaviour, staff will sign this, and a copy will be kept on their staff file. This code outlines appropriate behaviour, supervision, discipline, and the prevention, detection and reporting child abuse.

The programme staff will act on all suspicions of child abuse in the following way:

- All incidents and observations will be recorded.
- Any suspicion that abuse is occurring will be reported to the Center Supervisor or if appropriate the General Manager.
- The General Manager will inform the Board of Trustees.
- The General Manager will consult Oranga Tamariki to ascertain what steps will be taken.

12.1 Principles

LifeKidz Trust Programmes is committed to the prevention of child abuse and to the protection of all participants. The well-being and safety of all participants is the primary goal of LifeKidz Trust.

This commitment means that the interest and welfare of all participants will be the primary consideration when any decision is made about suspected abuse. LifeKidz Trust supports the roles of statutory agencies (the Police and Oranga Tamariki Services) in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.

LifeKidz Trust will maintain a good working relationship with the statutory agencies and be familiar with the laws which serve to protect all participants. We will consult with these and other agencies that have specialist knowledge to help protect participants from abuse. Staff will not assume responsibility beyond the level of their position, experience, and training.

12.2 Training

At induction and orientation, the staff are clear about the protocol in suspecting child abuse; staff or the organization do not need parents' permission to report abuse. LifeKidz Trust is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff must familiarise themselves with programme policy on participant and child abuse and be encouraged to read any resource material.

Staff are expected to follow the company's policy on reporting abuse however any person, including staff have the right to report abuse directly if they feel the participants immediate safety is of concern.

12.3 Definition of Child Abuse

"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".

The definitions used here may also relate to other participants regardless of their age. People with special needs are a vulnerable group and vigilance is required for all participants attending programmes provided by LifeKidz Trust.

There are four types of child abuse:

- *Sexual abuse* occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity.
- *Physical abuse* is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.
- *Emotional abuse* is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.
- *Neglect* is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.
- *Family violence* may be witnessed or experienced by and can involve physical, sexual and emotional abuse.

12.4 Responding to Child Abuse

LifeKidz Trust will act on recommendations made by statutory agencies concerning the official reporting of suspected abuse and on consulting with families.

All reports of child abuse must be reported to the Center Supervisor and General Manager. The report will include.

- Incidents
- Observations
- Verbal conversations/cues

Information volunteered by a participant should be fully and accurately recorded.

No participant should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

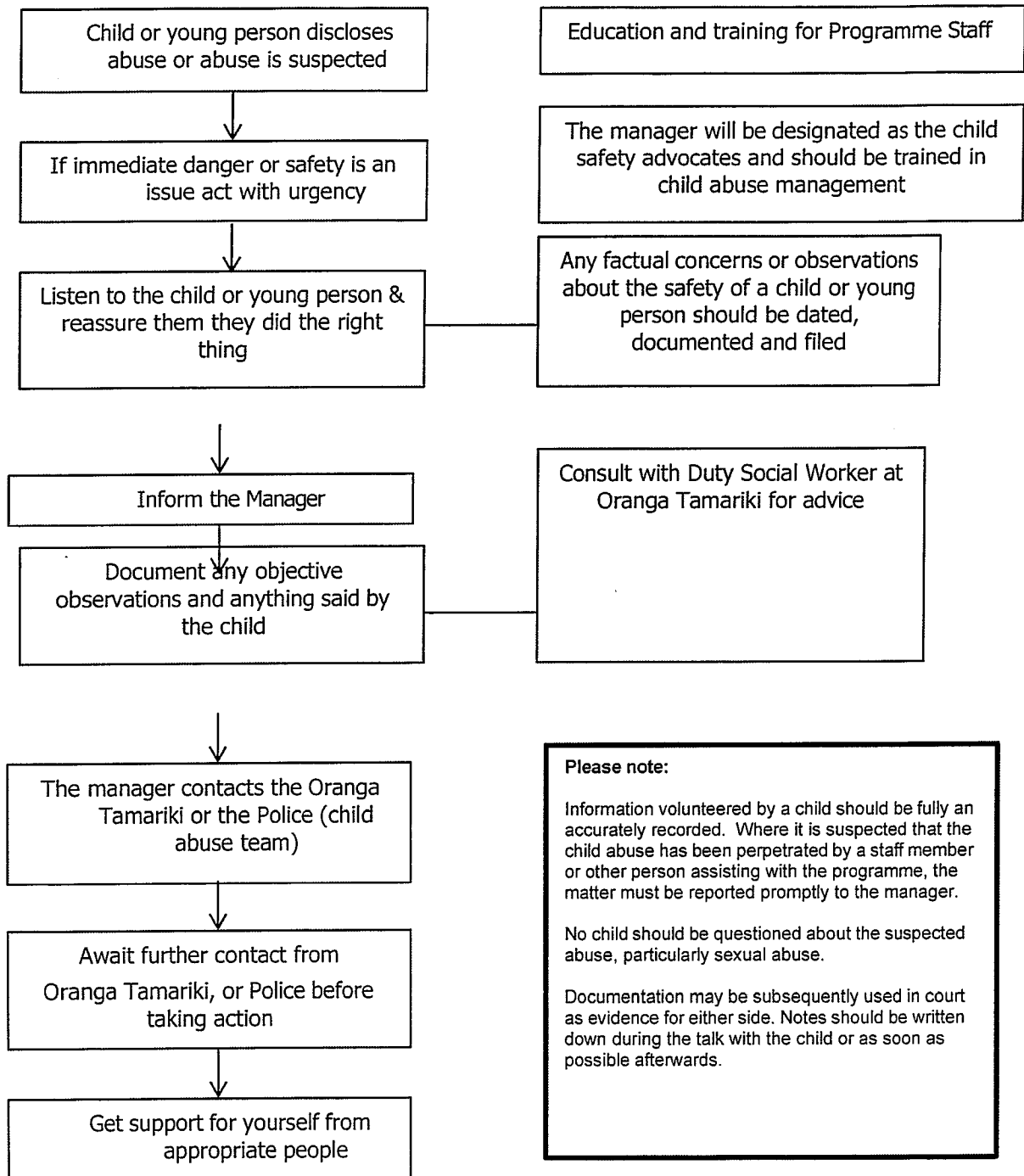
No staff member will act alone about suspected child abuse but will consult with the Center Supervisor and/or General Manager. Where staff and programme management suspect child abuse has occurred and a child is unsafe, the General Manager is committed to promptly reporting the matter to the Police or Oranga Tamariki Services.

Staff involved in cases of suspected child abuse are entitled to have support. The programme will maintain knowledge of such individuals, agencies and organisations in the community that provide support.

When responding to a suspicion or disclosure of abuse LifeKidz Trust will follow this process:

12.1 When an allegation of abuse is made against a staff member

The General Manager must ensure the following procedure take place.



Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the programme, the matter must be reported promptly to the General Manager.

Under no circumstances should the child making the allegation be exposed to unnecessary risk. This may require the General Manager to contemplate removal of the employee from the programme environment subject to the requirements within the employment contract.

12.6 Supervision Guidelines

To minimise the risk of actual or alleged abuse in the programme please follow these guidelines.

- All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extreme careful judgment.
- All volunteers and outside instructors should be monitored by the paid programme staff.
- Wherever possible an open-door policy for all spaces should be used (i.e. not possible for toilets) and therefore, the policy is to have two adults in the toilet area with any participant. Staff should be aware of where all participants are at all times and check to ensure what they are doing is appropriate.
- Be aware of situations where participants are out of sight together (dens, play huts etc.) and supervise accordingly.
- If activities require 1:1 physical contact (i.e. classes in swimming, gymnastics etc.) Parents should be advised.
- Unless requested by participants or parents there is no need to assist school aged participants with toileting. If the situation arises ensure that other staff know you are toileting a participant, and that parents are informed.
- Where a participant requires assistance, e.g. intellectually or physically disabled, if possible, involve the parent/s and outside agencies (such as Special Education Service) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.
- Staff should avoid transporting a participant on their own at all times.
- Except in an emergency, participants are not to be taken away from the programme without written parental consent.

12.7 Code of Behaviour for LifeKidz Trust staff and the Prevention of Child Abuse

Although this section relates to children it may also apply to all participants attending programmes provided by LifeKidz Trust. For the purpose of law in New Zealand a person shall attain full age on attaining the age of 20 years. This identifies a chronological age and does not account for those people with special needs who may be unable to function as a person with no special needs or disability.

The term participant is used to cover all those attending LifeKidz Trust programmes.

The programme is committed to the prevention of participant abuse and to the protection of participants, with the well-being and safety of the participant being LifeKidz Trust primary goal. The following policy and code of behaviour are a means of achieving this.

The interests and welfare of the participant will be the prime consideration when any decision is made about a participant suspected of being abused. LifeKidz Trust supports the roles of statutory agencies i.e., Oranga Tamariki in the investigation of abuse and will report cases of suspicion of abuse to these agencies.

LifeKidz Trust will maintain a good working relationship with Oranga Tamariki who will be familiar with the law that serves to protect children from abuse. LifeKidz Trust will consult with the Oranga Tamariki and with other appropriate agencies that have specialist knowledge. We will not assume responsibility beyond the level of our own expertise.

LifeKidz Trust will respond to suspicions of abuse by recording all observations, impressions and communications about participant suspected of being abused.

No staff member will act alone about suspicions but will consult with senior staff who will be committed to taking action and arranging for consultation with appropriate agencies. Any person (including staff) who believes that any participant has been or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected or deprived may report the matter to social worker or police.

LifeKidz Trust will act on recommendations made by relevant agencies and Oranga Tamariki concerning the official reporting of the suspected abuse and on the consulting of families. At no time will LifeKidz Trust regard itself as having the participants parent's permission to consult or report.

If LifeKidz Trust individually or collectively suspect that a staff member or other person within our organisation has perpetuated abuse, we will not collude with or protect that person or the organisation but promptly report the matter to the General Manager and/or Board of Trustees and other statutory authorities. The suspected member of staff will be prevented from having further access to participants during any investigation and will be

informed of their rights.

Participants, families and staff involved in the investigation of allegations of abuse will have support and we will refer them to appropriate support agencies in the community for support.

The programme employment procedures include a thorough examination and checking each applicant's previous work history and we make contact personally with both referees and some past employers. This will be done with the applicant's consent. Our prime consideration in choosing staff will be ensuring that they have skills and attributes, which contribute to the participants safety and health, physical, emotional, intellectual and social development and will not put participants at risk of abuse.

LifeKidz Trust will ensure that its staff is well supervised and visible in the activities they perform with participants. Opportunities for staff to be alone with participants will be kept to a minimum. Participants will not be taken on outings without parental approvals in writing or by phone and will be accompanied by more than one adult. In the case of an emergency every attempt will be made for a participant to be accompanied by two adults.

LifeKidz Trust has established a set of rules about acceptable touching of participants. All adults working in our organisation will be made aware of these rules. Apart from toilets and bathrooms the programme will have an open-door policy and staff should know where participants are at all times.

LifeKidz Trust encourages staff to keep their personal and professional lives separate and we do not encourage the fostering of close personal relationship and/or care taking activities with participants and families outside the work environment. We will, on a regular basis, collectively review our abuse policies and evaluate our performance in meeting the standards outlined by them.

LifeKidz Trust encourages parents to be involved in our activities and management. Parents and family are welcome to visit the programme at any time. Our abuse prevention policies will be made available to all parents. If parents have any concerns about the treatment of a participant by any of our staff, they are encouraged to make these known. We will ensure that the matter is fully investigated and acted on if necessary. We will use an advisor and mediator from outside the organisation if independent investigation or arbitration is indicated.

All staff will sign a declaration of criminal records. Police vetting will be completed through the Police Licensing and Vetting Service, copies of outcome will be kept on staff file.

12.8 Associated Community Members

LifeKidz Trust is committed to the prevention of abuse and to the protection of participants and recognises that keeping participants safe is everyone's responsibility.

Our child protection policy provides a framework for our organisation and staff to create a safe environment for participants and ensures that the welfare and best interests of the participant are the prime considerations when any decision is made about suspected abuse or neglect. Any situation deemed to be involving the risk of a participant or community member will be reported to any and all appropriate authorities.

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These same policies will be followed in all processes that may be required in dealing with a concern that is seen or has been raised in regard to the safety of an associated community member. (e.g.: Sibling, family member, friend).

13 Supervision

OSCAR standard – Children receive competent supervision

OSCAR Standard – The service has a sufficient body of trained and competent staff to deliver and support service. Services are managed competently (including competent financial management).

Children are always supervised by a minimum of two staff and are always within sight and sound of a staff member.

13.1 Programme Supervision/ ratio

The Center Supervisor is responsible for ensuring that staff are rostered so that all Participants are always supervised. Participants will be always in view of staff when appropriate. As some participants may be a risk to themselves or others, the staff/buddies rostered to buddy with their participant will monitor the movements of their participant. Participants will be informed of the boundaries they are expected to always stay within and must inform an adult when they are going to leave the area (to go to the toilet, etc).

Formal attendance checks and head counts will be made regularly and often during the day. If a participant is missing; the following procedure will be followed:

- Staff will conduct a thorough search
- Parents will be contacted.
- If necessary, the police will be contacted.
- The staff/participant ratio will be as follows:

At **LifeKidz Holiday Programme** and at **LifeKidz Afterschool Programme** venue the ratio of 2 staff: 5 participants are the same. It is important to note that the afterschool programme has a higher number of able-bodied participants, and the holiday programme has a greater number of participants with special needs. If the child has behaviour challenges, or are unsafe to themselves, then 1:1 ratio will be arranged. On offsite excursions we have a ratio of 2:5 or if very high needs 2:3 to ensure the safety of all participants; this may change to 1:8 for those without high needs. The offsite ratio will be a minimum of 1:8.

- There will always be a minimum of two staff on duty.
- All staff under 16 years old must be supervised by older staff members

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- At least one person 20 years or older will be on site. This person does not have to be actively involved in the programme but have overall responsibility for the supervision of participants and staff.

13.2 Sight and sound rules

It is essential that participants be within sight and sound of at least one staff member; this can be achieved by setting clear rules and boundaries with the participants. There is a gate which lets participants into other rooms from the hall, they are not to be let out without permission from a staff member. At least one staff member is to be stationed in a particular room and cannot leave without somebody covering them, one person in the hall, outside, activity room and quiet room. All staff are to supervise their own participants during eating times.

13.3 Participation of staff

Staff are trained to actively engage with the participants they have been assigned. Each morning, they must read their participants file at morning briefing to understand activities they like to do, ways of communicating and ways to settle the participant if they get agitated. During each activity, all participants are encouraged to "have a go" by staff members.

13.4 Maintaining staff and participant ratio

All volunteers are employed on a casual basis therefore we have staff on call in case numbers drop. During the Holiday Programme, if necessary, we may employ an extra person to act as an extra person; they are also back up staff to fill staff ratio numbers.

14 Emergencies

OSCAR standard – Services have appropriate procedures about the way their organisation operates.

OSCAR Standard – The service has a sufficient body of trained and competent staff to deliver and support service. Services are managed competently (including competent financial management).

An evacuation plan belongs to the building no matter who is using it. It identifies all exits and an assembly point. Emergency procedures and the evacuation plan must be clearly displayed at the programme and emergency exits must be marked.

- All staff and volunteers are trained in fire, earthquake drills and evacuation procedures. The names of staff and volunteers participating in drills are to be recorded.
- The Center Supervisor will hold emergency fire drills once a term for afterschool programmes and once a fortnight for the holiday programme.
- The Center Supervisor and General Manager are responsible for turning off water, electricity and gas.

In all emergencies stay calm Walk, do not run
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14.1 Emergency Procedures – Alarm (for any emergency situation)

- Use a whistle blown in three short bursts, sounding continuously
- If on-site assemble at designated location
- If on an excursion assemble where the whistle is being blown
- Conduct head count and inform group of reason for alarm

14.2 Emergency Procedures – Fire

- Evacuate as above
- Seek to extinguish small fire, or call fire brigade if more serious
- Keep participants at the assembly point until danger has passed



Responding to child abuse

Definition of Child Abuse

1. “Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights”.
2. The definitions used here may also relate to other participants regardless of their age. People with special needs are a vulnerable group and vigilance is required for all participants attending program provided by LifeKidz Trust.
3. There are four types of child abuse:
 - Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child’s trust and respect, to involve the child in sexual activity.
 - Physical abuse is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.
 - Emotional abuse is when a child’s self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.
 - Neglect is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.
 - Family violence may be witnessed or experienced by and can involve physical, sexual and emotional abuse.

4. Responding to Child Abuse

5. LifeKidz Trust will act on recommendations made by statutory agencies concerning the

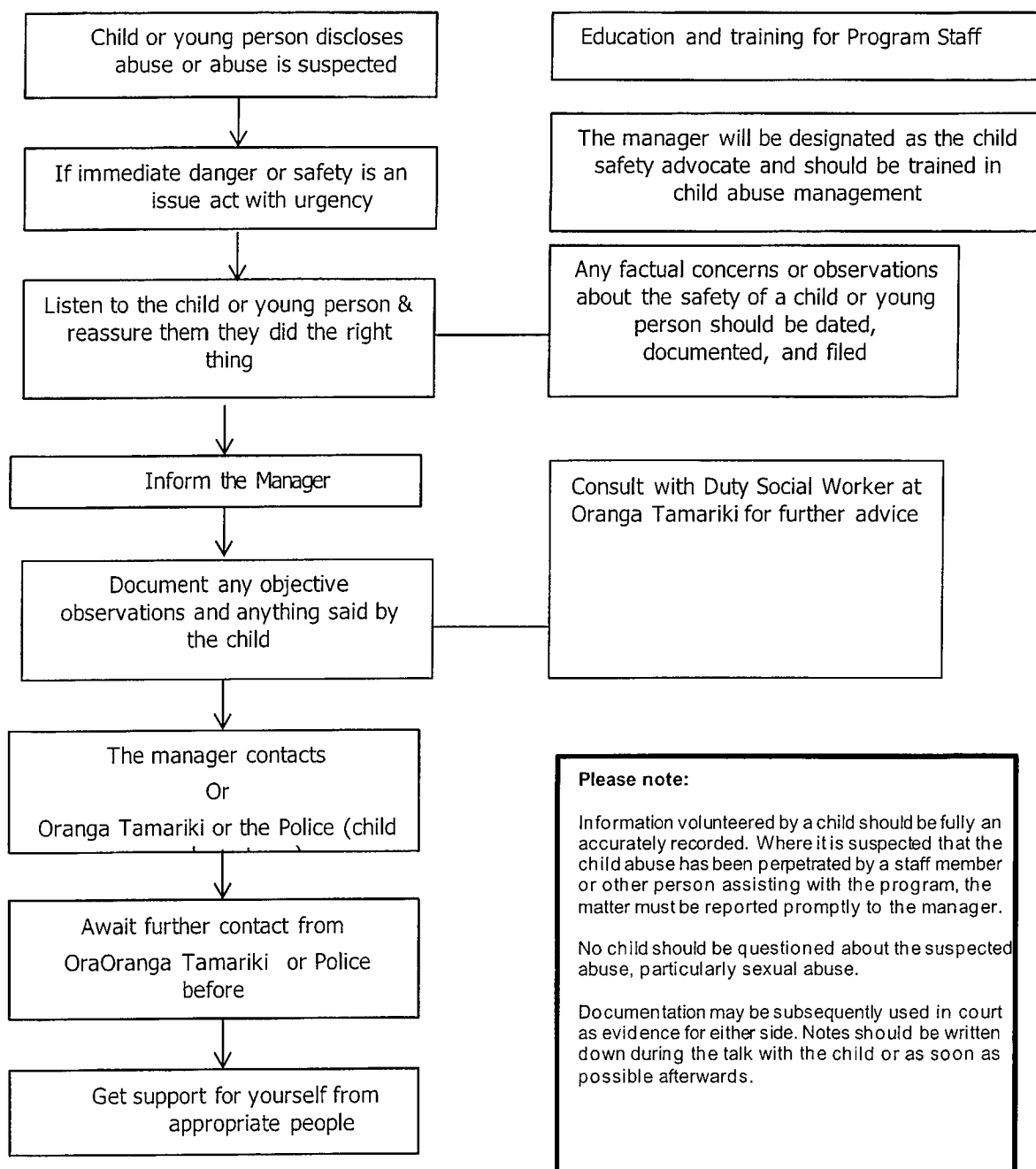
official reporting of suspected abuse and on consulting with families.

6. All reports of child abuse must be reported to the Center Supervisor and General Manager. The report will include.
 - Incidents
 - Observations
 - Verbal conversations/cues
7. Information volunteered by a participant should be fully and accurately recorded.
8. No participant should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.
9. No staff member will act alone about suspected child abuse but will consult with the Center Supervisor and/or General Manager. Where staff and program management suspect child abuse has occurred and a child is unsafe, the General Manager is committed to promptly reporting the matter to the Police or Oranga Tamariki.
10. Staff involved in cases of suspected child abuse are entitled to have support. The program will maintain knowledge of such individuals, agencies and organizations in the community that provide support.

When responding to a suspicion or disclosure of abuse LifeKidz Trust will follow this process:

When an allegation of abuse is made against a staff member.

The General Manager must ensure the following procedure take place.



Acknowledgement

By signing below, I acknowledge that I have read, understood, and will comply with the policy on responding to child abuse.

Name: _____

Signature: _____ Date: _____



Code of Behaviour

LifeKidz Trust expects staff to be supportive, non-abusive and to always present themselves as a positive role model.

1. Code of Behaviour for all staff

- 1.1. LifeKidz Trust expects staff to be supportive, non-abusive and to present themselves as a positive role model. Many participants have affectionate natures and express themselves freely. Regardless of the situation and participants culture and nature, staff must avoid inappropriate physical contact.
- 1.2. In making physical contact with participants, staff should be guided by the principle that they will do so solely to meet the participants physical or emotional needs. Touching should not be initiated to gratify participants or staff needs. Participants should not be expected to take care of adult physical or emotional needs.
- 1.3. If a participant initiates physical contact in the seeking of affection, reassurance, or comfort it is appropriate to respond in a manner suitable for those participants developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a participant.
- 1.4. The physical contact of participants during changing of clothing or personal cleaning must be for the purpose of that task only and not be more than is necessary. Participants should be encouraged to take care of themselves to the limits of their ability.
- 1.5. Guidance for staff:
 - ✓ Staff should avoid being alone with a participant.
 - ✓ Staff must be aware of where participants are at all times.
 - ✓ Managers should ensure volunteers and visitors are never alone with a participant/s.
 - ✓ Staff may not smoke or vape in front of the children or on any program areas.
 - ✓ Clothing should facilitate job performance (i.e., be appropriate for participating in activities, be safe, be appropriate for role modelling to participants).

- ✓ Personal visitors and telephone calls shall not occur during active supervision.
- ✓ Staff must realise their individual emotional and physical limitations and request support and/or relief when necessary.
- ✓ Confidentiality must always be maintained.
- ✓ Staff medication must be labelled and stored out of reach of the children.
- ✓ Participants should not be present when staff use the toilet and bathroom facilities for personal needs.
- ✓ "Adult" topics of conversation should not take place within hearing of participants.
- ✓ Avoid using inflammatory, derogative or abusive language.
- ✓ Staff should maintain a professional relationship with families with respect to confidentiality, objectivity, and conflict of interest.
- ✓ Except for an emergency, children must not be taken from the programme without parental consent.
- ✓ If a staff member is accused of being responsible for any abuse, contact with the General Manager must be made immediately. The General Manager shall ensure that the interests of the staff member and those of the child are met.

Acknowledgement

By signing below, I acknowledge that I have read, understood, and will comply with the Code of Behavior for Staff.

Name: _____

Signature: _____ Date: _____