



## **Safeguarding Children**

### **A CHILD PROTECTION POLICY**

### **CODE OF CONDUCT**

### **AND PROCEDURES**

|                |              |               |               |
|----------------|--------------|---------------|---------------|
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| Authorised by: | Church Board | Review Date:  | May 2021      |

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# INTRODUCTION

## 1.1 POLICY STATEMENT: A COMMITMENT TO CHILD PROTECTION

The purpose of this Policy is to guide Calvary Family Church (know hereafter as “the church”) in developing a child-protective culture. The church is committed to welcoming children and their parents or carers and providing a ‘child-safe’<sup>1</sup> environment, culture and programs for children and other vulnerable people who attend the services and other programs. 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 children 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. The authorised leaders accept the responsibility of providing a safe and friendly environment where children are listened to, feel safe, have fun, accept challenges, learn and grow. This duty of care applies at all times, although when children attend church and remain with their parents, then the parents have the primary duty of care.

We recognise the particular need for sensitivity for those from culturally or linguistically diverse backgrounds, including those with Aboriginal or Torres Strait Islander heritage. 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 and commits workers to responsibly and reasonably cooperating with Government departments, law enforcement and child protection agencies. The operational principles of our Code of Conduct support and facilitate the protection of children and young people.

Section 8 of the Child Protection Act 1999 states that a child is an individual under 18 years.

## 1.2 SCOPE:

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

- **Ministers.** A minister of religion is: *A person defined or appointed as a recognised leader in an organised religious institution; or the appointed leader of a local religious congregation in an organised religious institution who has general authority.*
- All employees (including volunteers) members and **adherents**/regular attenders.
- All activities and programs organised by or with the approval of the church, on the premises or off-site, including camps and day trips.
- *All guests or hirers of the venue and its facilities.*

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<sup>1</sup>It is recognized that no organisation can guarantee the safety of children and other vulnerable people who are on site at a venue. The term ‘child-safe’ means that child safety is paramount to this organisation, that it has compliant policies and procedural documents and that risk identification and mitigation practices are embedded in the culture.

- *Contractors, subcontractors, delivery persons or others engaged to provide services on the premises, particularly if they have any contact with children whilst on site. Where possible, such temporary visitors to the church premises will be provided with an Induction Pack and required to sign their willingness to comply with the expectations outlined.*

### 1.3 AUTHORITY

This Child Protection Policy and Code of Conduct 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 church board and adopted for use on the 22<sup>nd</sup> October 2017. This review was completed in May 2021.

### 1.4 POLICY REVIEW

The Child Protection Policy, Procedures and Code of Conduct will be reviewed at least every two years, or to remain compliant with new legislation.

Any major changes or updates will be submitted to the Board for approval at a properly convened meeting 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 leaders).

**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.

**Child Protection Reporting Obligations:** This principle covers mandatory reporting, for those professions and roles that are defined by law, and the moral and legal responsibility that all adults have 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

**Reasonable belief:** A person may form a belief on reasonable grounds, through disclosure by the child or a third party or personal observation of indicators that a child is in need of protection after becoming aware that a child or young person's health, safety or wellbeing is at risk.

## SAFETY AND PARTICIPATION FOR CHILDREN

The staff and leadership of the 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.

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 value diversity and do not tolerate discrimination in our words or practices or in those of others.

*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.

### 2.1 FEEDBACK FROM CHILDREN

Children and young adults will have the opportunity to reflect on their experience of church programs and to make comments regarding the standard of planning for and delivery of programs for their age-group. We will invite comments on other aspects of wellbeing, including staff conduct. Such feedback will inform the church and guide adjustments to practices, programs and training.

## EMPLOYMENT OF STAFF AND VOLUNTEER LEADERS

### 3.1 RECRUITMENT, SCREENING AND SELECTION PRACTICES

The church will be vigilant in the recruitment, selection and screening of all staff, contractors, leaders and volunteers to ensure they are safe and suitable to work with children and young people. It is important that every person who works with children under the auspices of this 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 are 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 staff and volunteers who work with children are required to hold a valid Blue Card (no card, no start). Blue Cards are managed through Child Safe SMO/Blue Card Organisation Online Portal and all renewal forms are submitted no later than 30 days from the date of expiry. As of 31<sup>st</sup> August 2020 the new No Card, No Start regulations will come into effect. At this time an application needs to be submitted prior to the card expiring.

3. When any staff member or volunteer is turning 18 years of age, a Blue Card application will be submitted on their 18<sup>th</sup> 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 written 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. All appointments for Volunteers will be made by the Church Board.
6. We require and keep accurate, up-to-date records of Blue Card information on our Child Safe SMP 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 induction, support and supervision so people feel valued, respected and fairly treated. This system will train and guide our staff and volunteers in their interactions with children and clear procedures for managing programs and activities.***

1. Staff and volunteers have access to a copy of this **Child Protection Policy, Code of Conduct and Procedures** that defines unacceptable conduct, boundaries and expectations for behaviour. Staff will sign a pledge stating they have read, understand and will comply with guidelines and follow procedures faithfully.
2. Annual 'Refresh, Renew, Update' sessions are run for all program staff and volunteers, to ensure staff and volunteers awareness of the importance of child safety and familiarity with child protective practices and reporting expectations, and where there have been changes to legislation or practice.

## REPORTING AND INVESTIGATION OF SUSPECTED CHILD ABUSE

Child abuse, especially sexual abuse of a child must be reported, where a reasonable belief is held that the child concerned has been abused, is being or is likely to be abused. A responsible adult can come to a reasonable belief through:

- i. Disclosure by a child about abuse to his or her self.
- ii. Disclosure by another child or an adult about abuse to a child, or
- iii. Direct observation of the abuse or evidence of it by the reporting adult.

The identity of the abuser and the circumstances of the event determine the procedure that should be followed by the leadership, employees or volunteers of church.

### ABUSE OF A CHILD OUTSIDE OF THE CHURCH

If a child attending a church program discloses abuse against them or to another child by a person **outside of the church community**, then the procedures outlined in **Reporting Procedure 1** (Appendix 1A) must be followed. All such disclosures should be written up on an **Incident Report in the Child Safe SMO** and the Child Protection Officer/Senior Pastor informed.

However, it is the duty of the person to whom the disclosure was made to report the matter to either the Police or Child Protection Services (DHHS), following the Reporting Procedure 1. The church leadership may also decide to make a report.

In this case, ***no further investigation by the church is required***. However, all reasonable steps to protect the child from harm should be taken.

### 4.2 ABUSE OF A CHILD BY A CHURCH EMPLOYEE, VOLUNTEER OR MEMBER.

In the case of an allegation being made against staff member, volunteer, leader or contractor at the church, the Child Protection Coordinator will follow the Reporting Procedure in **Procedure 1** (Appendix 1 and 1B) to notify both the church leadership team and either the Police (if the matter is deemed severe or criminal) or the Child Protection Unit of DHHS.

**Step 1.** Ensure that the details of the allegation are recorded on a church **Incident Report Form** in the Child Safe SMO and the Senior Pastor or Leadership Team is informed. Report the matter to the Police or DHHS.

**Step 2.** Provide Support:

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.



**Step 3.** When a report is made, the leadership will contact the insurer via GJ Insurance Consulting Pty Ltd. Ph 1300 384 799 or [insure@gjic.com.au](mailto:insure@gjic.com.au)

#### 4.3 INVESTIGATIONS

The Church will appropriately investigate all allegations relating to an incident of abuse in accordance with its obligations and to the extent reasonably practicable.

Step 1. Where possible, any person (including a child) making an allegation should be encouraged to fill out a Complaints Form within Child Safe SMO which will be reviewed by the Senior Pastor in consultation with other Pastoral staff. A copy of this form will be kept in Child Safe SMO 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 (Child Safe SMO). 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.

The church will make every effort to keep any such investigation confidential; however, from time to time other employees, leaders, volunteers and contractors may need to be consulted in conjunction with the investigation (e.g. to provide witness statements).

#### 4.4 CASE MANAGEMENT

In the event of a child disclosing an incident of abuse to someone they trust it is essential that it is dealt with swiftly, sensitively and professionally.

An investigation conducted by the church will be conducted in accordance with procedural fairness to protect the integrity of the investigation and the interests of all the participants involved in the investigation. The church will also handle the allegations in a confidential manner to the greatest extent possible. The outcome will depend on the findings of the investigation, but may be (but not limited to):

- withdrawal from current role;
- re-assignment to duties with no contact with children;
- increased supervision;
- disciplinary action, dismissal or criminal prosecution.

## RISK MANAGEMENT

The church will ensure that child safety is a part of its overall approach to 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 the church. The church has zero tolerance of child abuse of any kind.

In situations where a person seeks to attend or join the church with a record of offending in child abuse of any kind, the leadership will put in place appropriate boundaries restricting access, to ensure the safety of children. This is not to say that such a person, with a proven reformed attitude, cannot be received into fellowship and benefit from the pastoral care of the church.

### 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.

### 5.2 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 persons 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:

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

2.2 Next assess the likelihood of the risk actually happening:

|                   |                       |  |
|-------------------|-----------------------|--|
| <b>Likelihood</b> | <b>Almost Certain</b> | Almost certain to occur in most circumstances            |
|                   | <b>Likely</b>         | Likely to occur frequently                               |
|                   | <b>Possible</b>       | Possible and likely to occur at some time                |
|                   | <b>Unlikely</b>       | Unlikely to occur but could happen                       |
|                   | <b>Rare</b>           | 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 |          |          |          |                |
|-------------|---------------|------------|----------|----------|----------|----------------|
| Consequence |               | Rare       | Unlikely | Possible | Likely   | Almost Certain |
|             | 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             | <b>Administrative Control -</b><br>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. | L                              | Calvary Family Church |

## CHILD PROTECTION OFFICER

A **Child Protection Officer** is appointed by the leadership for responding to complaints made by staff, contractors, volunteers, children or other attendees and members of the congregation.<sup>2</sup>

The Child Protection Officer (CPO) will be identified, and their role explained at appropriate times in the church year. Guests, staff and volunteers are expected to use the **Incident Form** to note concerns arising from observations or experience. This can be accessed on the Child Safe SMO.

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<sup>2</sup>This person is mature, experienced and readily accessible during those times children are on site, but does not directly work with children. The Child Safety Officer is appointed by the church leadership is accountable to the Senior Pastor (the CPO **should not** be the Senior Pastor!). The CPO has access to the Complaints and Incident Forms and is familiar with the legal requirements applying to the reporting of abuse against children.

## RECORD KEEPING

All reports of alleged abuse or harm, or risk thereof, must be recorded in the form of a Complaint or Incident Report. This will record places, times, dates, names of people, observable behaviours or evidence of harm. Reports must be to be securely stored by the CPO. The provide valuable legal documents for any investigations and demonstrate the churches due diligence.

## PRIVACY AND CONFIDENTIALITY

The church will collect, use, disclose and hold personal information of all people who fulfil a role within the church, in accordance with relevant privacy legislation. Such data will be securely stored and protected.

As much as is reasonably possible, an individual's confidentiality is to be protected. Both those who are making reports and those about whom accusations are being made are entitled to confidentiality. Where there is suspected abuse or misconduct, staff members, leaders, volunteers and contractors must not disclose or make use of the information in a manner that breaches confidentiality, other than to report and act in a way consistent with the Child Protection Policy, Code of Conduct and Procedure, and relevant statutory requirements.

## SECTION 2. CODE OF CONDUCT

### 1.1 PURPOSE:

This **Code of Conduct** seeks to apply to the ministerial, or pastoral relationship those ethical standards that God expects of all people. People in various forms of recognised ministry are therefore expected to be examples and models of Christian faith and practice. It is the duty of any person in a ministry position not to use the influence or authority of their position for personal gain, whether that gain is financial or in terms of power, sexual gratification, or otherwise. This includes any action, verbal, written or electronic, physical or emotional that could be interpreted as emotional, sexual or spiritual abuse, and applies especially when working with children. We recognize the power differential between children and adults in ministry roles, and these guidelines seek to ensure that such a power is not used to harm children or any vulnerable person.

The adoption of this **Code of Conduct** and the related **Procedural Documents** for investigating breaches of the Code, reflects a deep desire for an open, accountable process that seeks to express justice, acceptance and compassion to all parties, rather than to protect the organization.

### 1.2 OUR COMMITMENT

Our commitment to expressing the love of Christ leads us to the view that all people should be able to live, work and learn in an environment that is free from abuse of any kind. Our commitment is to cultivate an environment and culture where a diversity of people, regardless of age, gender, race and culture can thrive and grow holistically. That is, we are committed to the church being a safe place for all people, with a special focus on the safety and wellbeing of children.

This **Code of Conduct** aims to detail the standards of conduct expected by staff (paid and voluntary) in the performance of their duties in working with children and to provide guidance in areas where there is a need to make personal and ethical decisions.

The **Code of Conduct** recognises and is aligned with all statutory and compliance requirements enshrined in State and Federal law. The church is committed to operating in accordance with the law in all its operations.



## SPECIFIC EXPECTATIONS TO PROTECT CHILDREN FROM ABUSE

All those who minister or work under the auspices of the church with children should be fully aware of the **Child Protection Policy** and **Code of Conduct**. Abusive behaviour towards children will not be tolerated. Any and all allegations will be investigated and reported if found to be substantially true.

### 2.1 DO:

- contact the police if a child is at immediate risk of abuse (telephone '000');
- adhere to the Child Protection Policy and Procedure and uphold the Calvary Family Church's commitment to child safety at all times;
- take all reasonable steps to protect children from abuse, recognising your duty of care;
- conduct themselves in a manner consistent with their position as an employee, volunteer, leader or contractor of the church and as a positive role model to children and young people;
- work towards the achievement of the aims and purposes of the church;
- establish and maintain a child-safe environment in the course of their work;
- be fair, considerate and honest with others;
- treat children and young people with respect. Value their ideas, opinions and consider their age, background and abilities;
- promote the cultural safety, participation and empowerment of all children;
- promote the safety, participation and empowerment of **children with a disability**;
- listen and respond to the views and concerns of children, particularly if they are telling you that they are, or another child has been abused or that they are worried about their safety/the safety of another child;
- ensure that adults are not in a 1 on 1 situation with a child unless in the situations identified in this policy.
- raise concerns about suspected abuse with the Child Protection Officer or a leader as soon as possible;
- comply with all reporting obligations as they relate to reporting under legislation;
- record and act upon all allegations or suspicions of abuse, discrimination or harassment;
- if an allegation of child abuse is made, ensure that, as quickly as possible, the immediate and ongoing safety of the child or children;

- be professional, consistent and responsible in all your actions;
- maintain strict impartiality;
- respect confidentiality when sharing information about children in accordance with the Child Protection Policy and Procedures and your reporting obligations;
- If having social media or electronic contact with a child, that all aspects of the Social Media policy are adhered to.

## 2.2 DO NOT:

All people involved in the care of children on behalf of Calvary Family Church must not:

- ignore or disregard any suspected or disclosed child abuse;
- put a child at risk of abuse (for example, by locking doors for an improper reason);
- speak to a child in a way that is or could be construed by any observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Some examples are:
  - swearing or using inappropriate language in the presence of a child;
  - yelling at a child, except in an emergency situation where the child's safety may be in danger;
  - dealing with a child in anger; and
  - using hurtful sarcasm.
- discuss sexual activities with a child, unless it is a specific job requirement, and the person is trained or qualified to discuss these matters;
- have private 1 on 1 contact with a child outside of church activities without the knowledge and consent of the church's leadership;
- use, possess, or be under the influence of alcohol while in the presence of or while supervising a child;
- use, possess, or be under the influence of illegal drugs while in the presence of or while supervising a child;
- provide or allow a child to consume alcohol;
- provide or allow a child to consume illegal drugs;
- initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves;
- engage in rough physical games, hold, massage, kiss, cuddle or touch a child in an inappropriate and or/culturally insensitive way;
- engage in any sexual contact with a child for any purpose;

- take a child to your home or encourage meetings outside program activities (unless approved by the church and the child's parents/guardians);
- be naked in the presence of a child;
- possess sexually explicit printed materials (magazines, cards, videos, films, clothing, etc.) in the presence of children;
- sleep in the same bed, sleeping bag, room or tent with a single child;
- discriminate against any child, on the basis of age, gender, race, culture, sexuality, or disability;
- engage in any activity with a child that is likely to emotionally harm them (e.g. watch a movie that is age or content inappropriate for a child);
- Be in a 1 on 1 situation other than what is outlined as appropriate in this policy;
- develop a 'special' relationship with a specific child for their own needs;
- show favouritism through the provision of gifts or inappropriate attention;
- photograph or video a child without the consent of the child and his/her parents or guardians;
- do anything in contravention of Calvary Family Church's policies, procedures or this Code.

#### DECLARATION

I, \_\_\_\_\_, have read the Code of Conduct and the Child Protection Policy and Procedures that express the intent of the church to protect and nurture children and other vulnerable people.

I agree to comply with these rules and expectations. I understand that if I breach the Code of Conduct or commit an act of serious misconduct or break the law, this may lead to my:

- suspension from duties during investigation of allegations against me;
- termination of employment without notice or payment in lieu (summary or instant dismissal);
- being reported to the police and charged with a criminal offence.

Signed: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / 20\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / 20\_\_

<Employer or Senior officer of the Church>

## SECTION 3. CHILD PROTECTION PROCEDURES & FORMS

### 3.1 COMPLAINTS AND ALLEGATIONS

Any person who believes a child is in immediate risk of abuse should telephone 000.

Certain professions are referred to as 'mandatory reporters'. This includes medical practitioners, nurses (including school nurses), members of the police force, counsellors and primary and secondary teachers and principals. Penalties may be incurred by those named as 'mandatory reporters' if they fail to notify the Child Protection agency 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, particularly physical or sexual abuse.

In addition to the mandatory reporting obligations above, **any person** who believes on reasonable grounds that a child is in need of protection from child abuse, should disclose that information to the Police or the Child Protection. In Victoria 'Failure to Report' is a crime!

### 3.2 WHEN IS A CHILD IN NEED OF PROTECTION?

A child is in need of protection if any of the following grounds exist—

- a) the child has been abandoned by his or her parents;
- b) the child's parents are dead or incapacitated and there is no other suitable person willing and able to care for the child;
- c) the child has suffered, or is likely to suffer, significant harm as a result of physical injury and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- d) the child has suffered, or is likely to suffer, significant harm as a result of sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- e) the child has suffered, or is likely to suffer, emotional or psychological harm of such a kind that the child's emotional or intellectual development is, or is likely to be, significantly damaged and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- f) the child's physical development or health has been, or is likely to be, significantly harmed and the child's parents have not provided, arranged or allowed the provision of, or are unlikely to provide, arrange or allow the provision of, basic care or effective medical, surgical or other remedial care.

### 3.3 MAKING AND MANAGING AN ALLEGATION OF ABUSE

1. Where possible, any person (including a child or parent) making an allegation of child abuse should be encouraged to fill out an **Incident Report Form** (Child Safe SMO) and give this to the CPO. If they are not willing or able to fill out the Form, the CPO (or other leader) may take notes and fill out the form at a later time. The CPO **will** share the allegation with the senior leader of the church.

If a child is concerned about their own safety or the safety of another person, the child may speak to the **Child Protection Officer (CPO)**. The CPO will meet with the complainant, and hear the story, taking notes and seeking clarification, ensuring that the complainant 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.)

2. Any responsible adult should, if they have come to a reasonable belief that abuse of a child has happened, is or is likely to happen, follow the steps outlined in **Reporting Procedure 1** (Appendix 1A) below. This includes senior leadership, or any concerned member of the church.

3. If the allegation is made against an employee, volunteer or worker in a church program or activity, then the CPO must ALSO follow the steps outline in **Reporting Procedure 2:** (Appendix 1B)

## 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

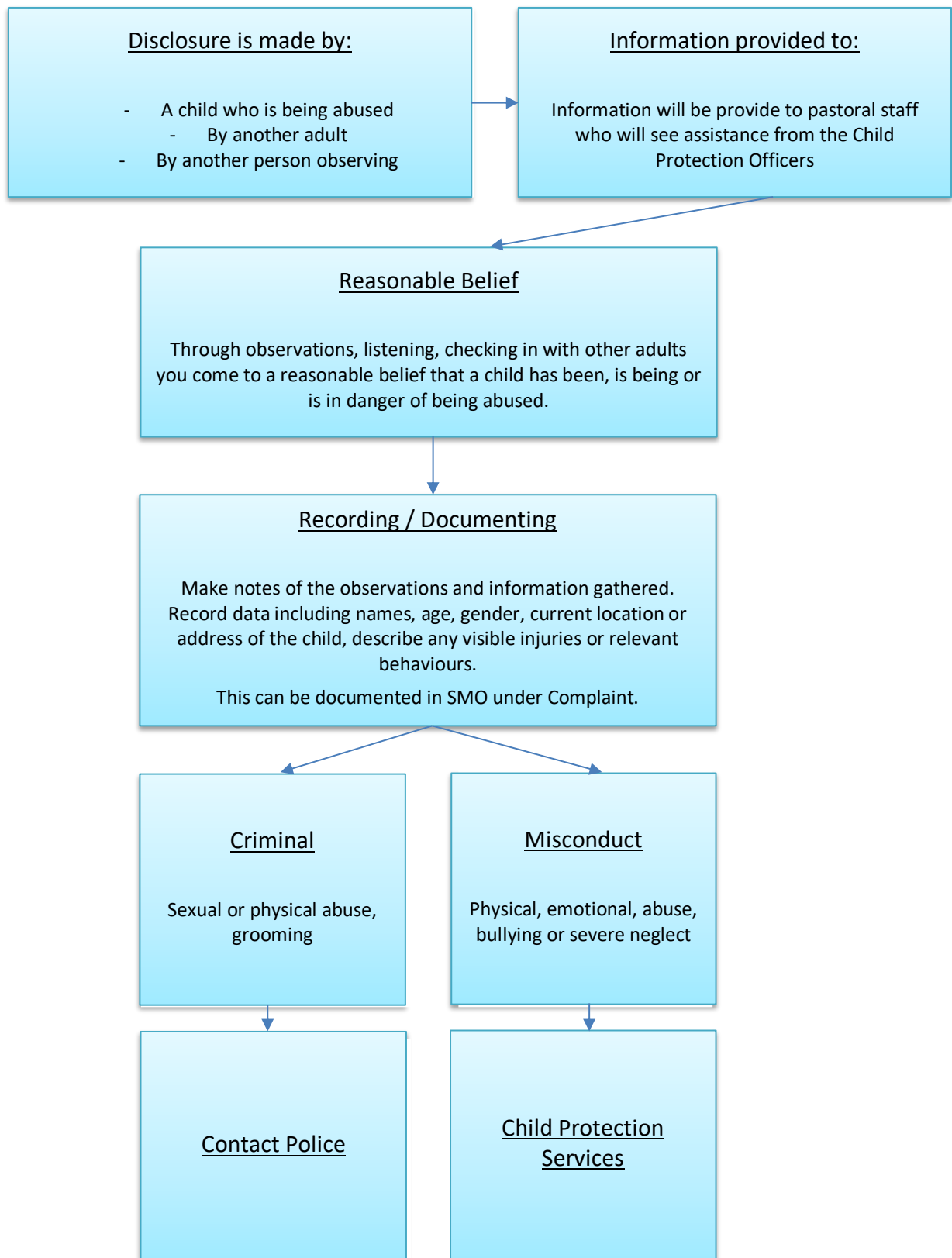
***N.B. You do not have to be given permission by church authorities to make such a report. Your identity as notifier will remain confidential unless you choose to inform the child or family.***

**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**

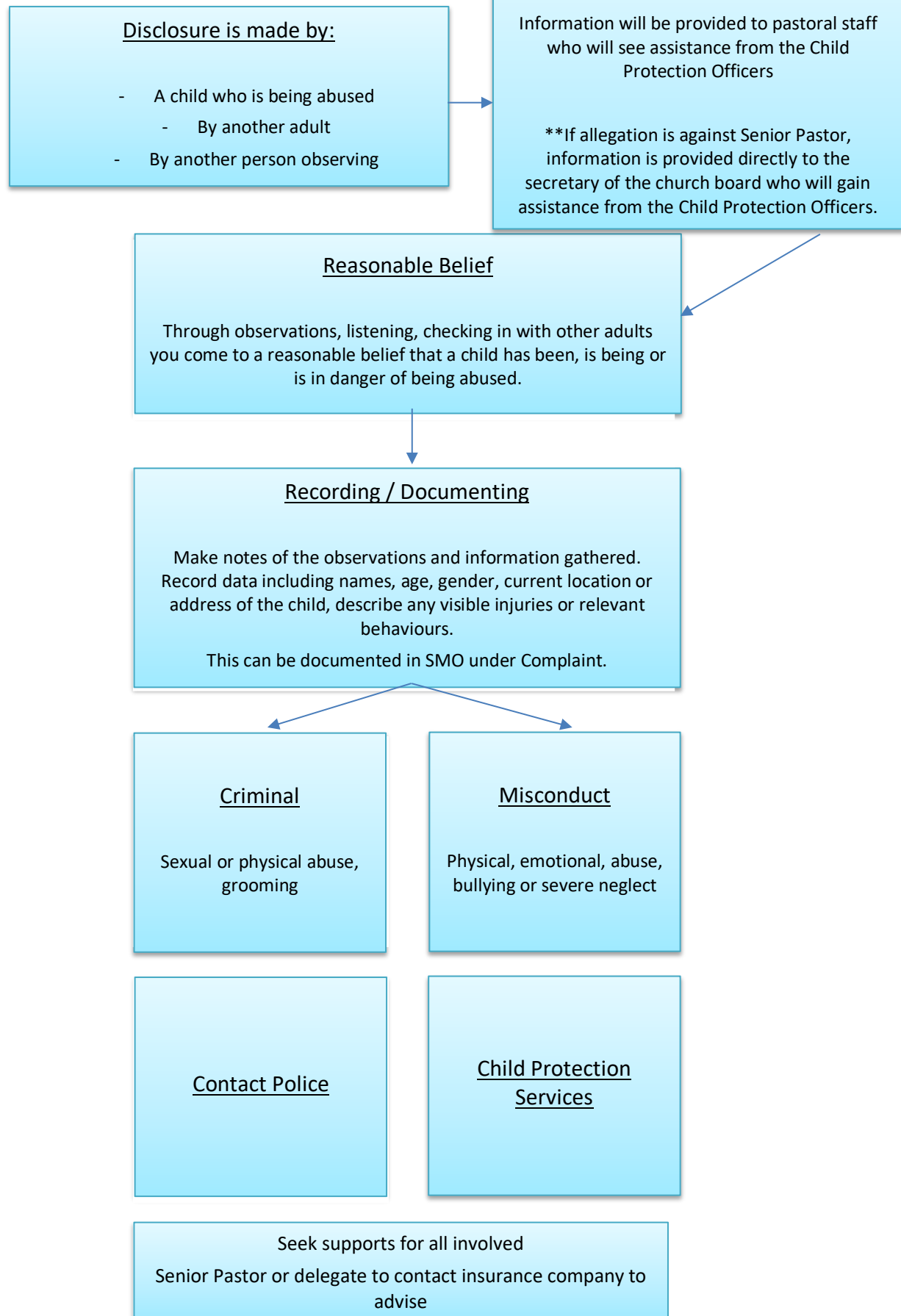
## APPENDIX 1A REPORTING PROCEDURE 1

### Abuse of a Child Outside of the Church



## APPENDIX 1 B REPORTING PROCEDURE 2.

### Abuse of a Child Outside of the Church





## APPENDIX 3 DEFINITIONS OF ABUSE AGAINST CHILDREN

Child abuse includes:

Any act committed against a child involving

- a. a sexual offence; or
- b. an offence under section 498(2) of the Crimes Act 1958 (grooming); and
- c. the infliction, on a child, of-
  - i. physical violence; or
  - ii. serious emotional or psychological harm; and
- d. serious neglect of a child.

“Child” means a person under the age of 18 years unless otherwise stated under the law applicable to the child. Collective term for “child” is “children”.

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

### 1. 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.

### 2. Sexual Abuse, including ‘grooming’

**2.1** 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.

**2.2** 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.

### **3. Emotional or Psychological Abuse**

Emotional abuse is the chronic attitude or behavior 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.

### **4. 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.

### **5. 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 or the use of social media or other forms of communication that intimidates, humiliates or threatens. It often involves an abuse of a power differential between the bully and the victim.

#### **Other Forms of Abuse**

### **6. 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.'

### **7. 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, 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 - PROCEDURES

### GENERAL CONDUCT WITH CHILDREN

Providing pastoral care/support with children will be conducted in the 'open' within full view of other adults and at no time behind closed doors. At no time will an adult be 1 on 1 with a child.

Pastoral care/support (1 on 1) can occur in the following ways:

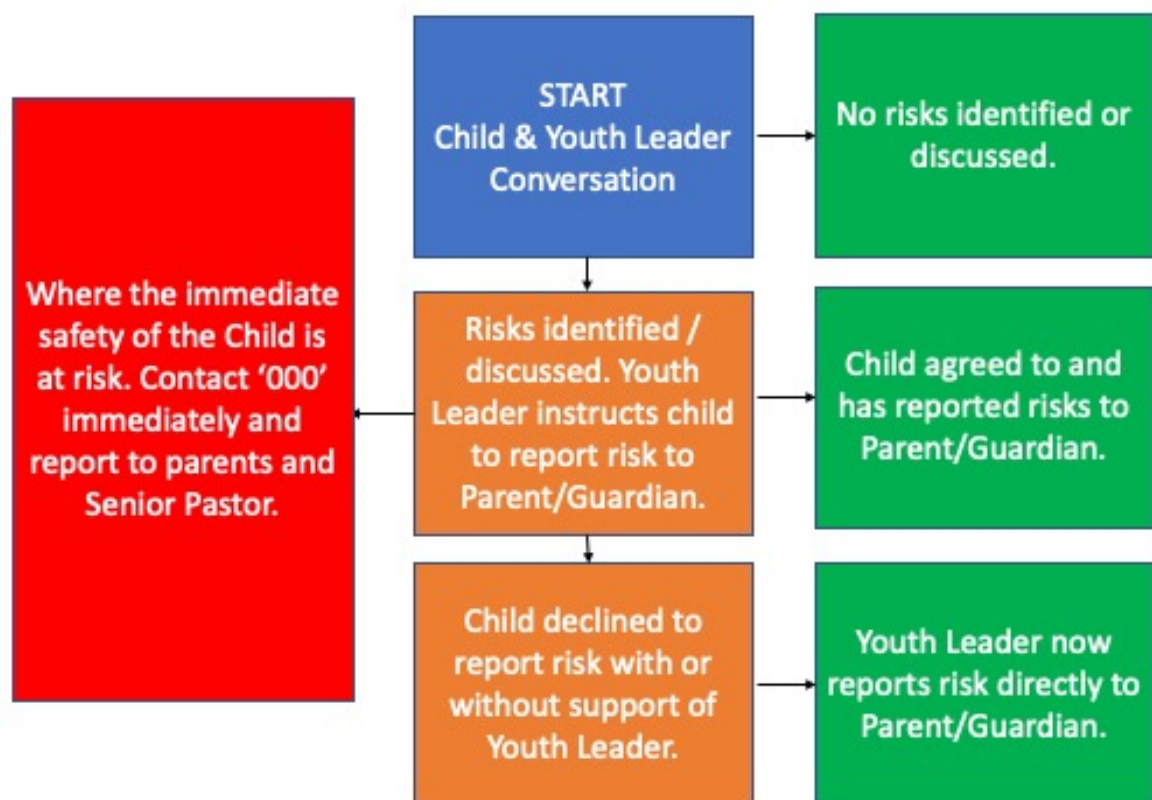
- At church in an open area with other adults on site
- Within shopping centre food courts
- At a local major chain food outlets
- Inside a family's home when parents are home

Pastoral care/support can occur in other places in a group setting with multiple leaders and children.

Transporting of children can occur however, this can never be 1 on 1. If required, this can be 1 leader with 2 children or 2 leaders with 1 child.

The following flow chart is to be utilised when undertaking conversations with children in relation to risks or harm.

### **Reporting Risk Flowchart**



When taking children on a camp or outing they must be accompanied by no less than 2 leaders, 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.

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
- No go into the child's bedroom

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

At no point is a leaders to be transporting a child in a 1 on 1 situation. There needs to be 2 leaders with the children or there needs to be multiple children being transported to and from a single location.

#### 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 leaders become aware of any child abuse occurring, this needs to be reported to the Ministry Head.
5. Any communication undertaken with a child 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.
7. Communication to be conducted through approved platforms. Leaders are not to communicate through platforms that automatically delete or time out messages, e.g. Snap Chat.

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 5 – 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.

