



Safeguarding Children and Vulnerable People

A CHILD PROTECTION POLICY AND PROCEDURES

1.1 POLICY STATEMENT: A COMMITMENT TO CHILD PROTECTION	3
1.2 SCOPE:	3
1.3 AUTHORITY	3
1.4 POLICY REVIEW	4
1.5 OPERATING PRINCIPLES.....	4
1.6 ORGANISATIONAL STRUCTURE	4
2. 1 CHILDREN’S RIGHTS TO SAFETY AND PARTICIPATION	5
3.1 EMPLOYMENT OF STAFF AND APPOINTMENT OF MINISTRY TEAM MEMBERS	5
3.2 SUPPORT AND TRAINING	6
3.3 NON-SUITABLE APPLICANTS	6
3.4 RISK MANAGEMENT	7
4. HANDLING OF COMPLAINTS AND ALLEGATIONS.....	7
4.1 APPOINTING A CHILD PROTECTION OFFICER.....	7
4.2 HANDLING COMPLAINTS OR ALLEGATIONS OF CHILD ABUSE AGAINST CHURCH STAFF OR MINISTRY TEAM MEMBERS.....	7
4.3 WHAT IS A DISCLOSURE OF HARM.....	8
4.4 WHAT IS A SUSPICION OF HARM?	8
4.5 STEPS IN THE INTERNAL RESPONSE TO AN ALLEGATION OF ABUSE	9
4.6 WHEN AND HOW TO REPORT AN INCIDENT OF CHILD ABUSE, OBSERVED OR DISCLOSED	10
4.7 NOTIFYING THE INSURER	11
5.1 MANAGING RISK MANAGEMENT PLAN BREACHES	13
6.1 RISK MANAGEMENT – HIGH RISK ACTIVITIES AND SPECIAL EVENTS	13
APPENDIX 1	16
APPENDIX 2 DEFINITIONS OF ABUSE AGAINST CHILDREN.....	17
APPENDIX 4 AND 5. INCIDENT AND COMPLAINT FORMS	19
APPENDIX 6 - PROCEDURES	19
General Conduct with Children	19
Kids Church Toileting	19
Activities away from the Church Premises.....	20
Conducting a Home Visit.....	20
Visitors to Church Activities	21
Sign In/Out Procedure	21
Unwell Children	22
Transporting Children in Personal Vehicles	22
Emergency Evacuation.....	22
Emergency Lock Down.....	23
First Aid	23
Social Media / Photos	23
APPENDIX 7 – BEHAVIOUR MANAGEMENT	24
Prior to Managing Behaviour	25

1.1 Policy Statement: A Commitment to Child Protection

The purpose of this Policy is to guide Calvary Family Church in developing a child protective culture and in establishing and maintaining child-safe environments for the children and vulnerable people who are part of the church community of faith.

We see such a commitment as flowing naturally from our vision and mission to operate according to biblical, Christian principles for living and for recognising the unique value and potential of every person, regardless of race, age, gender, ability or disability.

All who come to the church have a right to feel and be safe. The welfare of children in our care will be our first priority. When children attend church and remain with their parents or when they have been picked up from the children's program, then the parents have the primary duty of care. When children are signed over to authorised workers in a church program, then that duty of care transfers to the church. Signed over includes when a young person is on church property for a youth event. The relating ministry team accept the responsibility of providing a safe and friendly environment where children are listened to, feel safe, have fun, accept challenges, learn and grow. We recognise the particular need for sensitivity for those from culturally or linguistically diverse backgrounds. We take into consideration the needs of children with disabilities and seek to include them and make them feel safe and welcome.

This Policy recognises both Federal and State legislation (See Appendix 1) and the spirit that seeks to protect and nurture the holistic development of children and young people. It reflects the operational principles contained within our Volunteer Handbook (Being developed for disbursement in January 2018).

1.2 Scope:

The provisions and duties of care expressed in this Child Protection Policy applies to:

- a. The pastors, all employees (including volunteers) members and adherents.
- b. Ministry team members. These are the people who have been appointed as part of teams to minister to others. (Previously known as a leader).
- c. All guests or hirers of the venue and its facilities.
- d. Any contractors, subcontractors, delivery persons or others engaged to provide services on the premises, whether or not they have direct contact with children whilst on site.
- e. All activities and programs organised by and with the approval of the Senior Pastor on the premises or off-site.

1.3 Authority

This Child Protection Policy was revised and updated to reflect the most recent changes to State and Federal law and guidelines towards being a Child-safe organisation. It was approved by the Board and adopted for use by Calvary Family Church on TBA.

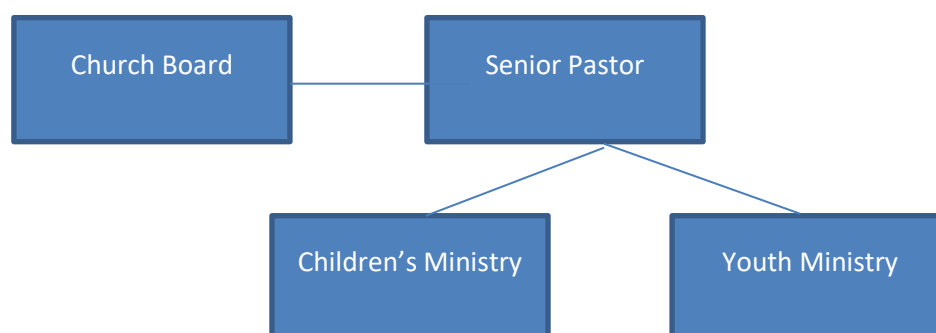
1.4 Policy Review

The Child Protection Policy and Procedures will be reviewed at least bi-annually, or to remain compliant with new legislation. Any proposed changes will be submitted to the Board of Calvary Family Church for approval before being adopted and implemented.

1.5 Operating Principles

- **Duty of Care:** Means any legal responsibility that the church has to ensure the safety and wellbeing of those who participate in programs or activities of the church.
- **Vicarious Liability:** Means any legal liability that the church may be determined to have for the conduct of those who act on its behalf (e.g. its staff and approved voluntary team members).
- **Reasonable Standard of Care:** Refers to the level of care that a user may reasonably expect that the church will take in providing any program, activity, service, or facility.
- **Reasonable Foresight:** Refers to a responsibility that the church has, when planning activities for children and young people, to identify any reasonably foreseen danger/risk and take reasonable steps to prevent or avert such risk.

1.6 Organisational Structure



The children's and youth ministry departments both sit within the direct oversight of the senior pastor/s. Any issues relating to the running and oversight of both departments are to be reported to the senior pastor. The senior pastor will relay any required information to the church board where required.

2. 1 Children's Rights to Safety and Participation

The ministry teams of Calvary Family Church encourage children to feel a part of the church by seeking their feedback regarding children's programs, and through listening to them when they speak about matters that directly affect their sense of safety or wellbeing. We value diversity and do not tolerate discrimination in our words or practices or in those of others.

Part of our work with children is to **teach and inform** them of what they can do if they feel unsafe, threatened or upset by the behaviour of adults or other children. **We will listen to and act on** any concerns children or their parents/carers raise with us. **We are committed to protecting children from harm.** 'Harm', as used in this policy, includes any and all of the following types of abuse or neglect of children and young people: physical; sexual; emotional/psychological; racial/cultural or spiritual/religious. (See Appendix 2)

'All forms of abuse injures children, sometimes visibly, but often in profound ways that damage a child's sense of identity, cause them to be anxious or fearful and reduce their capacity to participate in the community and opportunities of life.'

3.1 Employment of Staff and Appointment of Ministry Team Members

The church will be vigilant in the recruitment, selection and screening of all staff and ministry team members to ensure they are safe and suitable to work with children and young people. It is important that every person who works with children at Calvary Family Church upholds and exemplifies our Christian beliefs and values, especially in their interaction with children and other vulnerable people.

1. Our statements of commitment to child safety and our behavioural expectations of employees and volunteers is discussed with all ministry team members on a regular basis.
2. All Staff and volunteers working with children under 18 years will apply and hold a current Blue Card. All volunteers are required to hold a valid Blue Card, not just have an application form submitted before commencing any work with children. Blue Cards are managed through Elvanto (church database) and all renewal forms are submitted no later than 30 days from the date of expiry.
3. When any staff member or volunteer is turning 18 years of age, a Blue Card application will be submitted on their 18th birthday.
4. Where required, we will conduct informal referee checks for all volunteers requesting to be involved in programs for children under 18 years.
5. The Senior Pastor will make appointments to a specific role in writing for all paid employment and will provide verbal authorisation for all volunteers working with children. All volunteers wanting to work with children will complete the online application form prior to discussions being undertaken with the Senior Pastor.

6. We require and keep accurate, up-to-date records of Blue Card information on our church database for all those working on the site with access to children. This includes the Positive Notice letter being held on file.
7. Commencing January 2018, we will have a clear staff and volunteer induction process that includes providing them with a copy of this Policy, the volunteer handbook and other relevant documents detailing standard operating procedures.
8. All staff and volunteers are trained annually to refresh their knowledge of our policies and expectations in terms of conduct and protocol, especially where there has been document review.
9. It is an expectation that any person wishing to be a part of a ministry team be in attendance at church on a regular basis for at least a 6 month period.

3.2 Support and Training

We provide a system of support and supervision so people feel valued, respected and fairly treated. To this end we have developed a volunteer handbook (being disbursed January 2018) to guide our staff and volunteers.

1. Staff and volunteers are provided with a copy of this Child Protection Policy and the volunteer handbook that defines unacceptable conduct, boundaries and expectations for behaviour. Paid staff will sign a Letter of Offer which outlines their code of conduct.
2. Annual 'Refresh, Renew, Update' sessions are run for all volunteers, to ensure their awareness of the importance of child safety and familiarity with child protective practices and expectations.
3. In the initial roll out of the new procedure and supporting documentation, all staff volunteers who work or are involved with children will be provided 3 opportunities to attend a training session. Anyone who does not attend these sessions will be stood down from any child related program until they have completed training. Training for this new policy will take place in January 2018.

3.3 Non-suitable applicants

Where the church has identified that an applicant for an employee or ministry team member has previously committed a violent or sexually related offence, they cannot, under any circumstances, be considered for child related activities or programs.

If the church becomes aware of an allegation against a staff member or a member of the congregation, please refer to section 4 below.

3.4 Risk Management

Risk assessment and management practices are embedded in our procedures for all services, programs or activities authorised by the church. We use these practices to inform our planning and implementing of all aspects of operation at Calvary Family Church. Risk management applies to Work Health and Safety and specifically to the minimising of risks of abuse of any kind to children who are in our care.

In situations where a person seeks to attend or join the church with a record of offending in child abuse of any kind, the Senior Pastor will put in place appropriate boundaries restricting access to any program where children under 18 years will be present and also in public church gatherings.

Through consultation between the Senior Pastor and the Church Board, a discussion will be made if there is another local church that can better meet the pastoral care needs of anyone who has prior records offences with children.

4. Handling of Complaints and Allegations

4.1 Appointing a Child Protection Officer

The role of Child Protection Officer will be shared by the Pastoral team of Calvary Family Church.

Guests, staff and volunteers are expected to use either the **Complaints Form** or the **Incident Form** to note concerns arising from observations or experience. (See Appendix 4 and 5) These forms are available to complete from the church website.

4.2 Handling Complaints or Allegations of Child Abuse against Church Staff or Ministry Team Members

The Church is committed to conducting a thorough, unbiased and pastorally-sensitive investigation into any complaints or allegations of misconduct against a church staff-member, ministry team member or member of the congregation. Every person involved with the church should be confident that complaints will be dealt with honestly and fairly. Such investigation will seek to establish if the allegation has sufficient basis for it to be reportable.

The Department of Communities, Child Safety and Disability Services (known hereafter as 'The Department') must be notified of all reportable allegations or convictions, no later than 30 days after the pastoral team becomes aware of the allegation or conviction. The church will fully co-operate with the Department and be directed by the investigation process. All steps required by the investigators will be followed, and we will respond to any recommendations made. All church staff, ministry team members and congregation members should be aware that allegations regarding their conduct outside of their involvement with the church are also reportable to the Department and Police.

If any allegation is made against staff, ministry team member or congregation member they will not attend any church event to ensure the safety of all involved. During a period of investigation the church wants to ensure that all persons involved are supported where possible.

1. If the allegation or complaint is against any Endorsed Minister, then the people identified as their Apostolic Oversight will be contacted to provide support during this time.
2. If the allegation or complaint is against any ministry team member or congregational member, then pastoral support will be provided by an external pastor either identified by person or by Calvary Family Church.

4.3 What is a Disclosure of Harm

A disclosure of harm occurs when someone, including a child, tells you about harm that has happened, is happening, or is likely to happen to a child.

Disclosures of harm may start with:

- 'I think I saw...'
- 'Somebody told me that...'
- 'Just think you should know...'
- 'I'm not sure what I want you to do, but...'

It is important to act quickly and in the best interests of the child or young person after a disclosure of harm is received, irrespective of the alleged source of harm.

4.4 What is a suspicion of harm?

A suspicion of harm is when someone has a reasonable suspicion that a child has suffered, is suffering, or is at an unacceptable risk of suffering, significant harm. This includes circumstances which relate to an unborn child who may be in need of protection after he or she is born. A child who has been, or may be experiencing, abuse may show behavioural, emotional or physical signs of stress and abuse.

There may also be other circumstances where there is concern for a child's welfare but it does not reach the threshold to be considered a disclosure or suspicion of harm.

You have a duty of care to follow up any suspicions of harm or potential risk of harm to children and young people in your care. You can do this by observing and recording the actions of children who might be at risk, and reporting your concerns to the relevant authority.

You can suspect harm if:

- a child or young person tells you they have been harmed
- someone else, for example another child, a parent, or an employee, tells you that harm has occurred or is likely to occur
- a child or young person tells you they know someone who has been harmed (it is possible that they may be referring to themselves)
- you are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries, or
- you see the harm happening.

4.5 Steps in the Internal Response to an Allegation of Abuse

Step 1. Where possible, any person (including a child) making an allegation should be encouraged to fill out a Complaints Form which will be reviewed by the Senior Pastor in consultation with other Pastoral staff. A copy of this form will be kept by the Senior Pastor and a copy can be provided to the complainant if requested. This is an essential record of the event. If you have received information or have reasonable belief that a child is at risk of harm or a person has committed an offence which would pose a risk to any other person, please provide an immediate verbal report to the relating Ministry Head and/or the Senior Pastor. If the allegation or complaint is against the Senior Pastor or your Ministry Head, please provide a verbal notification to another Ministry Head.

Step 2. The **Senior Pastor or their delegate** will meet with the child or the complainant, and hear the story, taking notes and seeking clarification, ensuring that the child feels listened to, understood and protected. (Some complaints may be able to be dealt with at this time, where there is misunderstanding; a lack of evidence of any abuse or no reportable act has been committed.)

Step 3. If, in the view of the Senior Pastor and/or the complainant, the allegation is serious and the danger is immediate, **report the incident to the police**. This takes the matter immediately out of the jurisdiction of the church. The police will determine if there is a case, and how to proceed. The Complaints Form will provide data for the police to assess.

Step 4. The accused person (staff member/ministry team member or congregation member) will stand down from duties and any access to children on the property, until the matter has been investigated and resolved. If the allegation concerns a member of the congregation or a visitor, the church pastoral team should be notified to deal with the alleged perpetrator, ensuring the safety of children. Refer to section 4.2 above in managing the person's attendance at all church events.

Step 5. The accused person should be encouraged to fill out an **Incident Report** (Appendix 5). This ensures that their side of the story is heard and recorded. Another adult may witness the Incident Report if they personally observed the incident or alleged inappropriate behaviour.

Step 6. Debriefing. It may be appropriate for the accused person to be debriefed and appropriate decisions made regarding his/her immediate status that is, whether or not they remain on the property or can continue to work with children in the future.

Debriefing may also occur **for the whole ministry team**, respecting confidentiality. Allegations of inappropriate behaviour towards a child are upsetting to all staff members and volunteers and they will need support, encouragement, clarification and the opportunity to express their feelings.

Step 7. Liaison with the congregation. Re-establishing trust in the ministry and team members is essential and should be dealt with as soon as is practicable. The community needs to be assured that a good process has been followed, and that all steps have been taken to ensure justice is done and that children are indeed safe.

4.6 When and How to Report an Incident of Child Abuse, Observed or Disclosed

Mandatory Reporting: Certain professions are referred to as 'mandatory reporters'. This includes medical practitioners, nurses (including school nurses), members of the police force, primary and secondary teachers and principals. Penalties may be incurred by those named as 'mandatory reporters' if they fail to notify the appropriate authorities if they have reasonable grounds for a belief (not proof!) that a child or young person is in need of protection, because they have suffered, or are likely to suffer significant harm (see **Appendix 2**), particularly physical or sexual abuse.

However, everyone has a moral responsibility to report all types of known or possible child abuse, where there is a reasonable belief that a physical or sexual offence has occurred or may be committed against a child. Such a view can be formed on the basis of:

- Direct observation
- A disclosure made by a child.
- A disclosure by someone close to a child (sibling, close friend, relative)

If you have formed a view that abuse is actually occurring or likely to occur, act appropriately:

- remain calm and listen attentively, actively and non-judgementally
- ensure there is a private place to talk
- encourage the person to talk in their own words and ensure just enough open-ended questions are asked to act protectively (e.g. 'Can you tell me what happened'...or 'Can you tell me more about that'). Don't ask leading questions which tend to suggest an answer. Ensure the person is advised that the disclosure cannot remain a secret and it is necessary to tell someone in order to get help
- reassure the person they have done the right thing by telling you
- advise the child that you need to tell someone else who can help the child
- document the disclosure clearly and accurately, including a detailed description of:
 - the relevant dates, times, locations and who was present
 - exactly what the person disclosing said, using "I said," "they said," statements
 - the questions you asked □ any comments you made, and
 - your actions following the disclosure
- not attempt to investigate or mediate an outcome, and
- follow any relevant process for reporting a disclosure of harm and consider whether there are requirements to report matters to the Queensland Police Service or Child Safety.

An abuser could be a family member or relative, a member of the church congregation, staff, volunteers or even another child. Be clear about what constitutes abuse. (See Appendix 2)

Making a report to an official agency is a serious decision and should not be made lightly. Having written information that establishes the cause of a concern or belief is important for accuracy and consistency. Your concerns should be reported to Ministry Head, the Senior Pastor, but this does not release you from the legal obligation to make a report, if you believe such a report was not made on your behalf.

This information can be recorded on the **Complaints Form**.

4.7 Notifying the Insurer

When a report is made, the Senior Pastor will contact the insurer, GJ Insurance Consulting Pty Ltd.

General Principles for making a Report regarding Child Abuse

a. Clarifying, Recording Evidence and Specific Information about the Child

A Report is required if you believe, based on reasonable grounds, that a child has suffered, or is at risk of suffering, significant harm as a result of physical, sexual, emotional abuse or neglect AND that the child's parents or caregivers have not, or are unlikely to, protect the child from such harm.

The following information will be required when making a formal report to Child Protection Services:

- The child's name, age (date of birth is preferable) and address
- The name, age and address of any known siblings
- Your reasons (observations or disclosures) for believing that the child is at risk of abuse, or actually being abused or neglected
- Your assessment of the immediate danger to the child
- Current whereabouts of the child or vulnerable person (if not in the home)
- Your description of injuries or 'sign' behaviours you have observed
- Any other information you may have of relevance to the investigation

N.B. You do not have to be given permission by church authorities to make such a report. Your identity as notifier will remain confidential unless you choose to inform the child or family.

b. Reporting. Making a report is to lay a serious allegation of a criminal offence against another person, so clarify your perceptions (talk to the child or your colleagues) and decide the best method of reporting. You can make your report to:

- **Calvary Family Church**, using a Complaint Form. Attach your notes to the form, keeping a copy.
- **The Police.** The police are the most appropriate first responders if the report is regarding behaviour taking place on church premises. Again, fill out a Complaint Form, attach your notes and call 000. The Child Safety Officer may also decide to call the police as a first step.
- **Child Protection Services – 1300 679 849**

5.1 Managing Risk Management Plan Breaches

A breach is any action or inaction by any member of the organisation, including children and young people, that fails to comply with any part of the strategy which includes position descriptions, code of conduct, any aspect of this document and any behaviour that not in line with the core beliefs or the public image of the church.

This policy is in place to manage all staff, volunteers and member of the church congregation. All breaches of the Risk Management plan are to be reported to the pastoral staff/ministry heads, documented on an incident report (located on the church website) and ensure that the Senior Pastor is aware of any breaches.

Once all information has been gathered, the Senior Pastor will make a decision how to proceed to ensure that safety is maintained for anyone involved in the situation. All follow up actions are to be recorded on the incident form.

6.1 Risk Management – High Risk Activities and Special Events

A Risk Management plan will be completed for each Special event which at times may include high risk activities. These events include authorised church community gatherings, camps or conferences. Each ministry head is responsible for completing a risk management plan to ensure the safety of all person attending. All events need to be approved by the Senior Pastor to determine that they are an authorised church event.

The following is adapted from the Standards Australia's AS/NZS ISO 31000:2009 Risk management - Principles and Guidelines and is the process for assessing any authorised events for Calvary Family Church:

There are six steps to consider in the development of an effective risk management plan:

1. Describe the activity
2. Identify the risks
3. Analyse the risks
4. Evaluate the risks
5. Manage the risks and reassess, and
6. Review.

The following Level of Risk tables are to be used when identifying the level of risk and the possible consequences which require a control measure:

LEVEL OF RISK = LIKELIHOOD X CONSEQUENCE

2.1 Firstly decide how major the risk is by placing it in one of the categories below:

Consequence	Critical	<ul style="list-style-type: none"> Critical incident. (e.g. Death or permanent disability of adult or child; high level of distress to other parties) Sustained negative publicity or damage to reputation from a national perspective or from the community welfare perspective.
	Major	<ul style="list-style-type: none"> Multiple injuries requiring specialist medical treatment or hospitalisation; and/or major occupational health safety & welfare liability incident / issue. Major incident which damages public or parent confidence. One or more children are lost from the main group.
	Moderate	<ul style="list-style-type: none"> Serious injuries and/or illness. Complex welfare and/or health care issue. Serious disruption or incident, resulting in distress to children and adults.
	Minor	<ul style="list-style-type: none"> Minor first aid or minor occupational health safety & welfare liability incident / issue (e.g. minor cuts, bruises, bumps). Minor behavioural issues.
	Insignificant	<ul style="list-style-type: none"> No treatment required.

2.2 Next assess the likelihood of the risk actually happening:

Likelihood	Almost Certain	Almost certain to occur in most circumstances
	Likely	Likely to occur frequently
	Possible	Possible and likely to occur at some time
	Unlikely	Unlikely to occur but could happen
	Rare	May occur but only in rare and exceptional circumstances

2.3 Apply the above assessments to matrix below to determine degree of urgency with which the risk needs to be resolved

		Likelihood				
		Rare	Unlikely	Possible	Likely	Almost Certain
Consequence	Critical	Moderate	High	High	Extreme	Extreme
	Major	Moderate	Moderate	High	High	Extreme
	Moderate	Low	Moderate	Moderate	High	High
	Minor	Low	Low	Moderate	Moderate	Moderate
	Insignificant	Low	Low	Low	Moderate	Moderate

Determine What Control Measures to Take

Using the results of the risk assessment, determine what control measures, or what action to take, in order to eliminate or reduce the risks to an acceptable level.

Priority must be given to Extreme & High risk activities.

Control measures can be categorised as listed below. These categories are listed in order of preference:

Elimination - allows hazards to be designed out and control measures to be designed in. It will require a modification to the process, method or material to eliminate the risk.

Substitution - replacing the material or process with a less hazardous one.

Engineering - redesigning plant or work processes to reduce or eliminate risk.

Administration - adjusting the time or conditions of risk exposure e.g. job rotation, increased supervision, issuing of instructions, training, procedures, etc.

Personal Protective Equipment - using appropriate equipment where other control measures are not practicable. Can be used as a short-term measure until a high priority risk control can be provided, or may be used to supplement other control measures.

The following table can be used to document the Risk Assessment and the Management required;

Hazard	Risk Assessment			Risk Control	Risk Rating After Risk Control	Responsible Person
	Likelihood	Consequence	Level of Risk			
Vehicles	E	3	H	<p><u>Administrative Control</u> -</p> <p>The festival area in the KP Centre Carpark will be cordoned off to vehicles. Vehicles dropping off equipment and rides will be given access to the car park area, and will be instructed to proceed cautiously. All vehicle movement will cease 30 minutes before patrons are due to arrive.</p>	L	Calvary Family Church

APPENDIX 1

LEGISLATION RELEVANT to CHILD PROTECTION

Both Federal and State legislation is relevant to the concepts discussed in this policy. This legislation includes:

Federal:

Disability Discrimination Act 1992

Workplace Gender Equality Act 2012

Fair Work Act 2009

Racial Discrimination Act 1975

Family Law Act, 1975

Sex Discrimination Act 1984

Australian Human Rights Commission Act 1986

Queensland:

Child Protection Act 1999

Qld Criminal Code 1899

Working with Children (Risk Management and Screening) Act 2000

International:

The United Nations Convention on the Rights of the Child (1989)

APPENDIX 2 Definitions of Abuse against Children

'Harm' is defined under the Child Protection Act 1999 (Qld) is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.

- It is immaterial how the harm is caused
- Harm can be caused by-
 - a. Physical, psychological or emotional abuse or neglect; or
 - b. Sexual abuse or exploitation.
- Harm can be caused by –
 - a. A single act, omission or circumstance: or
 - b. A series or combination of acts, omissions or circumstances.

Types of Abuse

There are five common types of abuse: physical, sexual, emotional, neglect and racial/cultural

Physical Abuse

Physical abuse is any non-accidental physical injury resulting from practices such as:

- Hitting, punching, kicking, beating (marks from belt buckles, fingers).
- Shaking (particularly babies).
- Burning (irons, cigarettes), biting, pulling out hair.
- Alcohol or other drug administration.

Sexual Abuse, including 'grooming'

Sexual abuse is any sexual act or threat to perform such upon another person. It occurs when a person uses their power and authority to take advantage of another's trust to involve them in sexual activity. It does not necessarily involve genital contact but is any act which erodes the sexual boundary between two persons. It may appear consensual but the validity of consent is negated by the power differential.

Sexual grooming is a pattern of behaviour aimed at engaging a child, as a precursor to sexual abuse. Examples include inappropriate special time with the child, inappropriately giving gifts, 'accidental touching', allowing the child to sit on lap, having secrets. In isolation, such behaviours may not indicate the risk of abuse occurring, but if there is a pattern of behaviour occurring, it may indicate grooming. Grooming behaviours often mimic the kind of relationship-developing strategies that Christian ministries use for the benefit and wellbeing of children, that is, gaining the trust of the child, demonstrating care and concern, spending time, visiting in the home, finding out about family, friends and hobbies. However, grooming to involve a child in sexual activities for the personal gratification of an adult is a crime.

Emotional or Psychological Abuse

Emotional abuse is the chronic attitude or behaviour of one person, which is directed at another person, or, the creation of an emotional environment which erodes a child's development, self-esteem and social confidence over time. Behaviours may include:

devaluing, ignoring, rejecting, corrupting, isolating, terrorising or chronic and extreme domestic violence in the child's presence.

Neglect

Neglect is characterised by the failure to provide for the child's basic needs. And includes any serious omission or commission which jeopardises or impairs a person's development. Examples include the failure to provide food, shelter, adequate hygiene or schooling for a child.

Bullying

Bullying can be defined as repeated, unreasonable, unwanted behaviour conducted by an individual or group against another person, which has a negative impact on health and wellbeing. This includes aggression, verbal, emotional/psychological or physical acts that intimidate or threaten. It often involves an abuse of a power differential between the bully and the victim.

Other Forms of Abuse

Racial, cultural or religious abuse

Racial abuse is any harmful conduct that discriminates against, or demonstrates contempt, ridicule, hatred or negativity towards a child because of their race, ethnic origin, skin colour or other evidence of 'difference'. It may be overt, such as racial vilification or discrimination, or covert, such as demonstrating a lack of cultural sensitivity or positive ideas about a different ethnicity.

Religious or cultural abuse is similar to racial abuse, but is directed towards expressions of religious faith or practice or cultural dress, identifying styles of cultural expression or practices.

'The harm that is caused by racial, religious or cultural abuse targets the child's identity.'

Spiritual abuse

This involves the perpetrator using their position of authority in the church or higher understanding of biblical teaching or God's will to manipulate a child for their own use or benefit, or to pressure a child using guilt, shame, or a strong "works" based ethic. This is not reportable to a Government Child Protection agency, although in extreme circumstances can be classified as emotional abuse.

Cyber-bullying

Cyber-bullying occurs when a person uses any form of telecommunication to sexually groom, sexting, bully, suggest an inappropriate relationship be formed, or engage a child in sexual language or behaviours. The explosion of electronic communications (Facebook and other social media sites, text-messaging, internet chat rooms etc.) has seen a sharp increase in cyber-bullying.

APPENDIX 4 and 5. Incident and Complaint Forms

These forms are contained within our website. Please refer to <https://calvary.org.au/admin/child-protection/> to view the forms. Pastoral Staff have access to view any recorded details.

Appendix 6 - Procedures

General Conduct with Children

Speaking to or 'counselling' with children will be conducted in the 'open' within full view of others and at no time BEHIND CLOSED DOORS. Where possible counselling should be done by two people.

When counselling children, males counsel males, females counsel females. At no time shall a male counsel a female child without another female in attendance.

When taking children on a camp or outing they must be accompanied by no less than 2 ministry team members, who are not family members. The legal ratio should be one team member to four children aged under six, and one to eight children aged six to 18.

It is preferable that, where practical, children attend the toilet in groups. Children under the age of 7 years should be accompanied when attending the toilet. Further information is below in managing toileting in the Kids Church program.

Physical contact between adults and children needs to be treated with care. Contact with areas of the body apart from arms, legs and shoulders should be avoided. If the child indicates contact is unwelcome it should be ceased immediately. **No child is to be grabbed or hit in anger or as a means of discipline.**

Always be sensitive and careful when dealing with children. Beware of placing yourself in a compromising situation where accusations could be made against you, which could have long-term consequences.

Kids Church Toileting

During any children's program held in the CFC auditorium, children are required to gain a team members permission to use the toilet. When a team member takes a child to the toilet they are to wait in the doorway in full sight on the other people in the room.

If a team member it required to help a child in the toilet, they are to gain the support of a second team member to assist with this process. If a child has soiled themselves, then their parents will be sort to support in cleaning their child up.

Nappies will not be changed by team members in any Calvary Family Church program. If a child needs assistance, then the parents for that child will be notified to change the nappy.

Activities away from the Church Premises

Camps and outings may be conducted as part of the Children's, Youth Ministry programs or general church events. While these activities are encouraged it is acknowledged that they may expose children to an added degree of risk. It is essential that this risk be managed appropriately so that the safety of all involved is maintained. Furthermore, in the event of an accident it is important that due care by team members can be demonstrated.

All outings need to have a risk assessment completed and provided to the pastoral staff prior to the activity occurring. This is to ensure that all risks have been identified and appropriate measures have been put into place to manage any identified risks.

If taking children on a camp or outing they must be accompanied by at least two ministry team members who are not family members. (Ratio 1:4 under age 6, 1:8 above age 6.)

- At least one must be the same sex as the children attending the camp or outing, so that, where boys and girls are attending, at least one male and one female will be required.
- Never be alone with a child, always in pairs.
- Not permitted to shower with children, or observe them showering. Shower monitors work in pairs and stand at the entrance to the shower block.
- Where campsites do not have adult sleeping quarters, never be alone in the sleeping quarters with a child.
- Night hikes – no walking off alone with a child. The group must stay intact with all team members visible. For Youth camp beach walks, see Youth Camp manual for more details.
- Children are not permitted to get into bed together.

Before taking children on a camp or outing an Information Letter will need to be sent to parents/guardians and a signed Permission Form with all details completed returned to you before a child can attend the camp or outing. The Information Letter and Permission Form should include:

- Name & Address of child attending camp or outing
- Date/s of camp/outing
- Location and Contact details for campsite and name of camp commander
- Accurate time of departure and return to the church (nearest 15minutes)
- Method of transport e.g. church bus, parents or ministry team members vehicles
- General description of activities to be undertaken e.g. hiking, swimming, watching videos etc.
- Cost
- Details of child's medication (if any)
- Medicare No.
- Parent/Guardians contact phone number or address during camp or outing

Check insurance policies are current and cover the proposed activities.

Where transport by vehicle is involved licenses of drivers must be checked to ensure they are valid for the class of vehicle being driven.

If there is any doubt as to the roadworthiness of a vehicle, then that vehicle must not be used. Specific permission should be obtained when children are to be transported. Parents should be informed who will be responsible for driving their children and should be able to contact that person at any relevant time.

Conducting a Home Visit

Visitation is an important element of any effective Children's and Youth Ministry. Visiting a child at home:

- Encourages the child
- Develops an awareness of issues that the child may be faced with
- Builds relationships with the child and their family
- Demonstrates the caring nature and commitment of the church

However, visitation must be handled carefully to ensure the personal safety of children and reputation of workers is maintained.

When visiting it is necessary to:

- Dress appropriately and carry identification
- Where possible and appropriate, visit in pairs
- When the door is answered clearly state your name and who you represent
- Stay outside the home and in full view unless specifically requested to enter

Do NOT enter the home where:

- There is no clear ministry purpose
- Children are at home with no adult present
- You have any reason to believe your safety or reputation may be compromised or the wellbeing of the person you are visiting
 - a. E.g. the only adult present is of the opposite sex.

Where there is potential for compromise, then another person of opposite sex should accompany you on the visit.

Visitors to Church Activities

Our activities are full of fun and excitement and could attract spectators. Casual visitors need to be challenged – “Can I help you?” - The normal response is “just looking” in which case they may need to be directed to leave the activity. If it is deemed appropriate for them to stay on site, this needs to be decided by the Departmental Head or their delegate. Challenging strangers will protect the children.

Our activities should contain:

- The children themselves
- Screened team members (Blue Cards Held by all over 18 years)
- Parents wanting to monitor their child’s progress
- Invited Guests or Visitors

Any other person on site for an activity run by Calvary Family Church needs to be approved by the relevant Departmental Head.

Sign In/Out Procedure

All children in Children’s and Youth will be signed into the program on their arrival. This is to ensure the ministry team are aware of who is on site at all times.

If a person presents to collect a child from any program conducted by Calvary Family Church who has not been previously approved, the following will be undertaken.

- The ministry head or their delegate will make phone contact with the parent/s of the child and seek their permission to release the child.

- If the parent approved the child to be release, ask to view the identification of the person picking the child up to confirm their identity.
- If the parents don't allow the child to be released, then advise the person that the child is unable to be release. If any issues arise during this process, call 000 if required.

Unwell Children

For the benefit of all the children at Calvary Family Church, any child who is identified as having a contagious illness will need to stay with their parents during church.

If during church a child is identified as being unwell, their parents will be notified and the child will be collected form the program to minimise any spread of the illness.

Transporting Children in Personal Vehicles

As a church we provide transport for children within our programs. We have 1 church bus that is used to collect and drop children off for the purposes of ministry.

For most events Calvary Family Church ensures that this bus is used; however on some occasions team members' vehicles are used to transport children. If this is the case the following must be completed;

- Vehicle must be registered and road worthy
- Provide the vehicles details to the Department Head

If you are transporting someone of the opposite sex, the Ministry Head needs to be aware of this and consent provided. If children are being dropped off home, complete in such a way that the last child in the car is the same gender as the driver. If this is not able to occur, please advise the Ministry Head.

Emergency Evacuation

In case of an evacuation;

1. In the event an evacuation is required, the word Evacuate will be said 3 times in a loud clear voice.
2. The Ministry Head or their delegate will ensure they have a copy of the roll (either check lists or elvanto access)
3. The Ministry Head or their delegate will contact 000 if required.
4. All team members are responsible to ensure that all children are taken to the evacuation point. No children are to go to their parents if church is still running.
5. The Ministry Head or their delegate will mark the roll to ensure that all children signed in have been accounted for.
6. All people remain at the evacuation point until the Ministry Head has provided clearance to return.

7. The Senior Pastor will be informed through the completion of an incident report.

Emergency Lock Down

CFC Aud:

1. In the event of a lock down, the children will be asked to make their way to the meeting room and sit on the floor.
2. The Ministry Head and their delegates will ensure that the front glass doors and the back door into the CFC Aud is locked.
3. After this the following doors will be locked.
 - a. Person locking/checking the front glass door will close the door to the hall way.
 - b. Person locking/checking the back door will close and lock the door to the meeting room. This will be done after they have checked the toilets.
4. If further lockdown is required the children will be moved into anyone of the church office rooms to ensure they are as safe as possible.

KP Aud:

1. In the event of a lock down, the children will be asked to make their way into the Roselea/Lyndale rooms.
2. The Ministry Head and their delegates will ensure that the following doors are locked;
 - a. Front Glass Doors
 - b. Fire exit doors
 - c. Front wooden doors
 - d. Back kitchen door
 - e. Back dock door
3. In the event that further lock down is required; move as many children as possible into the green room and have both doors locked.

If at any time the Ministry Head feels it safe to lock the front arcade door, then this can be done. This is only to be done where deemed safe to do so.

First Aid

A First Aid kit will be available for all activities conducted by Calvary Family Church. For organised church event a first aid officer will be identified and named in the risk assessment document.

For all other regular church services, there are a number of medical staff who regularly attend church who can help if required.

Social Media / Photos

All staff and volunteers who want to connect with others for ministry purposes using text messages, email, social networking websites and other forms for electronic communication must agree to follow the guidelines below.

1. All communication must sit within the visions and values of the church. This means that no one is to send any content that is illicit, unsavoury, abusive, pornographic, discriminatory, harassing, or disrespectful.
2. No sharing of personal information without prior consent.
3. Use common sense when contacting a minor. Don't text, chat or email back and forth with young people before 8am and after 9pm.
4. If any ministry team members become aware of any child abuse occurring, this needs to be reported to the Ministry Head.
5. Any communication undertaken with a young person needs to be transparent and known to the ministry head.
6. Photos are not to be placed on personal social networking account by ministry team members. All photos must be placed on group pages. Photos of any children under 18 must have parental permission before posting.

If you have any concerns with content you have received from a young person, please inform the Ministry Head.

Moderators of official Calvary Family Church social media are responsible for ensuring compliance with this policy. All comments and response areas should be moderated if possible and consistent with the goal of the forum. Leaders responsible for such areas should review and approve comments prior to posting, and should not post any comments that do not meet our standards for civility, misrepresent the position of the Church, or that include profanity, defamatory language or speech that is otherwise inappropriate or off topic. In an unmoderated forum, leaders should delete any comments or content that does not meet the standards of this policy as expeditiously as possible. All moderation functions should reserve the right to ban repeat offenders. Moderators who permit users to post materials such as documents need to ensure they understand this policy.

Appendix 7 – Behaviour Management

Discipline of a child is the responsibility of the ministry team members.

Any serious behaviour identified, need to be referred to the appropriate Ministry Head. If a child's behaviour is unacceptable, do not use physical force, for example grabbing, hitting or yelling at the child. *This is not acceptable.* A team member is required to

respond appropriately rather than react. Remember that positive encouragement is always better than negative punishment.

Prior to Managing Behaviour

In all situations it is important to firstly identify your own emotions and feelings before managing behaviour. If we are not in the right headspace to manage behaviour, we will manage it very poorly.

In the event that a child's behaviour is unacceptable then:

Use the following questions to challenge their behaviour:

1. What are you doing?
2. What are the rules?
3. What happens when you break the rules? (Refer strategy below)
4. Is this what you want to happen?
5. What do you want to do now?
6. What will happen if you disrupt again?
7. Do you want to work at this?
8. I see you have chosen to leave. (NB – follow through)

Strategy

Discuss rules/rights, all informed, always give a choice, effective warning, in-class action, time out (1min/year age).

If a child's behaviour seems unusual, inform the Ministry Head. It might not mean anything but it could help solve behavioural or other problems at a later date. Information to be kept includes the child's name/date/time/what you were doing/brief description of child's behaviour.