



Visiting communities safely

Purpose

The visiting communities tikanga outlines what managers and monitors do to keep tamariki, whānau, caregivers and themselves safe when visiting communities.

Our mahi when we visit communities

- Keep ourselves and others safe
 - Use the Preparing for a community visit resource to support your safety and the safety of people we are engaging with
- Respond appropriately to matters and concerns that arise
 - For information if you have concerns about tamariki, please follow our Child Protection kawa
 - For information about feedback and complaints, please follow [Our feedback and complaints tikanga](#)
 - For the process when we receive information about another agency, please follow out [When information is referred to other agencies tikanga](#).

Before the visit

Monitor responsibilities	Visit manager responsibilities
Think about where you are going and what you need to consider to be prepared using the preparing for a community visit resource	Make sure that there are at least two staff present for an engagement

Ensure that, if you are working outside of normal hours, the visit lead or monitoring manager knows where you are and	Make sure you know the visit schedule of the team
Have the visit manager's number programmed into your mobile phone	Make sure you have the contact cell phone numbers of staff
Make sure you have enough petrol in the tank to get to and from the location	
Make sure your cell phone is charged	

When monitors arrive at the location and during the visit

Monitor responsibilities
Park on the roadside or somewhere that is easily accessible
Look for hazards and have awareness of your surroundings
Only take the documents you need and lock other documents in the car boot
Follow the Code of Ethics during your engagement
Talk with tamariki in a space they feel comfortable and where you are visible to others in the home or community setting

After the visit

Monitor responsibilities	Visit manager responsibilities
Let the visit manager know you have left the location and where you are going next	<p>If you haven't heard from staff by the expected time, try to contact them directly.</p> <ul style="list-style-type: none"> • If there is no response, check with the visit leads and others in the team

	<ul style="list-style-type: none"> • If you still cannot make contact, check with the staff member's manager • If contact is still not able to be made, advise the Chief Monitor immediately • If staff cannot be contacted or located and you have tried the above, you must call the Police
<p>If you witness or experience an incident record the incident in Mango and advise the visit manager</p>	<p>Debrief with staff after the visit to discuss any concerns or risks</p>

When concerns arise

It is our role to understand from a systems point of view, what is working or not working for tamariki, rangatahi, whānau, and others. During korero, issues, concerns or worries will be shared with our monitoring staff. Many of the issues raised will not require any follow-up, however there may be times when further action may be needed. If an issue or concern arises during a visit it is important you take appropriate action. The options to take include:

- if you or someone else is in immediate danger, call emergency services on 111
- if you suspect neglect or abuse of a child, or there has been a disclosure of neglect or abuse, follow our Child Protection kawa.
- if a person raises an issue of concern, and no one is in immediate danger and there are no indicators of neglect or abuse, provide the person with information that can assist them. Refer to the Services and supports booklet

Rauemi – supporting tools and resources

[Preparing for a community visit](#)

[Child Protection Kawa](#)

[Our feedback and complaints tikanga](#)

[When information is referred to other agencies](#)

[Mango](#)

[Services and supports booklet](#)