



Special Olympics New Zealand Participant Protection Framework

Special Olympics



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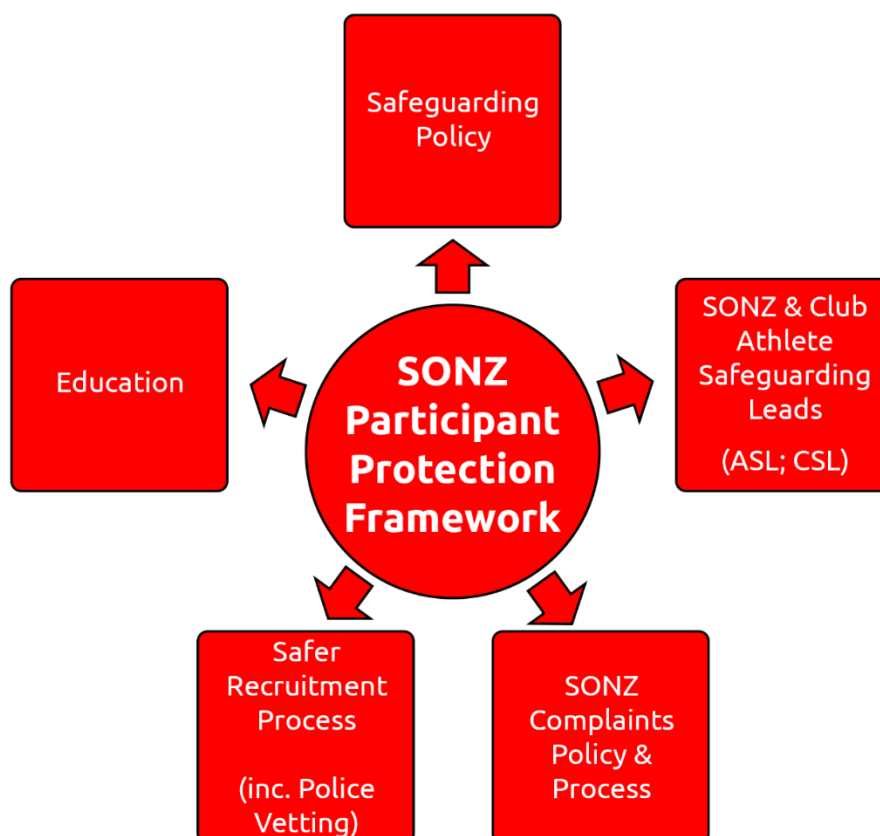
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Special Olympics New Zealand: Participant Protection Framework Components

Special Olympics New Zealand (SONZ) is committed to safe sport opportunities for all Special Olympics participants. We recognise our responsibility to promote safe practices and to protect all our members from possible harm and exploitation while engaging with Special Olympics activity.

The SONZ Participant Protection Framework includes;

- The **SONZ Safeguarding Policy**
- The appointment of **Athlete Safeguarding Leads** (in SONZ and clubs) and our commitment to providing ongoing education to ensure clubs are supported to implement best practice around safeguarding
- **Safer Recruitment Processes**
- The **SONZ Complaints, Member Discipline and Appeals Policy**



Acknowledgement: Sport New Zealand's Integrity Framework and its safeguarding policies and procedures have been utilised in the development of this framework. These resources are included as appendices within this document.

SONZ Safeguarding Policy

Policy Statement:

Special Olympics New Zealand (SONZ) is committed to safe sport opportunities for all Special Olympics participants. For the context of this Policy, all athletes with disabilities, regardless of age, are considered vulnerable, and need specific focus on their welfare. They have the right to participate in sport and recreation that is safe and be protected from harm. All athletes should feel they are respected, valued, and encouraged to enjoy their participation and reach their potential.

SONZ recognises our responsibility to promote safe practices and to protect all our members from possible harm and exploitation while engaging with SONZ or participating in our activities.

Those acting on SONZ's behalf are in a Position of Trust and influence. It is essential this trust is maintained, and SONZ takes any breaches of this trust seriously. We expect everyone to be treated with respect and for athletes to be engaged within a supportive and positive environment. Staff and volunteers will work together to embrace inclusivity, difference, and diversity, respecting the rights of all athletes.

SONZ recognises that there are some sports, especially contact sports, that have an inherent risk of possible harm by participating in that sport. These risks might be acceptable if appropriate to the sport context and athlete involved. However, appropriate risks will be identified, understood, and addressed by specific risk management plans ensuring all risks are controlled as much as possible.

Harm and exploitation fall under four main categories of abuse, which are further detailed in Appendix 1 and Appendix 1a:

- Physical
- Emotional
- Sexual
- Neglect

Vulnerable adults may also be vulnerable to or suffer from other forms and categories of abuse, e.g. financial abuse.

This policy offers guidance to help recognise categories of abuse and possible indicators of abuse, so should a person present with a vulnerability concern, or should a concern within SONZ be identified, appropriate support can be offered.

Policy Aim:

The aim of this policy is to support all personnel in being able to recognise, respond to, report and record any child or vulnerable adult safeguarding concern, including any that may relate to SONZ workforce personnel.

Objectives:

- Ensure a safe environment is provided for all athletes;
- Instill best practice in safeguarding and protecting all athletes from harm and reducing risks;
- Ensure appropriate procedures are in place for those who encounter welfare related issues;

- Work in partnership with workforce personnel, all athletes, parents/caregivers and partner agencies to support the promotion of welfare, health and development of all;
- Demonstrate Safer Recruitment best practice including risk assessment and police vetting processes;
- Provide workforce personnel with training and support ensuring they have the knowledge and skills to reflect best practice in identifying and responding to suspected vulnerability, abuse or neglect;
- Ensure safeguarding incident processes support response to suspicion, disclosure or allegations of misconduct or harm to all athletes in line with this policy and these procedures, as well as implementing, where appropriate, the relevant investigation, disciplinary and appeals procedure.

Scope

The content of this policy applies to all SONZ **athletes** and **representatives**. Whilst not exclusive, **representatives** are defined as those representing SONZ or acting on SONZ's behalf, or those who may be perceived by Athletes to be doing so, including:

- Employees
- Volunteers
- Contractors and consultants
- Coaches
- Team Managers
- Interns and students on work experience
- Board Members
- Trustees

1. Standards, Procedures and Reporting

1.1 SONZ will protect our **athletes**, and **representatives** by adopting, implementing and regularly reminding them about the information and procedures within this SONZ Safeguarding Policy. This includes properly recording and managing incidents or concerns and ensuring everyone is aware of the indicators of abuse.

- ❖ Refer to Appendix 1 and Appendix 1a Indicators of Abuse

1.2 SONZ will use the Complaints Process in Appendix 4 to guide our staff and volunteers in identifying and reporting abuse and neglect to meet our obligations under the Children's Act 2014 and our responsibilities to our vulnerable adult athletes.

- ❖ Refer to Appendix 2 Athlete Concern Form
- ❖ Refer to Appendix 4 Complaints Process Flow Chart

1.3 SONZ will follow the mandatory requirement for all staff, volunteers and contractors to report any concern about the safety of any vulnerable athlete, no matter how minor they believe it may be, to one of our Athlete Safeguarding Leads (ASLs). Complaints may also be made to Club Safeguarding Leads (CSLs), SO Club Committees, SO Club Chairs, SONZ Regional Sport Coordinators, or the SONZ CEO.

2. Athlete Safeguarding Lead (ASL) and Training

2.1 SONZ will appoint two ASLs to ensure concerns are dealt with sensitively, effectively and efficiently.

Every SO Club is required to appoint at least one Club Safeguarding Lead (CSL) by the end of February 2024.

SO Clubs are required to send their CSL details to SONZ's Regional Sport Coordinator Director at rscdirector@sonz.org.nz and where viable, will list their CSL on their website and Facebook pages.

Note: CSLs must know and agree that their name and email address will be publicly available as part of this role (ie. on relevant SO websites, Facebook pages).

2.2 The role of the SONZ ASLs is to take responsibility for safeguarding SO athletes and volunteers by raising awareness, managing concerns and working with others, including:

- Ensuring appropriate safeguarding information is available, understood and adhered to by all SONZ and SO Club representatives and participants;
- When appropriate, enable the provision of safeguarding learning and development within SONZ (e.g. Induction, workforce training, etc.), whether this is provided internally or via appropriate external bodies;
- Reporting to Senior Leadership Team (SLT) and Board on SONZ's safeguarding undertakings and development needs as appropriate;
- Being available for safeguarding advice and guidance, acting as a source of support;
- To act as the main contact for all SONZ and SO Club workforce personnel who may have a safeguarding concern or who may have received a safeguarding disclosure;
- To make sure SONZ's safeguarding expectations and practice is consistently applied, particularly in all situations where there is concern for athletes;
- To promote the importance of safeguarding within sport and the role of the ASL across any partner organisations;
- To be appropriately skilled and if required upskilled on developments around safeguarding;

- To make sure SONZ has a relationship with appropriate agencies as required including those providing specialist safeguarding and/or protection support e.g. Oranga Tamariki, Whaikaha (Ministry for Disabled People), Police.
- Maintain confidential records of any reported cases and subsequent actions taken;
- Ensure all SONZ safeguarding policies and procedures are reviewed annually or earlier if required (e.g. legislation changes, learnings from SONZ experiences).

2.3 The role of Club Safeguarding Leads (CSL) is:

- Ensuring appropriate safeguarding information is available, understood and adhered to by all Club representatives;
- When appropriate, enable the provision of safeguarding learning and development to all Club workforce members utilising both SONZ and Sport NZ resources;
- Being available to athletes and workforce members for safeguarding advice and guidance, acting as a source of support;
- To act as the main and first point of contact for all Club workforce personnel, caregivers and athletes who may have a safeguarding concern or who may have received a safeguarding disclosure;
- To make sure SONZ's safeguarding expectations and practice is consistently applied, particularly in all situations where there is concern for athletes;
- To promote the importance of safeguarding within sport and the role of the CSL across the Club and any partner organisations;
- To be appropriately skilled and if required upskilled on developments around safeguarding;
- Maintain confidential records of any reported cases and subsequent actions taken;
- Ensure all SONZ safeguarding policies and procedures are implemented effectively at Club level.

The CSL is required to complete at least one safeguarding training per year. This could be an e-learning module, webinar or a Sport NZ or SONZ-led professional development workshop.

2.4 SONZ will provide regular training to ensure staff, volunteers and contractors are aware of child safeguarding protocols.

The following online training and education opportunity from Sport NZ is an excellent supportive tool providing practical advice around child safeguarding. As a general rule, any guidelines for the protection of children will be relevant and applicable to the protection of vulnerable adults. Self paced learning can be accessed through the following link:

[IMC Learning Suite - Child Protection in Play, Active Recreation and Sport Child Protection in Play, Active Recreation and Sport \(sporttutor.nz\)](https://www.sportnz.govt.nz/learning-suite/child-protection-in-play-active-recreation-and-sport-child-protection-in-play-active-recreation-and-sport)

3. Information Sharing and Confidentiality

3.1 SONZ will always share information about a SONZ athlete with appropriate people or organisations if SONZ has concerns about the SO athlete's safety and well-being. Safety will always be our first consideration when deciding whether to share information.

3.2 Under the provisions of the Oranga Tamariki Act 1989, SONZ will be proactive when sharing information if SONZ believes it will increase the safety of a vulnerable athlete, or it will help assess the risk for a vulnerable athlete.

3.3. SONZ will provide concise information about an SO athlete or volunteer, that is relevant to the concern SONZ holds about them. SONZ will follow our SONZ Privacy Policy, all current relevant legislation and guidelines (including the Privacy Act 2020) and will ensure the safety of information shared by adhering to these procedures.

3.4 ASLs will, where it does not pose a risk to a child or vulnerable adult, always inform an SO Athlete (if appropriate) and parent, caregiver or whānau before sharing information or, if that is not possible, as soon as practicable after sharing the information. The vulnerable athlete's parent, caregiver or whānau will not be informed about the sharing of information if this places the athlete at greater risk of harm by doing so.

4. Privacy

4.1 SONZ may collect personal information from our participants (staff, volunteers, family, whānau and athletes) as needed to perform our functions or where required by law. This may include health or medical information.

4.2 In collecting the information in 4.1 above, SONZ will maintain all reasonable protections against the loss, misuse or inappropriate disclosure of our members' personal information and maintain processes to prevent unauthorised use or access to that information.

4.3 Personal information will only be shared with those who need it for the purposes of their work/for our members' well-being or to comply with the law. This may include outside organisations, staff, volunteers or contractors. This access to information will be limited to what is necessary. SONZ will never sell any member's personal information.

4.4 SONZ will not disclose information about SO athletes and volunteers to a family/whānau unless there is clear, legal right for them to access that information.

4.5 SONZ may share information with appropriate agencies (such as health and education providers or other agencies involved with a SO athlete's life) if sharing that information may/is likely to protect or improve the safety, health or well-being of the person. SONZ can always legally share information with Oranga Tamariki, Whaikaha (Ministry of Disabled People) and the Police.

4.6 Suggested website text:

"Special Olympics (insert club location/name) is committed to keeping our athletes healthy and safe. SONZ may share information with appropriate agencies (such as health and education providers or other agencies involved with your child's or vulnerable adult's life) if sharing that information may/is likely to protect or improve the safety, health or well-being of the person. Our agency can always legally share information where appropriate, with Oranga Tamariki, Whaikaha (Ministry of Disabled People) and the NZ Police."

Refer to SONZ Privacy Policy for more guidance

5. Code of Conduct for People Working or Volunteering with Vulnerable Athletes

5.1 To work with children or vulnerable adult athletes, you must comply with the Code of Conduct as outlined below:

Code of Conduct for People Working or Volunteering with Vulnerable Athletes

- **Acknowledge rights** - acknowledge their right to be listened to, thrive, and participate in decisions that affect them.
- **Encourage participation** - encourage enjoyable participation in sport.
- **Accept responsibility** - understand that preventing abuse and protecting vulnerable athletes from abuse is the responsibility of everyone.
- **Understand policies and protocols** - be familiar with and abide by the SONZ Safeguarding Policy.
- **Report concerns** - report any concerns to your Club Safeguarding Lead (CSL) or SONZ Athlete Safeguarding Lead (ASL) without delay. These include:
 - poor practice
 - concerning behaviours
 - suspected neglect or abuse of any nature
 - allegations of abuse made against a staff member or volunteer
 - bullying and harassment.
- **Listen** - listen to athletes and believe them if they tell you about abuse or concerning behaviour and report it to your ASL. Listen to concerns raised by parents or caregivers, believe them, and report them to your ASL.
- **Best interests** - always act in the best interests of athletes. This includes reporting the concerning behaviour of someone you trust, or who is more senior than you.
- **Safe recruitment** - only undertake a role working with athletes on conclusion of safer recruitment elements, including:
 - initial Police vetting and ongoing vetting at required intervals.
 - disclosing any known or potential criminal charges or convictions before or during your involvement with the organisation.
- **Positive behaviour** - be a role model for positive behaviour and never ignore abusive or harmful behaviour.
- **Training** - complete required safeguarding or child protection training.

5.2 SONZ will train all staff on this Safeguarding Policy and Code of Conduct during their induction, explain why it is important, ensure they have a copy (physical or digital but preferably both) and that they agree to abide by it (by signing it).

5.3 SONZ will provide training and support to identified Club Safeguarding Leads (CSLs), who are subsequently responsible for training club volunteers and ensuring processes are implemented within their club.

- ❖ Refer to Appendix 8 Safeguarding Acknowledgement Form

6. Safer Recruitment

All steps must be taken to prevent unsuitable people from working with vulnerable athletes. SONZ commits to following the screening requirements of the Children's Act 2014 for the recruitment of staff and volunteers. SONZ commits to go beyond the legal requirements and make sure our staff, volunteers and contractors are safely recruited to the same standards.

Volunteers who provide one-off, fully supervised support will not be safety checked in line with these policies and procedures. Instead, they will always work alongside, and be supervised by, our fully inducted staff and volunteers.

Who needs to be screened?

It is essential to understand that Police Vetting or a criminal check is only a small part of the screening/safety-checking process. It is then important to understand who needs to be screened/safety-checked and who does not.

6.1 The Children's Act 2014 requires all persons who work alone with children, or have primary responsibility for or control over them, as well as those who do or may have regular or overnight contact with children, without a parent or guardian being present, to be screened. Additionally, it is mandated by SONZ that **all volunteers** are registered via the Games Management System (GMS) and that Police Vetting is undertaken for all staff and registered volunteers on appointment and a three-yearly basis thereafter. It is the responsibility of each organisation (i.e. SONZ or relevant SO Member Club) to undertake and adhere to the process involved in screening.

❖ Refer to Appendix 5 Police Vetting Procedure.

Screening Process

In accordance with the legal requirements for children's workers (Requirements for Safety Checks of Children's Workers Regulations 2015), screening (also called safety checking) must include:

- i) Checking an employee's CV or work history (this should include the last five years, optional for volunteers);
- ii) An interview (preferably in person if possible)
- iii) Identity check/confirmation (this includes two forms of identification; one of these must be photo identification)
- iv) Police vet for roles working with children and vulnerable persons
- v) Referees/reference checks (one of these must not be related to the applicant)
- vi) Check any relevant professional organisation/licensing authority (as needed)
- vii) Risk assessment and record keeping.

It is recommended that the Volunteer Application/Screening Form is used for volunteers wanting to work with athletes.

❖ Refer to Appendix 7 Volunteer Application/Screening Form.

It is recommended that clubs use the Example Questions for Interviewees and Referees when interviewing potential staff/volunteers wanting to work with vulnerable athletes and when checking references.

- ❖ Refer to Appendix 6 Questions for Interviewees and Referees

You must complete a risk assessment for all staff, volunteers or contractors who will be working with children and vulnerable athletes.

- ❖ Refer to Appendix 7a Safer Recruitment Checklist

6.2 SONZ will ensure everyone is aware of the mandatory requirement for all staff, volunteers and contractors to report any concern about the safety of a vulnerable athlete, no matter how minor they believe it may be, to one of our two ASLs.

7. Media

7.1 Where possible, SONZ and SO Clubs will obtain consent (from athletes/parents/guardians as appropriate) in writing prior to filming or photographing athletes and ensure athletes are happy to participate as well. This consent may be by way of a statement or tick box that is included in your event registration process. For example:

"I give permission for photographs to be taken of my athlete and used on social media for the purposes of Special Olympics activities, advertising or events only. Photographs and recordings will be held by *[insert the name and address of SO Member club]*. I have the right to request access to any photographs or recordings taken of my athlete."

If parental consent is not given, SONZ/SO Club will inform approved photographers and staff of any athletes who must not be photographed.

7.2 Where written consent has not been obtained, then SONZ will, where reasonably practicable, take steps to ensure parents/guardians and vulnerable athletes are aware that photography or recording is taking place. They will be informed of the purpose(s) for which the photographs/recording is being taken, the intended recipients of the photographs/recording and the name and address of the SO Club taking the photographs/recordings and the rights of access to any photographs/recording.

7.3 SONZ will not publish photographs with the full name(s) of athletes unless SONZ has received written parent/guardian consent and informed the vulnerable athletes, parent, caregivers and/or whānau how the photograph will be used.

7.4 SONZ will ensure that any filming or photography of vulnerable athletes is appropriate, fair and does not intrude to an unreasonable extent on the personal affairs of the individual concerned. Athletes must be dressed in kit related to the sport and in clothing that does not expose them unnecessarily.

7.5 If engaging with an external photographer, SONZ will ensure this person has been screened and briefed on the specific requirements pertaining to working with vulnerable athletes.

7.6 Photographs or recordings of athletes must be kept secure and only shared for the purpose the image was taken (in accordance with the signed parental consent form) and will not be kept for longer than necessary.

7.7 Photographs and recordings must only be shared with approved staff members, e.g. the person responsible for marketing, social media or newsletters.

8. Transportation of vulnerable athletes

- 8.1 All drivers and chaperones must have been screened before driving vulnerable athletes.
- 8.2 All drivers must have a current full New Zealand driver's license or approved equivalent. Any new penalties (since completing registration) must be disclosed.
- 8.3 SONZ will seek appropriate consent prior to situations where a SONZ staff member is transporting a vulnerable athlete .
- 8.4 For any transportation, SONZ will ensure the vehicle is insured, has appropriate safety restraints and has a current Warrant of Fitness and Registration. Drivers will ensure all road rules are followed in line with the New Zealand road code.

9. Overnight Accommodation and Billeting

- 9.1 If SONZ or SONZ Member Clubs are considering billeting or overnight accommodation for vulnerable athletes, they must abide by the conditions set out in Appendix 9.
- ❖ Refer to Appendix 9 Overnight Accommodation and Billeting Guidelines.

SONZ strongly recommends that overnight accommodation is chosen rather than billeting due to the increased level of risk associated with this.

10. Safe Use of Changing Facilities

- 10.1 For mixed-gender activities, separate changing facilities must be available for males and females. Where possible, it is advised that if you can offer a separate, non-binary changing room, you do so.
- 10.2 Where possible and unless support is required, changing facilities should not be used by volunteers and vulnerable athletes at the same time.
- 10.3 Parents, caregivers and whānau should be discouraged from entering changing facilities unless it is truly necessary. In such circumstances, only a person of the same sex as the vulnerable athletes may enter the changing facility and they should let the supervising adult know about this in advance. At least one member of staff/volunteer of the same sex as the vulnerable athletes involved should be present with the parent when other vulnerable athletes are in the changing facility.

11. General Good Practice Guidelines

Personal behaviours:

- Accept your “Position of Trust” and understand the importance of maintaining professional boundaries. This includes never using your “Position of Trust” for personal gain or to harm vulnerable athletes.
- Have empathy with vulnerable athletes. Make everyone feel welcome, included and respected in a manner that is appropriate for their age or stage of development.
- Keep your private life and personal conversations separate and out of earshot or sight of athletes.
- Avoid situations where you are alone with a (single) child or vulnerable athlete under all circumstances (includes driving without prior arrangement and consent, sports halls and changing rooms). Always work within the view and hearing distance of others.
- Use only the approved organisational methods of behaviour management.
- Never come to work under the influence of drugs or alcohol or in possession of either.

Create a safe working environment:

- Ensure that all equipment and facilities comply with safety regulations and that athletes use appropriate protective gear (e.g. footwear).
- Make sure that all physical contact with athletes is relevant and appropriate to the activity.
- Ensure staffing-to-athlete ratios are at the safe level required and take action to report or stop the activity if not.
- Identify and respond to any unacceptable behaviour or practices of staff and volunteers and respond in a positive manner, e.g. via training, to improve practices.
- Ensure that athletes are handed over to their caregiver or other authorised person at the conclusion of activities.

Communication:

- Use positive and developmentally appropriate language when talking to athletes and in their presence.
- Ensure feedback to athletes is about their performance and not of a personal nature.
- Make sure that start and finish times are communicated to caregivers and adhered to so that athletes are not left unsupervised.

For clarity, situations to avoid include:

- Do not send an athlete home with another person without prior arrangement and permission from their parent or caregiver.
- Do not send athletes off to train alone and out of sight and supervision.
- Do not engage in communication with an athlete, on a one-to-one basis, through social media, texting, or email, other than for relevant coach/athlete feedback or administration.
- Do not use any unnecessary, unwanted, or inappropriate physical contact, including but not limited to:
 - Tickling
 - Grabbing
 - Intimate care (when the athlete can care for themselves)
 - Cuddling
 - Hugging
 - Sitting on your knee.

- Do not engage in any bullying activity and do not allow any family members, coaches, other athletes, or spectators to engage in any type of bullying behaviour (this includes cyber/text bullying). Bullying may include the following behaviours:
 - Spreading malicious rumours or insulting someone
 - Intimidation
 - Picking on someone or setting them up to fail
 - Overbearing supervision
 - Exclusion or victimisation or any unfair treatment
 - Belittling or disrespectful comments
 - Ignoring, isolating, ridiculing, or insulting someone
 - Attacking a person's beliefs, attitude, lifestyle, or appearance
 - Shouting, yelling, using obscene/offensive language, gestures, material
 - Any other conduct in the nature of bullying considered to bring Special Olympics New Zealand, including its Clubs into disrepute.

Matters not considered bullying include:

- Occasional differences of opinion, non-aggressive conflicts
 - Robust intellectual debate
 - Constructive feedback
- Do not invite or encourage athletes to your home without their parent/guardian being present.
 - Do not give gifts to athletes or receive gifts from them or their parents or caregivers, as a way of preventing grooming, manipulation, or favouritism.
 - Do not engage in any behaviours or conduct that are strategies used in grooming, such as:
 - offering to supervise, tutor or coach privately
 - acting secretly or encouraging secrets or 'special' or exclusive relationships.
 - Never engage in any intimate, over-familiar and/or sexual relationship with anyone under the age of 18 years, or who is deemed a vulnerable adult, who is known to you because of your role. Engaging in any sexual behaviour with anyone under the age of 16 is illegal in New Zealand.

12. SONZ Complaints Process

Anyone may make a complaint about a person to whom the SONZ Safeguarding Policy applies if they consider that person has, or may have, breached any part of this Policy.

The SONZ Complaints, Member Discipline and Appeals Policy outlines the process that should be followed, and should be read in conjunction with the **Complaints Procedure Flowchart**.

- ❖ Refer to SONZ Complaints, Member Discipline and Appeals Policy

Policy Review

The SONZ Safeguarding Policy may be reviewed or amended at any time in line with legislative or other environmental changes. Clubs will be advised when any changes are made.

Policy approved: October 2023
Policy to be reviewed: October 2024

APPENDIX 1

Indicators of abuse

The following are indicators and does not cover every situation.

This list does not mean the athlete is suffering abuse but may indicate you need to share information with your Athlete Safeguarding Lead (ASL).

It is essential to be able to recognise indicators in both the young or vulnerable person and the adult who may be abusing them. Sometimes it is the behaviour and attitude of an adult towards young or vulnerable people that alerts you.

Emotional abuse – young or vulnerable person indicators

- overly compliant and apologetic
- looks worried and anxious
- fear of making mistakes, especially if it only happens in the presence of a particular person
- difficulty developing relationships, including poor peer relationships
- demonstrating fear of a parent, caregiver or adult
- reluctance to attend an activity at a particular club or organisation
- inability to cope with praise
- delayed development or regression with no apparent cause
- aggressive behaviour (active or passive)
- attention seeking or risk-taking behaviour
- self-critical
- depression, regularly frightened, anxious and nervous
- tired, lethargic, falling asleep at inappropriate times
- self-soothing habits – hair twisting, sucking, biting, rocking
- clingy, possessive and attention-seeking
- indiscriminate attachment to adults – strong attention, affection seeking or a severe lack of attachment to their own parent/caregiver
- seeks affection and comfort from virtual strangers
- stealing (particularly food) or destroying property
- reluctant or unable to express views when asked
- hanging around outside of hours and not wanting to go home
- developmental delay with an apparent physical cause
- depression, anxiety, withdrawal or aggression
- self-harm, suicidal thoughts or intention, alcohol and drug abuse

- extreme attention-seeking behaviours or extreme inhibition
- running away from home
- nightmares, poor sleeping patterns
- anti-social behaviours
- lack of self-esteem
- obsessive behaviours
- eating disorders
- reluctance to attend an activity at a particular club or organisation.

Emotional abuse – adult indicators

- labels the young or vulnerable person as inferior, belittles or publicly humiliates the young or vulnerable person
- treats the young or vulnerable person differently from siblings or peers in ways that suggest dislike or irritation of the young or vulnerable person
- considers it amusing to frighten the young or vulnerable person
- lacks empathy for the young or vulnerable person
- refuses to help the young or vulnerable person
- threatens the young or vulnerable person with physical harm or punishment in front of others
- exposure to criminal behaviour
- withholds physical and verbal affection
- isolates the young or vulnerable person
- has unrealistic expectations of the young or vulnerable person
- inappropriately involves the young or vulnerable person in adult problems
- exposes young or vulnerable person seeing or hearing, situations of arguing and violence in the home.

Neglect – young or vulnerable person Indicators

- dressed inappropriately for the season or the weather
- lack of food, kit or equipment
- often dirty and unwashed
- severe or persistent skin disorders
- inadequately supervised or left unattended frequently or for long periods
- left alone or in the care of an inappropriate adult
- does not receive adequate or timely health care
- underweight or overweight
- lacks adequate shelter
- failure to thrive with no medical reason
- stealing/hoarding of food
- inappropriately dressed - dirty, not the right clothes to keep dry or warm.
- unsupervised – hanging around
- lack of routine in the household – mealtimes and bedtimes
- falling behind in education and sport
- indiscriminate attachment to adults – strong attention, affection seeking or a severe lack of attachment to their own parent/carer/giver
- tired or falling asleep at inappropriate times
- abuse of alcohol or drugs
- aggressive or destructive behaviour
- poor peer relationships, having few friends
- dulled emotional response or lack of expression or enthusiasm
- low self-esteem
- anxiety
- self-soothing behaviour such as rocking and sucking
- running away
- developmental lags with no apparent cause.

Neglect – adult indicators

- puts own need ahead of young or vulnerable person's
- fails to provide for young or vulnerable persons basic needs
- demonstrates little or no interest in the young or vulnerable persons life - does not attend sport and recreational activities or social events
- leaves the young or vulnerable person alone or inappropriately supervised
- drug and alcohol misuse
- low mood
- seeks help but fails to carry through with help offered
- late to drop off and collect – may fail to collect the young or vulnerable person
- excuses and promises with no improvement in the care of the young or vulnerable person.

Physical abuse – young or vulnerable person indicators

Especially when unexplained, inconsistent with explanation given or the story changes

- bruises, marks, cuts and abrasions
- burns
- repeated illnesses with no known cause
- blackeyes
- fractures and dislocations
- multiple, bruises, wounds or fractures at different stages of healing
- injuries or fractures in very young children, especially those not yet mobile
- inconsistent or vague explanations regarding injuries
- makes excuses for injury or story changes
- repeatedly injured
- injured but not receiving timely health care
- wary of adults or a particular person
- speaks aggressively to others
- fear and crying
- cringing or flinching if touches unexpectedly
- overly compliant and eager to please
- dresses to hide bruising or injuries
- runs away from home or is afraid to go home
- may regress (e.g. bed-wetting)
- general sadness
- violent to other children or cruel to animals.

Physical abuse – adult indicators

- inconsistent or vague explanations regarding injuries
- threatens or hits the young or vulnerable person in front of others
- speaks aggressively to or about the young or vulnerable person
- reacts aggressively to questions about a young or vulnerable persons injury or well-being
- makes you feel scared or frightened when you enquire about the young or vulnerable person's well-being
- appears unconcerned about young or vulnerable person's well-being
- states the young or vulnerable person is prone to injuries or lies about how they occur
- delays in seeking medical attention
- may take the young or vulnerable person to multiple medical appointments and seek medical treatment without an obvious need
- lacks empathy
- is cruel taking delight in overly rough play or taunting the young or vulnerable person
- harsh parenting style who supports physical punishment.

Sexual abuse – young or vulnerable person indicators

- unusual discharge, or excessive itching or pain in the genital or anal area
- stained or bloody underwear
- any injury, soreness or bleeding in the genital or anal area
- blood in urine or stools
- sexually transmitted infections
- pregnancy
- urinary tract infections
- discomfort in sitting or walking
- age or developmentally inappropriate sexual play, knowledge or language
- refuses to go home, or to a specific person's home, for no apparent reason
- running away from home or going missing
- fear of a person, place, sound or smell
- mood swings or changes in temperament
- secrecy
- exchanging sexualised messages or images
- unexplained gifts, possessions or money that can't be accounted for
- depression, anxiety, withdrawal or aggression
- self-harm, suicidal thought or intention, alcohol and drug abuse
- overly compliant
- extreme attention-seeking behaviours or extreme inhibition
- dresses inappropriately to hide bruising or injuries
- eating disorders
- compulsive behaviours.

Sexual abuse – adult indicators

- favours a particular young or vulnerable person
- insists on physical affection
- rough play or tickling games
- invades the young or vulnerable person's privacy (e.g. during dressing, in the bathroom)
- manipulates situations to gain time alone with a young or vulnerable person, for example, offering to babysit, extra coaching or tutoring
- overly interested in a young or vulnerable person's sexual development
- prefers to spend time with young or vulnerable people rather than adults or people of a similar age.

Intimate partner violence – young or vulnerable person indicators

- injuries consistent with physical abuse
- absenteeism from school
- worried and anxious in general or about a parent or siblings
- bullying or aggressive behaviour
- complaints of headaches or stomach ache with no apparent medical reason
- talking or describing violent behaviours
- bullying, aggressive behaviour
- disclosures of violent or emotionally abusive situations
- threats or cruelty to animals.
- substance misuse
- very distressed when witnessing violence
- severely shy, low self-esteem
- argumentative and aggressive
- difficulty concentrating.

Intimate partner violence - adult victim indicators

- physical injuries
- depression or anxiety
- inconsistent explanations for injuries
- fearful
- submissive
- protective of abuser.

Intimate partner violence - perpetrator indicators

- isolates and controls partner and children
- threatens, criticises, intimidates, uses aggressive and physical abuse towards partner and children
- minimises and denies own behaviour, or blames the victim for the perpetrator's own behaviour
- stalking victim
- manipulating a person by forcing them to question their thoughts, memories, and events, making them question their own sanity.

Bullying – young or vulnerable person indicators

- physical injuries such as unexplained bruises
- problems with eating or sleeping, for example, nightmares, wetting the bed, etc
- self-harm
- belongings getting lost or damaged
- loses interest in school or activity
- not doing as well at school
- being afraid to go to school or activity
- few friendships, not being accepted by their peers
- no longer wants to participate in activities once enjoyed
- asking for, or stealing, money (to give to a bully)
- suddenly changes in behaviour
- thoughts about suicide
- substance misuse.

Cyberbullying – young or vulnerable person indicators

- spends a significant amount of time on the computer, and is unwilling to talk about
- seems upset, highly irritable or emotional after being on the computer, or after reading their text messages or email, etc
- frightened of going to school or activity
- constantly checking social media or worrying about comments
- defensive and upset when you ask about social media use
- sudden withdrawal from technology or a sudden change in computer or phone usage including suddenly stops using the computer
- become anxious about phone messages
- suddenly changes friends.

APPENDIX 1a

Bullying and Harassment

Harassment

Harassment is unwelcome comment, conduct or gesture that is insulting, intimidating, humiliating, degrading or offensive. It may be repeated or an isolated incident but is behaviour that is unwanted by the recipient even if the recipient does not tell the harasser the behaviour is unwanted or unwelcome.

Examples of harassment include:

- Abusive behaviour aimed at humiliating or intimidating;
- Jokes or comments directed at a person's body, looks, age, race, religion, sexual orientation, or ability;
- Unwelcome remarks including teasing, name calling or insults;
- Innuendoes or taunting;
- Offensive emails, text messages, letters, notes;
- Sexual harassment;
- Any other conduct in the nature of harassment considered to bring Special Olympics New Zealand, including its Clubs into disrepute.

Unlawful harassment is when a person harasses another by engaging in a pattern of behaviour that is directed against that other person. Acts of harassment can include:

- Watching, loitering near or hindering access to/from a place a person frequents for any purpose;
- Following, stopping, accosting a person;
- Acting in a way that causes a person to fear for his/her safety.

Sexual Harassment

In the context of this policy sexual harassment means:

- An unwelcome sexual advance;
- An unwelcome request for sexual favours;
- Unwelcome conduct of a sexual nature (including written or oral statements).

Examples of sexual harassment include:

- Uninvited touching, kissing, embracing, massaging;
- Staring, leering, ogling;
- Staring, leering, ogling;
- Persistent or intrusive questions about people's private lives;
- Repeated invitations to go out, especially after prior refusal;
- Sexual propositions;
- The use of promises or threats to coerce someone into sexual activity;
- The display of sexually explicit material;
- Getting undressed in front of others of the opposite sex;
- Invading the privacy of others while showering or toileting;
- Photographing others while undressing, showering or toileting;
- Sleeping in close quarters with young or vulnerable people without other adults present;
- The use of offensive emails, text messages, letters, faxes, notes;
- Sexual insults and name calling;
- Any other conduct in the nature of sexual harassment considered to bring Special Olympics New Zealand, including its Clubs into disrepute.

Some forms of sexual harassment may constitute a criminal offence. If you believe an offence has been committed you should suggest to the complainant that they contact the New Zealand Police

Bullying

Bullying is repeated and unreasonable behaviour which is unwanted and unwarranted and is directed towards a person or group of persons that creates a risk to dignity, health and safety, and wellbeing. It is deliberate and intended to humiliate or undermine the recipient(s). Bullying may occur in person or indirectly via mediums such as email, text and social media.

It can take many forms but common examples include:

- Spreading malicious rumours or insulting someone;
- Intimidation;
- Picking on someone or setting them up to fail;
- Overbearing supervision;
- Exclusion or victimisation or any unfair treatment;
- Belittling or disrespectful comments;
- Ignoring, isolating, ridiculing or insulting someone;
- Attacking a person's beliefs, attitude, lifestyle or appearance;
- Shouting, yelling, using obscene/offensive language, gestures, material;
- Any other conduct in the nature of bullying considered to bring Special Olympics New Zealand, including its Clubs into disrepute.

Matters not considered bullying include:

- Occasional differences of opinion, non aggressive conflicts;
- Robust intellectual debate;
- Constructive feedback.

Victimisation

Victimisation occurs if someone suffers unfavourable treatment because they have made, or propose to make, a genuine complaint of Unacceptable Conduct, or are a witness, or provide information about a complaint.

Examples of victimisation include:

- Suggesting to a would be complainant that it would be better if they didn't complain;
- Threatening behaviour;
- Disciplinary action that is not otherwise warranted and would not have been taken if the complaint had not been made;
- Exclusion or isolation.

APPENDIX 2

Ahtlete Concern Form

The purpose of this form is to capture your concerns about the athlete. The form is to be completed by staff or volunteers as soon as concerns are raised.

It is not your role to investigate concerns.

Completed forms are to be shared with your Athlete Safeguarding Lead (ASL) within one working day.

If the Athlete is in immediate danger, please contact the Police on 111.

Athlete's details (to be completed by staff/volunteer – please complete as much as possible)

First name:

Surname:

Date of birth:

Address of athlete:

Who the athlete lives with:

Siblings or associated children's names:

Age or date of birth:

Who do the siblings live with:

Car registration numbers that may help identify the athlete:

School attended:

Parent or caregivers (if known)

Caregiver 1

First name:

Surname:

Address if different from the athlete:

Relationship to the athlete:

Phone number:

Email address:

Caregiver 2

First name:

Surname:

Address if different from the athlete:

Relationship to the athlete:

Phone number:

Email address:

Guidance on information to include:

- the reasons you are concerned
- what you have heard, observed, or been told
- what you have said
- who was present
- factors that increase the risk to the athlete
- observations not opinions
- a timeline or known history of events relating to the athlete or situation
- dates and times
- any injuries or marks
- if you have spoken to the athlete or their parents/caregivers/whānau
- if you have spoken to anyone else about your concern
- what actions have you taken
- if reporting your concern increases the risk to the athlete, or staff members.

Athlete Concern Form completed by

Name:

Position:

Phone number:

Date and time:

Athlete Safeguarding Lead action and review (to be completed by ASL)

Name of Athlete Safeguarding Lead:

Date form received:

Action taken – give details:

Report of Concern made to Oranga Tamariki Report of Concern made to the Police

Copy of Report of Concern made for your own records:

Date for follow up with Oranga Tamariki or the Police:

Additional Designated Person informed: Yes No

If yes, who:

Date of next review:

Detail your plan of getting back to the staff member who completed this form:

Record details of phone call and advice – include date, time and details of the person you spoke to:

Athlete Safeguarding Lead signature:

Date:

Special Olympics New Zealand Complaints Form

Your contact details

Name:	
Phone:	
Email:	

If you are making a complaint on behalf of someone else:

Name of person complaining on behalf of:	
Contact details of person complaining on behalf of:	

Complaint Details

Person this complaint is being made against:	
Their role/position:	
Date(s) of incident(s):	
Location of incident(s).	

Description of incident/complaint (use additional sheet if required)

--

Details of any witnesses

Name:	
Contact Details:	
Name:	
Contact Details:	

Any actions taken so far (if any) to attempt to resolve this issue:

--

Complainant

Name:	
Signature:	
Date:	

Refer to the Special Olympics New Zealand Complaints, Member Discipline, and Appeals Policy for an outline of the complaints process and who to submit your complaint to.

Additional sheet (if required)

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for additional information or notes related to the document's content.

Appendix 3a

Responding to actual or suspected athlete abuse or neglect

Where you are concerned there are signs of possible abuse or neglect:

- do not put off the moment
- you may need to find a place of privacy
- respond briefly, slowly, and gently
- do not assume there is only one athlete involved
- do not make decisions alone
- keep calm and reassure do not ask leading questions or over questions
- re-engage the athlete with an activity if appropriate
- take action immediately
- do not promise confidentiality
- find support if necessary
- inform the athlete what will happen next.

Do not undertake an investigation yourself.

Check in with the athlete and their whānau (if appropriate).

Is the athlete in immediate danger?

- If YES, act to ensure athlete's safety.
- Call POLICE on 111 and follow Police advice.
- RECORD actions taken on Athlete Concern Form (Appendix 1).

Inform Athlete Safeguarding Lead (ASL) immediately on

(insert ASL's phone number).

- Record and report facts. Do not accuse anyone or spread rumours.
- ASL and staff member will work together to follow this flow chart procedure.

If no immediate danger, consider whether a Report of Concern to Oranga Tamariki is applicable and required.

If unsure, Athlete Safeguarding Lead (ASL) will contact Oranga Tamariki.

Review and monitor

- ASL and relevant staff member will review all active Athlete Protection concerns on a weekly basis.
- Every review will consider each stage on this flow chart.
- The review will consider any further necessary action, follow-ups or community athlete or whānau support referrals.
- New or additional Reports of Concern to Oranga Tamariki or the police may be made at any time.
- Records of all reviews will be retained by the ASL.

Report of Concern required

- ASL and staff member will complete Oranga Tamariki Report of Concern if applicable or contact police and follow advice.
- ASL will ensure that full details are provided as per Athlete Concern Form (Appendix 1).
- ASL will retain a copy and maintain own records that are securely stored.
- ASL will call Oranga Tamariki if no response has been received from them within 3 working days.
- ASL will re-report if concerns are still held.

Record what you have heard/observed on an Athlete Concern Form (Appendix 1)

- Make notes as soon as possible.
- Put date, time, place, who was present.
- Use Athletes's words wherever possible.
- Include what you have said to the child.
- Keep information factual.
- Include what led up to the disclosure.

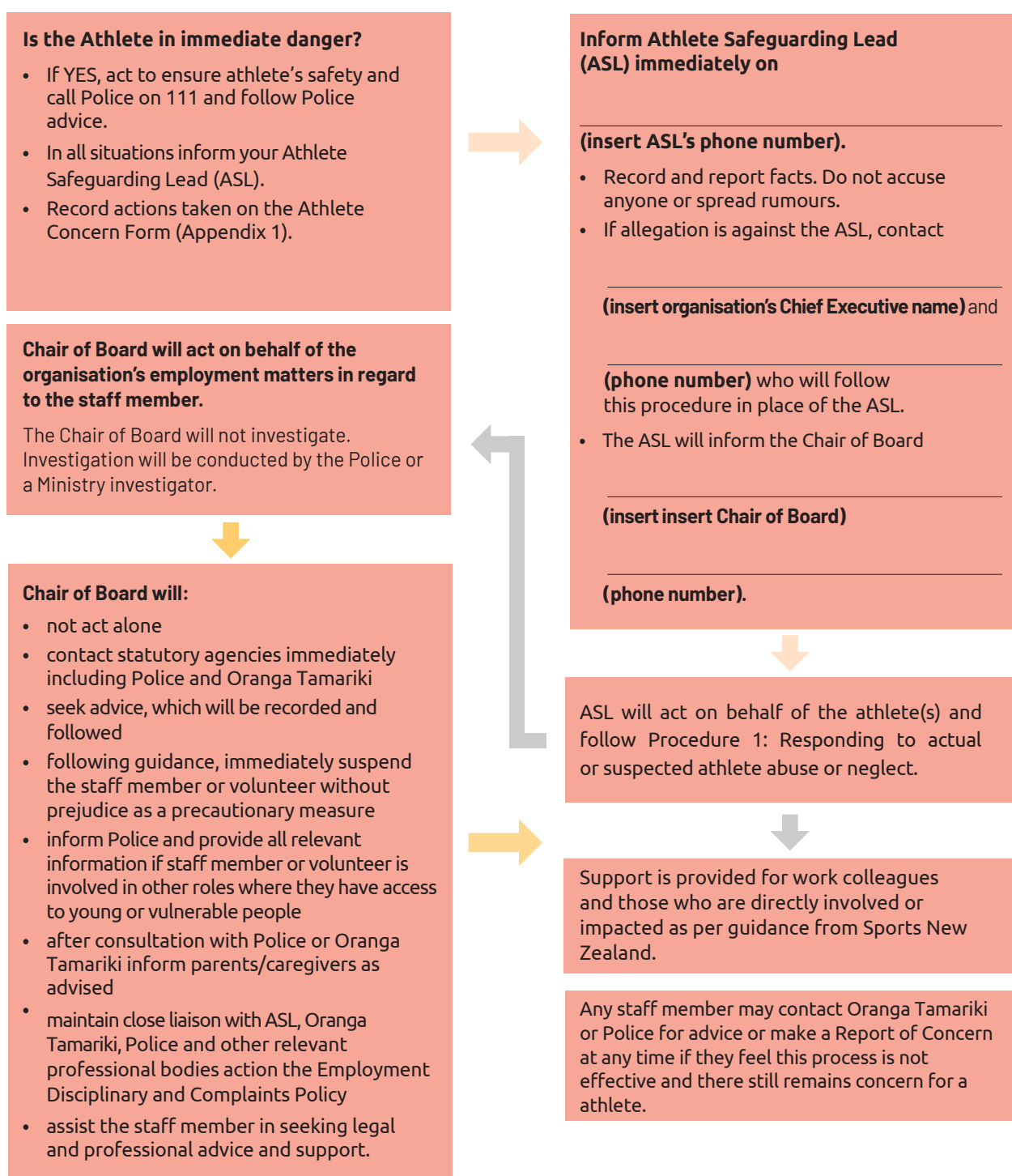
ASL will retain all completed Athlete Concern Forms.

Staff are expected to follow this procedure.

However, any staff member may contact Oranga Tamariki or Police for advice or to make a Report of Concern at any time if they feel this process is not effective and there still remains concerns for an athlete. Staff must always seek support for themselves.

Appendix 3b

Responding to an allegation of athlete abuse or neglect by a staff member or volunteer



Appendix 3c

Responding to a disclosure from an athlete of abuse or neglect

It is vital that you respond in a way that ensures the athlete or young person feels supported and safe, and that they receive the help they need. You should always follow your organisation's Athlete Safeguarding Policy and know who to contact at

(insert name of organisation) to share your concerns about a athlete's safety and wellbeing.

Ways young or vulnerable people disclose abuse

- Verbally – by telling you directly or by hints in their conversations.
- Behaviour or actions such as their interests, stories they write, their play or drawings.
- Third-party – this could be a friend of the athlete telling you, or something you have overheard that concerns you.

All of these are ways that young or vulnerable people disclose abuse, and all should be taken seriously and acted upon. If the athlete or young person discloses abuse that happened in the past, it must be given the same level of response.

It is not your role to investigate – only the Police or Oranga Tamariki can do that. Your role is to gather and share information with your organisation's Athlete Safeguarding Lead, Oranga Tamariki or the Police.

Consider

- There could be other young or vulnerable who are also at risk – unknown victims.
- The athlete may have received threats of punishments or consequences of telling someone.
- The athlete may be frightened and fearful of the consequences of disclosing.
- The same process must be followed if the disclosure relates to historic abuse.

Things TO SAY when an athlete discloses

- 'I believe you.'
- 'I am going to help you.'
- 'I will help you.'
- 'I am glad that you told me.'
- 'You are not to blame.'
- "I know you are afraid, but it was right to tell me."
- "This is what I am going to do next...."
- "Is there anyone that I can contact who you would like to be with you right now?"
- "You're not going to get into trouble."
- "Is there anything I can do that would help right now."
- "I can't keep what you have told me a secret; I need to talk to someone who can help me to help you."

DO

- BELIEVE THEM
- reassure the athlete
- let them know what you are going to do next
- respond effectively
- immediately seek help from your ASL
- share the information
- listen
- make sure the athlete got help
- ask open questions: **(TEDS)**
 - **T**ell me
 - **E**xplain
 - **D**escribe
 - **S**how me.

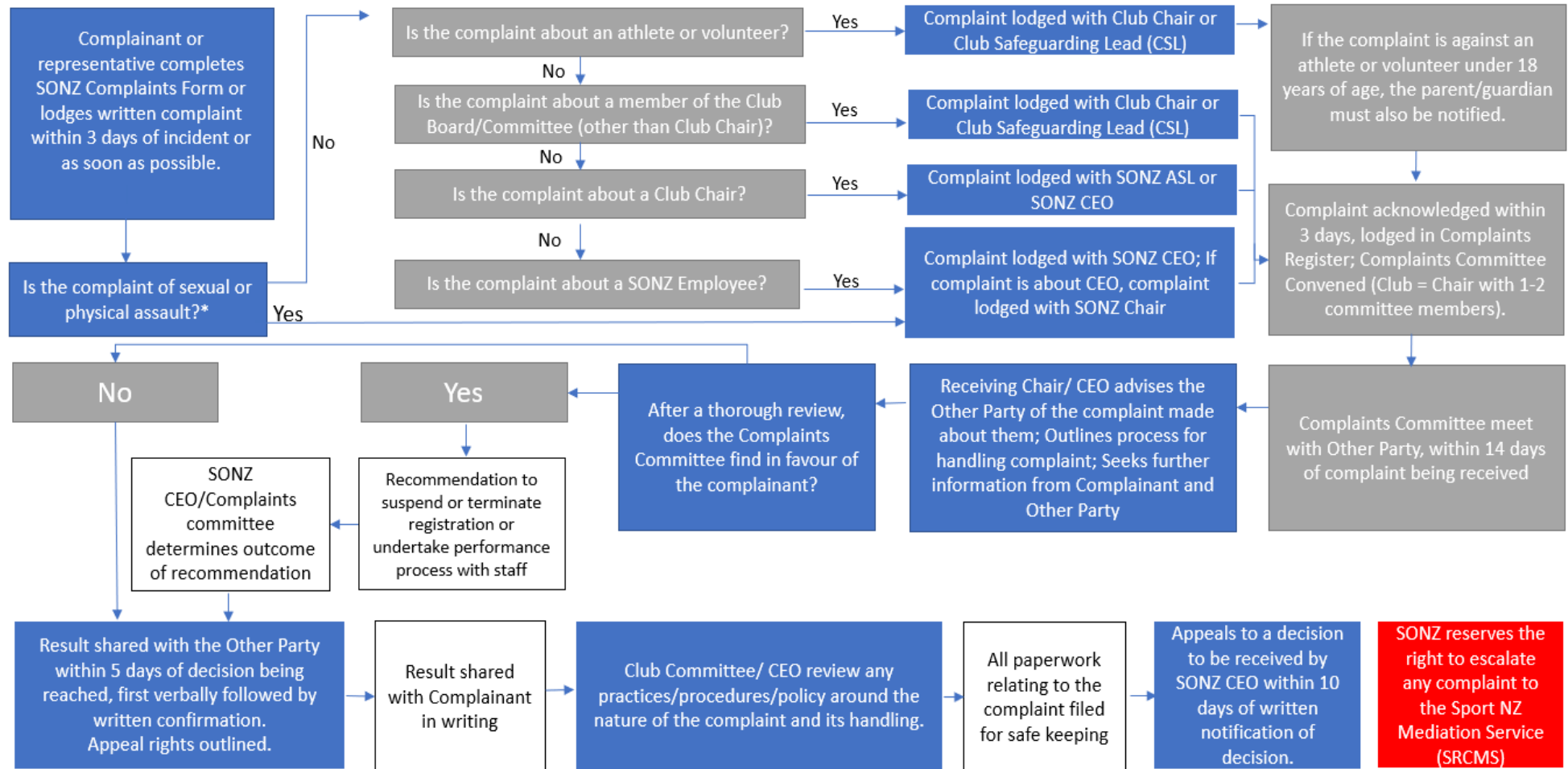
Things NOT TO SAY when an athlete discloses

- 'You should have told someone before.'
- 'I can't believe it!
- "I'm busy."
- "Don't tell lies."
- 'No not [name], she's a friend of mine.'
- 'I won't tell anyone else.'
- 'Why?'
- 'How?'
- 'When?'
- 'Where?'
- 'Who?'

DON'T

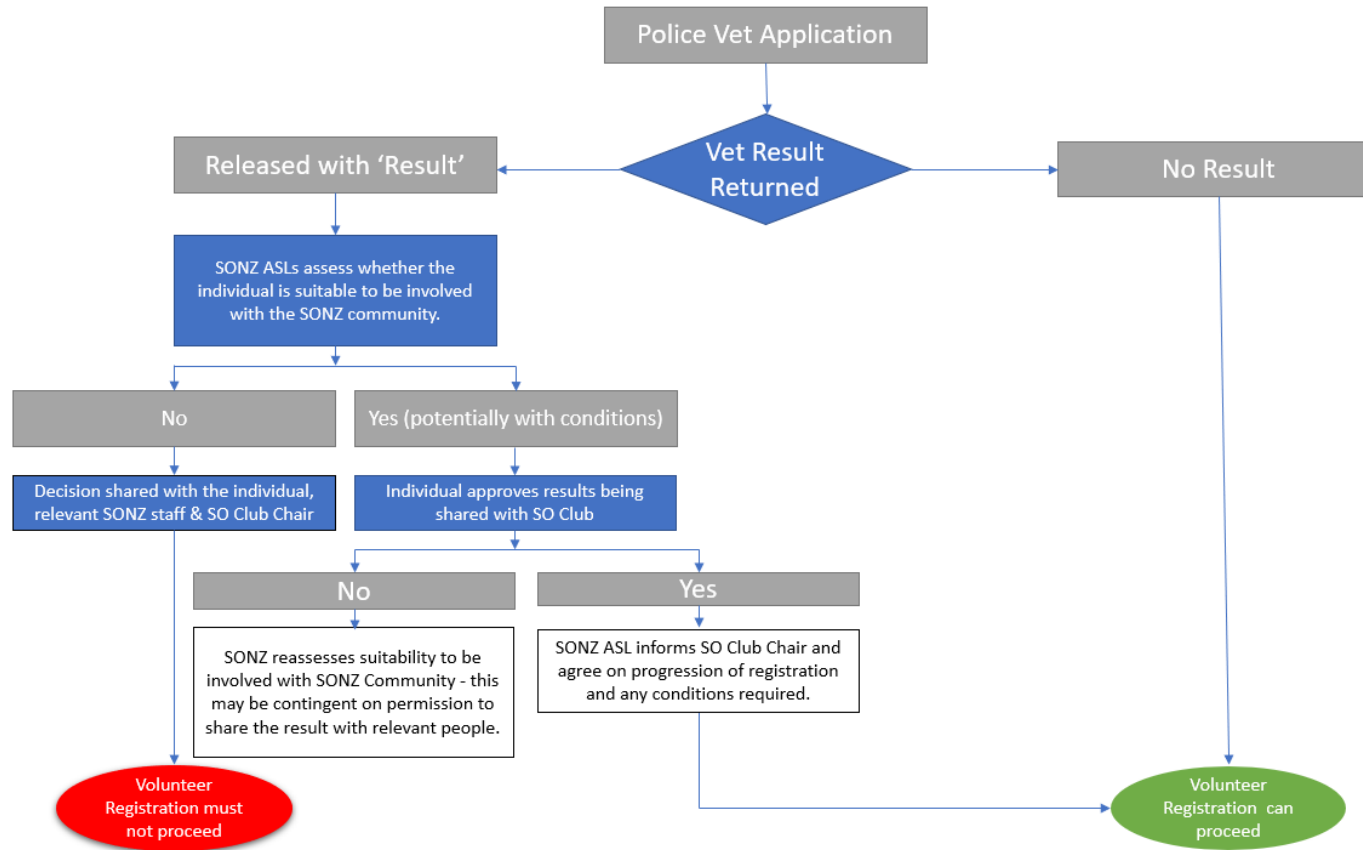
- PUT THE MOMENT OFF
- say anything to criticise or belittle
- promise confidentiality
- accuse anyone
- spread rumours
- investigate
- ask leading questions, such as "Did your [insert person] do that?"
- allow personal doubt to stop you passing on the information to your ASL, the Police or Oranga Tamariki
- do nothing!
- doubt the athlete or assume they are making it up.

Appendix 4: Complaints Procedure



*If the complaint is of an alleged sexual or physical assault **which has just occurred**, it is recommended the person in charge phone the NZ Police.

Appendix 5: Police Vetting Procedure



APPENDIX 6

Questions for Interviewers and Referees

Suggested questions to ask at an interview

Note these questions are athlete safeguarding focused. Ask questions about qualifications, experience, etc in the usual way.

- What are your previous experiences of working with young or vulnerable people?
- What challenges have you encountered when working with young or vulnerable people, and how did you overcome these?
- What do you think good practice looks like when working with young or vulnerable people?
- Have you ever had an incident involving young or vulnerable people that caused your employer to question your practice or process?
- What do you feel are the main reasons that have led you to want to work with young or vulnerable people?
- Tell us about a time when you took action to help protect a young or vulnerable person.
- What has your work with young or vulnerable people taught you about yourself?
- What steps do you think should be taken if young or vulnerable people make allegations against staff/volunteers?
- Have you ever had concerns about a colleague's behaviour or attitude towards the young or vulnerable people in their care? How did you deal with this?
- If a young or vulnerable person was displaying challenging behaviour, how would you deal with that? Have you had any experience with that type of situation? How did you deal with it?

Questions to ask of referees:

- This role is working with young or vulnerable people, do you have any concerns about

(insert name of candidate) working in such a role?

- Would you allow

(insert name of candidate) to care for your children?

- Have you ever felt uncomfortable about

(insert name of candidate)'s behaviour towards young or vulnerable people in a previous job? What were your concerns, what did you do, and how was the issue resolved?

- Did you ever have concerns relating to the safety and welfare of young or vulnerable people or the candidate's behaviour towards young or vulnerable people?
- Would you re-employ this candidate again?

Areas of potential concern

Note to interviewers:

During your selection process, you may hear things about the candidate that cause you concern and which you would then need to explore further with them.

These may include that the candidate:

- Has lack of, or no understanding or appreciation of young or vulnerable people's needs or expectations.
- Appears to want the role to meet their own needs rather than the needs of young or vulnerable people.
- Uses inappropriate language when talking about young or vulnerable people.
- Displays vagueness about their experiences, or has gaps in their application form, and the inability to provide examples to support their answers.
- Is unwilling to follow the rules, procedures or work with others.

APPENDIX 7

Volunteer Screening Form

Suggested questions to ask at an interview

Special Olympics New Zealand is a young and vulnerable person Safe Organisation. It is our number one priority to keep our young and vulnerable people safe.

Please complete the following information:

All our people in a Position of Trust are required to:

- 1. Be safety checked and screened**
- 2. Be inducted into our young and vulnerable person safe culture, policies and standards**
- 3. Attend safeguarding and athlete protection training.**

Name:

Address:

Phone contact numbers:

Details of previous experience:

Tell us a bit about why you would like to volunteer with

(insert name of organisation).

How and when can you volunteer?

Please give us names and contact details of two referees we can contact. Referees must have known you for longer than 12 months, not be a family member or living in the same household as you. One must be a previous employer.

Referee 1:

Referee 2:

Have you had any previous convictions or involvement with the police? Yes No

Please include any information even if no charges have been laid. You are required to complete a police vet.

Please sign below to confirm your consent to _____ **(insert name of organisation)** obtaining information as detailed above to assess your suitability for the role.

Signed:

Date:

APPENDIX 7a

Safer Recruitment Checklist for Staff, Contractors and Volunteers

Candidate's full name:

Position:

Employment/Contractor Applicant Confirmation of Identity

Identity confirmation, either by:

1.
Use of an **electronic identity credential** (e.g. The RealMe identity verification service), and a search of personnel record to check that the identity has not been claimed by someone else.

Date:

OR

2.
Following the regulatory process to provide confidence that:

- The identity exists (i.e. that it is not fictitious) by **checking an original primary identification document**.
- The identity is a 'living' identity and the potential children's worker uses that identity in the community by **checking an original secondary identity document**.
- The potential children's worker links to the identity either by checking an identity document that contains a **photo**, or by using an **identity referee**.
- Searching **personnel records** to check that the identity has not been claimed by someone else.

Date:

Date:

Date:

Date:

Employment/Contractor Applicant Background and Potential Risk Checks

Activity:

Interview/s of the potential children's worker Date: _____

Qualifications checked Date: _____

Obtained and considered a **work history**, covering the preceding five years, provided by the potential children's worker. Date: _____

Obtained and considered information from at least **two referees**, not related to the potential children's worker or part of their extended family.

Referee name: _____ Date: _____

Referee name: _____ Date: _____

Information sought from any relevant professional organisation, licensing authority, or registration authority, including (but not limited to) confirmation that the potential children's worker is currently a member of the organisation, or currently licensed or registered by the authority. Date: _____

Obtained and considered information from a **New Zealand Police Vet** Date: _____

Electronic Media Checked

Risk assessment confirmation

I _____ confirm to the best of my knowledge, based on the information above, this person does not pose a risk to a child or young person.

Signed: _____ Date: _____

Safeguarding Acknowledgment Form

Name of Organisation:	
Volunteer's full name:	
Position:	

I, _____ confirm that I have been given a copy (printed or electronic) of the Special Olympics New Zealand Safeguarding Policy.

I confirm that I have read, understand and agree to abide by this policy (including the Code of Conduct) at all times when working with Special Olympics Vulnerable Athletes.

I understand that I will be subject to a Police Vetting process and I give consent for this to be carried out at any time during my work with the organisation.

I confirm that I have had no previous convictions (excluding any convictions I am entitled to conceal under the Criminal Records (Clean Slate) Act 2004) or involvement with the Police (even if no charges have been laid).

Print Full Name:	
Signature:	
Date:	

APPENDIX 9

Overnight Accommodation & Billeting Guidelines

SONZ strongly recommends that overnight accommodation is utilised rather than billeting, given the increased risks associated with billeting. In addition, the screening requirements of billeting are likely to deem it an impractical option.

Overnight Accommodation Practices

Hostels, motels, hotels, backpackers and campgrounds accommodate young or vulnerable people in a communal environment where they will interact and be in the presence of the general public. This can pose risks to young or vulnerable people that must be assessed, and action taken to reduce the risks where feasible.

- Sleeping arrangement standards should include
- Vulnerable athletes not sharing a room with a registered volunteer unless specific care is required.
- No bed sharing.
- No mixed-gender room sharing.
- Appropriate privacy available to get changed and use the bathroom.
- Athletes should be made aware of these standards.

If Billeting is assessed to be a suitable option, the following steps need to be followed:

- All adults who live at the billeting property will be Police vetted, and the results viewed before any athlete is billeted.
 - Note: Any potential host who refuses or challenges a Police Vet will not be considered. If a Children's Act 2014 Schedule 2 offence is revealed, no young or vulnerable person will attend the property and details of the offer to billet may be passed to the Police for further investigation.
- A risk assessment of the billeting information should be completed and any unsuitable households not utilised.
- Vulnerable athletes should not be billeted alone.
- Sleeping arrangement standards as above need to be met.
- Parents, caregivers or guardians (where appropriate) should be informed of the details of the billet (address, household occupants, contact details).
- Throughout the billeting period, contact should be maintained with the athletes and the billet host. Should there be any concerns for athlete safety or wellbeing at any time, they will be immediately removed and placed in alternative, safe accommodation.

Key note: The desire for an athlete to participate in an event must not take priority over their safety and wellbeing. Cost should not be a consideration if young or vulnerable people are at risk.



Commitment to Te Tiriti of Waitangi

Special Olympics New Zealand (SONZ) recognises Te Tiriti o Waitangi as Aotearoa New Zealand's founding document.

Values

SONZ knows you care about how your information is used and shared. It is committed to ensuring your privacy is protected and your information is only used appropriately.

Purpose

This policy aims to help people involved in SONZ understand how their personal information may be used and stored by SONZ.

Application

This policy applies to all people providing personal information to SONZ. Personal information means information about a person.

Collection, Use and Storage of Personal Information

When you become a member of a Special Olympics Club, or participate in SONZ activities, SONZ will need to collect some personal information from you (or family/whānau). It may also collect other information needed to perform its functions, or where required by law. Personal information may include your contact details, performance results and health/medical information and police checks. SONZ may collect this information directly from you, or with your permission from other parties.

Using personal information

SONZ will never sell your personal information. Employees of SONZ may have access to your personal information to do their work. Their access to your personal information is limited to what is necessary.

Agents and subcontractors of SONZ may have access to personal information needed to do their work but may not use it for any other purposes.

SONZ may be required to share your personal information with the regional organisations and/or international organisations it belongs to support entries into events or other activities. Your personal information may be used:

- for SONZ activities and operations
- to consider an employment or volunteer application
- to amend records to remove or update personal information
- for other everyday business purposes that involve use of personal information
- to comply with the law; or protect our rights, property, or safety, or that of our members, or others.

Storing and disclosing personal information

SONZ will maintain all reasonable protections against the loss, misuse or inappropriate disclosure of your personal information, and maintain processes to prevent unauthorised use or access to that information.

SONZ will keep all physical documents secure, both inside and outside its premises.

SONZ will keep electronic personal information secure by making sure its data storage is protected from external sources, maintaining regular back up and applying good security practices.

SONZ may use cloud computing. Where used, SONZ will ensure that cloud computing solutions meet good practice security requirements.

Requests for personal information

You have rights to access and correct your personal information (or your children's) in accordance with the Privacy Act 2020. If you want to access or correct your personal information (or your children's), please contact the SONZ privacy officer.

SONZ will not disclose information about children to family/whānau unless there is a clear legal right to access that information.

Any questions about SONZ's compliance with the Privacy Act should be referred to the SONZ privacy officer.



Breach

Breaches of this policy include breaches of any of the Privacy Principles under the Privacy Act 2020.

Reporting a Breach

Individuals who wish to report an alleged breach of this policy should follow the process outlined in the Complaints Policy.

Review

Policy Reviewed By:	Board
Date Reviewed:	October 2023
Next Review Date:	October 2025



Purpose

It is important to Special Olympics New Zealand that volunteers, athletes and supporters associated with any of its clubs should, at all times, show respect and understanding for each other.

To ensure the good name and reputation of Special Olympics New Zealand and all Special Olympics Clubs is maintained, this Policy outlines the complaints, member discipline and appeals process. While parties are always encouraged to resolve matters between themselves, this policy allows for complaints to be made where this cannot be achieved.

Authority to Act

This Policy outlines the authority delegated to Special Olympics Clubs to manage complaints. Complaints considered using this process may be behavioural, procedural or of any other nature considered to bring Special Olympics New Zealand or Special Olympics Clubs into disrepute.

Where SO Clubs have been unable to independently resolve complaints, the CEO of Special Olympics New Zealand has authority to oversee the complaints, member discipline and appeals process in consultation with the SONZ Board Complaints Sub-Committee. Any escalated complaints, discipline recommendations or appeals decision made by the sub-committee will be conveyed back to the SO Club through the CEO. The CEO reserves the right to escalate any complaint or appeal to the Sport NZ mediation service.

Complaints Process

To be read in conjunction with the [Complaints Procedure Flowchart \(Appendix 4\)](#)

- Complaints are to be made on the [Special Olympics New Zealand Complaints Form](#) where practicable. Where not practicable, the information required in the complaints form should be provided in writing.
- The complaint should be made within 3 days of the alleged event occurring or as soon as possible. However, if a complaint is made at the time of an alleged sexual/physical assault it is recommended the person in charge phone the New Zealand Police, and immediately inform the Special Olympics New Zealand CEO.
 - Complaints regarding Club athletes or volunteers, and Club Committee/Board Members (excluding the Club Chairperson) are to be referred to the Club Chairperson. The Chairperson determines whether the complaint is of a nature that needs to be escalated to SONZ for support in how to manage.
 - Complaints about the Club Chairperson and any Special Olympics Employee (excluding the Special Olympics New Zealand CEO) are to be referred to the Special Olympics New Zealand CEO.

- Complaints about the Special Olympics New Zealand CEO are to be referred to the Special Olympics New Zealand Board Chairperson.
- Note: a person receiving a verbal complaint should ask whether the complainant wishes them to:
 - a. simply listen and advise the complainant about what their options are and what the complainant might do;
 - b. act as a mediator between the complainant and the alleged offender to try and resolve the complaint; or
 - c. undertake further investigation including where appropriate, escalation.
- Having determined the complainant's wishes, the person must:
 - a. act in accordance with the complainant's selection; and
 - b. keep the matter confidential and only discuss it with those people whom the complainant has agreed should be spoken to about the Complaint to the extent possible.
- The Club Chairperson/SONZ CEO will acknowledge receipt of the complaint within 3 days of receiving it and convenes the Complaints Sub-Committee (for Clubs, this will likely be the Club Chairperson along with one or two members of the Club committee/board as determined appropriate).
- The Club Chairperson/SONZ CEO is responsible for ensuring the complaint is noted in their Complaints Register.
- The Club Chairperson/SONZ CEO advises the party whom the complaint is made against and outlines the process for handling the complaint. If the person is under 18 years of age their parent/guardian must also be notified at this stage.
- The Club Chairperson/SONZ CEO will seek further information from complainant(s) and other relevant parties as required.
- The Complaints Sub-Committee meets in person (where practicable) with the person(s) the complaint is made against. The person the complaint is made against should be extended the opportunity to have a support person present. This meeting should occur within 14 days of receipt of complaint. Where it is not possible to meet face to face, the meeting can be held by phone or videocall.
- If further assistance is required to help with deciding the outcome of a complaint, then the Club should refer to the Special Olympics New Zealand CEO for advice.
 - Where the Complaints Sub-Committee recommends that the athlete/volunteer should have their registration suspended or terminated, a recommendation is to be made to the Special Olympics New Zealand CEO, who will advise outcome of the recommendation.
- The Club Chairperson/SONZ CEO advises the party the complaint was made against of the outcome of the complaint process (verbally) within 5 days of a decision being made, followed by written confirmation. Appeal rights to be outlined.

- The Club Chairperson/SONZ CEO advises the complainant of outcome. This should be in writing and after the party the complaint was made against has been verbally advised of the outcome.
- The Club Chairperson and Special Olympics New Zealand CEO will review any practices/procedures around the nature of the complaint and revise/implement new practices/procedures to avoid recurring complaints or support the handling of future complaints.
- All paperwork relating to the complaint is filed for safe keeping.
- Appeals to a decision need to be received by the Special Olympics New Zealand CEO within 10 days of the date of the written notification of the decision.

Confidentiality and Privacy

The details of all complaints are to be treated as confidential unless otherwise agreed between the parties. The private details of an individual (unless already publicly available) are not to be released either during the complaints, member discipline and appeals process or following.

Written Records

All matters related to a complaint should be in written form and saved in the complaints file. This includes, but is not limited to, summaries of phone conversations, and witness statements (to be dated and signed by witness).

Exclusions

Complaints relating to a person's character or personality are excluded from this process (parties being encouraged to resolve the matter directly with one another) unless the behaviour of either party is such that it affects the running of a club, its trainings or events.

Member Discipline

Where a complaint is upheld in whole or in part, Special Olympic Clubs through this Policy are delegated authority to make decisions on member discipline except the decision to suspend or terminate a member's registration.

Where a Special Olympics Club wishes to pursue suspending or terminating a member's registration, a recommendation must be made in writing to the Special Olympics New Zealand CEO in the first instance, who will consult with the Special Olympics New Zealand Board Complaints Sub-Committee.

Any decision made by the Sub-Committee will be conveyed through the CEO. Special Olympics Clubs may otherwise consider and implement disciplinary outcomes, but only to a level commensurate with the matter upheld. Examples may include removing a volunteer/athlete from a sub-committee, non-elected role, training, event, or social activity.

Appeals

Any appeals to decisions made via the complaints process are to be made to the Special Olympics New Zealand CEO within 10 days of the written confirmation of the decision. The CEO will consult with the Special Olympics New Zealand Board Complaints Sub-Committee to consider the appeal.

Relevant Documents

- [Special Olympics New Zealand Complaints Form](#)
- Special Olympics New Zealand Complaints Procedure Flowchart (Appendix 1)

Policy Approval

Policy last approved	August 2023
Policy to be reviewed	August 2024