



**ORANGA
TAMARIKI**
Ministry for Children



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Child Protection Protocol: Joint Operating Procedures

Between New Zealand Police and Oranga Tamariki
Ministry for Children

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Acknowledgements

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Purpose

The role of New Zealand Police (Police) is to investigate criminal offending, hold offenders to account, and prevent future offending. The role of Oranga Tamariki–Ministry for Children (Oranga Tamariki) is to support any tamaiti (child) in New Zealand whose wellbeing is at significant risk of harm now, or in the future. Oranga Tamariki also work with rangatahi (young people) who may have offended, or are likely to offend.

We use the Child Protection Protocol: Joint Operating Procedures (CPP) when we jointly consider a report of concern or complaint meets the definitions as set out in this document, and when there is a role for both parties.

The CPP exists to ensure timely, coordinated and effective action by Oranga Tamariki and Police so that:

- tamariki (children) are kept safe
- offenders are held to account wherever possible
- child victimisation is reduced.

Police and Oranga Tamariki each have their own processes for assessment and investigation which are not encompassed within this document. The CPP outlines how we will work in partnership to achieve the best outcomes for tamariki and their family or whānau.

The CPP sets out the process for working collaboratively at a local level. As a formally agreed national level document, it will be followed by all Oranga Tamariki and Police staff.

This agreement replaces the existing 2016 Child Protection Protocol.

Principles

Oranga Tamariki and Police are guided by the following principles:

- the wellbeing and best interests of tamariki are the first and paramount consideration¹
- we work together to keep tamariki safe and free from harm, abuse and neglect
- we work in partnership to take opportunities to prevent further harm and victimisation to tamariki and their whānau
- we promote the wellbeing of tamariki by working together with their family or whānau, hapū, iwi and family group, other agencies and the community.

¹ Section 4A(1) Oranga Tamariki Act 1989.

Responsibilities under the CPP

To achieve an effective working relationship we need to:

- understand each other's roles in care and protection including the CPP process
- have dedicated CPP contacts
- establish effective ways to communicate with each other.

In order to support local relationships and communication, Oranga Tamariki and Police will ensure the CPP is reflected in organisational policy and procedures. Each party will be responsible for the allocation of resources to give effect to it.

Oranga Tamariki are responsible for:

- addressing the immediate safety of tamariki, in consultation with Police
- completing an investigation of harm and assessing the severity of this
- taking action to ensure the ongoing safety of tamariki
- ensuring our legislative responsibilities are fulfilled, including meeting our obligations under s7AA of the Oranga Tamariki Act 1989
- facilitating and assisting child victims and their family or whānau to engage with support services, together with Police.

Police are responsible for:

- addressing the immediate safety of tamariki, in consultation with Oranga Tamariki
- recording and investigating the alleged offence
- holding offenders to account wherever possible
- facilitating and assisting child victims and their family or whānau to engage with support services, together with Oranga Tamariki.

Staffing

Each Oranga Tamariki site will have an identified Oranga Tamariki CPP contact who is available to consult with Police on all CPP cases.

Police District Child Protection Teams/Portfolio holders will have an identified Police CPP contact allocated to each Oranga Tamariki site in their area.

Oranga Tamariki and Police will exchange the contact details for their CPP contacts. When these staff members are on leave or unavailable, an alternative CPP contact must be identified.

If a case is referred under the CPP outside of normal business hours, the CPP contacts from Oranga Tamariki and Police will ensure that arrangements are in place for urgent consultation as required.

Communication

Police and Oranga Tamariki must consult on all cases referred under the CPP. In addition, Oranga Tamariki and Police will hold a dedicated CPP meeting. This will be held at least monthly, or more frequently as required to discuss all current CPP cases.

In order to ensure that meetings are productive and focused, the following standing agenda items for the CPP meetings have been agreed:

- update the CPP case list with any new referrals
- discuss updates for each case
- advise on any outcomes or case closures
- discuss any operational issues.

One set of agreed formal minutes, using the meeting minutes template (Appendix 1) will be taken for each meeting held and circulated to both parties.

When to use the CPP

The CPP is the joint process that is followed when Oranga Tamariki and Police are responding to complaints or reports of concern that allege actions or behaviour that may constitute a criminal offence, and where there is a role for both parties. These actions or types of behaviour fall into three categories:

- physical abuse
- sexual abuse
- neglect.

The definitions for these types of abuse within the CPP are listed below. Any case may be referred under the CPP at any time if new information means the case may meet the CPP definitions. It is important to remember that these definitions are specific to the CPP context and are designed to assist staff to decide if the CPP is the correct process to follow.

CPP definitions

Physical abuse

Physical abuse within the CPP is when the actions of an offender result in, or could potentially result in, physical harm or injury being inflicted on te tamaiti. This is also known as a non-accidental injury.

There are three areas to consider in determining whether physical abuse meets the definition for referral as a CPP case:

1. the action (of the abuse)
2. the injury inflicted (outcome or result)
3. the circumstances (factors in the case).

Any single action and/or injury listed below will meet the threshold for referral as a CPP case.

1. Any of these actions (methodology, how it was done)

- blow or kick to the head
- shaking of an infant
- strangulation
- use of an object as a weapon (e.g. broom, belt, bat, etc.)
- attempted drowning.

OR

2. Any of these injuries (outcome or result)

- bone fracture
- burn
- concussion or loss of consciousness
- any injury that requires medical attention
- any bruising or abrasion when the:
 - tamaiti is very young, e.g. infant not yet mobile; and/or
 - position and patterning make it unlikely to be caused by play or another tamaiti or accident.

In circumstances where the initial action or injury does not meet the definition as outlined above, consideration of the following circumstances or factors may warrant referral as a CPP case.

3. Any other action (e.g. hitting, kicking, slapping etc) and/or injury (bruising, cuts, welts etc.) in combination with one or more of the following circumstances or factors:

The vulnerability of te tamaiti, especially:

- tamariki under 5 years
- age and vulnerability of pre-pubescent tamariki
- disability in any age.

More than one offender, perhaps:

- both parents/caregivers
- multiple family members.

History of abuse, with consideration of:

- other incidents of concern, escalation of abuse
- multiple, previous, similar events
- previous non-accidental death of a sibling or tamaiti in household
- abuse undertaken in public or in front of non-relatives.

A high degree of violence, with consideration of:

- a complete loss of control by the offender, such as a frenzied attack
- enhanced maliciousness or cruelty in the abuse
- the degree in relation to age and vulnerability of victim.

The offender's history and background, considering:

- severe and frequent family violence
- serious or extended criminal history.

Sexual abuse

Sexual abuse within the CPP is an act involving circumstances of indecency with, or sexual violation of te tamaiti, or using te tamaiti in the making of sexual images.

For example:

- physical contact such as rape, penetration, or oral sex
- non-penetrative acts such as kissing, rubbing, touching or masturbation
- forcing or enticing te tamaiti to take part in sexual activities whether or not te tamaiti is aware of what is happening
- encouraging te tamaiti to look at sexually offensive materials or behave in a sexually inappropriate way
- grooming te tamaiti in preparation for sexual abuse (this may be done via the internet).

Underage sexual conduct:

The law states that engaging in sexual conduct with tamariki or rangatahi under 16 years is a criminal offence.² These cases will meet the threshold for referral as a CPP case (see further investigation considerations).

² Section 134 Sexual conduct with young person under 16, Crimes Act 1961.

Neglect

Neglect within the CPP is when a person intentionally ill-treats or neglects te tamaiti or causes or permits te tamaiti to be ill-treated in a manner likely to cause te tamaiti actual bodily harm, injury to health or any mental disorder or disability. The ill-treatment or neglect must be serious, and avoidable.

For example:

- not providing adequate food, shelter or clothing
- not protecting te tamaiti from physical harm or danger
- not accessing appropriate medical treatment or care ³
- allowing te tamaiti to be exposed to the illicit drug manufacturing process
- allowing te tamaiti to be exposed to an environment where volatile, toxic, or flammable chemicals have been used or stored. ⁴

Cases that do not require or no longer require a CPP response

Not all care and protection concerns require a response under the CPP. This document sets out the criteria for those that do. If the concerns do not meet the CPP definitions, this does not mean that the role of Police and Oranga Tamariki is at an end.

Oranga Tamariki will consider whether an assessment of care and protection concerns should be undertaken to address safety and wellbeing concerns.

Police will ensure that any family violence cases that do not fall within the CPP are referred to the District/Area Family Violence Coordinator or equivalent for follow up.

There will be some cases that are initially identified as CPP, but new information means the CPP definitions are no longer met, or there is no longer a role for one party. This does not mean that the role of Police and Oranga Tamariki is at an end, but that CPP is no longer the correct process for investigation.

³ These cases need to be managed in accordance with Schedule 3 to the Memorandum of Understanding between Oranga Tamariki, the Police, and District Health Boards 2011.

⁴ Refer to prosecution policy in the joint standard operating procedures for children and young persons in clandestine laboratories.

The CPP process

This section sets out the process to be followed by Oranga Tamariki and Police staff in CPP cases.

Each case will consist of the following steps:

1. Referral
2. CPP consultation
3. Agreement on the Initial Joint Investigation Plan
4. Create case record
5. Investigation
6. CPP meeting
7. Closure

Step 1 – Referral

Oranga Tamariki

When Oranga Tamariki receives a report of concern which they believe meets, or may meet the CPP definitions, they will send the national CPP referral form to Police.

Referrals can be made in the following ways:

- a phone call between local staff, followed by an electronic CPP referral form to the Police Crime Reporting Line (CRL) at roc@police.govt.nz
- an electronic CPP referral form to CRL at roc@police.govt.nz

Police

When Police receive a complaint which they believe meets, or may meet the CPP definitions, they will send the national CPP referral form to Oranga Tamariki.

Referrals can be made in the following ways:

- a phone call between local staff, followed by an electronic CPP referral form to the Oranga Tamariki Contact Centre at contact@ot.govt.nz
- an electronic CPP referral form to the Oranga Tamariki Contact Centre at contact@ot.govt.nz

Step 2 – CPP Consultation

The local level CPP contacts from Police and Oranga Tamariki will consult about the CPP referral. This consultation may occur at the same time as the case was referred. This consultation should be clearly evidenced and recorded on the nationally agreed template in the respective case management systems.

The consultation should:

- share information or intelligence about the particular case including the background of any previous involvement or known concerns for the family or whānau and details of notifiers
- consider whether any other agency has information that could assist with determining whether this is a CPP case (see further investigation considerations)
- discuss any action required to secure the immediate safety of te tamaiti
- confirm if the referral meets the CPP definitions
- confirm if there is a role for both parties.

If the case is not confirmed as a CPP case:

We may agree that the case does not meet the CPP criteria when:

- the alleged offending does not fall within the definitions, or;
- there is no role identified for one of the parties.

In these cases, the following steps apply:

- Oranga Tamariki and Police will record the case in their respective case management systems and clearly record the outcome of the consultation
- Police may continue an investigation role outside of the CPP process to determine if there is any ongoing role in terms of prosecution or prevention
- Oranga Tamariki may complete an assessment of care and protection concerns (refer to further considerations section) to determine if there is any ongoing role in terms of care and protection
- Oranga Tamariki and Police will confirm if any referrals for support are required, and agree who will complete this. Refer to section on "Support for child victims and their family or whānau".

If the case is confirmed as a CPP case:

Oranga Tamariki and Police will proceed to Step 3.

Step 3 – Agreement on the Initial Joint Investigation Plan

The CPP contacts from Oranga Tamariki and Police will discuss the case and agree on an Initial Joint Investigation Plan (IJIP). The purpose of the IJIP is to ensure we work together to secure the immediate safety of te tamaiti and to ensure any evidence is collected.

Oranga Tamariki will record the IJIP on the nationally agreed template and forward a copy to Police as soon as practicable. This should be done within 24 hours. In some circumstances it may be agreed between the consulting Oranga Tamariki and Police CPP contacts that Police record the IJIP and forward to Oranga Tamariki.



The IJIP must consider the following:

- the immediate safety of te tamaiti involved and any other tamariki who may be identified as being at risk
- referral to a medical practitioner and authority to do so
- the management of the initial interview with te tamaiti
- if te tamaiti has disclosed child abuse to an independent and responsible adult consider referring te tamaiti directly for a specialist child witness interview
- whether a joint visit is required due to the risk of further offending, loss of evidence, the alleged offender is likely to be hostile, any concerns for staff safety etc.
- collection of any physical evidence such as photographs
- any further actions agreed for Police and/or Oranga Tamariki including consideration as to what other information other agencies might hold
- when and how much information will be shared with others, including parents, and/or caregivers.

The tasks outlined in the IJIP will be reviewed via the CPP meeting to ensure they have been completed as agreed. It is expected that the CPP contacts will communicate any significant updates which occur in the intervening period.

Step 4 – Create the CPP case record**CPP case record**

Oranga Tamariki will create a CPP record in their electronic case management system (CYRAS).

Police will confirm that the case is recorded as a CPP case in their electronic case management system (NIA).

Step 5 – Investigation

The CPP contacts from Oranga Tamariki and Police are responsible for ensuring that any agreed actions specified in the IJIP are completed.

The CPP case investigation will then follow normal procedure as per each party's child protection investigation plans. Oranga Tamariki will identify and address any risks for te tamaiti and the need for safety.

Step 6 – CPP meeting

CPP meetings will be held at least monthly or more frequently as required between the Oranga Tamariki and Police CPP contacts.

Oranga Tamariki will make the CPP Case List⁵ available to Police prior to the CPP meeting.

In order to ensure that the CPP meetings are productive and focused, the following standing agenda items have been agreed:

- review and update the CPP Case List to ensure all cases are recorded
- confirm both parties have a copy of the agreed IJIP for each case
- ensure all of the agreed actions from the IJIPs have been completed
- case update on the progress of the Oranga Tamariki investigation
- case update on the progress of the Police investigation
- record any further tasks including whether further information sharing is required with other agencies
- agree any plans to communicate with tamariki and whānau about the process and progress of each organisation's work
- advise any case investigations which have been closed and the outcomes
- discussion of any concerns or issues.

Case updates and further tasks will be recorded in the respective case management systems and in the ongoing investigation plans as managed by Oranga Tamariki and Police.

See Appendix 1 for CPP meeting minutes template.

Step 7 – Closure

When a CPP investigation is completed by either party, they will advise their case outcome to the other party during the CPP meeting or earlier as required. This will be recorded in the CPP meeting minutes. Case closures will be recorded in the respective case management systems.

Support for child victims and their family or whānau

Any allegation of harm or abuse managed under the CPP can have a significant impact and long-lasting consequences on tamariki and their family or whānau. It is important that we consider what therapeutic and other supports may be required.

⁵ Te Pakoro Report 100.

Support

When considering what support may be required, the following factors should be taken into account:

- what support is required to protect tamariki who make a disclosure
- any trauma or intergenerational trauma tamariki and whānau may have experienced
- the Māori principles of wellbeing; wairua – the dimension of spiritual wellbeing; hinengaro – the dimension of intellectual and mental wellbeing; ngākau – the dimension of emotional wellbeing; tīnana – the dimension of physical wellbeing; whānau – the dimension of family wellbeing⁶
- what support and services are required to ensure Pacific peoples, and others, can engage and communicate in their preferred language
- how we can support tamariki who are not ready to make a disclosure
- how to manage any contact between tamariki and the alleged perpetrator
- support for parents and family or whānau
- whether a referral to specialist services is required
- ensuring the right service is engaged at the right time
- whether a family reconciliation process is required
- how safety planning may provide for ongoing safety
- how to best keep tamariki and whānau informed of processes and progress
- appropriate support for tamariki when a clear disclosure is not made or a criminal prosecution is unsuccessful
- how to ensure tamariki and family or whānau are engaged with, or know how to engage with, support services before a case is closed.

Where a need is identified, Oranga Tamariki and Police will work with other professionals to facilitate and assist te tamaiti and their family or whānau to access and engage with specialist support services to address any immediate and long-term needs. Where Oranga Tamariki are no longer involved, Police may wish to consult with Oranga Tamariki about the best support service.

Accident Compensation Corporation (ACC) should be the point of first contact for accessing support services for child victims. There is ACC-funded support for victims and their family or whānau following sexual abuse or physical assault.

Family or whānau should be supported to make an ACC claim.

- email: sensitiveclaims@acc.co.nz
- phone: 0800 735 566
- web: findsupport.co.nz

⁶ [Te Whare Tapa Whā: Mason Durie](#)

Support during criminal prosecution

When tamariki are going through a criminal court process there are a variety of ways we can provide support. It is important that we agree who is best placed to provide this support and ensure it forms part of our joint planning.

Oranga Tamariki

Throughout the investigation process, Oranga Tamariki will be undertaking a holistic oranga focused, trauma informed assessment. This will consider the wellbeing, safety, needs, strengths, care and protection concerns of te tamaiti. This will also include any support to be provided to te tamaiti and their family or whānau. Oranga Tamariki will also consider what support may be required if criminal prosecution is to occur.

Where a need is identified, Oranga Tamariki will work with other professionals to facilitate and assist te tamaiti and their family or whānau to access and engage with specialist support services to address any immediate and long-term needs. This may include support during criminal prosecution.

If Oranga Tamariki are still involved with te tamaiti at the time of the criminal prosecution, they will identify the most appropriate person to support te tamaiti through this process based on their needs and wishes. This could be their social worker, caregiver, parent or other family or whānau member, close friend or independent advocate.

Police

During criminal court process Police will ensure that tamariki and family or whānau meet the prosecutor or Crown Solicitor before a court hearing or trial, be shown the courtroom, and given appropriate resource material to assist with preparing for court.

Tamariki and family or whānau will be provided information on having appropriate support persons present during the criminal court process. This could be their caregiver, parent or other family or whānau member, close friend or independent advocate.

Assistance or support by a community agency for te tamaiti and family or whānau may also be required. Where Oranga Tamariki are no longer involved, Police should provide advice and assistance to family or whānau. Police may wish to consult with Oranga Tamariki about the best support service.

Further investigation considerations

Dependent on the circumstances of each case, there may be a need to take the following guidance into account during a CPP investigation.

Tamariki in the care of Oranga Tamariki

Any concern or allegation of abuse or harm for tamariki who are in the care or custody of Oranga Tamariki must be recorded as a report of concern. Where these allegations meet the CPP definitions this must be managed in accordance with the CPP process and will require the completion of an investigation.

For Oranga Tamariki this means that the investigation must be completed in its own investigation phase in CYRAS, not under the open intervention phase of te tamaiti.

If during the course of the investigation it is agreed that the concern or allegation does not meet the CPP threshold, the concern or allegation should continue to be investigated with a focus on safety and wellbeing for te tamaiti.

Family violence

Family violence means violence (physical, sexual or psychological abuse) inflicted on a person by someone that the person is, or has been, in a family relationship with.⁷ Exposure to family violence has a significant and negative effect on tamariki, whether they witness it, or are direct victims of it.⁸

For CPP cases where the abuse has occurred within a family violence context, it is important that these cases are referred to the appropriate family violence multi-agency forum for consideration.

For Police, the CP Team must advise their District/Area Family Harm/Violence Coordinator or equivalent of any CPP cases that are considered to be family violence. This referral process will be actioned by entering a tasking to the District Family Harm/Violence Coordinator bringing the CPP file to their attention.

When working with families who have experienced family violence, careful consideration should be given by Oranga Tamariki to assessing the cumulative effect of psychological harm, including the current impact of past and/or present violence. This includes assessment of prior reports of concern which did not meet the threshold for further action to be taken.

This is important as the physical and psychological consequences are highly individualised and can vary from intense and immediate, to cumulative and long

⁷ Family Violence Act 2018, s9.

⁸ Joint Findings of Coroner C D na Nagara as to Comments and Recommendations – Flaxmere Suicides, 6 May 2016.

lasting. There is research which demonstrates that tamariki living with violence in their families are at increased risk of experiencing physical or sexual abuse.⁹

Suicide risk

Police and Oranga Tamariki need to be vigilant and responsive to potential suicide risk when working with CPP cases.

It is important that we recognise that many of the tamariki and family or whānau that we work with will have experienced multiple and enduring trauma, including historical and intergenerational, and this will impact their development and wellbeing. We know that exposure to high levels of family violence including physical, emotional and sexual abuse has been linked to the risk of self-harm and suicide.

It is important we work in a trauma-informed way which includes: understanding and recognising all forms of trauma; working closely together to respond effectively; and preventing further trauma by providing the support and resources required for healing and recovery. It is also important to understand and recognise trauma in a way that encompasses the Māori principles of wellbeing, and supports oranga.

Any relevant consideration or action undertaken in response to suicide risk should be documented.

The following resources may be useful:

- [Towards Wellbeing resources](#) – Clinical Advisory Services Aotearoa (CASA) website
- [If you're worried someone may be suicidal](#) – Ministry of Health website
- [Tihei mauri ora: Supporting whānau through suicide distress](#) – Ministry of Health website

Underage sexual conduct

In these cases, the discretion about whether to charge remains with the Police. Oranga Tamariki will still need to consider if there are care and protection concerns, irrespective of the decision to prosecute or not.

Both parties will consider each case on its own merits taking all of the circumstances into account. During the CPP consultation, the factors to be considered include:

- What is the age difference between the two parties?
- Are there power and control dynamics in the relationship?
- Is there predatory, exploitative or coercive conduct by the offender?
- Is the victim vulnerable due to disability, intoxication, or other factors?

⁹ Farmer, E. & Pollack, S. (1998). *Substitute Care for Sexually Abused and Abusing Children*. Chichester: Wiley; Edleson, J. (1999). Children witnessing of adult domestic violence. *Journal of Interpersonal Violence*, 14(4)839-70; Cawson, P. (2002) Child Maltreatment in the Family: The Experience of a National Sample of Young People. In C. Humphreys, & N. Stanley (eds) (2006) *Domestic Violence and Child Protection: Directions for Good Practice*. Jessica Kingsley: London.

- What is the consequence of the offending on the victim?
- Has there been publicity or bragging about the offending?
- What is the scale of the offending?
- Are there multiple victims?¹⁰
- Is the offending part of an organised group?

Disabled tamariki

Careful planning will be required when the child victim has a disability. It will be useful to refer to Oranga Tamariki practice tips for engaging and communicating with disabled tamariki.

Oranga Tamariki has Regional Disability Advisors who can be contacted for assistance.

Information sharing

As part of our planning, we need to consider whether we need to gather information from other agencies. Other professionals can give us different insights into the family or whānau situation. Gathering information gives us a bigger picture of what is happening for te tamaiti and their family or whānau. In particular ACC may hold important information on accidental injuries that may be reconsidered if ACC reports on all family or whānau members are gathered.

For ACC information contact the **Safety Response Team**:

- Safety.response@acc.co.nz
- Phone line: 04 186 7240
- Hours: 0700-1530

Remember a case can always come back for another CPP consultation if new information means the case may now meet the CPP criteria.

Cumulative harm

Cumulative harm is the outcome of two or more episodes of abuse or neglect experienced by tamariki and results in a diminished sense of safety, stability, and wellbeing.

When considered in isolation, each episode of abuse or neglect may not be thought of as being seriously harmful, but the cumulative effect of several incidents may be sufficient to be described as seriously harmful and require further attention.

When completing a CPP consultation look at other incidents which on their own may not have been considered abuse. Look for patterns such as ongoing concerning behaviours or care of te tamaiti, a number of injuries within the family or whānau,

¹⁰ Refer to the Joint Operating Procedures for Mass Allegation Investigations.

ongoing family violence, etc. Consider whether these factors may contribute to a case meeting the CPP criteria.

Children admitted to hospital with suspected or confirmed harm, abuse or neglect

Any CPP case where te tamaiti has been admitted to hospital with suspected or confirmed harm, abuse or neglect will require collaboration between Oranga Tamariki, Police and the District Health Board.

These cases need to be managed in accordance with Schedule 1 to the Memorandum of Understanding between Oranga Tamariki, the Police, and District Health Boards 2011.

- Oranga Tamariki link
 - [Children admitted to hospital with suspected or confirmed abuse or neglect](#)
- Police link
 - [Children admitted to hospital with suspected or confirmed abuse or neglect](#)

Mass allegation investigation

A mass allegation investigation (MAI) is an investigation into a CPP case that involves three or more tamariki (excluding sibling groups) by the same offender or by a connected group of offenders.

The tamariki involved may be linked through a range of different circumstances including:

- a family or whānau member
- a group or activity they participate in such as a sports club, church group, hobby club or holiday programme
- a facility they attend such as kindergarten, childcare or a school
- their care arrangements such as residences or group homes.

In the case of a MAI or suspected MAI please refer to the Mass Allegation Investigation Joint Operating Procedures 2017.

- Oranga Tamariki link:
 - [Mass Allegation Investigation – Joint Operating Procedures](#)
- Police link:
 - [Mass Allegation Investigation – Joint Operating Procedures](#)



Abuse within an educational setting

Any CPP case where the alleged abuse has occurred within an education setting and the alleged offender is an adult, will require collaboration between Oranga Tamariki, Police, Education Council of Aotearoa and the Ministry of Education. These cases need to be managed in accordance with Schedule 1 to the Memorandum of Understanding between Oranga Tamariki, the Police, the Education Council of Aotearoa and the Ministry of Education 2015.

- Oranga Tamariki link:
 - [Managing abuse allegations involving an adult working in or associated with an education setting](#)
- Police link:
 - [Managing abuse allegations involving an adult working in or associated with an education setting](#)

Any CPP case where the alleged abuse has occurred within an educational setting and the alleged offender is te tamaiti, will require collaboration between Oranga Tamariki, Police and the relevant education facility. It may be that the school or educational facility is invited to be a part of the CPP investigation using a multi-agency approach.

Conflict resolution

It will not always be clear which cases meet the definitions of physical abuse, sexual abuse and neglect within the CPP context. Staff are encouraged to use the CPP consultation process to discuss these cases and attempt to reach a resolution about whether the CPP process should be used.

Oranga Tamariki and Police shall attempt to resolve all disputes and differences in relation to the performance of this protocol at a local level, for instance at the regular CPP meeting.

Escalation

Any issue which is unable to be resolved at the local level will be referred to the Oranga Tamariki and Police escalation pathway set out in the Memorandum of Understanding between Oranga Tamariki–Ministry for Children and New Zealand Police.



Training and professional development

Oranga Tamariki and Police commit to provide annual, joint training for all staff involved in CPP cases.

In addition, it is expected that each party provides an induction for all new staff which covers the CPP and its practical application.

Further professional development may occur between the parties as locally identified and agreed. This should include more advanced training for experienced practitioners.

Quality assurance

In order to provide confidence that the parties are meeting the requirements of the CPP, Oranga Tamariki and Police will each put in place their own monitoring, reporting and assurance systems for CPP activity.

The results of each party's respective quality assurance processes are shared to inform joint professional development and continuous practice improvement.

Review of CPP

The CPP must be reviewed in 18 months time.

A review may also be initiated by either party by giving three months' notice.

Signatories

Signatories to the Child Protection Protocol: Joint Operating Procedures will be:

Oranga Tamariki

Title Secretary for Children, Oranga Tamariki
Address Oranga Tamariki
The Aurora Centre
56 The Terrace
Wellington
Telephone 04 819 1601

New Zealand Police


Title Commissioner of Police
Address New Zealand Police National Headquarters
180 Molesworth Street
Wellington
Telephone 04 463 4416

Signed on this day,

11 January 2022



Chappie Te Kani
Te Tumu Whakarae mō ngā Tamariki
Secretary for Children
Oranga Tamariki



Andrew Coster
Commissioner
New Zealand Police

Glossary of terms

Child/tamaiti (children/tamariki)

Unless specified, 'child' means any child or young person under the age of 18 years at the time of their referral.

Oranga Tamariki site

Local Oranga Tamariki office where care and protection social workers are situated.

Oranga Tamariki Contact Centre

The Contact Centre is the first point of contact for people to connect to services within Oranga Tamariki. Social workers in the Contact Centre receive, assess and refer child protection concerns to a variety of pathways that includes Oranga Tamariki or community responses. The Contact Centre operates 24 hours seven days a week.

The number is 0508 326 459 and the email address is contact@ot.govt.nz.

Oranga Tamariki CPP contact

The Oranga Tamariki staff member with responsibility for overseeing CPP cases in a site.

CPP Record

Individual electronic record that records the details of the CPP case.

CPP Case List

A complete list of all CPP cases that are open to either Oranga Tamariki, Police or both. This list is generated by Oranga Tamariki¹¹. This list is reviewed at least monthly during the CPP meetings.

Crime Reporting Line (CRL)

The Crime Reporting Line is a centralised call handling centre for Police Service. It initiates action on CPP cases that are received from Oranga Tamariki. Each case is then placed in the appropriate district CRL drop box to be uplifted by the District Child Protection Team.

Family violence

Family violence means violence (physical, sexual or psychological abuse) inflicted on a person by someone that the person is, or has been, in a family relationship with.

Initial Joint Investigation Plan (IJIP)

An initial plan jointly created by Oranga Tamariki and Police to record agreed actions on the agreed template.

¹¹ using the Te Pakoro Report 100 CPP Case List.

Medical practitioner

A health practitioner who is, or is deemed to be, registered with the Medical Council of New Zealand continued by section 114(1)(a) of the Health Practitioners Competence Assurance Act 2003 as a practitioner of the profession of medicine.

Neglect

Neglect is when a person intentionally ill-treats or neglects te tamaiti or causes or permits te tamaiti to be ill-treated in a manner likely to cause te tamaiti actual bodily harm, injury to health or any mental disorder or disability. The ill-treatment or neglect must be serious and avoidable.

Physical abuse

Physical abuse is when the actions of an offender result in or could potentially result in physical harm or injury being inflicted on te tamaiti. This can also be known as a non-accidental injury.

Police CPP contact

Police officer designated with responsibility for overseeing CPP cases in that station.

Sexual abuse

Sexual abuse is an act involving circumstances of indecency with, or sexual violation of, te tamaiti, or using te tamaiti in the making of sexual imaging.

Rangatahi

Young person.

Specialist child interview (SCI)/Specialist child witness interview (SCWI)

A recorded interview that can be used as part of an investigation where te tamaiti has, or may have been, abused or witnessed a serious crime. It may later be used as evidence in the Court.

Social work assessment interview (SWAI)

This was previously known as a Child Focused Interview (CFI).

Whānau

Family, extended family who share whakapapa with te tamaiti (i.e., they are linked by bloodline), and any others who may be defined as part of their whānau.



List of acronyms

ACC

Accident Compensation Corporation

CPP

Child Protection Protocol: Joint Operating Procedures

CP Team

Child Protection Team, Police

CRL

Crime Reporting Line, Police

CYRAS

Oranga Tamariki electronic case management system

FVIARS

Family Violence Interagency Response System

IJIP

Initial Joint Investigation Plan

MAI

Mass Allegation Investigation

NIA

Police electronic case management system

RoC

Report of concern

SCI

Specialist child interview

SCWI

Specialist child witness interview

SWAI

Social work assessment interview



APPENDIX 1: CPP MEETING MINUTES TEMPLATE

CPP Meeting Minutes Template

Date:

Venue:

Attendees:

Apologies:

Standing agenda items:

- review and update the CPP Case List to ensure all cases are recorded
- confirm both parties have a copy of the agreed IJIP for each case
- confirm that all of the agreed actions from the IJIPs have been completed
- case update on the progress of the Oranga Tamariki investigations
- case update on the progress of the Police investigations
- record any further tasks including whether further information sharing is required with other agencies
- agree any plans to communicate with tamariki and whānau about the process and progress of each organisation's work
- advise any case investigations which have been closed and the outcomes
- discussion of any concerns or issues.

CASE NAME	UPDATE