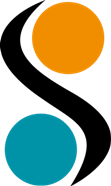
SUPERGRANS

POLICIES & PROCEDURES



# 1.0 MISSION STATEMENT

“To reach and respond to individuals and families to strengthen their life skills”

**2.0 VISION STATEMENT**

“Individuals and families have the life skills and knowledge to live effectively and flourish”

**3.0 About SuperGrans**

There are a number of SuperGrans trusts around New Zealand. All teach life skills which will help individuals and their family/whanau flourish as best they can within their circumstances and which may help improve their circumstances. SuperGrans is a client and outcome focused organisation. There is no prescribed way to deliver life skills knowledge and no limit to the range of fundamental life skills shared with our clients.

The core service SuperGrans was built on is one on one mentoring in the home. All SuperGrans offer this service and this is a major point of commonality between all SuperGrans. Beyond this, SuperGrans services should be established in line with client and community need.

Traditionally services have been delivered by volunteers who are trained, guided and supported by paid coordinators and managers. This has worked well for SuperGrans and for our clients over the years and is encouraged for inclusion in service delivery model/s.

Wherever possible, it is better to collaborate with and/or refer to other providers rather than duplicate services in the community. We celebrate the fact that no SuperGrans is exactly the same and is responding to the unique range of needs in their community in a way that works best for them.

We teach, mentor, coach life skills, we do not give things, we don’t do things for our clients. We show them how to do it, support them to implement their new found skills into their everyday life and encourage them to share their skills with family and friends.

If we don’t have the appropriate skills, knowledge, qualifications to meet all of our clients’ needs, we will find someone who does. Where appropriate, and with our clients’ permission, we refer to the Children’s Team so that we are sure someone is taking an overview and responsibility for clients with considerable and diverse needs outside our range of services.

The work SuperGrans does has a much greater effect than just learning a life skill. So often, our clients grow in self-esteem and confidence, become more connected in the community and use this as a springboard to new, more positive experiences in life. At all levels, it can be very rewarding work.

# 4.0 CODE OF ETHICS

It is important that all employees and volunteers:

1. Accept the SuperGrans policies and operate in accordance with the procedures. All decisions and actions must be made in accordance with appropriate communication pathways and with the intent of the policies and procedures at all times.
2. Be professional at all times. This means compassionate, understanding, non-judgemental, honest, reliable, culturally sensitive and discreet in the workplace, with clients and their family/whanau. If any situation should arise where an employee or volunteer feels these values cannot be upheld, they must pro-actively address the situation and seek immediate support through the appropriate communication pathway/s.
3. Declare any conflict of interest in relation to working with a client before engaging with the client.
4. Be extremely careful to only give information and advice which is within your experience, expertise and/or qualifications and would be endorsed by SuperGrans.
5. Ensure that all physical and emotional safety requirements are met for yourself and any party you are interacting with at all times.
6. Must advise at the time of recruitment or as they arise, of any criminal convictions.
7. Must advise at the time of recruitment or as they arise, of any health issues which could render them unable or unsafe to carry out their required duties.
8. Must not take or give money to clients, must not buy food for clients and must not accept gifts from clients.
9. Must keep an accurate written diary and report in writing all incidents as soon as possible after such incidents through the appropriate communication pathway.
10. Must promote SuperGrans in a positive light to all stakeholders at all times.

# 5.0 CODE OF PRACTICE for VOLUNTEERS

|  |  |
| --- | --- |
| Rights of the Volunteer As a volunteer I expect:   * To be treated as a co-worker with staff and other volunteers. * To be assigned work that is worthwhile and challenging. * To receive appropriate orientation, training and supervision. * To be kept informed of SuperGrans policies and services. * To be reimbursed for approved work related expenses. * To have a clear job description * To have the right to withdraw my services or say "no" without feeling guilty. * The right to make suggestions and to be listened to with respect. | Responsibilities of Volunteers  * As a volunteer I agree: * To respect the confidentiality of SuperGrans and its clients. * To make a serious commitment to carry out the tasks agreed in the job description * To read and become familiar with the contents of SuperGrans Policies and Procedures manual. * To undertake training as required * To accept evaluation and supervision to enhance my performance. * To work according to the policies and philosophy of SuperGrans * To cooperate with staff and volunteers in the spirit of partnership. * To give as much notice as possible of absence and resignation. * To take all reasonable steps to ensure my own and others safety |

# 6.0 ORGANISATIONAL CHART

## trust Board

**MANAGER**

**External Stakeholders**

**Volunteers**

**Contractors**

**Field Coordinator’s**

**Social Workers**

**(If applicable)**

# 7.0 GOVERNANCE/MANAGEMENT RESPONSIBILTIES

Board and management responsibilities are as per the Job Descriptions at the time of election or employment. In the interests of clarifying the general boundaries between governance and management, an overview of responsibilities are recorded below.

## 7.1 BOARD

* Maintain relationships with key external stakeholders and staff
* Approve and assist seeking appropriate accommodation
* Recruit and employ manager and review performance annually
* Provide advice to the Manager as required
* Review the constitution when required
* Encourage and support management and staff to fulfil their potential
* Review the Strategic plan on a regular basis and monitor operational outcomes in relation to this
* Approve annual reports and receive monthly reports from Manager
* Approve annual budgets
* With the assistance of the Manager ensure there are sufficient funds to run the organisation
* Monitor and approve financial standing and viability
* Encourage management and staff to increase their ability to become partially self-funded
* Ensure timely payment of all expenses incurred in the operation of the organisation
* Board may delegate specific responsibilities to the Manager
* Promote SuperGrans

## 7.2 MANAGEMENT

* Maintain relationships with key external stakeholders, staff and mentors
* Maintain office accommodation to suitable standard
* Employ staff in consultation with the Board
* Develop, train and support staff and carry out annual reviews
* Negotiate and sign contracts in consultation with the Board
* Present monthly management reports to Board
* With assistance from the treasurer, prepare an annual budget and present to the Board for approval
* With the assistance of the Treasurer ensure there are sufficient funds to run the organisation
* Oversee the running of the organisation

# 8.0 FINANCIAL MANAGEMENT & FINANCIAL SYSTEMS

## 8.1 FINANCIAL MANAGEMENT

All financial management is under the control of both the Manager and the Board.

Management is responsible for the day-to-day’s operations and correct reporting and the Board is accountable to ensure the appropriate processes are in place and operate under the Financial Accounting practices required for New Zealand charitable organisations.

The board should determine the level of financial discretion the manager may hold.

The approval of expenditure for Trust operations and capital expenditure is required to be authorised by the Board outside the managers’ discretionary expenditure.

All applications for funding, contracts and grants are approved by the board in principle and applications submitted by the Manager.

All funds received to be receipted and banked as soon as practical. Donations, grants and contracts received on behalf of the Trust are to be spent according to conditions specified. Expenditure must be tracked to purpose, provider and in accordance with the XRB charity reporting requirements for the appropriate tier.

The Treasurer (Board appointment) is responsible for ensuring all financial records are accurate and in accordance with reporting requirements.

Two authorised Board members are required to sign authorise payments and sign cheques.

It is the Treasurer’s responsibility to confirm the accuracy of financial reporting to the board.

The Auditor will be nominated/reappointment at the Annual General Meeting. The Treasurer is responsible for the preparation of yearly accounts to be forwarded to the Auditor within required time frames. These audited accounts will be presented at the AGM and open to scrutiny by stakeholders.

Budget management and projected budgeting is undertaken in conjunction with the Manager and the Board. The projected budget is to be created at the commencement of the financial year, signed off by the Board prior to the commencement of the year and reviewed at each Board meeting.

The Manager manages the day-to-day financial decisions set and stated within the agreed budget.

The Board is responsible for ensuring Direct Credit payments for the managers’ wages. The manager is responsible for ensuring other employee wages payments are made.

# 8.2 TRUSTEES WORKING ON SPECIFIC ASSIGNMENTS

From time to time the expertise of Trustees may be called upon to carry out specific tasks for and on behalf of SuperGrans. This policy sets out the framework in which Trustees will operate in such circumstances.

A task is defined as being the elements that comprise one stand-alone event, which may have a number of sub tasks.

## 8.3 CONTRACT FOR SERVICES AGREEMENT

Trustees undertaking to work for and on behalf of SuperGrans must complete SuperGrans Service of Agreement before work commences. The agreement will be between the Trustee and the Board of SuperGrans. The agreement sets out the terms, conditions, length of contract and desired outcomes for each specific task.

## 8.4 LINES OF ACCOUNTABILITY

Where the assignment is a task that would under normal conditions be carried out by management, the responsibility for the task lies with the Manager of SuperGrans. Therefore the Trustee appointed to carry out that task will report directly to the Manager of SuperGrans who in turn will report the progress and outcomes of that assignment to the Board as if it was a task carried out by a member of the Management team.

Where the task to be carried is a specific task relating to the governance of the organisation the Trustee carrying out the task will report to the Chair of SuperGrans.

**8.5 REPORTING**

Such arrangements must be declared in financial reporting as not being an arms- length transaction and the appropriate details recorded.

Reviewed & Approved by BOT: 20 December 2010

# 9.0 RECRUITMENT OF employees AND VOLUNTEERs

SuperGrans is an equal opportunity employer and therefore complies with the requirements of the Employment Contract Act, Industrial Act, Health and Safety Act, Privacy Act and any other legal requirements which apply to the employment of staff and volunteers. Every person seeking to work for SuperGrans, paid or unpaid must undergo a thorough screening process before any appointment is made.

## 9.1 INTERVIEWS

All prospective staff (paid or unpaid) will be interviewed and assessed by the Manager and/or the Coordinator of the SuperGrans. All prospective staff are asked to fill out an application form during the interview process.

## 9.2 REFEREES

All prospective staff are required to provide the names of two contactable referees, and supply a résumé or overview of their background.

## 9.3 POLICE CLEARANCE

All prospective board members and staff will be expected to provide authorisation for a police clearance to be undertaken. Some conviction(s) may affect the approval of an applicant as a candidate for a position. Types of convictions and time frames will be taken into consideration.

Criminal conviction(s) for the following will automatically exclude the person from employment:

* Violence or offences against any person(s)
* Sexual crimes
* Any offence involving the harm or exploitation of children
* Fraud
* Or any other offence which may impact on the operation or reputation of SuperGrans

Employment will commence on receipt of Police Clearance.

## 9.4 TRAINING

All applicants accept that as a condition of their employment they are required to undertake training in the following areas:

* Treaty of Waitangi and Cultural Policy
* Abuse and Incident Procedures and related practice issues
* Occupational Safety and Health Issues
* Privacy Issues
* First Aid
* Complaints procedure
* Continual Improvement procedures
* Service delivery procedures
* Any other matter which the manager or board wish to raise

# 10.0 MONITORING

## 10.1 POLICY

SuperGrans has an internal monitoring system in place.

## 10.2 PROCEDURE

All staff (paid or unpaid) will be contacted by the Manager or Coordinator on a regular basis to check on their progress with the clients.

There will be a monitoring segment to a SuperGrans meeting at least twice a year.

Whether one on one mentoring or workshop/group work, all personnel of SuperGrans will keep diary sheets and/or evaluation forms which will contain details on when they have visited/worked with their clients and an assessment of:

* What time was spent with the client
* What the objective/s was from the clients perspective
* What took place
* Whether the client considered the objective/s to have been met (Scale rating)
* Whether the client considered the engagement with the SuperGrans personnel

to be effective (Scale rating)

* How the outcomes will contribute to the clients’ enhanced wellbeing
* Clients overall wellbeing as a result of SuperGrans services (Scale rating). This can be used for comparative purposes over time
* Action/s taken where objectives were not met adequately from the clients perspective (Rating below 7)
* Action/s taken where engagement with the client had a poor rating of the SuperGrans personnel (Rating below 7)
* Comments from the client
* Comments by the SuperGrans personnel
* Any incidences or concerns regarding SuperGrans reputation, health and safety matters,

child vulnerability, client physical or psychological safety or human resource matters

arising from the visit must be reported through the appropriate communication

channels in accordance with SuperGrans operating procedures and in a

timely manner.

* Diary sheets are to be handed in to the Manager or Coordinator at the monthly meetings or earlier if there are urgent matters or reimbursement payments required.
* All records will be filed in relation to client identification.

All clients will be monitored by the Manager or Coordinator on a regular basis usually by telephone but also visitation as and when necessary.

Evaluation forms will be sent to clients on closure of their files, or a telephone call will be made, to receive feedback to be used to monitor the effectiveness of our service to individual clients.

Evaluation forms will also be completed on the completion of Group Programmes for the same purpose.

Evaluation forms may be sent to other community groups for their feedback on the SuperGrans service provided. These will be used to monitor our effectiveness in responding the needs within the community.

Statistics will be kept showing the ethnicity of clients, family composition, age of children, number of engagements with client, contact details, alternative contact details, phone calls made and any other details required by our contracts with funders.

In addition, records regarding all details from the diary sheets will be collated on a confidential basis for reporting purposes to SuperGrans Aotearoa.

**10.3 Longer Term Assessments**

As a group, it is very important that SuperGrans can collate their contribution to government objectives to demonstrate their efficacy in creating positive and sustainable change. This is critical for funding purposes and for promotional purposes.

* 3 month and 1 year follow ups
  + It may seem time consuming but longer term assessment is a worthwhile time investment. There is no reason why a volunteer with very good communication skills, administrative skills and tenacity cannot be utilised for this purpose. The client should be contacted by phone, by electronic questionnaires, by visits as appropriate to assess whether they are:
    - Still applying the skills they learned with SuperGrans (Yes/No/Some)
    - Whether their wellbeing and that of their whanau has improved as a result of SuperGrans services (Scale rating)
    - Any specific achievements as a result of SuperGrans services

# 11.0 CLIENT ASSESSMENT/AGENCY REFERRALS AND PLACEMENT

## 11.1 CLIENTS

All client referrals will be handled by the Manager, Coordinator, Social Worker or the Field Coordinator of SuperGrans and referred to a volunteer at a later point should this be appropriate.

Whatever is in the best interest of the client is paramount.

## 11.2 REQUIREMENTS

When a client requests help or is referred by an agency, the referral form will be filled out with all the details that are required, then the following action will take place.

* An appointment will be made to meet with the client and the location confirmed.
* Where necessary or appropriate, in consultation with the client, they may be referred to another agency.
* Where appropriate and with the clients’ permission, referral to the Childrens’ Team must be carried out following required procedure and in a timely manner.

### Initial visit

The Manager, Coordinator or Field Coordinator will meet with all clients and explain the policies, procedure and practices of the SuperGrans. At this point the needs of the client will be ascertained and the safety of the environment and client assessed. Also, a rating scale of overall wellbeing of themselves and their whanau is to be provided by the client.

### Introductory visit for in the home mentoring

The client will be introduced to a volunteer mentor by the, Manager, Coordinator or Field Coordinator. The client or volunteer mentor has the option to ask to be replaced if they are found to be not compatible.

With approval of the client the volunteer mentor selected will be given the clients phone number. The Fieldworker/volunteer and/or the client will make contact and arrange meetings at the client’s home (or SuperGrans) to deliver the agreed support and service.

## 11.3 PLACEMENT

### Subsequent visits

* All clients should have regular contact with SuperGrans where possible. This will be either by phone or a visit from the Manager, Coordinator or Field Coordinator.
* It is recognised that clients should receive a consistent standard of help; therefore every effort will be made to achieve this.
* The Fieldworker/volunteer undertaken to help the client will continue to assess the client’s needs and report to the Coordinator, Manager or Field Coordinator. Where it is appropriate the Coordinator/Field Coordinator/Social Worker responsible for the placement will liaise with the referring agency, to review the client’s needs.

## 11.4 COMPLAINTS PREVENTION

All clients will receive a copy of the complaints procedure at the assessment visit and will have access to the SuperGrans manager during the hours of business.

Complaints should be recorded in writing and will be handled by the Manager or Coordinator and the Board.

A copy of the complaint record will be forwarded to SuperGrans Aotearoa immediately and communications regarding the proposed response and outcome will be maintained as they occur.

## 11.5 GENERAL

An agreement form will be signed by the client together with the Manager/Coordinator/ Field Coordinator of the SuperGrans covering all aspects of services offered.

Where it is appropriate, the Manager/Coordinator/ Field Coordinator will advocate on behalf of the client where they believe that the client requires additional assistance.

## 11.6 AGENCIES

Where an agency requires the collaborative services of SuperGrans, the Manager should undertake to clarify the requirements and agree to them by way of signed agreement.

All Fieldworkers/volunteers subsequently used by an agency will follow the Policies and Procedures of SuperGrans.

Should a complaint arise, the Complaints Policy and Procedure of SuperGrans will apply.

# 12.0 GROUP PROGRAMMES POLICY

**The aim of the SuperGrans’ Group Programmes** is to offer learning opportunities for adult learners to do courses that are aligned with our charitable purpose.

* Programmes will be characterised by being responsive to identified individual and community needs and will be designed to build learners’ skills and knowledge in ways that enhances their own and their families’ wellbeing.
* Programmes may focus on skills acquisition in areas associated with home management, such as sewing, cooking, and budgeting, preparing for employment and any other life skills which will enhance wellbeing.
* Tutors will assist learners to identify and set their own learning goals and all courses will be evaluated to ascertain whether these goals were met and whether the learners were satisfied with the services provided.
* The learning environment will be flexible in nature and responsive to the physical, cultural and learning needs of the learners.

## 12.1 PURPOSE

The purpose of this policy is to set out the circumstances under which an individual or a group of individuals from a specific agency will be accepted to be a student of SuperGrans and be eligible to enrol in a SuperGrans Group Programme.

## 12.2 SCOPE

A **student** is an individual who enrols in a SuperGrans Education Programme.

**12.3 SuperGrans Group Education Programmes** are informal non-accredited learning courses delivered in a site suitable for the collaboration, size of the group and activities.

An individual will be deemed to be eligible to be a SuperGrans student if he or she meets the following criteria and may be asked to prove their eligibility with regard to any or all of them.

* Over the age of 16.
* Has left secondary school or is not currently enrolled full time in a secondary school.
* There are no health and safety issues which give rise to reasonable concerns for the potential safety of either the student or the tutor or other students in the class.

A student who enrols in a SuperGrans Group Programme that she or he has already completed within the previous 12 months, will be eligible to repeat it, depending on the availability of a place in the class and subject to the following constraints:

* New students will have priority over repeating students.
* There are no concerns that may impact on the student’s ability to participate safely and / or effectively in the group.

A group education programme may be developed for, and delivered to the clients of other organisations either on site or at another location. An agreement will be made that their client “belongs” to them and the onus is on them to have appropriate policies and procedures in place for working with their clients, including appropriate health and safety procedures and protocols for working with young persons who are under 17.

* Individual clients will be asked to complete an evaluation form at the completion of the course in line with our Monitoring Policy but the long term monitoring will not apply.
* Organisations or Agencies working in collaboration with SuperGrans will provide a staff member to be present at all times whilst the class is being facilitated by a SuperGrans staff member.

NOTE: A letter is required because a student under 17 may still be legally classed as a child; it is therefore the responsibility of the lead agency to ensure appropriate steps are followed to enable the young person to attend the class.

# 13.0 CLIENT PLANS

## 13.1 POLICY

SuperGrans will provide services to all clients based on an individual plan.

## 13.2 PROCEDURE

Each client will, in the first instance, be interviewed by the Coordinator or Manager to assess his or her needs. On the basis of this assessment an individual plan will be put into place. The plan will be shown to the client for their information and a copy given to the Fieldworker/volunteer who will be implementing the plan.

The plan will be reviewed on a regular basis. Progress will be noted and where necessary the plan will be amended and altered to suit different circumstances.

Each plan will include the strategies for achieving the outcomes including help that is required, what resources that may be needed, the action needed by the client and fieldworker/volunteer, expected outcomes on completion, the way that the plan will be monitored, a date that the plan will be reviewed by and finally any long term goal which may have been identified.

Where applicable the wider family group will be included in the planning process. Where applicable the plan will include measures that will address the well-being and safety of the children and young persons in the family. This will be consistent with the relevant principles of the Children, Young Persons and their Families Act 1989 and any subsequent legislation.

# 14.0 PRIVACY POLICY

At all times SuperGrans will comply with the requirements of the Privacy Act.

Only information that is required for the operations of SuperGrans will be collected.

Information obtained by SuperGrans or its staff (paid or unpaid) shall not be used for any other purpose than that for which it was obtained without obtaining prior consent from the Client.

Personal information collected by SuperGrans will only be collected with the knowledge and full consent of the Client or staff member.

All information held by SuperGrans all be held in a secure place and will be protected against loss, unauthorised access, use or disclosure or other misuse.

Staff and Clients’ shall be entitled to confirmation of and access to personal information held by SuperGrans.

Reasonable steps will be taken to ensure that all information held is accurate, up to date, complete and not misleading. Human Resource records will not be kept for longer than 2 years after the staff member resigns and client records 2 years after the client’s case file is closed

## 14.1 DISCLOSURE

Disclosure of information is subject to the following rules:

1. Disclosure is for a purpose for which the information is obtained
2. The source of information is publicly available
3. Disclosure is authorised by the individual concerned in writing
4. Disclosure is required under SuperGrans Abuse policy
5. Disclosure is necessary to prevent or lessen a serious or imminent threat to public health and safety or the individual member’s life or health
6. Disclosure will not identify the individual unless required to do so for Childrens’ Team purposes or requested by police or a court of law.

## 14.2 DISCLOSURE AUTHORITIES

When information is required to be disclosed to authorities the following procedures will be followed:

1. A written request for the information must be obtained.
2. All information will be provided in photocopy form and all non-essential information shall be obliterated. The amended information shall be checked by another person within SuperGrans or by a person appointed by the Manager. Once checked a second photocopy will be made and sent to the authority concerned.
3. Where a request for information is received from the Police or from a person designated by Child, Youth & Family or any subsequent organisation, the Manager of SuperGrans shall supervise the passing on and/or viewing of a client or worker file. No file shall be removed from SuperGrans unless a copy is made according to the procedure in the relevant clauses of this policy.

## 14.3 CLIENTS

1. The Clients that are served by SuperGrans shall be protected by the Privacy Policy.
2. Only information which is required for the well-being of the client or for the provision of services shall be obtained and recorded.
3. All Clients will be able to have access to such information.
4. All disclosures of information shall be made in accordance with the relevant clauses in this policy.
5. In specific circumstances Clients will be asked to sign a Privacy Waiver as set out in the Client Obligations Form for the purpose of working collaboratively with one or more other agencies so that the Client can achieve their goals.

## 14.4 GENERAL

All SuperGrans Board members and paid or voluntary workers will ensure that confidentiality of information is maintained as per the contracts and policies of SuperGrans.

Reviewed and approved by BOT: December 2012

# 15.0 COMPLAINTS POLICY/PROCEDURE

Complaints should be recorded in writing and will be handled by the Manager or Coordinator and the Board.

A copy of the complaint record will be forwarded to SuperGrans Aotearoa immediately and communications regarding the proposed response and outcome will be maintained as they occur.

To assist resolution of issues SuperGrans policy is as follows:-

Clients must feel secure that they will not be affected by exercising their right to question the service being provided. SuperGrans gives the client absolute assurance that the continuity of service will be maintained during the investigation, if necessary appointing a new volunteer (at the request of the client) and resolution of any concern/ complaint/allegation will be sought. Confidentiality will be valued at all times.

In many cases the client may wish to raise a concern informally with the Coordinator or Manager and this is encouraged. However, there will be occasions when it is more appropriate to document the concern, complaint or allegation. In such cases a professional and speedy resolution is the desired outcome and to assist in attending to this the following procedure must be followed –

## 15.1 PROCEDURE

1. The Manager or Coordinator is responsible for receiving and affecting resolution of concerns, complaints or allegations regarding the delivery of care or breach of client’s rights. This will be carried out with respect to the clients cultural and values system.
2. The client may lodge a concern/complaint/allegation in person or in written form.
3. SuperGrans has available a Complaint/Incident Form and if requested assist the client to complete the form.
4. Written concerns or complaints are acknowledged in writing by the Manager or Coordinator as soon as possible, but no later than 5 working days from receipt of the complaint. Verbal concerns/complaints/allegations shall be noted in the client file and discussed with the parties concerned as soon as possible but within 5 days of being bought to the attention of the Manager or Coordinator.
5. All telephone complaints will be documented and the action taken.
6. The Manager is responsible for ensuring all written concerns, complaints or allegations are investigated. It is ideal that this investigation is completed within a one month time frame and all endeavours will be made to ensure this happens. The findings and the results will then be documented on the form. Resolutions that give any opportunity for improvement to the service shall be implemented as soon as possible.
7. The person who lodged the complaint shall be notified in writing of the investigation process within 5 working days of the receipt of the complaint and of final outcomes with confirmation of their date of implementation within 2 weeks of the complaint being received. In most cases the complainants will be satisfied with the outcome of the investigation. If this is not possible and the solution becomes drawn out, the complainant will be updated of progress at least monthly. An external mediator or a Member of SuperGrans Board of Trustees may be asked to assist if a solution is not forthcoming.
8. Should a complainant not be satisfied, they have one month to bring the matter to the attention of the SuperGrans Board of Trustees. The BOT will meet to discuss the seriousness of the allegation and following this, an independent fourth party for mediation and/or arbitration may be brought in. An Independent Advocate is available to assist with mediation. The cost of such a procedure will be equally shared between the complainant and Board of Trustees. During the Clients introduction to the SuperGrans service they are made aware of the Complaints Procedures and advised that forms are readily available.

# 16.0 DEALING WITH ABUSE

## 16.1 POLICY

All people under the care of a SuperGrans staff (paid or unpaid) of the SuperGrans have the right to have care within a safe environment according to the Mission, Values and Policy Statement.

No abuse will be acceptable

Where incidents occur, all steps will be taken to investigate, address the concerns raised, and to take appropriate action to remedy the current incident. Procedures will be put in place to prevent such alleged abuse occurring in the future.

At all times confidentiality must be paramount.

## 16.2 INCIDENTS

Where there is an accident of a serious nature, it is expected that the staff member would take the appropriate actions. Once the client is safe a record of the necessary information will be reported to the Office as soon as practical.

An incident form must be filled in and given into the office within twenty four hours after such accidents.

## 16.3 OBSERVED ASSAULT

1. Where a SuperGran observes behaviour which constitutes abuse, then this should be notified to the most senior person available in the SuperGrans, and follow the procedure and practice of SuperGrans .
2. The ‘safety’ of the person receiving help is paramount and where there are symptoms of distress this should be treated. After consultation with the Manager of the SuperGrans, appropriate action should be taken.
3. Where a member observes behaviour, which they consider, could constitute abuse within an individual’s home, this should be notified (if this person is not the person who may be the abuser) as soon as possible.
4. Where the complaint is proven the Complaints Panel will commend action to be taken after considering all options.
5. A meeting with the Board members will be held with minimal delay to advise the member of the decision.
6. At that meeting any further explanations by the member may be heard and the member is able to have a support person present.
7. Written confirmation of the Complaints Panel decision on the action to be taken.
8. If the complaint becomes a criminal matter then that member shall remain suspended without pay until such time as guilt or innocence has been determined by the due legal process.
9. Notwithstanding the provision of the above or that contained within the contract, a member may be dismissed without notice for serious misconduct.

## 16.4 PUBLICITY

All SuperGrans, clients and agencies are obliged by the SuperGrans to maintain confidentiality at all times according to the contract or agreements signed.

Should information be released in breach of this policy the Complaints Panel will be responsible for making responses.

All questions in relation to the incidents shall be handled by the Manager of SuperGrans, together with the Chairperson of SuperGrans.

## 16.5 REPORTING

Section 15: 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 Child, Youth & Family Social Worker or a member of the Police.

# 17.0 SUPERVISION POLICY

## 17.1 POLICY

All staff (paid or unpaid) will receive regular supervision.

Supervision is necessary for people working in the caring field as beliefs, feelings, and problems of the worker can affect their work with the clients. Client’s problems can impact significantly on the worker’s own health and wellbeing.

The purposes of regular supervision are to:

* Explore practice issues as they arise, providing strategies/ideas for dealing with difficulties/ crisis situations.
* Provide a safe environment for articulating and exploring issues with a guarantee of confidentiality.
* Provide protection for clients, field workers and SuperGrans.

All staff of SuperGrans will be required to undertake peer supervision regularly within a group, and in a one to one situation, as required, with an agreed Supervisor, the Manager or Coordinator.

## 17.2 REQUIREMENTS

### Group Supervision

1. Confidentiality will be paramount. No disclosure of any details, which will identify an individual client, is allowed.
2. Provided within a group setting.
3. The focus of the group supervision is to bring to the group areas of concern, which can be discussed, and solutions provided. These can be tried to resolve a problem.
4. Some of the problems raised by a staff member may be a concern for another staff member and therefore a learning process for the whole group can be the answer.
5. It encourages self-appraisal by the staff in relation to the work undertaken to promote continued professional development.

### Contract

Where individual supervision is arranged with a person other than the Manager or Coordinator, a contract will be required.

A supervision contract is required which covers:

* Duration, remuneration, etc. of the contract.
* Use of names and confidential material as per the Privacy Policy of SuperGrans
* Agreed steps to be put into place if there are concerns about the safety of the worker and/or client.
* Supervisors are to be approved by the Manager of SuperGrans.
* The appointment of a supervisor for the Manager will be ratified by the SuperGrans Board of Trustees.

NB: SuperGrans Policies must have priority in all circumstances.

## 17.3 CONFIDENTIALITY:

It is required that all persons will accept that client confidentiality is required at all times in supervision.

# 18.0 MILEAGE AND TRANSPORTING PASSENGERS

## 18.1 GENERAL STATEMENT

If a SuperGrans Trust staff member (paid or unpaid) is to use their vehicle for SuperGrans purposes, the vehicle must be insured, particularly for third party insurance. The staff member must advise their insurance company that they are using their vehicle for work purposes. If additional insurance costs are to be incurred as a result of this, the manager of SuperGrans must be advised of this.

SuperGrans does not accept any liability for any damage to vehicles used for SuperGrans purposes.

For all workers who are required by SuperGrans to use their own private motor car when visiting clients, meetings, networking, banking, mail, conference attendance, SuperGrans Aotearoa meetings, training etc., they will be reimbursed at the current Government rate.

## 18.2 REQUIREMENTS

1. Staff (paid or unpaid) are to keep a log book of the mileage that is used while working for SuperGrans. This log must demonstrate the start mileage, the end mileage, the kilometres travelled and purpose of the mileage.
2. Mileage book to be handed to the Manager or Coordinator once a month for checking and reimbursement of mileage used.
3. Staff can transport passengers in their own car when required to assist in meeting outcomes, but under no circumstances are staff to accept money or goods from the client in exchange for transportation.
4. All staff working for SuperGrans are to have a current clean driver’s licence, which a copy is kept on file.
5. Staff cars must be roadworthy and have a current warrant of fitness and current vehicle registration.
6. There shall be NO transportation of babies or young children without a proper car-seat or safety device as required by law.
7. As per Government regulations there will be no use of cell phones whilst driving.
8. SuperGrans will not be held responsible for any accidents or fines incurred while driving for SuperGrans work.

Reviewed and Approved by BOT: December 2012

Reviewed and Approved by BOT: October 2014

# 19.0 CULTURAL AWARENESS

SuperGrans are required and has a commitment to acknowledge and respect the principles of the Treaty of Waitangi and to accept the diversity of cultures within New Zealand.

## 19.1 CLIENT REFERRALS

SuperGrans accepts referrals, assignments and contracts to/from any culture. However if SuperGrans takes the view that if it is in the best interests of the client it will refer the client to their own cultural social service agency. Where possible and appropriate, SuperGrans will assign a worker from the clients own culture.

## 19.2 MEMBERS

All persons regardless of ethnicity are eligible to be helped by the SuperGrans.

## 19.3 NETWORKING

Where there are Iwi Social Services or other Cultural Services available SuperGrans will negotiate appropriate cultural protocols for consultation and referral if chosen by the client. At all levels SuperGrans networks with all appropriate cultural groups and observe cultural protocols.

## 19.4 RESOURCES

SuperGrans and staff ( paid or unpaid) are required to undertake training to provide assistance to clients and what may be required in the way of help to people from other ethnic groups. Where appropriate, access resources and personnel that will provide the most appropriate cultural advice.

## 19.5 STAFF

Employment of staff will endeavour to reflect the background of the actual culture client base.

## 19.6 OTHER CULTURES

Respect for the person and their beliefs as outlined within the Values Statements are the essence of working with any person from any culture group. Being sensitive to the needs of those you are helping is an important aspect of our philosophy.

## 19.7 GENERAL

At all times SuperGrans are to respect the cultural identity of the client that they are helping and the cultural aspects of the home in which they are working within.

# 20.0 SEXUAL HARASSMENT POLICY

We aim to provide a safe environment for all persons, clients, SuperGrans and staff of SuperGrans. Sexual harassment is against the law in New Zealand and is not tolerated by SuperGrans.

## 20.1 LEGAL

Sexual harassment is an offence under Section 62 of the Human Rights Act 1993 and is grounds for a personal grievance under the Employment Contracts Act 1991 and subsequent legislation.

## 20.2 DEFINITION

Sexual harassment is verbal or physical behaviour including misuse of visual or written material of a sexual nature by one person or group against another person or group. The behaviour may be unwelcome, offensive or of a serious nature and/or persistent enough to have a harmful effect on a persons’ job performance and/or conditions of employment or in the case of behaviour towards a client in that clients ability to learn in comfortable and safe environment.

## 20.3 EXAMPLES

The Human Rights Commission provides the following examples of what is considered sexual harassment.

* Personally offensive verbal comments
* Repeated comments or teasing about a person’s alleged sexual activities or private life
* Persistent unwelcome social invitations or telephone calls to clients, paid or voluntary employees or visitors at the place of work or training or at home
* Following someone home from work
* Offensive hand or body gestures
* Physical contact i.e. patting, touching or putting an arm around another person’s body
* Displaying provocative posters with sexual connotations
* Rape or other sexual assault

## 20.4 GUIDELINES

If a person feels that they are being sexually harassed they may obtain information regarding the options available to them from the Manager, Coordinator or a Board of Trustees member of SuperGrans or a neutral person. Consulting the Manager, Coordinator or Board member does not in itself constitute a complaint of sexual harassment and no one will be required to formally complain if they don’t want to.

## 20.5 OPTIONS

### Self help

The aggrieved person may:

1. Tell the offending person in private that the person’s behaviour is offensive and request them to stop
2. Write to the person about the behaviour, sealing and marking the envelope “Personal and Confidential”
3. Speak to the person in private in the presence of another person of their choice

Since allegations of sexual harassment are extremely serious it is important to keep the information confidential to those directly involved.

### Information intervention

The aggrieved person may approach the Manager or Coordinator of SuperGrans or any person of the Board of SuperGrans (providing that the person approached is not the offender) to intervene. The team appointed as per the Abuse Policy/Procedure must act quickly, discreetly, fairly and ensure all discussions and any investigation is conducted in the strictest confidence and according to complaints procedures listed in the Investigation of Complaints section of the “Complaints Procedure”. It is the role of the persons listed above to explain the procedures to the aggrieved person and give them the choice of whether or not to proceed with this option.

## 20.6 FORMAL COMPLAINT PROCESS

### Complaint to the Manager in writing

If self-help or informal interventions have not worked or if the allegation is, in the aggrieved person’s view sufficiently serious to warrant formal disciplinary action, the complainant shall submit a written detailed complaint to the Manager (or Chairperson of the Board of Trustees) who will investigate the complaint and take the appropriate action.

### Complaint to the Complainant’s Representative

As sexual harassment may be grounds for a personal grievance, the complainant may contact the Chairperson of the Board of SuperGrans to discuss their allegations.

### Complaint to the Complaints Review Tribunal

The aggrieved person may also discuss allegations with Staff of the Humans Rights Commission which has statutory powers to investigate allegations of sexual harassment.

Anyone can discuss any issue relating to sexual harassment, big or small, in confidence with that contact person, Supervisor, Manager, Coordinator, Complaints Representative or Human Rights Commission and will not be victimised for doing so. Any victimisation of people or complainants will be treated seriously by the Manager, Coordinator and Board of Trustees of SuperGrans.

**21.0 RISK MANAGEMENT PROCEDURE**

**21.1 Purpose**

Risk management refers to managing legislative risk (including Health and Safety), operational risk, continuity risk and fiscal risk. It allows the board to perform its primary duty of care, as far as reasonably practicable, to its workers, clients and other stakeholders. The purpose of this policy is to explain how we manage risks effectively.

**21.2 Scope**

This policy applies to and is to be followed by all of our workers and others in the workplace. This includes paid workers, contractors, temporary workers, volunteers and visitors.

The board will consult, cooperate and coordinate with other duty holders on matters when there are overlapping health and safety duties. For that reason, this policy can also be applied where an adequate risk policy does not exist in other workplaces.

SuperGrans will keep a risk register and record information from the risk management process. For each identified hazard, the following information will be recorded:

1. the harm the hazard could cause
2. the likelihood the harm would occur
3. the level of risk
4. the effectiveness of current controls
5. what further controls are needed
6. how the controls will be implemented – by whom and by when
7. review date

**21.3 How do we manage risks effectively?**

Health and safety is everyone’s responsibility and together we will keep our workplace safe and secure. To do this, we will manage health and safety risks effectively. The four steps below describe how we do this.

1. identifying hazards: finding out what situations and things could create a hazard

2. assessing risks: understanding the nature of the risk that could be caused by the hazard, what the consequences could be and the likelihood of it happening

3. controlling risks: implementing the most effective control measures that are reasonably practicable in the circumstances

4. reviewing control measures: ensuring control measures are working as planned

**21.4 Roles and Responsibilities**

Everyone has a part to play in managing risk effectively.

***Managers***

* ensure workers and others know in particular, about health and safety risk processes and procedures
* ensure that workers receive the right health and safety and risk training and are aware of the risks on induction
* hold and maintain the risk register for the work group
* inform ‘others in the workplace’ of any known risks and controls in place
* assess risks that are reported to you
* consult with workers on the most effective controls to manage the risks
* regularly review and monitor risks and the controls that are in place

**Workers – (employees, temporary workers, contractors, volunteers)**

* take reasonable care of their own health and safety
* take reasonable care that their acts are not a risk to the health and safety of others
* take reasonable steps to eliminate risks when they are first identified
* report any risks to our Coordinator or Manager, including those that have already been eliminated
* seek support about health and safety from either the Coordinator or Manager on health and safety risk matters if required
* comply with this policy and procedures in the workplace
* comply with any reasonable instruction in relation to risks given by the board or the PCBU they are visiting (*PCBU is any business or undertaking with paid staff members)*
* inform others of known risks
* may cease or refuse to carry out work if they believe the work would expose them to a serious risk

***Others – (visitors, volunteers, etc)***

* take reasonable care of their own health and safety
* take reasonable care that their acts are not a risk to the health and safety of others
* take reasonable steps to eliminate risks when they are first identified
* comply with any reasonable instruction given by the board in relation to risks

***Review***

This policy shall be reviewed every two years or more regularly by agreement. The provisions of this agreement may be varied by the board following consultation with workers.

**22.0 HEALTH & SAFETY POLICY**

**22.1 Policy**

This policy should be read in conjunction with the Health and Safety at Work Act 2015.

**22.2 Purpose**

The board of trustees is committed to ensuring the health and safety of all workers, volunteers, visitors and contractors by complying with relevant health and safety legislation, regulations, New Zealand standards, and approved codes of practice.

We will achieve this through:

* making health and safety a key part of our role
* working with our workers to improve the health and safety system at our organisation
* doing everything reasonably possible to remove or reduce the risk of injury or illness
* making sure all incidents, injuries and near misses are recorded in the appropriate place
* investigating incidents, near misses and reducing the likelihood of them happening again
* having emergency plans and procedures in place
* training everyone about hazards and risks so everyone can work safely
* providing appropriate induction, training and supervision for all new and existing workers
* helping workers who were injured or ill return to work safely
* making sure contractors and sub-contractors working at SuperGrans operate in a safe manner.

All workers are encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

* being involved in improving health and safety systems at work
* following all instructions, rules, procedures and safe ways of working
* reporting any pain or discomfort as soon as possible
* reporting all injuries, incidents and near misses
* helping new workers, staff members, trainees and visitors to the workplace understand the safety procedures and why they exist
* reporting any health and safety concerns or issues through the reporting system
* keeping the work place tidy to minimise the risk of any trips and falls
* wearing protective clothing and equipment as and when required to minimise your exposure to workplace hazards.

**Others in the workplace**

All others in the workplace including visitors are encouraged to:

* follow all instructions, rules and procedures
* report all injuries, incidents and near misses to staff members
* wear protective clothing and equipment as and when required to minimise their exposure to hazards

Health and safety is everyone’s responsibility.

## 23.0 DISASTER MANAGEMENT POLICY

SuperGrans has a disaster management plan in place to cover any emergencies that may occur.

## 23.1 PROCEDURES

### In the office

As our clients are seen in their own homes the procedures in the office are in place for the Manager, Coordinator and staff (paid or unpaid) who may be in the office at the time of an emergency.

Fire drills are prominently displayed with clear instructions on what to do and where to go. Exits are clearly marked and there is a nominated fire warden/safety controller in our office, which is responsible for ensuring that everyone vacates the office safely.

A fire extinguisher and First Aid kit are kept on the windowsill in the kitchen of the SuperGrans rooms.

Electronic data is backed up regularly (weekly on a memory stick) and kept by the Manager off-site. A schedule of all passwords will be stored with this information.

Emergency Contacts: A log of all contact details will be stored electronically and on files of staff and Volunteers/Board members in the event of an emergency affecting that person. All BOT members are supplied a list of each other’s contact details.

### In the home

As staff see our clients in their own home they are only able to advise the client on what they should have in readiness for an emergency. They can talk to the client about what to do and ascertain whether or not they practice safe evacuation procedures with their children. They can also direct them to the information available in the front of all phone books.

Staff can advise the client on how best to train their children on how to use the 111 system and on what to do in a disaster.

## 23.2 PUBLIC RELATIONS IN RELATION TO DISASTERS

In the event of contact by the media in relation to an internal crisis:-

* Take the name of the enquirer, their organisation and contact details.
* Advise them you are occupied currently and will call back. Giving an indication when they can expect this to happen
* Immediately consult the Chairperson about who should call back.

**The party that calls back should:-**

* Respond promptly. A major factor in managing reputation risk is responding immediately and positively.
* Acknowledge any failings
* Express regret for any impact on those affected
* Describe any remedial action to be carried out or anticipated

## 23.3 USE OF PUBLIC VENUES

When staff (paid or unpaid) are using public venues for any related SuperGrans business they should make themselves and clients aware of risks and procedures relevant to that venue and communicate them to all persons they are responsible for when in the building or on the site.

# 24.0 PERFORMANCE APPRAISAL POLICY

## 24.1 PURPOSE

To evaluate the performance of paid staff to ensure the abilities and effectiveness of staff members against the job descriptions and allocated areas of responsibility.

## 24.2 POLICY

Performance Appraisals will take place every year in August and a review of wages will occur in September or as agreed by both parties to be effective from 01 September each year.

## 24.3 PROCESS

The Manager will evaluate the performance of the Coordinator and any other paid staff. The Board Chair or other nominated Board member will evaluate the performance of the Manager. At each appraisal new Key Performance Indicators will be set/or reaffirmed for the coming year.

# 25.0 CHILD PROTECTION POLICY

(This Policy replaces the previous Paramountcy – Care of Children)

## 25.1 RATIONALE

To demonstrate our commitment to preventing Child Abuse and Neglect and deal appropriately with it when observed. The definition of ‘harm to a child’ includes ill treatment, abuse, neglect or deprivation and may be physical, emotional or sexual.

SuperGrans works with parents or caregivers of children to help them learn life skills, to improve the care they are able to give their children. This is aimed to help the children have an improved life. It helps the parents/caregivers to look after the physical, mental and spiritual needs of the child. The parents/caregivers and the SuperGrans work alongside each other at all times and that the all staff (paid or unpaid) have the support of the SuperGrans. The parent/caregiver has the ultimate right and responsibility for the child’s wellbeing and this should be recognised by SuperGrans. The SuperGrans staff will always be supportive of the parent and have a non-judgemental manner. The SuperGrans staff member must always remember that a child is an “individual” therefore any assistance with personal care and hygiene should be provided with ‘privacy and respect’ always in mind.

Follow the Policy and Procedures of SuperGrans at all times in relation to abuse and incidents.

## 25.2 POLICY

SuperGrans will take all practicable steps to prevent child abuse; our intention is to have a zero tolerance approach to Child Abuse. Staff will be trained on how to detect abuse and neglect and what steps to take once abuse or neglect is suspected. While we do not normally take children into our care, all children under the care of a staff member (paid or unpaid) of the SuperGrans have the right to have 'care' within a safe environment.

**NO LEVEL OF CHILD ABUSE OR NEGLECT IS ACCEPTABLE. ALWAYS REMEMBER THE SAFETY OF THE CHILD/YOUNG PERSON AND THE FAMILY IS PARAMOUNT.**

No physical chastisement (forceful punishment) is allowed at any time and is not acceptable under the SuperGrans policy. This includes smacking, locking up children, denying of food, use of abuse, taunting of the child, scare tactics and other behaviour that is inappropriate.

## 25.3 DISCIPLINE

* At no time is staff allowed to physically restrain a child or use physical means of discipline.
* Diversion therapy is the best means of discipline. This should be taught to the parents/caregivers.
* The use of ‘quiet time’ can be used but if used the child needs to know why and it should only be used for short periods of time – 5 minutes.
* Rewards work better than negatives.

## 25.4 PROCEDURES FOR DETECTION OF CHILD ABUSE:

* As soon as practicable, (before October 2015) all staff members dealing with clients will undergo a training session with Child, Youth and Family Services or similar.
* In the interests of child protection at all times, SuperGrans board members, employees and volunteers should be familiar with the indicators of child abuse as outlined below.
* Staff should refer to the advice below on identification of abuse.

## 25.5 PROCEDURES TO FOLLOW IF CHILD ABUSE IS SUSPECTED.

* At all times, the safety of the child is a priority, as well as that of the Volunteer/Mentor, whose personal safety must also be a primary consideration.
* Where a Volunteer/Mentor is concerned that there has been possible abuse or neglect, the mentor should discuss this with the Coordinator or Manager of SuperGrans as soon as possible and record all details, completing an Incident Report as soon as possible. The child of concern should not be questioned.
* In considering the situation staff must consider -
  + Is the child safe?
  + If ‘no’, the matter should be reported to CYF or Police immediately.
  + If ‘yes’, but you still have concerns about the child’s well-being, CYF should be contacted to discuss concerns.
* Unless the child is in immediate danger, referrals will be made by the Coordinator or Manager. If the child is in immediate danger, the police should be contacted on 111.
* Once a notification has been made, the Co-ordinator/Manager will take responsibility for the client until it is deemed appropriate for the Mentor to return.

## 25.6 PROCEDURES FOR REPORTING OF ABUSE.

* Referrals by the Coordinator or Manager via telephone to CYFS on 0508 326459 are to be followed by a CYFS Referral Form being e-mailed or posted to the office of Child, Youth and Family Services.
* In the case of a child in immediate danger, the police should be contacted on 111.
* If possible photographs should be taken as evidence of abuse. These should include the injury/s and clearly identify the victim. These may only be taken with consent.
* Mobile phones may be used to record evidence of suspected child abuse.

25.7 Process flow: **Procedure for Identifying and Reporting a concern**

DISCLOSURE MADE/

CONCERN RAISED

NOTIFY MANAGER

If manager not available, refer to Chairperson (or in-house social worker if available)

RISK LEVEL ASSESSMENT

When it is determined through assessment and discussion with Manager or Colleague which of the following is applicable – the procedure is to be followed as set out below

**LOW RISK**

**HIGH RISK**

**Emergency Response**

**MEDIUM RISK**

**Prompt Non-Emergency Response**

NOTIFY CAREGIVER

NOTIFY CAREGIVER

NOTIFY CAREGIVER

I

REPORT OF CONCERN TO CYF

Within 72 hours

REPORT OF CONCERN TO CYF

Within 12 hours

REPORT OF CONCERN TO CYF

Within 24 hours

NOTIFY POLICE

Please note: A referral to the Children’s Team may need to follow a High/Medium Risk Assessment procedure. **Important**: Please also be advised that you must gain parent/guardian consent to refer to the Children’s Team.

Reports of Concern can be phoned through, but it is good practice to email them also to [CYFCallCentre@CYF.govt.nz](mailto:CYFCallCentre@CYF.govt.nz) to ensure the report is documented.

All disclosures/concerns will be documented pursuant to Section 2.0 subsection B.

All staff involved shall seek Supervision at the conclusion of this process. This can be delivered as Peer, Group

# appendix 1

# ATTACHMENT TO POLICY FOR CHILD PROTECTION

(Source – Child Matters: Educating to prevent child abuse   
<http://www.childmatters.org.nz/86/learn-about-child-abuse/recognise-the-signs>)

**INDICATORS OF ABUSE (These symptoms may not be present)**

## SOME INDICATORS OF EMOTIONAL ABUSE

There may be **physical indicators** that a child is being emotionally abused. Some examples of this are:

* Bed-wetting or bed soiling that has no medical cause
* Frequent psychosomatic complaints (e.g. Headaches, nausea, abdominal pains)
* Prolonged vomiting or diarrhoea
* Has not attained significant developmental milestones
* Dressed differently from other children in the family
* Has deprived physical living conditions compared with other children in the family

There may also be **indicators in a child’s behaviour** that could indicate emotional abuse. Some examples of this are:

* Suffers from severe developmental gaps
* Severe symptoms of depression, anxiety, withdrawal or aggression
* Severe symptoms of self-destructive behaviour – self harming, suicide attempts, engaging in drug or alcohol abuse
* Overly compliant; too well-mannered; too neat and clean
* Displays attention seeking behaviours or displays extreme inhibition in play
* When at play, behaviour may model or copy negative behaviour and language used at home

There may be **indicators in adult behaviour** that could indicate emotional abuse. Some examples of this are:

* Constantly calls the child names, labels the child or publicly humiliates the child
* Continually threatens the child with physical harm or forces the child to witness physical harm inflicted on a loved one
* Has unrealistic expectations of the child
* Involves the child in “adult issues”, such as separation or access issues
* Keeps the child at home in a role of subservient or surrogate parent

## SOME INDICATORS OF NEGLECT

There may be **physical indicators** that a child is being neglected. Some examples of this are:

* Inappropriate dress for the weather
* Extremely dirty or unbathed
* Inadequately supervised or left alone for unacceptable periods of time
* Malnourished
* May have severe nappy rash or other persistent skin disorders or rashes resulting from improper care or lack of hygiene

There may also be **indicators in a child’s behaviour** that could indicate neglect. Some examples of this are:

* Demonstrates severe lack of attachment to other adults
* Poor school attendance or school performance
* Poor social skills
* May steal food
* Is very demanding of affection or attention
* Has no understanding of basic hygiene

There may be **indicators in adult behaviour** that could indicate neglect. Some examples of this are:

* Fails to provide for the child’s basic needs, such as housing, nutrition, medical and psychological care
* Fails to enrol a child in school or permits truancy
* Leaves the child home alone
* Is overwhelmed with own problems and puts own needs ahead of the child’s needs

## SOME INDICATORS OF PHYSICAL ABUSE

There may be **physical indicators** that a child is being abused. Some examples of this are:

* Unexplained bruises, welts, cuts, abrasions
* Unexplained burns
* Unexplained fractures or disclosures

There may also be **indicators in a child’s behaviour** that could indicate physical abuse. Some examples of this are:

* Is wary of adults or of a particular individual
* Is violent to animals or other children
* Is dressed inappropriately to hide bruises or other injuries
* May be extremely aggressive or extremely withdrawn
* Cannot recall how the injuries occurred or gives inconsistent explanations

There may be **indicators in adult behaviour** that could indicate physical abuse. Some examples of this are:

* May be vague about the details of the cause of injury and the account of the injury may change from time to time
* May blame the accident on a sibling, friend, relative or the injured child
* Shakes an infant
* Threats or attempts to injure a child
* Is aggressive towards a child in front of others
* May delay in seeking medical attention for a child

## SOME INDICATORS OF SEXUAL ABUSE

There may be **physical indicators** that a child is being sexually abused. Some examples of this are:

* Torn, stained or bloody underclothing
* Bruises, lacerations, redness, swelling or bleeding in genital, vaginal or anal area
* Blood in urine or faeces
* Sexually transmitted disease
* Unusual or excessive itching or pain in the genital or anal area

There may also be **indicators in a child’s behaviour** that could indicate sexual abuse.

Some examples of this in young children are:

* Age-inappropriate sexual play with toys, self, others
* Bizarre, sophisticated or unusual sexual knowledge
* Comments such as “I’ve got a secret”, or “I don’t like Uncle”
* Fire lighting by boys
* Fear of certain places eg. bedroom or bathroom

Some examples of this in older children are:

* Eating disorders
* Promiscuity or prostitution
* Uses younger children in sexual acts
* Tries to make self as unattractive as possible

There may be **indicators in adult behaviour** that could indicate sexual abuse. Some examples of this are:

* May be unusually over-protective of a child
* Is jealous of a child’s relationships with peers or other adults or is controlling of the child
* May favour the victim over other children
* Demonstrates physical contact or affection to a child which appears sexual in nature or has sexual overtones