Safeguarding and Child Protection Policy

Document Management

Policy Name: Safeguarding and Child Protection Policy

Policy Owner: MusiqHub Director **Signature:** 

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As per best practice, MusiqHub's Safeguarding and Child Protection Policy is reviewed every two years, ahead of the Children's Act 2014 three-year review requirement, or earlier where deemed appropriate.

OTHER APPLICABLE DOCUMENTS

This Policy operates in conjunction with MusiqHub's Safeguarding and Child Protection Procedures and other child safety documents and resources, including those currently under review or development. These include, but are not limited to:

- Incident Form
- Complaints Processes
- Franchisee and Contract Tutor Guidance
- Code of Conduct
- Safeguarding Investigation Procedures (in development)
- Safer Recruitment Policies and Procedures

Glossary of Terms

Term	Definition
A Child / Young Person	For the purposes of this Policy, a child or young person is any person under the age of 18 years.
Child Abuse	Section 2, Oranga Tamariki Act 1989 defines child abuse as: *"child abuse means the harming (whether physically, emotionally, or sexually) ill-treatment, abuse, neglect or deprivation of any child or young person."*
Child protection	Child protection is a component of safeguarding and is the activity taken to protect those children/young people who are at risk of, or who are suffering from, abuse and/or neglect.
Child Safety Concern	A child safety concern is any information, observation, disclosure, incident, behaviour, allegation or circumstance that causes concern about the well-being, treatment or safety of a child or young person. A concern does not need to amount to suspected abuse or neglect before it can be reported.
Conduct	The way a person communicates and/or behaves, whether online or offline.
Contact	As per the Children's Act 2014 - we recognise contact (other than merely incidental contact) with children and young people as including physical contact and contact via oral communication (in person or by phone) and via any electronic medium, including by way of writing or visual images.
Allegations Against Staff	An allegation is information suggesting that a person working for, delivering services through, or representing MusiqHub or any other professional service (e.g., the school) may have: ▪ Harmed or abused a child or young person. ▪ Behaved in a way that may have harmed a child or young person. ▪ Behaved towards a child or young person in a way that may indicate a child safety risk. ▪ Breached professional or safeguarding boundaries in a manner relevant to child safety. ▪ Otherwise raised concerns about their suitability to work safely with children and young people. An allegation does not need to be proven before it is reported or acted upon.
Safeguarding	Safeguarding is the collective preventative and protective systems, practices and organisational culture used to promote everyone's well-being and safety and reduce opportunities for harm, abuse, neglect, exploitation or inappropriate conduct.
Designated Safeguarding Person	The Designated Safeguarding Person (DSP) is the person appointed by MusiqHub to provide organisational oversight, advice and escalation in relation to safeguarding and child protection. The DSP does not replace the responsibility of Franchisees, Contract Tutors or other MusiqHub staff to recognise and report concerns.

Contents

Reference	Section	Page
1.	MusiqHub's Commitment to Child Safety	4
2.	Policy Purpose	4
3.	Policy Scope	4
	3.1 Partnership Working	5
4.	Legislation	5
	4.1 Te Tiriti o Waitangi | The Treaty of Waitangi	5
5.	Inclusive Safeguarding	5
6.	A Child Safe Workforce	6
	6.1 Safer Recruitment, Selection and Onboarding	6
	6.2 Child Safety Induction and Training	6
7.	Safe Working Practices	6
	7.1 Code of Conduct	7
	7.2 Partnership Working	7
8.	Recognising Child Safety Concerns	7
	8.1 Neglect	8
	8.2 Emotional Abuse	9
	8.3 Physical Abuse	10
	8.4 Sexual Abuse	11
9.	Responding to Concerns Safely	12
10.	Reporting Child Safety Concerns	12
	10.1 Compulsory Internal Reporting	12
	10.2 Immediate Concerns	13
	10.3 Allegations Against Staff	13
	10.3.1 Responding to Allegations Against Staff	13
	10.4 Children, Young People and Families Reporting Concerns	13
	10.4.1 Complaint Processes	13
	Child Safety Reporting Process	14
11.	Referring Concerns	15
12.	Recording Concerns	15
13.	Confidentiality and Information Sharing	15
14.	Policy Reviews	16

1. OUR COMMITMENT TO CHILD SAFETY

MusiqHub is committed to providing safe, supportive and inclusive environments for all children and young people who engage with our services.

We recognise that child safety is a shared organisational responsibility across MusiqHub, including MusiqHub management, Franchisees, Contract Tutors and others working for or representing MusiqHub.

MusiqHub has zero tolerance for child abuse, and takes all concerns about the well-being or safety of a child or young person, including any possible allegations against MusiqHub staff or other professionals supporting children and young people, seriously.

At MusiqHub, we are committed to seeking to prevent harm by embedding organisational safeguarding into our services and workforce practices and continuously improving our safeguarding culture. While maintaining appropriate responsibility and oversight for safeguarding within MusiqHub, this includes our commitment to working collaboratively with schools in identifying, reporting and supporting responses to any child safety concerns coming to the attention of MusiqHub staff.

2. POLICY PURPOSE

In compliance with applicable requirements of the Children's Act 2014, MusiqHub's Safeguarding and Child Protection Policy details, as a children's services provider, our safeguarding and child protection expectations for preventing, identifying, reporting and responding to child safety concerns within MusiqHub and across our service partnerships. The Policy aims to:

- Promote consistency in MusiqHub's child safety practices and a safeguarding culture across MusiqHub.
- Establish clear child safety roles and responsibilities.
- Support safe and accountable child-centred practice.
- Assist staff in recognising possible indicators of harm, abuse or neglect.
- Establish clear internal and external reporting pathways for concerns relating to a child or young person's well-being or safety, including any possible allegations against MusiqHub staff or other professionals supporting children and young people.
- Support effective child safety partnership with schools and other organisations.
- Support organisational learning and continuous improvement.

3. POLICY SCOPE

This Policy applies to all people undertaking work for, delivering services through, or representing MusiqHub, including:

- MusiqHub management and employees.
- Franchisees.
- Contract Tutors.
- Contractors and subcontractors.
- Volunteers, where applicable.
- Any other person authorised to undertake activities involving children or young people on behalf of MusiqHub.

For the purposes of this Policy, these people are collectively referred to as **MusiqHub staff**.

The Policy applies across all MusiqHub service or activity environments, including but not limited to: school, MusiqHub or private teaching studios, community facilities, homes where home-based tuition has been authorised, performances, events and other activities, online environments and electronic and digital communications associated with MusiqHub services.

SCOPE CONTINUED.

3.1 Partnership Working

When providing services within a partner organisation (e.g., a school), MusiqHub staff must comply with applicable school child safety policies, procedures, induction requirements and reasonable directions, alongside this Policy.

Schools and MusiqHub have complementary responsibilities for child safety. Reporting a concern to a school does not automatically remove MusiqHub's responsibility to consider whether action, recording, escalation or organisational oversight is also required.

Where there is uncertainty or an apparent difference between school and MusiqHub requirements, the safety and wellbeing of the child or young person must remain the primary consideration. Advice should be sought from the relevant Franchisee and, where appropriate, MusiqHub's Designated Safeguarding Person.

4. LEGISLATION AND GUIDANCE

Under the United Nations Convention on the Rights of the Child 1989 (UNCRC) and the Human Rights Act 1993, all people have the right to safety and protection from risks of harm, abuse and neglect. MusiqHub takes the implementation and advocacy of these rights seriously.

New Zealand's Children's Act 2014 is the primary legislation guiding MusiqHub's child protection policy and staff safety checks responsibilities. However, our child safety practices are also informed by various New Zealand Acts noted below and expanded further in our Safeguarding and Child Protection Procedures.

- Children's Act 2014 and Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015.
- Crimes Act 1961.
- Education and Training Act 2020.
- Employment Relations Act 2000
- Family Violence Act 2018.
- Harmful Digital Communications Act 2015.
- Health and Disability Commissioner Act 1994
- Health and Safety at Work Act 2015.
- Oranga Tamariki Act 1989.
- Privacy Act 2020.

4.1 Te Tiriti o Waitangi | The Treaty of Waitangi

MusiqHub recognises Te Tiriti o Waitangi as Aotearoa New Zealand's founding document and is committed to upholding the mana of Te Tiriti o Waitangi and the principles of Partnership, Protection and Participation.

5. INCLUSIVE SAFEGUARDING

> ***Article 2 of the Convention on the Rights of the Child 1989:*** *All children have rights, no matter who they are, where they live, what their parents do, what language they speak, what their religion is, their sex or gender, what their culture is, whether they have a disability, whether they are rich or poor.*

MusiqHub recognises that every child and young person has the right to feel safe, respected, valued and included. All MusiqHub staff are responsible for safeguarding children and young people from harm, abuse and neglect, irrespective of their gender, ethnicity, culture, language, religion, disability, health, sexual orientation, gender identity, family or social circumstances, economic status, or any other characteristic or circumstance.

INCLUSIVE SAFEGUARDING CONTINUED.

MusiqHub staff must promote inclusive safeguarding practices and ensure, as far as reasonably practicable, that MusiqHub's services, teaching practices and environments are inclusive, equitable and responsive to the diverse identities, needs, circumstances and experiences of children and young people.

MusiqHub recognises that some children and young people may experience additional challenges or barriers to participation, being heard, accessing support or reporting concerns. Staff must remain alert to these additional needs and take reasonable steps to ensure that safeguarding arrangements do not inadvertently exclude or disadvantage children and young people who may require additional support.

6. A CHILD-SAFE WORKFORCE

At MusiqHub safeguarding is a shared workforce responsibility. All MusiqHub staff are expected to:

- Prioritise the well-being and safety of children and young people.
- Understand and comply with this Policy, its procedures and all other applicable child safety guidance and requirements.
- Maintain professional boundaries and uphold MusiqHub's Code of Conduct.
- Model safe, respectful and inclusive behaviour.
- Remain alert to child safety concerns and abide by MusiqHub's compulsory internal reporting processes for any identified concerns.
- Complete all initial and refresher compulsory child safety induction and training requirements within the required timeframes.

6.1 Safer Recruitment, Selection and Onboarding

MusiqHub Safer Recruitment, Selection and Onboarding Policy and procedure requirements must be upheld when engaging (paid or voluntary) Franchisees, Contract Tutors and any other MusiqHub staff.

These processes encompass and, where able, exceed the Children's Act safety checking requirements, and all stages and elements must be complete to a satisfactory outcome before the person commences active duties.

6.2 Child Safety Induction and Training

All MusiqHub Staff must undertake compulsory initial and refresher Child Safety Induction and Safeguarding and Child Protection Training within all required timeframes.

7. SAFE WORKING PRACTICES

We are passionate about ensuring that all children, young people, and families enjoy engaging with MusiqHub. Critically, this means ensuring children and families know what engagement and conduct to expect from MusiqHub staff. Equally, staff receive the support and guidance they need to perform their responsibilities in ways that promote safe practices, maintain professional boundaries, and comply with MusiqHub's Code of Conduct at all times.

Our safe working practices promote conduct designed to be in the best interests of all, and we take any breaches of these expectations seriously.

7.1 Code of Conduct

MusiqHub's Code of Conduct provides further guidance on practice and conduct expectations across all physical and online service and activity environments.

All staff (regardless of role, hours or type of engagement) must adhere to and abide by MusiqHub's Code of Conduct. All staff are informed about how to access our Code of Conduct and provided with a copy to ensure everyone has the awareness needed to promote and implement the necessary boundaries and safe conduct requirements.

All staff are to avoid any engagement, conduct and/or behaviour that could be open to misinterpretation and are to report and record any such incidents, should they occur.

Conduct breaching our Code may be subject to disciplinary action up to and including dismissal. Any breaches of the law will be referred to New Zealand Police.

7.2 Partnership Working

Where teaching takes place within a partner environment, e.g., a school, the requirements of that partner agency (e.g., school) must also be followed. Should an establishment hold a higher safeguarding standard than MusiqHub's requirements, the higher standard should ordinarily be followed.

Should any partner environment or practice expectations not comply with MusiqHub's safe working requirements, the matter should be raised with the MusiqHub Franchisee.

Where necessary, the Franchisee will seek advice from MusiqHub's Designated Safeguarding Person.

8. RECOGNISING CHILD SAFETY CONCERNS

Section 2 of the Oranga Tamariki Act 1989 defines child abuse:

> *"the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person."*

Child safety concerns can relate to a child/young person's well-being and/or an allegation against a staff member. Whilst there can be many types of harm, concerns are mostly recognised under one or more of the four categories of abuse:

- Neglect
- Emotional Abuse
- Physical Abuse
- Sexual Abuse

To support policy users in identifying concerns, the following provides definitions for each category, along with possible physical, behavioural, and/or environmental indicators.

8.1 Neglect

Neglect is the persistent failure to meet a child's basic physical, emotional, developmental, or medical needs, where there is a reasonable ability to do so. Likely to result in significant immediate or longer-term harm to the child's health or development. It may also occur during pregnancy, for example, due to a lack of prenatal care or substance exposure. Neglect includes failing to respond to a child's:

- Basic Care Needs (e.g., food, clothing, shelter).
- Emotional Needs (e.g., lack of affection, engagement, or responsiveness).
- Medical Care (e.g., physical and mental health needs, including dental care).
- Supervisory Needs (e.g., inadequate, unsafe or no supervision).
- Educational Needs (e.g., truancy, no schooling)
- Protection Needs (e.g., failure to protect the child from harm or unsafe environments).

Although a single serious omission may still result in significant harm. Neglect is often best understood through recognising patterns and is strongly associated with cumulative harm.

Physical indicators may include:	***Behavioural indicators may include:***	***Environmental indicators may include:***
- Insufficient basic physical care, e.g., persistently poor hygiene, inappropriate or inadequate clothing. - Non-medical related reasons for indicators, e.g. frequent hunger, malnutrition or obesity. - Non-organic failure to thrive, e.g. underweight, small for their age. - Persistent skin disorders without medical cause. - Unattended health and/or dental needs. - Poor speech or other developmental delays.	- Stealing/hoarding (particularly food or clothing). - Outside or unsupervised for long periods, or experiences of abandonment. - Indiscriminate attachment, affection seeking, or a severe lack of attachment to a parent(s). - Aggressive, destructive or offending behaviour. - Poor peer relationships, few friends, poor social skills or other social delays. - Poor emotional response/lack of expression or enthusiasm, low self-esteem, dull, unsmiling.	- Lack of or insufficient overall basic care. - Unattended health and/or dental appointments. - The caregiver's needs are ahead of the child's. - There is little or no interest in the child. - The child/young person is repeatedly left without appropriate supervision or arrangements before or after lessons or activities. - The household is low in warmth and high in criticism. - Supervision is frequently inappropriate or missing. - Exposure to drug or alcohol misuse. - Risks are not mitigated, e.g. hazardous products, doors, plug sockets, etc. - A caregiver's circumstances or needs appear to significantly affect their ability to meet the child's care or safety needs. - The environment is unsafe or unhygienic.

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8.2 Emotional Abuse

Emotional abuse involves a pattern of behaviour that causes significant harm or has a damaging impact on a child's psychological, social, intellectual, emotional functioning or developmental well-being. It may include:

- Conveying to a child that they are worthless, unloved, or inadequate.
- Silencing, ignoring, or preventing the child from expressing their views.
- Persistent criticism, humiliation, rejection, or hostility.
- Exposure to family violence, coercive control, or seeing and/or hearing harm to or the abuse of others.
- Bullying (including cyberbullying).
- Exploitation or corruption of the child.
- Imposing developmentally inappropriate expectations.

Emotional abuse is typically characterised by systematic and persistent negative treatment, although exposure to a singular or severe event may also cause significant harm.

Emotional abuse is present in all other forms of abuse but may also occur on its own.

Physical indicators may include:	***Behavioural indicators may include:***	***Environmental indicators may include:***
- Frequent physical complaints, e.g. headaches, nausea and abdominal pains. - Delays in physical development, slow development or regression - Talking about hurting themselves or ending their lives (suicide threats, attempts, self-harm). - Eating disorders. - Sudden speech disorders. - Stunted growth, failure to thrive (non-organic).	- Excessive lack of self-esteem or confidence. - Overly compliant, apologetic, an excessive fear of making mistakes. - Difficulty developing relationships, including with peers. - Inability to cope with praise, unable to express views when asked, cope in social settings. - Very 'clingy', possessive/obsessive, attention-seeking or risk-taking behaviour. - Depression, habitually frightened, anxious and/or nervous. - Habit disorders – hair twisting, sucking, biting, rocking, etc. - Stealing (particularly food) or destroying property.	- Concerning interactions between the caregiver and child (e.g. overly critical, labelling the child, child is seen as inferior, humiliating the child, fear). - Physical and verbal affection is withheld from the child or there are threats of harm or rejection, etc. - The child is treated differently from siblings or peers. - The child is in a surrogate parent role. - The child is being taught criminal behaviour. - There are unrealistic expectations of the child. - The child is being used as a pawn in adult issues, e.g., separation, etc.

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8.3 Physical Abuse

Physical abuse involves any act or omission that results in, or places a child at risk of, serious physical harm or injury.

This includes actions such as hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm.

Harm may be deliberate or result from a deliberate act. In Aotearoa New Zealand, the use of physical force for the purpose of punishment or discipline is not considered appropriate practice and may be unlawful.

Physical abuse also includes Medical Child Abuse (also known as Factitious Disorder Imposed on Another (FDIA) or Fabricated or Induced Illness), where a child's illness is deliberately falsified, exaggerated, or induced.

Physical indicators may include:	***Behavioural indicators may include:***	***Environmental indicators may include:***
- Head injuries. - Unexplained bruises, welts, scratches, cuts and abrasions (specifically regular, multiple, clustered and/or historical). - Injuries in areas that are soft tissue, hidden and/or unusual places, e.g. face, back or tummy, buttocks, backs of legs, inner thighs, soles of feet, etc. - Unexplained fractures, sprains, dislocations and broken bones. Particularly to the head, face, hip or shoulder dislocations. - Injuries with particular patterns, e.g. bite marks, belt marks, fingertip bruising (e.g. being forcefully held). - Burn or scald marks (including cigarette burns, stove ring, iron, rope). - Strangulation or suffocation marks. - Ingestion of alcohol and drugs. - Poisoning.	- No explanation, or unlikely or changing explanations or not fitting with injuries presented. - Refusal to discuss/access medical help or delayed treatment. - Reluctance to have caregiver contacted. - Being bullied or bullying, or being controlling towards others. - Flinching when approached or touched. - Showing little to no emotion when hurt. - Fearful when others cry or shout. - Excessively friendly to strangers. - Being passive and compliant. - Reluctance to undress or inappropriately dressed, e.g., long-sleeved clothes on hot days.	- Caregivers have inconsistent or vague explanations for the injuries. - A lack of or no concern for the child. - Delayed or no medical treatment. - The child visits multiple medical providers without an obvious or witnessed need. - Patterns of illness surrounding contact with a particular person. - The environment reflects violence, e.g. holes in walls, broken items, etc. - The child or a caregiver is being controlled by another caregiver/household member. - The child is threatened, or physical harm is imitated to or used on the child. - There is physical cruelty to animals.

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8.4 Sexual Abuse

Sexual abuse involves forcing, coercing, or enticing a child or young person to take part in sexual activities or be used for a sexual purpose, whether or not they are aware of what is happening. It may include:

- Contact abuse (e.g., sexual touching or assault).
- Non-contact abuse (e.g., exposure to sexual activity, situations, content or comments).
- Grooming (in-person or online), including building trust, secrecy, and desensitisation to sexual content, boundary violations, etc.
- Online and/or technology-facilitated abuse, including:
  - Encouraging or displaying sexually inappropriate behaviour.
  - Sextortion (threats to share sexual images or information (e.g., sexual identity).
  - Coercion to create, share or view sexual content.
  - Distribution or possession of Child Sexual Abuse Material (CSAM).
  - Live-streamed abuse.

Sexual abuse can be perpetrated by adults or other children/young people and often involves an abuse of trust, and real or perceived authority or power.

Physical indicators may include:	***Behavioural indicators may include:***	***Environmental indicators may include:***
- Marks, injuries or health concerns (e.g., unusual/ excessive) to personal areas such as breasts, buttocks, thighs and genitalia. - Frequent headaches and/or stomach pains. - Discomfort when walking or sitting down. - Signs of being sexually active, STIs, pregnancy (particularly if under 16 years). - Self-injury (cutting, burning) and/or suicide attempts. - Compulsive eating or dieting - Significantly changing their appearance or body shape to avoid attention.	-Alluding to having a secret. -New words for body parts. -Resistant to removing clothes or wearing inappropriate clothing, e.g. for the weather. -Trying to feel clean via obsessive washing. -Sexualised behaviour or knowledge beyond developmental expectations. -Significant change in status or quality of relationships with friends and/or caregivers. -High risk-taking, such as fire-setting.	- Caregivers may be unusually overprotective of the child. - The child is accused of or labelled as sexually provocative. - The Caregiver persistently invades the child's privacy (e.g., during dressing, in the bathroom, etc.). - The child is favoured over others. - Unexplained gifts or new possessions. - Cruel behaviours, e.g., to animals. -Exposure to or involvement in sexual material (photos/ videos, etc.) or exploitation. -Torn, stained or bloody underclothing

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9. RESPONDING TO CONCERNS SAFELY

There are 3 main types of disclosures:

1. **A Direct Disclosure:** When a person tells you directly they are being abused or neglected.
2. **An Indirect Disclosure:** This is when a person doesn't tell you directly but consciously or subconsciously communicates their experience indirectly. For example, via behaviours, emotions, art, writing, appearance, discussions, and/or other possible indicators of abuse and/or neglect.
3. **A Third Party Disclosure:** This is when someone (e.g. parent/caregiver, friend, or another professional) shares a concern about another person. Sometimes (more commonly when coming from a child), disclosures may initially appear to come from a third party but later turn out to be an *indirect disclosure* (e.g., "*my friend's parent is hurting them*") when it is actually about them/their situation.

Do	Don't
✓ Believe the person and take what they say seriously. ✓ Be accessible. ✓ Listen carefully. ✓ Reassure the person, e.g. *it's not their fault.* ✓ Thank them for telling you. ✓ Tell them you will try to get help. If necessary, explain this may involve needing to tell another staff member. ✓ As per this policy, report the concern to the MusiqHub Franchisee or MusiqHub's Designated Safeguarding Person. ✓ If applicable, inform the partner organisation's lead contact, e.g., the school's designated safeguarding person. ✓ As soon as possible, complete an incident form, detailing what was said and any immediate actions taken.	× Do not say anything critical, e.g. '*You should have...'* × Do not jump to conclusions, especially about the abuser. They may still be liked or loved by the person disclosing. × Do not investigate or ask leading questions, e.g. *did this happen at home?* × Do not make promises to keep anything secret or confidential (between you and them). × Do not fill any silences or stop them from speaking freely. × Do not let anyone who may be involved know the child/person has said anything. If the alleged abuser is unknown, we are to assume the child's parents or caregivers may be involved.

10. REPORTING CHILD SAFETY CONCERNS

10.1 Compulsory Internal Reporting

Staff are to treat all worries or concerns as a priority and apply MusiqHub's compulsory internal reporting process when worried about a child's safety or the conduct of a staff member.

Franchisees receiving concerns are to respond in accordance with our safeguarding and child protection procedures, including, where applicable, working with MusiqHub's Designated Safeguarding Person.

The Franchisee must escalate the concern to MusiqHub's Designated Safeguarding Person where:

- Abuse or neglect is known or suspected.
- The concern involves an allegation against MusiqHub staff.
- The school's response appears insufficient to address an ongoing child safety risk.
- There is uncertainty or disagreement with the partner agency about the appropriate response.

The Franchisee Continued:

- A conflict of interest exists.
- The circumstances may present a risk to other MusiqHub students, staff or Franchisees.
- Organisational safeguarding advice or oversight is otherwise required.

Where a concern does not meet these criteria, the Franchisee must ensure the matter is appropriately responded to and recorded in accordance with MusiqHub and partner organisation requirements.

10.2 IMMEDIATE CONCERNS:

Where there is an immediate risk to the life or safety of a child or young person, or others, their immediate safety takes priority. The staff member must **call emergency services on 111.**

Once the immediate risk has been addressed, the concern must be reported through the applicable reporting processes as soon as practicable.

10.3 Allegations Against Staff

Any information questioning the suitability of MusiqHub staff or their ability to work safely with children and young people is taken seriously. All reports involving a Franchisee, Contract Tutor, employee, contractor or other person working for or representing MusiqHub will be taken seriously and responded to in accordance with MusiqHub's safeguarding procedures, regardless of whether the concern is current, historical, known or suspected.

10.3.1 Responding to Allegations Against Staff

We will ensure that all allegations are managed immediately, sensitively and expediently within the procedures outlined in our Safeguarding Investigation Policy and take appropriate action for all involved parties while making sure the safety of children remains the priority. This may include notifying external agencies where applicable, e.g. Oranga Tamariki and/or the Police. Any known or suspected breaches of the law will be reported to New Zealand Police.

10.4 Children, Young People and Families Reporting Concerns

MusiqHub encourages any child, young person or family member with a child safety concern to report that concern, and this can be done by:

- Speaking to any MusiqHub Teacher.
- Speaking to any MusiqHub Franchisee.
- Contacting MusiqHub's Designated Safeguarding Person (0800 787866 | safeguarding@musiqhub.co.nz)
- Submitting a complaint via the Contact Us page on MusiqHub's website.

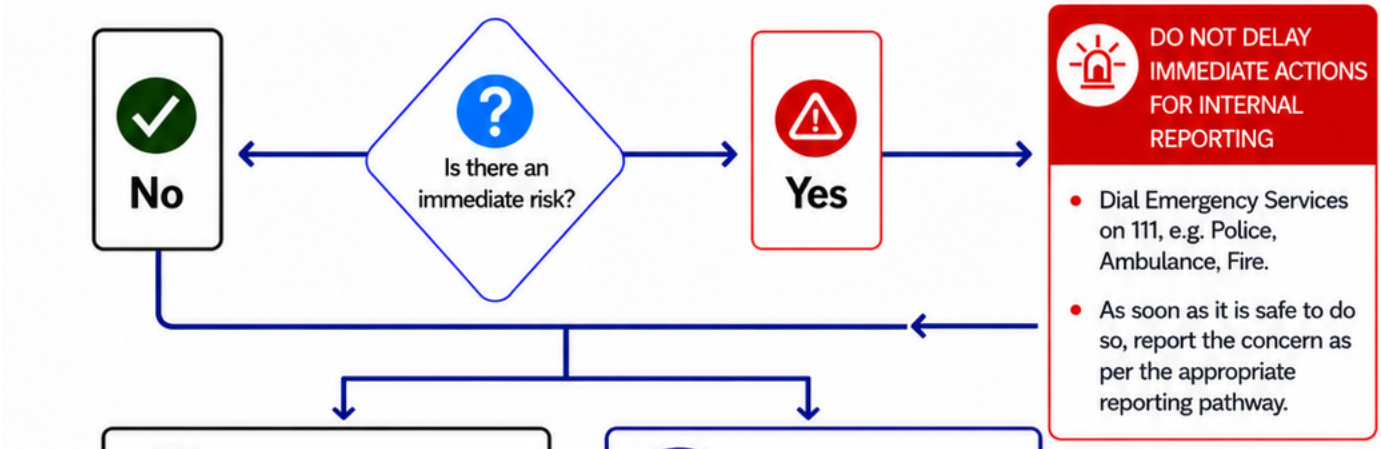
10.4.1 Complaint Processes

We make every effort to ensure that all those we engage with receive positive and excellent service from MusiqHub. Should, for any reason, we fail to meet these expectations, children and families are encouraged to:

- Share complaints or concerns via the Contact Us page on MusiqHub's website.
- Contact the MusiqHub Franchisee.
- Contact the MusiqHub Director 0800 787866 | safeguarding@musiqhub.co.nz)

Child Safety Reporting Process

MusiqHub operates a compulsory child safety reporting requirement.
Any staff member (employee, Franchisee, Contract Tutor, other) who is worried about, or receives, a concern about a child/young person MUST report that concern.





MusiqHub

Concern relates to a child/young person engaged with a MusiqHub service.

- Report the concern to the Franchisee or MusiqHub's Designated Safeguarding Person.
- ASAP complete an Incident Form (must be within 24hrs/1 working day).

Partner Organisation (e.g., a School)

Concern relates to a child/young person engaged with a Partner Organisation, e.g. a school.

- Report the concern to the Partner Organisation's lead contact/designated staff member.
- ASAP complete the Partner Organisation's Incident Form (must be within 24hrs/1 working day).
- If possible, provide the Franchisee with a copy of the incident form. If not, MusiqHub can work with the Partner to arrange receiving a copy.

MusiqHub

Concern or allegation relates to a MusiqHub staff member (employee, volunteer or contractor).

- Report the concern to the Franchisee or MusiqHub's Designated Safeguarding Person.
- If the concern relates to a Franchisee report directly to the Designated Safeguarding Person.

Partner Organisation (e.g., a School)

Concern or allegation relates to a staff member (employee, volunteer or contractor) of the Partner Organisation, e.g. a school.

- Report the concern to the Partner Organisation's Principal/Head Teacher or Designated Safeguarding Person.
- ASAP complete the Partner Organisation's Incident Form (must be within 24hrs/1 working day).
- If possible, provide the Franchisee with a copy of the incident form. If not, MusiqHub can work with the Partner to arrange receiving a copy.

Section 15 of the Oranga Tamariki Act 1989

Any person, at any time, who believes a child/young person is at risk of abuse or neglect can contact Oranga Tamariki (0508 326 459) or the Police (111 or 105 for non-emergencies) directly.
This includes any staff member unsatisfied with MusiqHub's response to a concern and who believes a child or young person remains at risk of harm.

MusiqHub's Designated Safeguarding Person | m: 0800 787866 | e: safeguarding@musiqhub.co.nz

11. REFERRING CONCERNS

Any child well-being or safety concern identified or presented to MusiqHub will be responded to according to its own individual merit and whether it is responding in conjunction with a partner organisation.

All responses will be in accordance with the level of support required, applicable consent and information sharing requirements and/or the support referral need.

Independently or in conjunction with our partner organisations, we may undertake responses aligned with any of the following intervention levels or as per the advice of any child protection services.

- Early Help, e.g. signposting or referring a family to a specific community support service.
- Multi-agency/Community Support, e.g., signposting or referring a family to a multi-agency support framework.
- Online Safety Concerns, e.g., signposting or referring a family to Netsafe or the Police.
- Child Protection Services (Oranga Tamariki 0508 326 459 or Police 111 or 105 for non-emergencies)

A referral to child protection services by a partner organisation does not automatically remove MusiqHub's responsibility to consider its own safeguarding response. Where a partner organisation makes a referral to a statutory agency, MusiqHub should establish, where appropriate and lawful, sufficient information to understand whether any further action is required in relation to:

- MusiqHub staff.
- Other MusiqHub students.
- MusiqHub services or environments.
- Safeguarding risks.
- Organisational responsibilities.

12. RECORDING CONCERNS

All safeguarding or child abuse concerns must be recorded on an **Incident Form**.

MusiqHub retains all records relating to child protection reports or investigations for 7 years, and 75 years for any documentation relating to sexual abuse.[1]

All child safeguarding and protection information relating to a child is to be recorded and stored as per our Safeguarding and Child Protection Procedures.

13. CONFIDENTIALITY AND INFORMATION SHARING

When responding to concerns identified through MusiqHub services and activities, unless it is unsafe or inappropriate to do so, parent(s)/guardian(s) should be made aware of concerns relating to their child and, where appropriate, consent sought before sharing information with others.

Where consent is refused but concerns for the child/young person remain or escalate, MusiqHub may share relevant information without consent where permitted by the Privacy Act 2020 or other applicable legislation to support the child's safety and protection.

Parent(s)/guardian(s) may not be informed of concerns where MusiqHub have been instructed by statutory services not to share information, or if doing so may increase unknown and known risk, compromise an investigation or otherwise be contrary to the child/young person's safety or best interests.

[1] (adapted) Recommendation 83 of the final report (Whanaketia – Through pain and trauma, from darkness to light) from Aotearoa New Zealand's Abuse in Care Royal Commission of Inquiry proposes records relating to alleged abuse and neglect be kept for at least 75 years to allow for delayed disclosure.

CONFIDENTIALITY AND INFORMATION SHARING CONTINUED.

Where concerns arise through services delivered within a partner organisation (e.g., a school), MusiqHub will work collaboratively with the partner organisation to coordinate appropriate information sharing and responses, while prioritising the safety and best interests of the child/young person.

Child safety information will be treated as confidential, but not secret, and shared only with those who have a legitimate need to know.

14 POLICY REVIEW

This Safeguarding and Child Protection Policy is reviewed every two years alongside our Code of Conduct, from its implementation date or last review date. We seek to ensure this policy review period remains ahead of the Children's Act 2014 three-year review requirement.

The review process seeks to ensure continued compliance with relevant legislation, other MusiqHub policies and practices, stakeholder feedback, and child safety best practices.

Circumstances that may trigger an earlier or additional review include, but are not limited to, legislative changes, organisational changes, incident/case learnings, etc. We also use all customer and stakeholder consultation data and sector developments to inform our policy and procedural reviews and continuous improvements.

We communicate policy and procedural updates to MusiqHub staff and, where applicable, stakeholders, including via staff briefings, staff management meetings, staff training, and organisational communication resources (e.g., MusiqHub's website, newsletters, social media).