



*Policy taken from the Family Works National Operations Manual for Casework Services*

## 3.1 National Family Works Policy : Child Protection

### 3.1.1 Policy Statements

The safety and wellbeing of tamariki and rangatahi is the primary concern in all work undertaken by Family Works.

Services to address the safety and wellbeing of tamariki and rangatahi who are Tangata Whenua, are delivered in accordance with the partnership, participation, and protection principles inherent in Te Tiriti o Waitangi.

This Child Protection Policy outlines our commitment to tamariki and rangatahi safety and protection, and Family Works' legal responsibilities.

The Policy also provides protocols for recognising and responding to actual and suspected cases of abuse (including neglect).

Family Works regions will have their own procedures that best fit the agency setting to meet the requirements of this policy.

### 3.1.2 Outcome

Tamariki and rangatahi will receive the services they require in a culturally appropriate way, to maximise their safety and wellbeing and protect them from harm.

### 3.1.3 Scope

This policy applies to all Family Works staff.

### 3.1.4 Child protection

Child protection is concerned with the safety and wellbeing of all tamariki and rangatahi.

Harm is the term used to describe damage or injury and includes self-harm and suicidality.

Child abuse and neglect includes the impacts of family violence, and co-occurrence of child abuse and family violence.

Expanded definitions and indicators of child abuse and neglect can be found below and as appendices to this policy. For more information on working with tamariki and rangatahi living with family violence, and mental health issues resulting in self harm and/or suicidality, see references at the end of this policy and resources held in your region.

### 3.1.5 Definitions

**Tamariki:** Under the Oranga Tamariki Act (1989) and the Children’s Act (2014) child or tamariki includes tamariki and rangatahi up to the age of 18 years.

**Child abuse and neglect:** Where the term child abuse is used within this policy, this includes neglect. See Appendix 1 and 2 for detailed definitions and indicators of abuse and neglect.

**Child protection:** Activities carried out to ensure that tamariki are safe in cases where there is suspected abuse or neglect or the risk of abuse or neglect. (*Ref. Ministry of Education Child Protection Policy.*)

**Co-occurrence of family violence and child abuse:** Tamariki and rangatahi who are exposed to both the impacts of family violence and are directly abused.

**Cumulative harm:** The understanding that repeat episodes of abuse can have a profound impact on tamariki development.

**Designated Person:** A person designated to oversee child protection work within each Family Works team.

**Disclosure:** Information about abuse or neglect that is given to a staff member by a tamariki, parent or caregiver. Information provided by a third party may be termed a report of abuse.

**Family violence:** Violence (physical, sexual, or psychological abuse), coercive or controlling behaviour, or a pattern of behaviour which may cause harm or cumulative harm. (*Ref. section 9, Family Violence Act (2018).*)

**Harm:** The term used to describe physical or psychological abuse, deprivation or neglect that causes damage or injury, including harm caused by a person against another, and self-harm. (*The Oranga Tamariki Act (1989) Section 14AA provides definitions of serious harm.*)

**Information sharing:** The sharing of information relevant to the safety and wellbeing of tamariki and rangatahi includes information about:

- (a) a member of the family of the child or young person; or
  - (b) any other person in a family relationship (within the meaning of section 12 of the Family Violence Act 2018) with that child or young person; or
  - (c) any person who is likely to reside with the child or young person.
- (*Ref. Section 66F, Oranga Tamariki Act (1989)*)

**Staff:** For the purposes of this policy, the term ‘staff’ refers to all paid Family Works staff, students, contractors, and volunteers.

**Suicidality:** Risk of a person committing suicide or the act of committing suicide.

**Wellbeing:** The wellbeing of tamariki and rangatahi considers a holistic view of their strengths, protective factors, and needs across a number of domains. (*See references at the end of this Policy for Oranga Tamariki definition of wellbeing and responses to wellbeing concerns.*)

### 3.1.6 Protocols

Tamariki and rangatahi have the right to be safe from abuse and harm (including self-harm), and to be treated with respect and dignity. Family Works is committed to protection of the safety and wellbeing of tamariki and rangatahi and their whānau and families, and the prevention of child abuse.

This commitment means that:

1. Family Works recognises that the primary role of whānau and families in caring for and protecting their tamariki should be valued and maintained, however tamariki and rangatahi safety and wellbeing will be the organisation's primary consideration.
2. When working with individuals, couples and whānau and families who have responsibility for the care of tamariki and rangatahi, staff will take into consideration the impact of presenting and underlying issues on their safety and wellbeing, and any other relevant information. Staff will assess risks and respond appropriately to any concerns identified as detailed in regional procedures.
3. Family Works staff will respond to suspected abuse, and disclosure of abuse and harm in a timely fashion and ensuring tamariki and rangatahi immediate and future safety. Where there are other tamariki and rangatahi in the home, staff will assess the safety and wellbeing risks to them also and respond accordingly. Note that this includes self-harm and suicidality.
4. Staff will follow safe practices in their interactions with tamariki and rangatahi (as per regional procedures) and work within the parameters of the role they are employed for.
5. Abuse of adults in a parenting role is recognised as having a harmful effect on tamariki and rangatahi in their care. Family Works staff will assess the risk for all whānau and family members where Family Violence is identified and respond in accordance with the National Family Violence Policy and regional procedures.
6. Family Works acknowledges that in cases of suspected child abuse, supporting whānau and families through a Report of Concern process is important. Where possible and appropriate, Family Works will work in partnership with statutory agencies, and other services involved as part of an integrated plan to improve tamariki safety and wellbeing.
7. Family Works will promote alternatives to physical forms of discipline and punishment, and wherever possible ensure whānau and families can access relevant opportunities to develop skills and resiliency to support good parenting and manage their lives.
8. Family Works workplaces and service centres are safe, and tamariki, whānau and family friendly environments.

9. Where appropriate, Family Works will support and collaborate with all relevant agencies and community partners in the identification and investigation of child abuse and family violence. Where collaborative inter-agency responses are in place, Family Works will support and collaborate to assess, triage, and respond to risk and harm.
10. A designated person will be identified within each Family Works team to oversee actions in relation to tamariki safety and wellbeing concerns. This may be the service manager, practice manager or other person appointed by the service manager. If this person is unavailable to consult with, a second liaison person will be identified.
11. Staff will discuss with the designated person, any situation where there could be a conflict of interest for them regarding child abuse within a client whānau and family.
12. Practitioners must consult with their service manager or designated person if they suspect or learn of child abuse, or other concerns for the wellbeing of tamariki or rangatahi.
13. All concerns expressed, and information received will be recorded factually as soon as possible in client files and relevant organisational documents. Anything that is an opinion, or a personal concern will be identified and documented as such.
14. All decisions, actions and associated explanations will be recorded accurately throughout the process of responding to the safety concerns for tamariki or rangatahi.
15. Staff will have a level of training and competence that enables them to work safely with tamariki, rangatahi and their whānau and families. All staff will have refresher training on a regular basis, with timing for this determined by regional management.

### **3.1.7 Responsibilities of Family Works under the Children's Act (2014)**

The Children's Act (2014) places responsibilities on community organisations and their staff for improving the safety and wellbeing of tamariki and rangatahi.

This Act states that all organisations receiving government funding are regarded as regulated services. All staff in regulated services have legal obligations in relation to identifying and responding to child abuse and neglect.

The Act requires the development of Child Protection policies, and worker safety checking procedures for people working with children.

### **3.1.8 Culture and religion**

Family Works acknowledges that clients will come from a range of backgrounds, with different cultural and religious child-rearing traditions and practices. It is important to be sensitive and respond appropriately to each whānau and family's cultural context.

Differences in child-rearing practices do not justify child abuse or neglect as it is defined in Aotearoa New Zealand. Family Works staff have a legal responsibility to protect all tamariki and rangatahi in client whānau and families.

### **3.1.9 Safe practice guidelines to ensure a safe, tamariki-friendly work environment**

Staff will be familiar with personal safety information and resources available to tamariki and rangatahi.

Staff will keep their personal and professional lives separate. The fostering of close personal relationships and/or caretaking with tamariki, rangatahi and their whānau and families is not appropriate outside the work environment or the parameters of their role, as outlined in their position description.

It is recognised that staff may come to be regarded by some clients as part of their extended whānau and family. In all circumstances staff must be very clear about their role, and the supervision and monitoring of such a relationship is mandatory.

In child protection cases, staff will ensure they do not work in isolation, and must regularly consult on practice and discuss in supervision.

### 3.1.10 References

Children's Act (2014)

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

Crimes Amendment Act (2011)

<http://www.legislation.govt.nz/act/public/2011/0079/50.0/DLM3650006.html>

Family Violence Act (2018)

<http://www.legislation.govt.nz/act/public/2018/0046/latest/whole.html>

Family Violence Act (2018) Information Sharing Guidance

<https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance/>

Family Violence Clearinghouse articles on the co-occurrence of Family Violence and Child Abuse

<https://nzfvc.org.nz/recommended-reading/intervention-IPV-and-CAN>

Oranga Tamariki Act (1989)

<http://www.legislation.govt.nz/act/public/1989/0024/latest/DLM147088.html>

Oranga Tamariki Act (1989) Information Sharing Guidance

<https://www.orangatamariki.govt.nz/working-with-children/information-sharing/>

Oranga Tamariki Working Together guide

<https://www.orangatamariki.govt.nz/assets/Uploads/Documents/Interagency-guide-working-together.pdf>

Oranga Tamariki definition of wellbeing and response guide to wellbeing concerns

<https://practice.orangatamariki.govt.nz/practice-standards/ensure-safety-and-wellbeing/wellbeing/>

Self-Harm and Suicidality

<https://www.kidshealth.org.nz/self-harm>

<https://healthyyoungmindspennine.nhs.uk/i-work-with-young-people/>

<https://www.mentalhealth.org.uk/publications/suicide-and-self-harm>

<https://www.mentalhealth.org.uk/publications/suicide-and-self-harm>

<https://shop.mentalhealth.org.nz/>

The White Paper for Vulnerable Children Volume II 2013 NZ Government [http://www.msd.govt.nz/documents/about-msd-](http://www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/policy-development/white-paper-vulnerable-children/whitepaper-volume-ii-web.pdf)

[and-our-work/work-programmes/policy-development/white-paper-vulnerable-children/whitepaper-volume-ii-web.pdf](http://www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/policy-development/white-paper-vulnerable-children/whitepaper-volume-ii-web.pdf)

'What is Child Abuse? Child Matters'

<http://www.childmatters.org.nz/42/learn-about-child-abuse/what-is-child-abuse>

## Appendix 1: Definitions of Child Abuse (including neglect)

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The commonly described forms of child abuse and neglect are outlined below. For the purposes of this Policy, all forms of child abuse and neglect are defined as child abuse.

The descriptions of child abuse and neglect are taken from:

*Child Matters:* <http://www.childmatters.org.nz/56/learn-about-child-abuse/recognise-the-signs>

*Ministry of Health Child Abuse & Neglect Policy:*

<https://www.health.govt.nz/system/files/.../child-abuse-neglect-policy-mar17.doc>

### Physical abuse

Child physical abuse is any act or acts that may result in inflicted injury to a child or young person. It may include, but is not restricted to:

- Bruises and welts
- Cuts and abrasions
- Fractures or sprains
- Abdominal injuries
- Head injuries
- Injuries to internal organs
- Strangulation or suffocation
- Poisoning
- Burns or scalds
- Non-organic failure to thrive (not the result of a medical condition)
- Fabricated or Induced Illness by Carers (formerly Munchausen Syndrome by Proxy).

Physical abuse can be caused by punching, beating, kicking, shaking, biting, burning, or throwing the child. Physical abuse may also result from excessive or inappropriate discipline or violence within the family and is considered abuse regardless of whether or not it was intended to hurt the child. Physical abuse may be the result of a single episode or of a series of episodes.

### Sexual abuse

Sexual abuse includes acts or behaviours where an adult, older or more powerful person uses a child for a sexual purpose.

While it may involve a stranger, most sexual abuse is perpetrated by someone the child knows and trusts.

It includes any touching for sexual purpose, fondling of breasts, buttocks, genitals, oral sex, sexual intercourse, an adult exposing themselves to the child, or seeking to have a child touch them for a sexual purpose. It also includes voyeurism, photographing children inappropriately,

involving the child in pornographic activities or prostitution or using the internet and phone to initiate sexual conversations with children.

## Neglect

Child neglect is any act or omission that results in impaired physical functioning, injury, and/or development of a child or a young person. It is the failure to provide for a child's basic needs.

It may include, but is not restricted to:

- Physical neglect – failure to provide the necessities to sustain the life or health of the child or young person.
- Neglectful supervision – failure to provide developmentally appropriate and/or legally required supervision of the child or young person, leading to an increased risk of harm. This includes the excessive use of technology ie time spent using technology impacts on school or social functioning, excessive reliance on social media or accessing age-inappropriate internet content.
- Medical neglect – failure to seek, obtain or follow through with medical care for the child or young person resulting in their impaired functioning and/or development.
- Emotional neglect – not giving children the comfort, attention and love they need through play, talk, and everyday affection.
- Educational neglect – allowing chronic truancy, failure to enrol children in school, or inattention to special education needs.
- Abandonment - leaving a child or young person in any situation without arranging necessary care for them and with no intention of returning.
- Refusal to assume parental responsibility – unwillingness or inability to provide appropriate care or control for a child or young person.

Structural factors may contribute to child neglect, such as; poverty, homelessness and unemployment and other factors such as family and domestic violence, age and maturity of parent, mental health status, impaired intellectual functioning, alcohol and drug abuse, gambling, poor parenting patterns and lack of social support. (*Ref: MoH Family Violence Assessment & Intervention Guideline.*)

## Emotional/psychological abuse

Child emotional/psychological abuse is any act or omission that results in impaired psychological, social, intellectual and/or emotional functioning and development of a child or young person. It may include, but is not restricted to:

- Rejection, isolation, or oppression.
- Deprivation of affection or cognitive stimulation.
- Inappropriate and continued - criticism, threats, humiliation, accusations, expectations of, or towards, the child or young person.
- Exposure to family violence.
- Corruption of the child or young person through exposure to, or involvement in, illegal or anti-social activities.
- The negative impact of the mental or emotional condition of the parent or caregiver.

- The negative impact of substance abuse by anyone living in the same residence as the child or young person.

Emotional abuse is almost always present when other forms of abuse occur. The effects of this form of abuse are not always immediate or visible. The long-lasting effects of emotional abuse may only become evident as a child becomes older and begins to show difficult or disturbing behaviours or symptoms.

### **Family violence**

\*Children are significantly affected by family violence in the home. There is a large body of research showing that children who are either victims or witnesses of family violence are more likely to become perpetrators (in the case of males) or victims (in the case of females) of family violence in their adult lives. This makes it crucial to address the needs of this group, and a number of steps have been undertaken to do so.

[\\*http://www.justice.govt.nz/publications/publications-archived/1999/responses-to-crime-annual-review-1999/family-violence#6.3.7](http://www.justice.govt.nz/publications/publications-archived/1999/responses-to-crime-annual-review-1999/family-violence#6.3.7)

## Appendix 2: Indicators of Child Abuse

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### Indicators of physical abuse

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

- Unexplained fractures or disclosures.
- Unexplained bruises, welts, cuts, abrasions.
- Unexplained burns.
- Disclosures of physical abuse.

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.
- Threatens or attempts to injure a child.
- Is aggressive towards a child in front of others.
- May delay in seeking medical attention for a child.

### 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 (eg, headaches, nausea, abdominal pains).
- Prolonged vomiting or diarrhea.
- 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.

### Indicators of neglect

Neglect is a pattern of behaviour which occurs over a period of time and results in impaired functioning or development of a child. It is the failure to provide for a child's basic needs.

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.
- Has very little concentration.
- Excessive use of phone, tablet, computer to self soothe and/or entertain.
- Socially isolated.

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

- Unable or unwilling to provide for the child's basic needs, such as housing, nutrition, medical and psychological care.
- Doesn't 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.
- Spends excessive amounts of time checking phone, using computer or other electronic devices rather than engaging with their child or responding to the child's needs.

## 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 e.g., 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.

## 3.2 National Family Works Policy: Family Violence

### 3.2.1 Policy Statement

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The safety of whānau and families is fundamental to their wellbeing. Family Works is committed to supporting whānau and families to be violence free.

Services will be delivered competently, in collaboration with other agencies where possible, and in accordance with Family Violence and Child Protection legislation.

Services to Whānau Māori will be provided in accordance with the partnership, participation, and protection principles inherent in Te Tiriti o Waitangi.

Family Works regions will have their own procedures that best fit the agency setting to meet the requirements of this policy.

### 3.2.2 Outcomes

Tamariki and rangatahi and their whānau and families will receive the services they require in a culturally appropriate way; maximise their safety and wellbeing; and protect them from harm.

### 3.2.3 Scope

This policy applies to all Family Works staff.

### 3.2.4 Family Violence

Family Works understands that Intimate Partner Violence (IPV) is a form of family violence and impacts the whole whānau and family.

When tamariki and rangatahi witness Family Violence, they suffer harm to their wellbeing and may also be at risk of other forms of child abuse.

Elder abuse, and the abuse of people with disabilities who rely on the care of others, are forms of family violence (*see definitions below and references at the end of this policy*).

Section 9 of the Family Violence Act defines family violence as ‘...violence inflicted against another person by any other person with whom that person is, or has been, in a family relationship. This could be their spouse or partner, or family member, or someone they ordinarily share a household with, or have a close personal relationship with. Violence (physical, sexual or psychological abuse) includes coercive or controlling behaviour, or a pattern of behaviour which may cause harm or cumulative harm’.

Section 11 of the Act describes a range of behaviours constituting psychological abuse where the relationship fits the description above, and includes:

- threats of any kind of abuse;
- intimidation or harassment - watching, loitering near, preventing, or hindering access to or from a person’s house, work, or education setting, or any other place that the person visits often;

- following a person or stopping a person in any place, and where it constitutes a trespass;
- damage to property;
- ill-treatment of pets, or any animal where the ill-treatment is likely to affect the wellbeing of the victim;
- financial or economic abuse – including denying or limiting access to financial resources, or restricting access to employment or education;
- hindering or withdrawal of care, or the threat to do so, of someone who by reason of age, disability, health condition, or any other cause, where doing so will affect the person’s quality of life;
- hindering or removing (or threatening to hinder or remove) access to any aid or device, medication, or other support that affects, or is likely to affect the person’s quality of life;
- tamariki suffer psychological abuse when they witness or hear the physical, sexual, or psychological abuse of someone they have a family relationship with. The person responsible for the abuse is regarded as causing this harm to the tamariki. The adult victim of the family violence is not regarded as being responsible for the harm.

### 3.2.5 Definitions

**Co-occurrence of Intimate Partner Violence and child maltreatment:** Tamariki and rangatahi who are exposed to the impacts of both family violence including intimate partner violence (IPV) and are directly abused.

**Cumulative harm:** Cumulative harm is the outcome of exposure to multiple episodes of abuse and/or neglect and/or family violence. *(See references below).*

**Elder Abuse and neglect:** A single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.<sup>3</sup> *(ref. Action on Elder Abuse, 2004; WHO/INPEA, 2002 in Ministry of Health Family Violence Intervention Guidelines: Elder Abuse and Neglect).*

**Family Violence:** Family violence means violence inflicted against another person by any other person with whom that person is, or has been, in a family relationship. This could be their spouse or partner, or family member, or someone they ordinarily share a household with, or have a close personal relationship with. Violence (physical, sexual, or psychological abuse), coercive or controlling behaviour, or a pattern of behaviour which may cause harm or cumulative harm *(ref. section 9, Family Violence Act (2018)).*

**Harm:** The term used to describe physical or psychological abuse, deprivation or neglect that causes damage or injury, including harm caused by a person against another, and self-harm. *(The Oranga Tamariki Act (1989) Section 14AA provides definitions of serious harm).*

**Intimate Partner Violence:** Intimate partner violence is a form of family violence and refers to any behaviour within an intimate relationship that causes physical, psychological, or sexual harm to those in the relationship. *(See Ministry of Health reference below).*

### 3.2.6 Protocols

1. Family Works services will assess Family Violence risk and offer safety planning for client whānau, and families where needed.
2. Family Works practitioners and services will assess tamariki and rangatahi safety and wellbeing where Family Violence is present.
3. Practitioners will consult with their designated person for tamariki safety when they have concerns regarding Family Violence, or if Family Violence has been disclosed.
4. In completing an assessment of whether Family Violence is occurring, practitioners will consider requesting and sharing information with other organisations (Police, Oranga Tamariki, Health providers or other community organisations) as appropriate. The Ministry of Justice Information Sharing Guidance (see references below), Oranga Tamariki Information Sharing Guidelines, and regional procedures will guide this.
5. In all cases, client consent will be sought before requesting or sharing information where tamariki, rangatahi and whānau and family safety will not be compromised in doing so.
6. All clients are enabled and encouraged to participate in all aspects of service provision.
7. Family Works services and practitioners will be competent to assess and address the often complex safety and wellbeing needs of tamariki and rangatahi and their whānau and families where Family Violence is present, or where past Family Violence impacts on their ability to reach their potential.

### 3.2.7 References

*Age Concern: What does elder abuse look like?*

[https://www.ageconcern.org.nz/ACNZPublic/Services/EANP/ACNZ\\_Public/Elder\\_Abuse\\_and\\_Neglect.aspx](https://www.ageconcern.org.nz/ACNZPublic/Services/EANP/ACNZ_Public/Elder_Abuse_and_Neglect.aspx)

*Family Violence Act (2018)*

<http://www.legislation.govt.nz/act/public/2018/0046/latest/whole.html>

*Family Violence Clearinghouse articles on the co-occurrence of Family Violence and Child Abuse*

<https://nzfvc.org.nz/recommended-reading/intervention-IPV-and-CAN>

*Ministry of Health Family Violence Assessment and Intervention Guidelines*

<https://www.health.govt.nz/our-work/preventative-health-wellness/family-violence/family-violence-questions-and-answers>

*Family Violence Intervention Guidelines: Elder Abuse and Neglect*

<https://www.health.govt.nz/publication/family-violence-intervention-guidelines-elder-abuse-and-neglect>

*Ministry of Justice Information Sharing Guidance*

<https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance/>

*Oranga Tamariki Act (1989)*

<http://www.legislation.govt.nz/act/public/1989/0024/latest/DLM147088.html>