

Frequently Asked Questions

Keeping Children Safe, The Salvation Army Child and Young Person Protection Policy

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Keeping Children Safe, The Salvation Army Child and Young Person Protection Policy

The Salvation Army has always had robust policies in place to protect vulnerable children in it's care. We have continued to strengthen these policies and procedures. Our Keeping Children Safe, Child and Young Person Protection Policy (2015) has grown out of these and also ensures we meet the requirements outlined in the Vulnerable Children's Act (VCA 2014).

It is vital that all staff know of the policy and at the very least have a basic understanding of The Salvation Army's responsibilities in protecting children and young people.

Does this policy have any relevance to my work?

Yes, all Salvation staff and volunteers need to be aware of this policy, and who to talk to if they are concerned about a child, young person or family.

What is Keeping Children Safe?

<https://keepingchildrensafe.sarmy.net.nz>

This site has been created to ensure the legal requirements (VCA 2014) are met when recruiting and hiring staff (including volunteers).

- The process used to do safety checks is found under the safety checking tab in this site.
- The site also holds information (Keeping Children Safe, Child and Young Person Protection Policy) and links (training and resources) regarding the care and protection of children and young people.

Recruitment of 'people working with children or youth'

The Vulnerable Children's Act requires all paid workers, who work with youth or children to be subject to a safety check process including completing a police check before starting work.

Keeping Children Safe, The Salvation Army child and young person protection policy requires all paid and unpaid workers who work with youth or children to be subject to a safety check process including completing a police check before starting work.

What does working with youth or children mean?

Working with children or youth means having regular or overnight contact with children/youth under 18 without a parent or guardian present.

What do I do if I want to hire or take on a new children or young person's worker?

1. Go to <https://keepingchildrensafe.sarmy.net.nz>
2. Go to Safety Checking/New Applicants
3. Add applicant
4. Follow process outlined. You can enter information and save what you have done as you go.
5. Also use the processes in the HR Chapter on Recruitment, the Criminal History Check and Safety Check Procedures, P9a (for employees) and Volunteer checklist (for volunteers). All these forms are available under the Human Resources/general HR and payroll forms/volunteers section of the intranet. NB: You will need to login to access these forms.



Existing Staff

What about existing staff who have changed positions/roles and are now people who work with children or youth?

Contact payroll with a change of role form. ([P6](#))

The employee's/volunteers information will be amended and entered into tech one and will then populate the information in Keeping Children Safe.

What about staff who have more than one role with the Salvation Army? For example they work full time as a finance administrator and volunteer as a youth and children's worker at their local Corps.

- The paid position may not require the staff member to undergo a safety check, i.e: finance administrator.
- They will need to be given the Volunteer forms and follow the processes required for a volunteer working with Children and/or young people.
- This may mean that the staff member & volunteer is in the Keeping Children safe site twice.

What if the information about an employee/volunteer is incorrect in Keeping Children safe?

For example:

- the line manager is not listed or is incorrect;
- The employee's name is incorrect; or
- Their role or location is incorrect.

The information for job titles, managers etc. is based on what's loaded into the TechOne system. HR are currently doing a clean-up of some of this data, so would appreciate being notified of any wrong information. As this data comes from TechOne, the best way to get this data corrected is to contact the NZ Payroll team.

The Keeping Children Safe system doesn't allow us to modify this information as we need the official HR data changed.

Police checks

- When police checks are processed through the divisional police check administrator (PCA) they will be entered into TechOne. This will then populate overnight into Keeping Children Safe.

There is currently a backlog of police checks to process which have not yet been entered into TechOne. DHQ Police Check Administrators are aware of this therefore if you know of staff or volunteers that have had police checks processed over the last 2 years please contact your divisional PCA who should be able to find your names and the dates when your police checks were completed and enter them into Tech one in order to update them into the Keeping Children Safe site.

Ongoing suitability checks: Safety Checks for employees and volunteers:

- The safety check date is updated by a staff member's manager by clicking the staff member's name.
- The safety or suitability check is the line manager, certifying that their staff member is suitable to work with children and young people. This doesn't have to be any specific documentation. The main criteria is about ensuring they are practicing safely, this will most likely be accomplished during your regular catch-ups or performance reviews with your staff.
- We recommend you make some time to go through your staff list and complete the suitability checks based on your recent interactions.

NB: If you are not comfortable certifying a staff member, or do not believe they are suitable to work with children and young people we recommend you contact your DHQ or National Office, and the HR team to discuss before going further.



Training

Completed training is entered by the Keeping Children Safe team. The information is entered from the registration sheets at each training day.

Please email us keepingchildrensafe@salvationarmy.org.nz if you have completed training but it is not entered in the Keeping Children Safe site.

Training

What level of training do I need?

One day workshop: The following positions are required to complete this workshop.

- Paid and Volunteer Children or Youth workers;
- Early Childhood teachers;
- Education and Employment Youth Guarantee Tutors;
- All Officers working in Ministry & Leadership Positions;
- All management positions in Programme Department : Corps Officers, team leaders and managers in community ministries centres;
- All practitioners working with families such as Social Workers; and
- Any other paid positions that come into direct contact with children or youth excluding family store workers.

Note some workers in this category, such as managers and receptionists at social service centres and corps, are not 'key workers' but in order to manage risk we believe they need to undertake this training too.

2 hour: Introduction to Child Protection

- Volunteers in Children's and Youth ministries;
- Administrative staff in Social programme; and
- Family Store Managers.

Please see the policy for more information.

What replaces the Safe to Serve Training?

- **Safe Practice for Children's and Youth Work in Corps-based Ministry**, the manual is available under the resources tab on the Keeping children safe site.
- The training component for **Safe Practice for Children's and Youth Work in Corps-based Ministry**, is currently in development. It will be available before the end of 2017.
- This training will sit alongside the Introduction to Child Protection training, also available before the end of 2017.
- Keep an eye on the training page at keepingchildrensafe.sarmy.net.nz for updates.

Safe to Serve referred to two levels of Children's or Youth Workers; Leaders and Helpers. These terms have been replaced in the *Keeping Children Safe, The Child and Young Person Protection Policy* by the terms 'Key Worker' and 'Worker' to align more closely with the terms used in the *Vulnerable Children Act*. The type of training needed depends on whether the worker is a key worker or non-key worker.

What is a Key worker?

The term 'Key Worker' refers to those who, in the course of their work, are either:

- a) The only children/youth/families worker present.



b) The children/youth/families worker who has primary responsibility for, or authority over, the children/youth present.

What is a Non- Key worker?

A non-key worker is a children/youth/families' worker (paid or unpaid) who is not the only children/youth/families worker present and does not have primary responsibility over child or young person's).

Key worker training: When & how often will the one day training workshop be held ? Will this be ongoing?

- There will be 3 – 4 one day workshops per year for new Key workers and for those workers who have missed previous training sessions; and
- This will be reviewed annually.

How often will Key workers need to update their training?

- Every 3 years in line with the police check update.

How do I register for the training?

- Go to: keepingchildrensafe.sarmy.nz;
- You can find this on the quick link on TSA intranet or in the supportal under links/ programme;
- The training tab is across the top; and
- You will need your cost code and managers permission to attend the training.

Who covers my costs to attend the training?

- Your centre or Corps will cover the cost of the training.
- Any travel and or accommodation costs also need to be covered by your centre or Corps.
- Lunch is included in the cost. If you have special dietary requirements you can enter these on the registration form.

How much does the training cost?

- One day workshop \$70 (this cost covers trainer travel costs, morning tea, lunch, materials)
- 2 hour introduction - free

I did Safe to Serve training in 2016 do I now need to retrain?

- All the data from the Safe to Serve website has been moved to the Keeping Children Safe site.
- You can retrain when the Safe to Serve training expires or is close to expiring (within 3-6 months) or when there is a training session in your area that is suitable for you.

From what date will people who are 'Safe to Serve', but have not had the 'Child Protection ' training, be excluded from working with children?

- When their Safe to Serve training has expired they will be required to complete the 2 hour introduction to Child protection workshop.

Can a person working with youth or children start work if they have not completed the one day training?

- Yes, however there will be a 15 minute induction for them to complete. This is currently in production and will soon be part of the orientation video on the intranet which all staff must watch. In the meantime



please make any new staff and volunteers aware of the policy and what it means for you in your place of work (for example who they need to talk to if they have a concern about a child or young person).

- Line Managers are responsible for ensuring people working with children or youth are familiar with the Keeping Children Safe Child and Young Person Protection Policy and TSA process.
- **Key workers must register at the first available one day training.**

Training for Volunteers

Do I need to attend the training if I am a volunteer?

- If you are a Key worker volunteer or leader it would be helpful for your role to attend the one day training workshop. You will need to discuss this with your Corps Officer or Centre manager.
- If you are a non-Key worker volunteer (ie: you help out with activities that involve children and young people but you do not have sole responsibility over children or youth) you need to attend the 2 hour "Introduction to Child Protection" workshop when it is available.
- The Introduction to Child Protection is currently in development. Keep an eye on the training page at keepingchildrensafe.net.nz for updates on how and when this will be available.

Where do we stand next year if our key worker leaders (volunteers) don't attend the one day training? Are they able to lead in 2017?

Yes, however this is at discretion of Divisional Headquarters and Nationally Managed Programme leaders. If there are concerns for safety these must be addressed immediately, and:

- They must be safety checked, and
- They must attend 2hr introduction to Child protection training, and
- They cannot LEAD unless under the active supervision of (on site)- someone who has done one day training, this may be the Corps Officer.

Safe to Serve - Safe Practice for Children's and Youth Work in Corps Based Ministry

Update of the Safe to Serve Manual - May 2016 - May 2017

Working groups involved included representatives from youth and children's departments throughout NZ. The manual was updated to reflect the changes in terminology and legislation regarding Key workers and workers in line with the Keeping Children Safe, Child and Young Person Protection policy and the Vulnerable Children's act (2014).

Some of the representatives involved in the update:

Divisional Children's Secretary representative, Divisional Youth Secretary representative, Territorial Youth Mission Administrator, Territorial Children's Mission Director, Community Ministries Practice Manager, Child Protection Coordinator, Families and Children's coordinator, Child Protection trainer.

There were a number of different elements that were covered by the previous Safe to Serve manual. The two major elements were Child Protection and Safe Practice.

The parts of the manual that covered Child Protection have now been replaced by Keeping Children Safe, The Child and Young Person Protection Policy (released December 2015).

This policy applies to all personnel within The Salvation Army in order to comply with best practice and meet legislative requirements.



The remaining content that covered Safe Practice has been replaced by *Safe Practice for Children's and Youth Work in Corps-based Ministry*, This manual is available on the Keeping Children Safe site under the resources tab.

The training component for Safe Practice for Children's and Youth Work in Corps-based Ministry, is currently in development.

Keep an eye on the training page at keepingchildrensafe.sarmy.net.nz for updates on how and when this will be available.

Please email keepingchildrensafe@salvationarmy.org for more information

