

<b>Title</b>	<b>Identify, respond to, and report in situations of suspected abuse, neglect, or violence</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify an incident of suspected abuse, neglect, or violence as a social service worker; respond to an incident of suspected abuse, neglect, or violence as a social service worker; and record and report an incident of suspected abuse, neglect, or violence as a social service worker.
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<b>Classification</b>	Social Services > Social Service Work with Abuse, Neglect, and Violence
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Legislation and Regulations relevant to this unit standard include but are not limited to:
  - Care of Children Act 2004;
  - Domestic Violence (Programmes) Regulations 1996;
  - Family Violence Act 2018;
  - Health Act 1956;
  - Official Information Act 1982;
  - Oranga Tamariki Act 1989 (Children’s and Young People’s Well-being Act 1989);
  - Privacy Act 2020.
  
- 2 References:
  - Age Concern New Zealand (n.d.). *Elder abuse and neglect*. Retrieved January 18, 2021, from <https://tinyurl.com/y2bwazbg>;
  - Fanslow J. L., Kelly P, Ministry of Health. (2016). *Family Violence Assessment and Intervention Guideline: Child abuse and intimate partner violence* (2nd ed.). Wellington: Ministry of Health. Retrieved from [https://www.health.govt.nz/system/files/documents/publications/family-violence-assessment-intervention-guideline-jun16\\_0.pdf](https://www.health.govt.nz/system/files/documents/publications/family-violence-assessment-intervention-guideline-jun16_0.pdf);
  - Glasgow K, Fanslow J. L. (2006). *Family Violence Intervention Guidelines: Elder abuse and neglect*. Wellington: Ministry of Health. Retrieved from:
  - Ministry of Justice (n.d.). *A new Family Violence Act*. Retrieved June 20, 2020, from <https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/>;
  - Ministry of Justice (n.d.). *Information Sharing Guidance*. Retrieved June 20, 2020, from <https://www.justice.govt.nz/justice-sector-policy/key-initiatives/reducing-family-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance/>; Risk Management Project. (1997). *Recognition*

*of child abuse and neglect - Tirohanga tukino tamariki*. Wellington: Oranga Tamariki. Retrieved from

<https://practice.orangatamariki.govt.nz/assets/legacy/documents/knowledge-base-practice-frameworks/care-and-protection/recognition-of-child-abuse-and-neglect-tirohanga-tukino-tamariki.pdf>.

3 Definitions:

- *Abuse, neglect, and violence* includes abusive, neglectful, violent, or controlling behaviour that may be economic, emotional, physical, social, verbal, spiritual, and/or sexual in nature. It also includes role abuse, which means the abuse of power by an individual or agency that has a professional, service, or status-based role in relation to survivors. Abuse, neglect, and violence may occur within or outside of families and whānau.
- *Organisational policies and procedures* are the policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.
- *Participant(s)* may include but are not limited to – people whose life or safety is affected by abuse, neglect, or violence; family or whānau of people whose life or safety is affected by abuse, neglect, or violence. It includes children and young persons, adults, or elders.
- *Social service worker* is used as a term to refer to the person seeking award of credit in this unit standard. Social service worker may include but is not limited to – community workers, counsellors, kaiāwhina, social workers, kaitautoko, Pacific Island social service workers, youth workers, and others who deliver social services, whether paid or unpaid.

- 4 People awarded this unit standard must demonstrate knowledge of the provisions of these statutes and criteria relating to the reporting of abuse, neglect, and violence, and care and protection measures, according to their relevance to the assessment context.
- 5 People awarded credit in this unit standard must demonstrate competence in relation to two incidents of suspected abuse, neglect, or violence with one age group. This may be assessed on the basis of evidence of demonstrated performance in the workplace or through the use of a simulated workplace situation that closely approximates the performance required in workplace settings.
- 6 People awarded credit in this unit standard must be able to demonstrate knowledge of Te Tiriti o Waitangi for social service purposes and are able to apply this competence to the context of assessment for this unit standard.
- 7 It is a principle of safe practice in working with abuse, neglect, and violence that social service workers at all levels of competence participate in professional supervision (sometimes referred to as clinical supervision). People awarded credit in this unit standard must demonstrate consistent use of professional supervision as part of safe practice.
- 8 All communications are treated confidentially, except where there is an ethical, legal, or organisational duty on the social service worker to report abuse, neglect, or

violence. The scope and limits of confidentiality are defined by criteria established by legislation, ethical practice, and service provider guidelines. They include, but are not limited to – the Oranga Tamariki Act 1989 (Children’s and Young People’s Well-being Act 1989), Family Violence Act 2018, Health Act 1956 Sections 22B and 22C, Official Information Act 1982, Privacy Act 2020, agency codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and service provider guidelines, protocols, staff manuals, strategic plans, kawa, or tikanga.

## Outcomes and performance criteria

### Outcome 1

Identify an incident of suspected abuse, neglect, or violence as a social service worker.

#### Performance criteria

- 1.1 The incident is identified and defined in terms of the definition of abuse, neglect, or violence.
- 1.2 The incident is identified in terms of indicators, signs, and disclosures of abuse, neglect, or violence, and known facts of the incident.

Range indicators, signs, and disclosures of abuse, neglect, or violence may include but are not limited to – behavioural signs; physical signs; developmental signs, disclosures of abuse, neglect, or violence; verbal indicators; situational indicators; personal withdrawal and disassociation; family ostracism; information or comments from ministers of religion, elders, leaders, family or whānau.

### Outcome 2

Respond to an incident of suspected abuse, neglect, or violence as a social service worker.

#### Performance criteria

- 2.1 It is ensured that the safety of the participant(s) is the first and paramount consideration during the response.
- 2.2 The needs of the participant(s) and their family or whānau are acknowledged during the response.

Range needs – need to be respected, believed, affirmed and supported; need for physical comfort, safety, privacy, and security; need to be in a family or safe collective group.

- 2.3 Interpersonal skills are used that acknowledge the characteristics of the participant(s) and their family or whānau.
- Range characteristics of the participant(s) and their family or whānau may include but are not limited to – physical, spiritual, and mental characteristics, including age; language; stage of development; culture; disability; gender; health status; language; sexual orientation; religion; attitudes to abuse, neglect, or violence; cultural status; evidence is required of four characteristics.
- 2.4 Interpersonal skills and language are used in response to verbal and non-verbal communications.
- Range interpersonal skills may include but are not limited to – use of voice tone, pitch, volume, and speed; use of silence; active listening; clarifying, describing, encouraging, following, listening, paraphrasing, and summarising; reflection of feelings and content; respect, acceptance, and tolerance; body language; evidence is required of four interpersonal skills.
- 2.5 Information is gathered relevant to the indicators and disclosures of abuse, neglect, or violence while maintaining respect for the participant(s) and their family or whānau.
- 2.6 Information is collected for the purpose of initiating safety procedures for the participant(s) and their family or whānau.

### Outcome 3

Record and report an incident of suspected abuse, neglect, or violence as a social service worker.

#### Performance criteria

- 3.1 All information relevant to the situation of suspected abuse, neglect, or violence is recorded.
- Range information relevant to the situation of suspected abuse, neglect, or violence may include but is not limited to – behavioural signs; developmental signs; economic signs; physical signs; disclosures; verbal signs; situational signs; family signs; information or comments from family or whānau, or other people connected to the survivors; evidence is required of three types or sources of information.
- 3.2 Records are prepared and stored in accordance with criteria established by legislation, ethical practice, and organisational policies and procedures.
- 3.3 The incident is reported in accordance with criteria established by legislation, ethical practice, and organisational policies and procedures.

<b>Planned review date</b>	31 December 2025
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	7 November 1996	31 December 2022
Revision	2	10 August 1998	31 December 2022
Revision	3	6 January 2000	31 December 2022
Review	4	26 April 2001	31 December 2022
Review	5	26 June 2002	31 December 2022
Review	6	25 February 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

#### Comments on this unit standard

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.