



**Child Protection Policy**

Adopted by the Southland Basketball Board 11 July , 2016

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**Introduction**

Basketball New Zealand and Southland Basketball Association are committed to safe sport and recreation for young people.

The purpose of this policy is to outline what is safe sport for young people and to offer guidance on how to provide a safe sporting environment for children.

Basketball New Zealand and Southland Basketball Association’s Regulations provide a Code of Conduct and Fair Play for members. This Code of Conduct provides general guidance on acceptable and unacceptable behaviour by players, coaches, officials, parents and supporters.

This policy is designed to supplement the Code of Conduct.

**Definitions**

For the purposes of this policy and associated procedures, children or young-people are recognised as people under the age of 18 years.

Child abuse means “ the harming ( whether physically, emotionally, sexually) ill treatment, abuse, neglect or deprivation of any child or young person.”

## What is safe sport for children?

Safe sport for children balances what children want to get from their sports experience while also ensuring they are not subject to harm caused by an adverse social/or physical environment.

Children want to be in an environment that is safe and supportive, where they are encouraged to be the best they can be while also enjoying what they are doing. We know from research that children do not enjoy experiences where:

* there is an over-emphasis on winning by parents or coaches
* some players miss out while only the best players participate consistently
* some participants are favoured over others
* they feel they’re not on good terms with the person in charge
* they cannot participate with their friends
* they fear being hurt
* they don’t feel safe
* there’s no emphasis on fun
* they don’t feel that they are improving or developing their skills.

**Policy Pledge, Principles and Objectives**

## Policy Pledge

All sports organisations that provide sport for young people should be fully committed to safeguarding the welfare of all children in their care.

Basketball New Zealand and Southland Basketball Association recognise and pursue the responsibility to promote safety, and protect children from harm and exploitation.

Staff and volunteers will do this by working together to ensure a safe environment for children participating in our game and adhering to the principles and guidelines of this Policy.

## Policy Principles

In implementing this policy we are committed to the following principles:

1. Young people have a right to participate in sport and recreation that is safe,
2. Children should feel respected, valued, and encouraged to enjoy their participation and to reach their full potential
3. Sport and recreation organisations have a duty of care when it comes to children. These organisations should take steps to ensure that children can participate safely in the activities they provide.
4. Our organisation will work in partnership with children, parents and carers, to promote the welfare, health and development of children.

## Policy Objectives

The aim of this policy is to get sport organisations to:

* promote the health and welfare of children by providing safe basketball-opportunities
* respect and promote the rights, wishes and feelings of children
* promote and implement appropriate procedures to safeguard the well-being of children and protect them from harm
* commit to recruiting, training, supporting and supervising staff, members and volunteers to adopt good practice to safeguard and protect children from harm, and to reduce the risk of allegations or complaints against themselves
* educate children, staff, members and volunteers to adopt and abide by this Child Protection Policy
* promote the collective responsibility within our sport for ensuring safe sport for children.
* commit to responding to allegations of misconduct or harm to children in line with this Policy and these procedures, as well as implementing, where appropriate, the relevant investigative, disciplinary and appeals procedures
* regularly monitor and evaluate the implementation of this Policy and these procedures.

**Good Practice Guidelines for Working with Young People**

The following protocols provide guidance to those working with children by outlining good practice and establishing boundaries in a range of situations. The intention of these protocols is to reduce the likelihood of harm to a child, as well as minimising the risk of an allegation or complaint being made.

## 1. Apply a child-centred approach where all children are treated equally and with dignity

* Activities should be appropriate for the age and development of the children in your care.
* Ensure feedback to children is about their performance and not of a personal nature.
* Use positive and age-appropriate language when talking to children and in their presence.

## 2. Create a safe and open working environment that also reduces risk to staff and volunteers

* Exercise common sense.
* Do not send children off to train alone and out of sight or supervision.
* Ensure that children use appropriate protective gear.
* Ensure that all physical contact with children is relevant and appropriate to the activity.
* Seek permission to touch when doing the above.
* Do not engage in any intimate, over-familiar or sexual relationships with people under the age of 18 years.
* Ensure that any filming or photography of children is appropriate.
* Explain the purpose and obtain consent from parents or caregivers prior to filming or photographing children.
* Request parental consent before transporting children in a vehicle. Ensure that the vehicle is insured and has a current Warrant of Fitness and registration
* Do not drink alcohol in the presence of children and do not offer alcohol to children under any circumstances.
* Do not engage in communication with a child, on a one-on-one basis, through social media, texting or email, other than for relevant coach/athlete feedback or administration.
* Do not allow parents, coaches, other children, or spectators to engage in any type of bullying behaviour (this includes cyber/text bullying).
* Do not bully or place unnecessary pressure on young people.

## 3. Avoiding situations where you are alone with a child

* Avoid private or unobserved situations, including being alone with a child in the changing rooms. Have another adult present or at least another player.
* Avoid entering changing rooms. If you must enter, knock and announce yourself and try to have at least one other adult with you
* Avoid driving a child unaccompanied. If this is unavoidable, have them sit in the back seat.
* Do not invite or encourage children to your home.
* Always have another adult present when staying overnight anywhere with children.
* Do not share a room with a child that is not your son or daughter.
* Travelling creates higher-risk environments. Take extra care to ensure players and volunteers are not exposed to undue risk.

**Recruitment and Training Processes for Staff and Volunteers**

Part of a sport or recreation provider’s duty of care requires them to ensure that only suitable staff and volunteers are working with children. This means developing a simple but robust recruitment process that involves some form of screening, which includes police vetting.

## Recruitment Process:

1. Creating role descriptions

Simple role descriptions make it easy to find the right type of staff and volunteers. Southland Basketball’s role descriptions will outline the purpose of the role, what is involved, and the desired skills and experience. This also helps recruitment by providing a clear role scope and dispelling any insecurities volunteers might have about not having the skills, or concerns they’ll end up over-committed.

1. Interviewing candidates

Short interviews with staff or volunteers will help communicate clear expectations about the role and the type of person the appropriate candidate is likely to be. It is a chance to share information, ask and answer questions, and emphasise Southland Basketball’s Child Protection Policy.

1. Follow up with the candidate’s referees.

Candidates will provide contact details of at least one referee who can be contacted to discuss their suitability for the role. This is particularly important for roles that potentially carry a higher risk.

1. Screening applicants – police vetting

Police vetting is part of Southland Basketball’s screening process, but this will not constitute an organisation’s complete response to keeping children safe. Police vetting will provide Southland Basketball with a judgement by Police about a person’s suitability to work with children based on the information it holds – this should be considered a ‘red flag’ rather than detailed information.

## Roles and Responsibilities

Southland Basketball will appoint a Child Protection Officer (or another suitable role with responsibility for child protection issues). This person will be the champion for child protection and can lead the implementation of Southland Basketball’s Child Protection Policy. They will also act as a positive role-model for the creation of a safe environment for children and the adults that work with them.

Their main responsibilities will include:

• ensuring that child protection procedures are understood and adhered to by all members

• organising promotional activities and training, and raising awareness within the organisation

• establishing and maintaining the complaints procedure

• reporting to the Board, Executive, Committee, or Management as appropriate

• acting as the main contact and support for child protection matters

• keeping up-to-date with developments in child protection legislation

• liaising with local child-protection agencies as required

• maintaining confidential records of reported cases and any action taken

• regularly monitoring and reviewing existing policies and procedures.

## Code of Conduct

Southland Basketball will have documented Codes of Conduct to provide guidance on acceptable and unacceptable behaviour by players, coaches, officials, parents and supporters.

Codes of Conduct reflect the different ways people are involved with clubs and associations. These are included in Appendix 1.

## Education and Training of Staff and Volunteers

In addition to the pre-selection checks, the child protection process will include subsequent monitoring and training of staff and volunteers in order to:

• ensure that staff and volunteers are working safely and effectively with children

• identify and respond to any unacceptable behaviour or practices of staff and volunteers

• enable staff and volunteers to analyse their own behaviour and practices, and compare them against the Code of Conduct and Good Practice Guidelines – this helps minimise the risk of allegations or complaints against that person

• respond in a positive way to concerns raised about staff or volunteers i.e. via training to improve practices.

This Policy is designed to support the education and training of staff and volunteers. New staff and volunteers will be given a copy of Southland Basketball’s Child Protection Policy and be able to demonstrate an understanding of the Code of Conduct and Good Practice Guidelines.

The Child Protection Officer (or equivalent person) will take new staff and volunteers through this policy and have them sign a relevant copy of the Code of Conduct.

**Misconduct, Complaints and Investigative Process**

This section of the Policy outlines how concerns should be reported.

Southland Basketball will be prepared to deal with the following situations:

* + What happens when a child discloses that harm has occurred and what is the appropriate way to respond i.e. stay calm, reassure the child, listen, keep questions to a minimum, record the information, take immediate action if the child is unsafe?
	+ When should reported or suspected concerns be brought to the attention of the Child Protection Officer or Board?
	+ What happens when your policy is breached or good-practice guidelines are not followed?
	+ What investigative process should be followed when an allegation or complaint is made or harm has occurred?
	+ Where harm, in the form of physical or sexual abuse, is suspected or reported, what process is set to help deal with this.

A list of local and national agencies, and contact details for the provision of support in the event that a child is harmed is included as Appendix 3.

## What is Misconduct?

Misconduct occurs when a code of conduct is breached. Serious misconduct occurs when there are serious or repeated breaches of the code of conduct. When dealing with misconduct there is an escalating scale of options that could be employed. These range from bringing the breach to the attention of the person involved and agreeing ways to avoid this happening again through to formal disciplinary action and ultimately dismissal, or involvement of the Police and/or Child, Youth and Family.

## Addressing Concerns About Poor Practice, Allegations and Complaints

Where concerns about poor practice or breaches of codes of conduct are identified or reported, proactive action should be taken to reduce the risk of harm.

Poor practice involves actions that are contrary to the good-practice guidelines provided by our sport and increase the risk of harm to children.

If a complaint or allegation of harm is made then the investigative process to be followed is outlined as follows .

A process of addressing concerns and complaints is as follows:

* + Initial concerns should be discussed with your Child Protection Officer, or nominated person, to determine if a breach or potential breach has occurred.
	+ If the concerns or complaints are about the Child Protection Officer then the Chair of the Board shall be contacted
	+ Child Protection Officer to address person involved to remind them of the good practice guidelines and code of conduct.
	+ Child Protection Officer to formally talk to the person concerned about specific breaches of the code of conduct.
	+ Where there is an ongoing and legitimate concern, or a complaint has been received and investigated by the Child Protection Officer, then this should be raised by the Child Protection Officer with the board or committee to consider appropriate disciplinary action (refer to the Potential Disciplinary Outcomes section).
	+ Depending upon the seriousness of the poor practice, if it continues or there is repeated poor practice following a written notice, then enact disciplinary procedures. This may include expulsion from your organisation.
	+ Serious allegations may require immediate formal action.

## Responding to Suspected Harm in the Nature of Abuse

Alleged abuse is very serious and requires an immediate response. In responding to suspected child-abuse there are a few key principles that should be applied immediately:

* Ensure the child is safe from immediate harm. The welfare and interests of the child is the first thing to be considered.
* Immediately notify the Child Protection Officer or nominated person-in-charge.
* Suspected and actual incidences of reported harm should be responded to, and recorded accurately and appropriately, as soon as possible. Records should be factual (not opinion or hearsay), concise, and include:

i. the nature of the allegation

ii. who noticed/disclosed the harm and their relationship to the child

iii. details of any witnesses

iv. signs and symptoms noted (including behavioural change)

v. any particular incidents with dates, times and places (if possible)

* Notify *Child, Youth and Family* (0508 FAMILY) if you are worried about suspected abuse or, if you think the child is at immediate risk, notify the Police.

## Other Considerations

A range of other factors may be relevant when managing a potential-harm situation.

* *Managing sensitivities, conflicts and stress*

 These can arise within organisations and between members, families and officials.

* *Managing the rights of alleged offenders*

 People who have allegedly acted improperly also have rights, privacy for example. They also have a reputation and families of their own, so it is important to carefully investigate any complaints and follow a robust and fair process.

* *Managing media interest*

 This is very important because we are dealing with the reputations of people within our sport and our sport itself. As such this needs to be carefully managed and Southland Basketball may need to seek professional assistance.

## Support the Child and the Family Should a Child be Harmed

When a child has been harmed, there is a range of people and places that can provide support. It may help the child and their family if Southland Basketball can provide some support.

Where the harm or suspected harm is serious, *Child, Youth and Family* and the Police will be key agencies to contact.

Agencies/organisations that can provide support:

* *ACC* by providing financial support where a child has been physically harmed, or by providing approved counsellors for children who have been sexually abused.
* *Citizen’s Advice Bureau* by providing details of local crisis counselling services.
* *Child Matters* is a registered charitable trust that provides training programmes, seminars and workshops on child harm, as well as advice and resources.
* *Jigsaw Family Services* is a national organisation focused on the wellbeing of New Zealand children and their families.
* *KidsLine* is New Zealand’s only 24-hour helpline for children and provides trained counsellors.
* *Youthline* is a free telephone counselling service for young people (aged 12-18 years).
* *Iwi Social Services* By providing social services run by iwi, hapu and Māori organisations working with people in their rohe (tribal area).

The agencies and organisations listed above are generally national organisations. There will be other groups that operate in your local area that may be more appropriate to contact and work with in cases of harm to children.

A list of agencies and their contacts is found as Appendix 3

## Allegations or Complaints that are Frivolous or Malicious

There may be some instances where an allegation or complaint is made that, after investigation, is found to be frivolous or malicious. Should this occur it may be necessary to take action against the person(s) who made the complaint.

Southland Basketball will manage this situation with the use of potential disciplinary outcomes below. Any penalties must be appropriate to the level of harm caused and the extent of the breach of the good-practice guidelines.

Before any penalty is incurred, Southland Basketball must consider any contractual/employment rules and requirements. Southland Basketball should also allow an opportunity for the person to be heard in response to any allegations made.

## Potential Disciplinary Outcomes

This section sets out the possible outcomes of an investigative process. Outcomes may include:

* a satisfactory mediated outcome
* disciplinary action imposed for a beach of this policy
* no action taken due to a finding of ‘no breach of the policy’ or insufficient evidence
* action against the complainant (or other person) due to a finding of frivolous, vexatious or malicious allegation
* referral to another agency.

Actions or penalties that could potentially result from a breach of the policy include:

* verbal warnings
* written warnings
* suspension of a person from a role they hold with Southland Basketball
* banning of a person from activities held by or sanctioned by Southland Basketball
* a direction to complete a reasonable task i.e. letter of apology or corrective action
* refer the matter to an appropriate authority i.e. *Child, Youth and Family* or Police.

## Further Information

This policy guide is developed from resources provided by Sport New Zealand and the New Zealand Government. Additional information and resources are available from:

* Sport New Zealand: www.sportnz.org.nz – (Safe Sport For Children)
* New Zealand Government: www.childrensactionplan.govt.nz

Basketball New Zealand and Southland Basketball Association will continue to update and improve the resources provided.

**Appendix 1: Codes of Conduct**

## Administrators

*I will:*

* create pathways for club members to participate not just as players but also as coaches, referees, administrators etc
* ensure that rules, equipment, length of games and training schedules are modified to suit the age, ability and maturity level of players
* ensure quality supervision and coaching for players
* remember that players participate for their enjoyment and benefit
* help coaches and officials highlight appropriate behaviour and skill development, and help to improve the standards of coaching and officiating
* ensure that everyone involved in sport emphasises fair play
* distribute a code of conduct to players, coaches, officials and parents and encourage them to follow it
* respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background
* promote adherence to anti-doping policies.

*I will not:*

* arrive at the venue intoxicated or drink alcohol at junior matches
* allow the unlawful supply of alcohol at training, games or club functions
* use bad language, nor will I harass players, coaches, officials or spectators.

## Coaches

*I will:*

* remember that players participate for enjoyment and winning is only part of the fun
* never ridicule or yell at players for making a mistake or not winning
* be reasonable in my demands on players’ time, energy and enthusiasm
* operate within the rules and spirit of the game and teach my players to do the same
* ensure that the time players spend with me is a positive experience. All players are deserving of equal attention and opportunities
* avoid overplaying the talented players and understand that the average players need and deserve equal time
* ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players
* display control, respect and professionalism to all involved with the sport including opponents, referees, coaches, officials, administrators, the media, parents and spectators. I will encourage my players to do the same.
* show concern and caution toward sick and injured players and follow the advice of a physician when determining whether an injured player is ready to recommence training or competition
* obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young players
* respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background
* promote adherence to anti-doping policies.

*I will not:*

* arrive at the venue intoxicated or drink alcohol at junior matches
* allow the unlawful supply of alcohol at training, games or club functions.
* use bad language nor will I harass players, officials, spectators or other coaches

## Officials

*I will:*

* place the safety and welfare of players above all else
* show concern and caution towards sick and injured players
* be impartial, consistent, objective and courteous when making decisions
* accept responsibility for my actions and decisions
* condemn unsporting behaviour and promote respect for the individuality of players
* avoid any situations which may lead to or be construed as a conflict of interest
* be a positive role model in behaviour and personal appearance and ensure my comments are positive and supportive
* be a good sport as I understand that actions speak louder than words
* always respect, remain loyal to and support other officials
* keep up to date with the latest ‘Laws of the Game’, trends and principles of their application
* refrain from any form of personal abuse towards players or other officials
* respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background.

*I will not:*

* arrive at the venue intoxicated or drink alcohol at junior matches.

## Parents

*I will:*

* encourage my child to play within the rules and respect officials’ and coaches’ decisions
* teach my child to respect the efforts of their opponents
* remember that children learn best by example so I will applaud good plays/performances by both my child’s team and their opponents
* give positive comments that motivate and encourage continued effort
* support my child’s efforts and performance
* thank the coaches, officials and other volunteers who give their time to conduct the event for my child
* help when asked by a coach or official
* respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background.

*I will not:*

* pressure my child in any way – I know that this is their game not mine
* I will not arrive at the venue intoxicated or drink alcohol at junior matches
* use bad language, nor will I harass players, coaches, officials or other spectators
* criticise or ridicule my child’s performance after the game.

## Players

*I will:*

* always play by the rules
* never argue with an official. If I disagree with a decision I will inform the captain, coach or manager during a break or after the competition
* control my temper. I understand that verbal abuse of officials and other players or deliberately distracting or provoking an opponent is not acceptable or permitted behaviour in any sport
* work equally hard for myself and my team
* be a good sport and applaud all good plays whether they are made by my team or the opposition
* treat all players in my sport as I like to be treated. I will not bully or take unfair advantage of another competitor
* cooperate with my coach, team mates and opponents
* display modesty in victory and graciousness in defeat
* participate for my own enjoyment and benefit, not just to please parents and coaches
* respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion
* thank the opposition and officials at the end of the game
* comply with anti-doping policies.

*I will not:*

* arrive at the venue or play sport while intoxicated

**Appendix 2: Process for Responding to Suspected or Disclosed Harm in the Form of Child Abuse.**

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Source: Safe Sport for Children, Sport New Zealand

**Appendix 3 : Some Common Signs of Abuse**

* Bruises and welts
* Cuts and abrasions
* Unexplained injuries or explanations that don’t fit
* Aggression / destructive nature
* Mistrust of adults
* Anxious and jittery
* Relationship difficulties
* Lack of self esteem
* Overly compliant
* Parent/caregiver calling the child names or treating the chils differently to other children
* Malnourishment
* Failure to thrive
* Persistent neglect
* Child often unsupervised
* Lack of basic hygiene
* Not receiving adequate medical attention
* Age inappropriate sexual play
* Sexually explicit drawings or talk
* Fear or reluctance to spend time with certain people

**Appendix 4 : National and Local Support Agencies**

Agencies/organisations that can provide support:

**Accident Compensation Corporation (ACC)**[**www.acc.co.nz**](http://www.acc.co.nz/)

ACC provides ACC-approved counsellors for children who have been sexually abused. ACC can help with some of the costs of counselling. [You can find registered counsellors by region, including ACC-approved sexual abuse counsellors, at the ACC website (link is external)](http://www.acc.co.nz/making-a-claim/what-support-can-i-get/registered-counsellors/index.htm). You can also phone your local ACC office to ask about counsellors. See the [ACC website for ACC contact details](http://www.acc.co.nz/contact-us-and-feedback/index.htm)

### Barnardos [www.barnardos.org.nz](http://www.barnardos.org.nz/)  0800 22 76 27 367

Barnardos provides child and family services in communities around New Zealand. Services vary from area to area but may include centre-based and home-based childcare and parenting programmes. Barnardos also runs children's supervised contact services. [Check the website to see which services are available in your area](http://www.barnardos.org.nz/our-services/services) . Call 0800 BARNARDOS (0800 22 76 27 367).

### Citizen's Advice Bureau (CAB) [www.cab.org.nz](http://www.cab.org.nz/gethelp/Pages/home.aspx)  0800 36 72 22

CAB provides free, confidential information and advice to anyone about any query or problem.  You can [contact your local CAB (link is external)](http://www.cab.org.nz/acabnearyou/Pages/home.aspx) for details of local crisis counselling services, as these differ from centre to centre. There is also a [CAB Multi-lingual Information Service](http://www.cab.org.nz/gethelp/aiyl/Pages/home.aspx)  Call free on 0800 FOR CAB (0800 36 72 22).

### Child, Youth and Family Services (CYF) [www.cyf.govt.nz](http://www.cyf.govt.nz/)  0508 326 459

CYF works with families to protect children and young people and promote the wellbeing of children, young people and their families. CYF also works to ensure that children in need are secure and cared for, and to help families maintain and strengthen their child-rearing role. CYF is the government agency that has legal powers to intervene to protect and help children who are being abused or neglected or who have problem behaviour. [See their website page about keeping kids safe](http://www.cyf.govt.nz/keeping-kids-safe/index.html) . To discuss concerns about a child or young person's safety or wellbeing ring CYF on 0508 FAMILY (0508 326 459).  [See the CYF website for a range of brochures for parents, for children and young people, and for families and the community](http://www.cyf.govt.nz/about-us/publications/brochures.html) .

### Child Matters [www.childmatters.org.nz](http://www.childmatters.org.nz/)

Child Matters is a trust dedicated to preventing harm to children in New Zealand. Child Matters provides guidance, advice, education and support to those in a position to act to protect children. Their training and education programmes provide adults with essential skills, and just as importantly the confidence, to intervene when a child needs help. See the website for [information](http://www.childmatters.org.nz/24/learn-about-child-abuse)  and [resources](http://www.childmatters.org.nz/88/resources-info-centre/resources).

### Doctors for Sexual Abuse Care (DSAC) [www.dsac.org.nz](http://www.dsac.org.nz/)

DSAC is a professional organisation of doctors and nurses from many disciplines. Their main focus is training and supporting health professionals in sexual abuse care. See their website for [patient information](http://www.dsac.org.nz/patient-information.php)  and [patient brochures](http://www.dsac.org.nz/patient-brochures.php) .

### Family Justice [www.justice.govt.nz/family-justice](http://www.justice.govt.nz/courts/family-court/)

The Family Justice System is designed to help people sort out family issues, where possible, without going to court. The Family Justice System includes the Family Court which makes decisions on a number of family related matters when people can't agree about caring for children. See the Family Justice website for information [about separation](http://www.justice.govt.nz/family-justice/separation), [about children (guardianship etc](http://www.justice.govt.nz/family-justice/about-children) ), [about domestic violence](http://www.justice.govt.nz/family-justice/domestic-violence)  and [about who can help you](http://www.justice.govt.nz/family-justice/service-providers) . There is also [a listing of pamphlets and resources](http://www.justice.govt.nz/family-justice/about-us/documents/publications/brochure-and-pamphlets)

### Family Services Directory [www.familyservices.govt.nz/directory/](http://www.familyservices.govt.nz/directory)

The Family Services Directory lists organisations in your area that can provide families with help and support.

### Family Violence - It's not OK [www.areyouok.org.nz](http://www.areyouok.org.nz/)  Family Violence Information Line 0800 45 64 50

This Ministry of Social Development website has information about family violence, what it is and where to get help. They also have an 0800 Family Violence Information Line (0800 45 64 50) which provides self-help information and connects people to services where appropriate. See their website for the following:

[I need help (advice and information to stop violence in your family)](http://www.areyouok.org.nz/i-need-help/)

[I want to help (you can help people who may be experiencing family violence)](http://www.areyouok.org.nz/i-want-to-help/)

[I want change (communities have a significant role to play in preventing violence)](http://www.areyouok.org.nz/i-want-change/)

**Family Works** [**www.familyworks.org.nz**](http://www.familyworks.org.nz/)

Family Works is the name for child and family services provided by the 7 Presbyterian Support organisations in New Zealand. They are based in 40 centres in New Zealand. [To find out more about what is available where you live, simply click on the map on their website](http://familyworks.org.nz/)

Family Works delivers a full range of social work and counselling services in communities throughout New Zealand. Family Works helps:

families – by working alongside you to resolve conflicts and strengthen relationships

children – by supporting children and young people to overcome challenges at home or school

parents – by addressing issues and building strong, supportive family relationships

communities – by working together and investing in people and communities we can make a big difference to a lot of lives

### Gr8mates [gr8mates.org.nz](http://gr8mates.org.nz/)

This is a website for teenagers supporting friends who have had an unwanted sexual experience.

### Healthline 0800 61 11 16

Call Healthline on 0800 61 11 16 if you need advice about a child of any age who is unwell or hurt, or has any symptoms of sickness. You can call Healthline 24 hours a day, 7 days a week. It's free to callers throughout New Zealand, including from a mobile phone. Healthline nurses are specialists in assessing and advising over the phone

### KidsLine [www.kidsline.org.nz](http://www.kidsline.org.nz/) 0800 54 37 54

KidsLine is New Zealand’s only 24-hour helpline for New Zealand children and teens (5 to 18 years). KidsLine is part of the LifeLine family of services. Children and young people can ring any hour of the day on an 0800 number and talk to a trained counsellor about anything that might be worrying them. These counsellors are caring, understanding adults who will listen. Children can also talk on weekdays between 4-6pm to a Kidsline Buddy. KidsLine Buddies are specially trained year 12 and 13 students. Call free on 0800 KIDSLINE (0800 54 37 54) any time.

### New Zealand Association of Counsellors (NZAC) [www.nzac.org.nz](http://www.nzac.org.nz/)

The professional organisation for counsellors in New Zealand, NZAC offers Accident Compensation Corporation (ACC)-approved counsellors and, if the correct procedures are followed, costs are met by ACC. You can check whether a counsellor is a member of NZAC by asking the individual counsellor to show you their certificate or by contacting NZAC - [check the website for contact details](http://www.nzac.org.nz/directories.cfm). Remember, if your child has been the victim of abuse, they should only see an approved counsellor who has experience in this area. Check with ACC for approved counsellors.

### New Zealand Police [www.police.govt.nz/advice/family-violence/help](http://www.police.govt.nz/advice/family-violence/help)

Family violence is a crime. It is not a private matter. People in violent relationships often cannot help themselves. They need your help. There are various ways you can report a crime. Always call 111 within New Zealand in an emergency. (Use the appropriate emergency number in other countries). For non-emergencies  you contact your local police station or you can report crimes anonymously to Crimestoppers, free phone 0800 55 51 11. See the New Zealand Police website for a list of [local police contact details](http://www.police.govt.nz/contact-us/stations) or to find out how to get help for family violence (domestic violence) and learn about Protection Orders and Police Safety Orders.

### Office of the Children's Commissioner [www.occ.org.nz](http://www.occ.org.nz/)

The Office of the Children's Commissioner is an independent authority promoting children's and young people's wellbeing through advocacy, consultation, monitoring, research and investigation.

### Open Home Foundation [www.ohf.org.nz](http://www.ohf.org.nz/)

The Open Home Foundation provides a range of services for children, young people and their families throughout New Zealand. These services can include social work services for families referred by Child, Youth and Family; care services when it's necessary for children and young people to leave the care of their parents; respite for children/young people with a disability; intensive wrap around support and parent mentoring services. Contact the Open Home Foundation by phoning or [visiting one of their service centres](http://www.ohf.org.nz/about-us/service-centre-locations). They can tell you what services are available in your area.

### Parentline [www.parentline.org.nz](http://www.parentline.org.nz/)

Parentline offers individual and group counselling, therapy and social work services to children aged between 0 – 13 years who have been traumatised by abuse and domestic violence. Parenting programmes are also available for the parents of children being seen at Parentline, as are opportunities for family therapy to strengthen the family unit. [See their website for contact details](http://www.parentline.org.nz/contact-us).

### Power to Protect [www.powertoprotect.net.nz](http://www.powertoprotect.net.nz/)  Helpline 0800 30 00 26

The Power to Protect helpline can be called 24/7 on 0800 30 00 26 - a trained support person will be there to talk with you, offer support and advice, or put you in touch with services.

### SAFE [www.safenetwork.org.nz](http://www.safenetwork.org.nz/)

SAFE offers specialist treatment services to those with harmful sexual behaviour, and their family and whānau. SAFE's goal is to have a safe community for our children – they work not only to stop individuals' harmful sexual behaviour, but ultimately to keep future generations safe too.

### Salvation Army [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz/)

### The Salvation Army helps people in need through a wide range of community programmes including food parcels, budgeting, housing support, life skills and addiction services (drug, alcohol and problem gambling). [Check the nearest centre to you](http://www.salvationarmy.org.nz/centres/). For the full range of assistance the Salvation Army offers, see their drop down menu 'Need assistance?' on their website.

**Shine** [**www.2shine.org.nz**](http://www.2shine.org.nz/)  **Helpline 0508 74 46 33**

Shine provides a range of services, including a comprehensive web site on family violence. Although the organisation is Auckland based, the information on the website is nationally relevant - [see their resources](http://www.2shine.org.nz/resource-room/resources-overview) . The organisation provides a national helpline 0508 74 46 33.

**Victim Support** [**victimsupport.org.nz**](http://victimsupport.org.nz/) **0800 84 28 46**

Victim Support provides 24-hour emotional support, personal advocacy and information to all people affected by crime and trauma throughout New Zealand. Call free on 0800 VICTIM (0800 84 28 46).

**Victims Information** [**www.victimsinfo.govt.nz**](http://www.victimsinfo.govt.nz/)  **Victims Information Line 0800 65 06 54**

The New Zealand Government website for people affected by crime. If you or your family or whānau have been affected by crime you can get support to help you deal with the practical and emotional effects of the crime and information to help you understand the legal process. Call 0800 65 06 54 - the 24/7 Victims Information Line.

**What's Up** [**www.whatsup.co.nz**](http://www.whatsup.co.nz/)  **0800 94 28 787**

What's Up is a national telephone counselling helpline for New Zealand children and young people. It's free to call, including from a mobile phone. What's Up counsellors are available 365 days a year, Monday to Friday 1-10pm and Saturday and Sunday 3-10pm.  What's Up counsellors are carefully selected and trained, and are paid professionals rather than volunteers. They're monitored on each shift and have ongoing professional development.  What's Up aims to provide early help to children and teach them skills that will help prevent the development of major problems later in their lives. Children and young people can also get tips on dealing with the most commonly called about issues through the 'most talked about' sections of the [kids (link is external)](http://www.whatsup.co.nz/kids) and [teens (link is external)](http://www.whatsup.co.nz/teens) sections of the website. What’s Up is provided by Barnardos New Zealand. Call free on 0800 WHATSUP (0800 94 28 787).

**Women's Refuge** [**www.womensrefuge.org.nz (link is external)**](http://www.womensrefuge.org.nz/)**Crisisline 0800 73 38 43**

Women's Refuge is a women's organisation for women and their children, to help prevent and stop family violence in New Zealand. It provides support and information when you are dealing with violence in your life. Support includes a 24/7 crisisline (0800 REFUGE or 0800 73 38 43) and 24-hour access to a safe house, as well as a range of other help and support. See the Women's Refuge website for the following:

* [how to get help when you're dealing with violence in your life](https://womensrefuge.org.nz/get-help/)
* [help for women](https://womensrefuge.org.nz/get-help/help-for-women/)
* [help for youth and children](https://womensrefuge.org.nz/get-help/help-for-youth-and-children/)
* [legal and financial help](https://womensrefuge.org.nz/get-help/legal-and-financial-help/)
* [helping someone you know](https://womensrefuge.org.nz/get-help/helping-someone-you-know/)
* [staying safe](https://womensrefuge.org.nz/get-help/staying-safe/)
* [thinking about leaving](https://womensrefuge.org.nz/get-help/thinking-about-leaving/)
* [safety plan - choosing to stay for now](https://womensrefuge.org.nz/wp-content/uploads/2015/11/SafetyPlan-Choosing-to-stay.pdf)
* [safety plan - leaving the relationship](https://womensrefuge.org.nz/wp-content/uploads/2015/11/SafetyLeaving-the-relationship.pdf)
* [safety plan - after you've left](https://womensrefuge.org.nz/wp-content/uploads/2015/11/Safety-After-Youve-left.pdf)

**Young New Zealanders' Foundation** [**www.youngnz.org.nz**](http://www.youngnz.org.nz/)

The Young New Zealanders' Foundation aims to create safer communities by supporting, educating and empowering young people in their families and in the wider community. The Foundation supplies a range of educational resources.

**Youth Court** [**www.justice.govt.nz/courts/youth**](http://www.justice.govt.nz/courts/youth)

The Youth Court deals with young people 14, 15 and 16 years old. See the Youth Court website for:

* [an introduction to the Youth Court](http://www.justice.govt.nz/courts/youth/about-the-youth-court)
* [information for children and young people](http://www.justice.govt.nz/courts/youth/information-for-young-people)
* [information for families](http://www.justice.govt.nz/courts/youth/information-for-families)
* [information for victims](http://www.justice.govt.nz/courts/youth/information-for-victims-1)

**Youthlaw** [**www.youthlaw.co.nz (link is external)**](http://www.youthlaw.co.nz/) **0800 88 45 29**

Youthlaw is a law agency set up just for young people. They have a huge range of brochures and booklets on most things that involve young people and the law. Give them a call if you need some legal advice, or want to know your rights in a particular situation. They are friendly and helpful and their information is free to young people. The website has a section about [domestic violence and young people](http://www.youthlaw.co.nz/information/home-family/domestic-violence/). Phone 0800 UTHLAW (0800 88 45 29).

**Youthline** [**www.youthline.co.nz**](https://www.youthline.co.nz/) **0800 37 66 33**

A free telephone counselling service for young people. Call free on 0800 37 66 33.