



*Duty of Care
&
Child Protection
Policy*

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INTRODUCTION

Peninsula City Church is committed to providing a safe environment for every child to enjoy as they should. Our commitment is to also ensure that we provide appropriate safeguards for our leaders and ministry providers, protecting them from any unpleasant complaints because of unclear guidelines and policies.

Child protection has become a significant issue in today's society and the Christian Church is not exempt from this responsibility. Every effort must be taken to eliminate the potential for child abuse and do all in our power to create child safe environments, especially within our local church and its ancillary activities.

Effective child protection requires a holistic approach from government entities, non-government entities and members of the community. While the focus on identification of child abuse or neglect must remain strong, we must additionally adopt approaches that involve early intervention and prevention.

We have always maintained a loving and open acceptance of all people, trusting that as they become 'new creations' (as per 2 Corinthians 5:17) in the image of Jesus Christ, that things such as mistrust and abuse will not occur. Unfortunately, this is not always the case.

Children and young people are extremely valued, and those in our care must be protected to the best of our ability. Children's ministry leaders, helpers and volunteers; Youth leaders, helpers and volunteers; as well as credentialed Ministers; and our Eldership and Board teams must also be aware that they could be held liable in a court of law and face possible fines if they fail to report suspected child abuse/neglect, or fail to manage allegations of abuse in a legal, transparent or timely way.

Jesus clearly demonstrated his concern for the protection and care for children when He says:

"...whoever welcomes in my name one such child as this, welcomes me. If anyone should cause one of these little ones to lose his faith in me, it would be better for that person to have a large millstone tied around his neck and be drowned in the deep sea. How terrible for the world that there are things that make people lose their faith! Such things will always happen—but how terrible for the one who causes them!" (Matthew 18:5-7 Good News Bible)

All of us, as a church, have a legal and moral obligation to protect and care for our children and young people (a child or young person is defined as any person under the age of 18 years of age). We intend to be diligent in this regard. Any person working with young ones within this age range will undergo a screening process before they are appointed which may require interviews and the completion of relevant documentation.

PENINSULA CITY CHURCH'S CHILDREN'S CHARTER

As a faith community, we believe that our children are a blessing from God and our communal responsibility is to nurture, bless, encourage and protect them. Therefore, our commitment includes:

NURTURE OF THE CHILD

"Children are a gift from the LORD; they are a reward from him." (Psalm 127:3 NLT)

The church is called:

- To receive, nurture and treasure each child as a gift from God.
- To acknowledge and support the role of parents as primary nurturers of children.
- To proclaim the Gospel to children in ways that empower them to receive and respond to God's love.
- To give high priority to the quality of planning and preparation for all children and youth ministry; and to the support of parents and those who minister with them.
- To include children and young people as full participants in the worshipping community and in the Church's common life of prayer, witness and service.

MINISTRY TO THE CHILD

"Then he [Jesus] took the children in his arms and placed his hands on their heads and blessed them." (Mark 10:16 NLT)

The church is called to:

- Love, shelter, protect and defend children within its own community and in the world, especially those who are abused, neglected or in danger.
- Nurture and support families in caring for their children, acting in their children's best interest, and recognizing and fostering their children's spirituality and unique gifts.
- Embrace children who seek Christian nurture independently of their parent's/carer's participation in the church, while maintaining communication with parent's/carer's and seeking their consent for the child's involvement when required.
- Advocate for the integrity of childhood and the dignity of all children at every level of our religious, social, political, educational and economic structures.

MINISTRY OF THE CHILD

"...and a little child will lead them" (Isaiah 11:6c NIV)

The church is called to:

- Receive children's unique gifts.
- Value the influence of a child's faith within his/her own family.
- Value children's ministry within their own family network.
- Foster community beyond the family unit, in which children, youth and adults know each other by name, minister to each other, and are partners together in serving Christ in the world.
- Appreciate children's abilities and readiness to represent Christ and his Church. To be witnesses of Him wherever they may be, and according to gifts given them. To carry on Christ's work of reconciliation in the world, and to take their place in the life, worship, and decision-making of the church.

SECTION 1 – CHILD ABUSE – UNDERSTANDING AND AWARENESS

1.1 WHAT IS CHILD ABUSE?

A widely held definition for abuse of a child is suggested by the International Society for the prevention of Child Abuse and Neglect:

*“Child abuse is the proportion of harm to children that results from human action that is proscribed, proximate and preventable.”
(Finkelhor and Korbin 1988)*

Child maltreatment refers to any non-accidental behaviour by parents, caregivers, other adults or older adolescents that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child or young person. Such behaviours may be intentional or unintentional and can include acts of omission (i.e., neglect) and commission (i.e., abuse) (Bromfield, 2005; Christoffel, et al., 1992).

1.1.1 A CHILD FOCUSED APPROACH

It is imperative for us to always maintain a child focus when considering child abuse and neglect. A child focus means that we look first at what the effect of the situation is on the child, presently and in the future. That is opposed to an adult focus which focuses on the adult offender and looks for reasons to excuse their abusive behaviour. It is never the child’s fault that abuse has occurred. The adult (or minor offender under age 18) must always be held accountable for their behaviour.

1.1.2 SOME FACTS CONCERNING CHILD ABUSE

- Approximately 250,000 reports of child abuse are made in Australia each year.
- Statistics show that 1 in 3 girls and 1 in 7 boys will experience some form of sexual abuse.
- 1 in 3 Australians will have experienced some form of abuse or neglect during their childhood.
- Psychological and emotional harm are the most devastating effects of child abuse. These effects can be far reaching.
- Children rarely lie about or imagine being abused.
- Those who abuse children come from all walks of life.
- Research indicates that up to 50% of familial abusers will abuse children outside their own families as well. (Moore 1995)
- Research shows that approximately 90% of offenders are known by the victim, with abuse occurring at the child’s home or the abuser’s home. ‘Known’ indicates a person who has formed some sort of relationship with the child, their family or both.
- Perpetrators often start offending in their teens.
- Abuse can occur between peers and by older children or teenagers perpetrating against younger children.
- Offenders are usually bigger, older and have authority over the victim. Many children are threatened with further harm should they disclose information. Children are also tricked or shamed into maintaining their silence.
- It is common for offenders to spend 2-3 years targeting the victim(s) they intend to abuse. It is important to remember their goals are to gain the trust of their intended victims, their family and carers.
- Offenders usually spend inappropriate amounts of time with children. They often relate more to children than with people their own age.

Adults will always be held responsible regardless of the child’s behaviour. The child is always the victim, never the cause. The danger of not reporting abuse is continued abuse in a child’s life, and in some cases the abuse can be life threatening. Healing is always possible in God. An important factor in recovery is how appropriately the situation is handled by the adults involved in the child’s life.

1.2 FOUR TYPES OF CHILD ABUSE

There are four main types of Child Abuse. A child that has or is currently experiencing abuse may display some indicators, either behavioural and or physical (refer to Section 1.3 for those indicators).

1. EMOTIONAL ABUSE is a chronic behavioural pattern directed at a child whereby the child’s self-esteem and social competence are undermined or eroded over time. Such behaviour may include:

- Devaluing (e.g. “you’re hopeless, useless, and stupid”)
- Ignoring (e.g. parent or carer is psychologically unavailable to the child)
- Rejecting (telling a child in various ways he/she is unwanted)
- Corrupting (allowing the child to participate in immoral or criminal acts)
- Isolating (limiting normal social experiences)
- Terrorising (may single out or threaten with punishment or death)
- Witnessing domestic / family violence

2. NEGLECT is characterised by serious ongoing failure to provide for a child’s basic needs (i.e. clothing, shelter, nutrition, medical care, dental care and education). Such behaviour may include:

- Inadequate supervision of young children for long periods of time
- Failure to provide adequate nutrition, clothing or personal hygiene
- Disregard for potential hazards in the home
- Forcing children to leave home early

3. PHYSICAL ABUSE is the intentional act of inflicting physical injuries. Physical abuse is commonly characterized by behaviours such as:

- Punching
- Shaking
- Beating
- Burning

- Biting
- Pulling out hair
- Bruising or other obvious injury
- Or otherwise harming a child

4. SEXUAL ABUSE occurs when someone in a position of power to the child or young person uses their power to involve the child or young person in any sexual activity. Sexual abuse can occur between peers. Sexual abuse can include:

- Sexual suggestions
- Exhibitionism, mutual masturbation and oral sex
- Showing pornographic material (e.g. printed material, photographs, DVD's and Internet)
- Using children in the production of pornographic material
- Penile or other penetration of the genital or anal region
- Child Prostitution

1.3 INDICATORS OF CHILD ABUSE

The following is a guideline to assist with recognition of child abuse and is not intended to be exhaustive. The presence of one or even several indicators does not prove that abuse exists. However, the repeated occurrence of one indicator or the presence of several indicators in combination should alert observers to the possibility that a child may be experiencing abuse or neglect. Note that some illnesses or birth defects may produce similar symptoms.

NEGLECT

BEHAVIOURAL INDICATORS

Lack of supervision, easily drawn to adults, truancy, acting out, difficulty at performing at expected benchmarks for their age, reluctance to go home, stealing of food, craving attention from others, child constantly sleepy or hungry, poor self-esteem, depression, protective behaviours toward parents and/or siblings, mirrored adult behaviour well advanced for their years.

PHYSICAL INDICATORS

Poor physical care (i.e. tooth decay and or gum disease, untreated sores, unwashed), head lice, nappy rash, underweight or overweight, fatigue, inadequately dressed in relation to weather, cutting or otherwise self-harming, nail biting, lives in unsanitary conditions, lack of heating.

EMOTIONAL ABUSE

BEHAVIOURAL INDICATORS

Lack of concern for personal hygiene or physical care, attention seeking behaviour, anxiety, delayed or distorted speech, regressive behaviour (e.g. soiling), wetting, extremely low self-esteem, aggressive or demanding behaviour, depression, sleep disorders, rocking, inability to mix with other children, changes in behaviour, negative verbal attacks towards themselves or others, seeks perfection in tasks performed, overreacts to constructive criticism.

PHYSICAL INDICATORS

Unkempt appearance, nail biting, self-harming. All abuse causes emotional distress to children but emotional abuse is the specific term applied to behaviour, which destroys a child's confidence (e.g. rejection, verbal abuse). Therefore, there are few physical indicators for emotional abuse although emotional abuse can be accompanied by physical abuse.

SEXUAL ABUSE

BEHAVIOURAL INDICATORS

Inappropriate sexual activity (i.e. rubbing against an adult), fear of being alone with a particular adult, sexual themes in artwork, stories or play, showing an understanding of sexual knowledge beyond their years, repressive behaviour, strong fear about going home, sleep disorder, inhibition to play, serious difficulty relating to peers and/or adults, self-destructive behaviour, suicidal behaviour, constant complaint of headaches or abdominal pains, bedwetting, difficulty walking, frequent infections, appearance of material goods (they may have received), obsessive talk of someone.

PHYSICAL INDICATORS

Bruises, bleeding in the genital area, complains of soreness in the genital areas, pregnancy, sexually transmitted infections, bruises to breasts, buttocks, lower abdomen or thighs, urinary tract infections. It is particularly important to recognise the possible lack of any physical symptoms with sexual abuse. It is not abnormal for there to be no obvious physical symptoms but rather, a considerable presence of behavioural indicators.

PHYSICAL ABUSE

BEHAVIOURAL INDICATORS

Bedwetting, withdrawn, aggressive, eating disorders, loss of concentration, appearance of being physically uncomfortable with no disclosure of pain, crying, unkempt appearance, flinching, mirroring of abuse behaviour, fear of specific people, when the explanation of how an injury occurred does not fit.

PHYSICAL INDICATORS

Bite marks, bruises, burns, loss of hair, scratches, implement marks (i.e. marks that resemble instruments used to injure such as belt buckles, straps, spoons, etc), weight loss or gain, dressed in clothing designed to cover injuries, complaint of pain, disclosure.

1.4 IDENTIFYING AN ABUSE SITUATION

An abuse situation involves a cluster of indicators as previously listed. There may also be indications from the child or young person, or their family, of issues that have led to a destabilisation of their normally low risk family routine. Issues such as separation, divorce, illness, death, unemployment, mental health issues and medical issues can have a great impact on the functioning of any family. The accumulation of such information may lead you to develop a suspicion that a child or young person is being abused or neglected.

You have suspicion on reasonable grounds when any of the following four factors are present:

1. Your own observations of the behaviour of a particular child or young person and/or injuries present, or your knowledge of the child or young person generally, leads you to suspect that abuse is occurring.
2. A child or young person tells you that he or she has been/is being abused.
3. Someone reliable such as a relative, friend, neighbour or sibling of the child or young person tells you of the abuse.
4. A child tells you that he or she knows someone who has been abused (the child may be referring to her/himself).

1.5 REPORTING SUSPECTED ABUSE

The Eldership and Board of Peninsula City church are committed to upholding the rights of children to expect protection from abuse by the church that it has waived any assumed exemption from Mandatory Reporting by its clergy (whether externally credentialed or locally recognised) or any of its leaders/workers when it comes to sexual offences against a child (a child is deemed as anyone under the age of 18). Any allegations of child abuse and neglect by our workers & volunteers will be handled in accordance with the Victorian Reportable Conduct Scheme established by the *Child Wellbeing and Safety Act 2005*.

Peninsula City Church requires all leaders, volunteers, and helpers that work with, or have access to children or young people (this includes all of our credentialed pastors, chaplains and ministers) to report suspected abuse or neglect to their Relevant Reporting Authority as soon as possible. The Relevant Reporting Authorities are listed in SECTION 4:8.

The Victorian Government has included a "...new offence for failure to disclose child sexual abuse [which] came into effect on 27 October 2014. The offence requires that any adult who holds a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child (aged under 16) disclose that information to police. The offence applies to all adults in Victoria, not just professionals who work with children, unless they have a reasonable excuse." (sourced 2nd April 2015: <http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/child-protection/about-child-abuse>).

SECTION 4 clearly outlines the STANDARD PROCEDURE FOR RESPONDING TO SUSPECTED ABUSE at Peninsula City Church and its associated ministries.

1.6 CHARACTERISTICS OF AN OFFENDER/ABUSER

There is no such thing as a "sex offender profile." That's because sex offenders are a diverse group of people whose only consistent commonality is their sexually abusive behaviour. Offenders frequently present as respectable, good and caring people. They may be exemplary in their public life, which they may use as an excuse for their private life. However, many offenders are disturbed people and some have serious psychological problems. A significant number were themselves victims of abuse in their earlier years, though this is not necessarily an indicator that they themselves will become an abuser. A characteristic on its own does not suggest a person is an abuser. However, we must be diligent in observing peoples actions and reactions.

1.7 BEHAVIOURAL "RED FLAGS"

We must be diligent in observing peoples' actions and reactions and be alert to behaviour(s) / 'red flags' that could suggest someone may be an abuser, or is grooming a child in order to abuse them. A red flag on its own does not suggest a person is an abuser, however, below are some behavioural 'red flags' to watch for:

1. RED FLAGS TO WATCH FOR IN THE CHURCH

- Majority of abusers' relationships are with children to whom they are over friendly.
- May be adamant about joining the children's ministry team and be seen wandering around the children's church areas.
- May remove themselves midway through a church service to have time with children who may be in the toilets.
- May give inappropriate or extravagant gifts to one child in particular.
- Insists on hugging, touching, kissing, tickling, wrestling or holding a child, even when a child does not want this attention.
- Strong denial of any offence, despite convincing evidence.
- Convincing in protests of innocence - defence mechanism. (Denial may also be the plea of the innocent, so care must be taken).
- Avoids screening process (i.e. applies to join children's team, but doesn't hand their form back due to fear of detection).
- Attempts to engineer opportunities to be alone with a child (i.e. babysitting) (targets single parents), child minders at conferences.
- Takes child shopping or on an outing, picks them up from school.
- Does not fit a particular makeup. Can be an extrovert, introvert, married, single, old, young, rich, poor, and any nationality.
- Spends inappropriate amounts of time with children. Relates more to children, perhaps not so capable with people their own age.

2. RED FLAGS TO WATCH FOR IN THE HOME

- Voices opinion on sex education (i.e. children not taught properly).
- Someone who has few or no boundaries and does not respect the limits of their role in their relationship with children.
- Shows improper behaviour towards developing child.
- Showers with children at an inappropriate age.
- Expects an open door policy in the bathroom.
- Attempts to shut down communication with other parent.
- Children who don't want to be home with the specific parent alone.

- Is jealous of siblings' friends and may be treated like a partner in conversations and decisions.
- Someone who buys expensive gifts or gives children money for no reason.

1.8 STRATEGIES TO DEVELOP AND MAINTAIN AN OPEN AND AWARE CULTURE

"Child Abuse thrives on secrecy. To prevent child abuse in your organisation you need to develop and maintain an open and aware culture. Staff, volunteers and children need to be aware of appropriate/inappropriate behaviour. They need to feel encouraged and safe to raise any concerns. If all participants are aware of child abuse and the organisation encourages open discussion and scrutiny, it becomes more difficult for abuse to occur and remain hidden." Child Wise Booklet, 12 Steps to Building Child Safe Organisations - www.childwise.net

A child safe organisation is created by putting in place appropriate strategies. Individually, each strategy reduces the risk of harm to children, but collectively they create child safe organisations and prevent child abuse. These strategies may include:

- Be preventative rather than reacting to an unfortunate incident after it happens.
- Understand and act on the moral and legal imperatives of protecting children in your care.
- Acknowledge the damage an incident of abuse would do to the child and their family, people within and outside of the church, as well as with the witness of the church itself.
- Introduce safeguards that will protect children, staff, volunteers and the church.
- Have clear boundaries of roles between staff/volunteers and children.
- Be open to outside accountability as appropriate.
- Have adequate staff/volunteers, staff supervision and training.
- Ensure that everything possible is being done to protect our children.

SECTION 2 – CODE OF PRACTICE FOR INTERACTIONS WITH CHILDREN AND YOUNG PEOPLE

Everyone who is authorised to work with children/youth at Peninsula City Church and any of its associated ministries, should abide by the following guidelines as well as signing and agreeing to abide by the Peninsula City Church Code of Conduct for Employees, Volunteers & Contractors Working With Children & Young People –(See Appendix 11);

2.1 **BEHAVIOUR**

- All interactions with children are to be in public view.
- There is to be no secretive or unauthorised clubs or gatherings of children.
- Team Members are never to be alone with a child in a solitary place or in darkness.
- At no time will any form of corporal or physical punishment be administered.
- The only form of physical restraint appropriate is to protect children from harm from others and at times from themselves. This includes reasonable restraint to stop a fight, to stop bullying or to avoid an accident/incident.
- Avoid behaviour that gives the impression of favouritism or encourages ‘special’ relationships with individual children.
- Ensure that any mentoring relationships follow the behavioural guidelines.
- Never change a child’s nappy – this is to be done by the child’s parent or nominated caregiver only.
- As a general rule, open displays of affection initiated by children in the presence of others are acceptable, bearing in mind the age of the child and the circumstances.
- Physical contact between adults and children may be misconstrued. Children may not be aware of creating such situations. It is a Team Member’s duty to be alert to such circumstances.
- It is inappropriate to initiate close physical contact with children and young people; physical contact between Team Members and children is inappropriate if it could be perceived as a threat, if it causes embarrassment to either person, or if it does not allow either person to disengage easily.

2.2 **PARENT/CARER CONSENT**

- Parental or caregiver approval is required before giving gifts to children, other than the giving of small prizes, which are part of the normal programmed activities.
- Contacting primary school children outside of the normal program hours via phone, text or email requires parental/caregiver permission.

2.3 **TRANSPARENCY**

- Contacting youth outside of the normal program hours via phone, text or email must be with the Ministry Leader’s awareness and consent, for the express purpose of follow up, support or pastoral care, bearing in mind the age of the child and the circumstances.
- All counseling/behavioral correction of children and youth needs to be authorised by the Team Leader in charge.
- Where counseling/private conversation for behavioral correction is necessary, the Team Member and child/young person should remain visible to another adult Team Member in the group.

2.4 **LANGUAGE**

- Use language that affirms the worth, dignity and significance of child/youth participants and other adults.
- Be sensitive to different cultures and family traditions. These differences may affect the degree of participation of children, in certain activities or games. Avoid making assumptions about any participant’s background, family status or principal caregivers.
- Do not use ‘in’ jokes, negative language, put downs or sexist language with other Team Members or participants.
- Do not speak down to children or young people in a superior way, instead speak to them as people of value.

2.5 **MONITORING ACCESS TO CHILDREN**

- Do not permit strangers in rooms/areas being used. If you notice someone you do not recognise ‘hanging around’ areas where children/youth are participating, always take the initiative to introduce yourself, politely discover the reason for their presence and redirect them away from these areas as required.
- Strictly observe all custodial and access conditions imposed by law courts and Parents/Carers.

2.6 **PROGRAMS WITH CHILD/YOUTH PARTICIPANTS**

- All primary school children are to be “signed in” and “signed out” by the same adult or an adult nominated by Parent/Carer as the “pick-up person”. When unsure ask for ID and call Parent/Carer if needed to confirm consent. (Note: sometimes we may include 11 & 12 year olds (school year 6 and 7) participants as part of our youth program. Primary school participants of these youth programs are not required to be signed in/out.)
- Monitor the exits, and ensure that ‘signed in’ children cannot leave the designated area unsupervised.
- Name Tags are to be worn by all Team Members and other authorised Team Leaders, Staff, and volunteers in areas where activities with children are taking place.
- Visitors must be told what areas they are permitted in.
- Parents, carers or visitors observing specific programs and acting as scheduled service operators are to sign visitor’s book and wear visitor name tags.
- Parents/Carers are welcome to visit activities to monitor their child’s progress or settle their children as required but must apply to become a Team Member if they are supervising or providing care for other children as part of the program.
- Home visits must be done with a minimum of two adult Team Members if they are not immediate family members. One Team Member should be the same gender as the child/young person.
- Ensure that toys and activities are age appropriate.

- Kitchens are full of dangerous items that can cut, crush or bruise children. Children should not be permitted in kitchens unless doing a properly supervised activity.
- Cleaning cupboards are inherently dangerous because they contain chemicals. Young children will put almost anything in their mouths, so ensure that cleaning cupboards are closed and locked.
- Store rooms and work sheds often contain dangerous tools and items that are not always stored correctly. Storerooms, cupboards and tool sheds will look like great play areas for children/young people. Keep them locked at all times while children/young people are around.
- Car parks look like playgrounds to children. Do not allow children to run or play unsupervised in car parks. Encourage Parents/Carers to hold their child's hand or (for young children) carry them to the vehicle.
- Musical Instrument areas - especially drums - are like magnets to young children, but can lead to hazardous results including electrocution, crush injuries, and damage to instruments. Children should not be allowed to play with musical instruments or use sound/lighting equipment unsupervised.

2.7 SUPERVISION OF TOILETING/BATHING

- Only endorsed adult Team Members are to supervise the toilet area to ensure that each child/young person is safe and their privacy respected.
- In every instance, two Team Members are required to supervise and if necessary assist with any toileting or washing of children under 6 years old (who are not in nappies).
- Never touch the area covered by swimming togs or bathers, excepting a medical doctor or registered nurse doing a medical examination, or if a child under 6 years old (who is not in nappies) needs assistance in bathing or toileting.
- Signed parental consent is required if any 6-15 year old children or young people with special needs require help or supervision with toileting or washing. In every instance, two endorsed adult Team Members are to provide this help or supervision. Never help with toileting or washing 6-15 year olds of the opposite sex.

2.8 RESPECTING PERSONAL PRIVACY/ONLINE BEHAVIOUR

With the explosion of internet and social media sites, care must be taken to respect and protect the personal privacy of every child or young person. Posting to Social Media is not the same as posting something to a web site or blog and then realising that a story or photo should be taken down. Once it is on Facebook or Twitter, it cannot be retrieved. It is effectively in the public domain. People connected to Team Members' profiles have the ability to download and share information with others. This includes posts, photos and videos. A particular post, photo or video could put a Team Member or the church at risk of defamation/breaching privacy laws. Therefore:

- Photographs and digital footage taken of activities or events must be for the express purpose of use on church websites and online forums. Any children or youth that do not have photo/digital image consent from their Parent/Carer cannot be included in the church's promotional media or online forums.
- Team Members/Leaders should never tag photographs taken during programs, and must always be mindful of the impact of posting any untagged photographs or video footage of individuals and activities on personal social media forums/sites, where children or youth can be identified.
- It is recommended that each program has one or two people designated as 'official' photographers who are endorsed to take photos/digital footage of participants during the program, in view of other adult Team Members. Any photo image or video footage taken of a child is not to be stored for personal use, but is only to be stored or used for the church's promotional media/online forums. This can only occur where signed consent has been given by Parents/Carers.
- Team Members should post only what they want the world to see. (Imagine participants, Parents/Carers, Team Leaders, and other Ministry Leaders visiting your profile page.)
- Team members, Parents/Carers, participants, or any other church participant or leader should not be criticised on social networking sites.
- Minors should be conversed with via wall posts and not through one to one chats (e.g. MSN or Chat).
- If conversation is initiated by a minor, keep the conversation transparent – only communicate what their Parent/Carer would be happy to read.
- Only communicate with young people during the hours that you would call their home phone eg. 8am to 9pm.

2.9 CAMPS/OFF-SITE TRIPS

- Don't allow children in bed with a Team Member, Team Leader or any other program participant.
- Children of the opposite sex should not share a bedroom (babies and toddlers registered in a nursery or crèche program are exempt when sleeping in their own pram or cot).
- No one is allowed outside bedrooms or bathrooms in underwear.
- Never be in the bathroom, bedroom or bunkroom of children or young people of the opposite sex.
- Never be alone in the bathroom, bedroom or bunkroom with a child. Always have another leader accompany you.
- Only endorsed adult Team Members are to supervise the toilet and washing/showering area to ensure that each child/young person is safe and their privacy respected.

2.10 PHYSICAL CONTACT

There will be occasions where displays of affection from children are natural. Children must not be shunned if they initiate and demonstrate their need for comfort, bearing in mind the age of the child and the circumstances. At times of distress, children may be comforted but physical contact must be limited and should always be in response to contact initiated by the child or young person, not by the Team Member.

- As a general rule children are not to be kissed or cuddled. With the consent of the Ministry Leaders, babies and toddlers may be cuddled but only in view of other Team Members.

- It is recommended that hugs be limited to a side on hug where possible. Actions should be age appropriate, keeping in mind that older children and young people learn protective behaviors as modeled by Team Members. Team Members should take specific care to avoid full front on body contact.
- Touching a child on the shoulder or arm can enhance communication and is generally appropriate. However, because an unwanted touch can be potentially distressing or even classified as an assault, Team Members should be careful not to touch a child who reacts against touch by word or body language.
 - i.e. when dealing with an older child/young person in distress, it is usually best to ask before making physical contact i.e. "I see you are very upset, is it okay if I put my hand on your shoulder?"
- Never touch the area covered by swimming togs or bathers, excepting a medical doctor or registered nurse doing a medical examination, or if a child under 6 years old (who is not in nappies) needs assistance in bathing or toileting.
- It is recognised that there will be times where sporting activities, games, and play will cause incidental/accidental contact.

2.11 WHEN BULLYING IS IDENTIFIED

- Report any bullying to Team Leaders who will assist with managing incidents.
- Team Members have a responsibility to intervene to stop bullying (taking care to protect their own safety) if they witness it. In this type of situation it is most helpful to address the victim rather than the bully (i.e. asking "Do you need help?")
- If a child/young person tells any Team Member that they are being bullied, or if a Team Member becomes aware that bullying is occurring, the child/young person is to be supported by:
 - Letting the child/young person know that you believe them and involving them in making decisions about what to do
 - Encouraging them to tell you as much as they want to tell. You will need to gather and record the basic details so you can do something to stop the bullying. You will also need to:
 - Complete an Incident/Accident/Hazard Form (see Appendix #5)
 - Involve Parents/Carers as directed by Team Leaders.
 - Help the victim build social skills by encouraging assertive behaviour.
 - Involve other Team Members as directed by the Team Leader. When dealing with a participant who is bullying others, it is important that all Team Members are in agreement about the approach to be adopted.
- At the conclusion of any corrective action, the Team Leader should ensure that the child has begun to engage in the agreed upon behaviors.

2.12 BEHAVIOUR MANAGEMENT PROCEDURES

- Children, young people and Team Members need a clear process to deal with behaviour that is negative, destructive or harmful to an individual or to a group. Safe, effective and consistent methods are required to outwork this process to ensure the dignity of each child/young person is maintained at all times.
- The most effective way for teaching children or young people to behave in an appropriate way is by talking about and modelling appropriate behaviour, reinforced with positive verbal encouragement.
- Children and young people do need to be given clear boundaries and need to know what the consequences of harmful behaviours will be (e.g. aggression or hitting). However, in deciding what disciplinary strategy to undertake Team Leaders and Team Members need to take into account the age and the developmental stage of children or young people with whom they are interacting.
- When a child/young person chooses unhelpful/inappropriate behaviour they are to be clearly given a choice between behaving appropriately or accepting the logical consequences for their actions.
 - e.g. If they make a mess, they tidy up the mess.
 - The appropriate disciplinary strategies are included below (SECTION 2.13) and are available to parents/carers of our children if requested. All new team members will be advised of these strategies and asked to adhere to them.
- Where appropriate, teams should debrief about any behavior management situations that have occurred during a program, to ensure consistency in their approach to dealing with situations or incidents.

2.13 CORRECTING UNACCEPTABLE BEHAVIOUR

The following procedures apply in all circumstances where a Team Leader or Team Member is required to redirect, correct, give clear instructions or follow through on consequences for unacceptable behaviour:

1. At no time will anyone leading or assisting physically strike a child, with their hand, or any other part of their body, or with an implement of any kind.
2. The only form of physical restraint appropriate is to protect children from harm. This includes reasonable restraint to stop a fight, to stop bullying or to avoid an accident/incident.
3. In devising a disciplinary strategy, Team Members will ensure that at no time will a child be put at physical or emotional risk by disciplinary action.
4. If isolation of the child from the group is included as a disciplinary option, the child must be isolated within the area, which is deemed to be safe, and within easy supervision of at least one adult Team Member.
5. As long as the immediate safety of the child or other group members is not at threat, the child who is deemed to require disciplinary action will receive a warning first:
 - a. The warning should be clearly stated so the child or young person has clear understanding of the unacceptable behaviour and the expected behaviour.
 - b. The warning should also include the consequences for continuing unacceptable behaviour.
6. At no time will a disciplinary action be carried out without an adequate explanation given to the child regarding the reason for the action.
7. If a child/young person continues to behave inappropriately, despite Team Members clearly instructing the child/young person of their choices, the Team Member must ask the child/young person, "Are you refusing to do as I ask?" (Or words to that effect). If the child/young person answers 'yes' or still refuses the leaders' direction then the child/young person will need to go to a 'time away'/'time out' area to think about helpful ways they can behave at children's activities/youth group/camp, etc.

8. If they do go, do not leave them longer than three minutes, in order to positively reinforce their choice. Seek agreement that the child/young person is ready to participate appropriately in the activity/group before they rejoin the group.
9. The Team Leader should ensure the child is encouraged after they have rejoined the group and is now participating appropriately.

2.13.1 IF THE CHILD OR YOUNG PERSON REFUSES TO TAKE TIME OUT/TIME AWAY

- Ask if they are choosing not to do as they have been asked.
- After asking this three times in total, tell the child/young person that as a consequence to their refusal they will be returned to their parent/carer. Let the Ministry Leader/Coordinator or Children/Youth Pastor know.

The Team Leader will coordinate the child to be returned to their parent, nominated carer or Pastor/Team Leader who will supervise them within clear view of others until their Parent/Carer arrives. If they refuse to leave, parents, or if circumstances require, the police should be requested to remove them.

2.13.2 BEHAVIOUR MANAGEMENT TECHNIQUES FOR YOUNGER CHILDREN

- Remind the child of the rule. (i.e. "In kid's church we don't hit.")
- Warn the child and tell them if they break the rules next time they will be going to 'time out'/'time away' for a while or may be not be allowed to continue participating in the chosen activity.
 - i.e. "Johnny, in kid's church we don't hit. If you hit someone again you will need to sit over on that chair near Jenny (Team Member) for some time out" OR "Johnny, in kid's church we don't hit. If you hit someone again you won't be able to be part of this game we are playing at the moment. You will need to go to time out."
- Send the child to time out and tell them if the behaviour continues you will call their Parent/Carer.
 - *(Note: Time out should be between 1 and 5 minutes depending on the child's age (1-2 minutes for 2-3 year olds). If a child is put in time out outside their room in any area a Team Member should stay with them at all times while remaining within view of other Team Members. (For 2-3 year olds a Team Member should stay with the child at all times whether the time out takes place in the room or not.)*
- Call the Parent/Carer, explain what has taken place and ask them to sign the child out for an agreed time, or the remainder of the program.

2.13.3 POTENTIAL FOR RISKY OR DANGEROUS BEHAVIOUR

A child/young person removed from participation in an activity because of unreasonable behaviour must be adequately supervised to ensure the safety of themselves, all participants and all Team Members while the activity is in progress.

2.13.4 EXTREME, DANGEROUS OR VIOLENT BEHAVIOUR

- These behaviours will not be tolerated. Any child displaying any of these behaviours will be removed immediately from the activity/program and returned to their parent/carer, or in extreme circumstances, the police will be called.
- Team Leader/Ministry Leader will determine the safest way to remove the child from the situation and supervise the child until parent/carer/or police arrive.
- Team Leader/Ministry Leader to complete an Incident/Accident/Hazard report.
- Team Leader/Ministry Leader to give appropriate information to parent/carer about the reasons for their child's removal.

2.14 COMPLAINT PROCEDURE FOR INNAPPROPRIATE DISCIPLINARY ACTION

In the event of a child/young person disclosing to a group leader that they have been disciplined in a way that is contrary to this Code of Practice, the following steps should be taken (refer to section 3.32 for further specific steps, if required):

1. The complainant will be encouraged to speak directly to the leader/helper/assistant to describe the incident they want to raise.
2. The Team Leader/Ministry Leader is to be informed by the leader/helper/assistant about the details of the incident via an Incident/Accident Form submitted to them as soon as possible.
3. The incident will be evaluated and assessed for response and any action/correction required by the Team Leader/Ministry Leader.
 - a. If the incident is successfully resolved via this process, the Team Leader/Ministry Leader is to note the action taken on the Incident/Accident Form and forward the completed form to the church Executive Administrator for filing.
 - b. If the incident has not been resolved via this process, the Team Leader/Ministry Leader is to seek assistance from a Senior Ministry Leader and any further response/action/correction will be directed by them.

SECTION 3 – STANDARD PROCEDURES FOR RUNNING A CHILD OR YOUTH PROGRAM

To provide a safe environment for children and young people it is necessary to have a safe standard of care at all times and in all places. Procedures are in place to receive and deal with complaints or reports of unsafe practices/suspected abuse if ever the need arises for such to be activated (Refer Section 3.32).

Team Leaders should be aware of and adhere to first aid requirements, fire safety, electrical safety issues, transportation safety issues and other safety issues relevant to the activity. If required, a **Risk Assessment (Appendix #8)** should be conducted prior to any activity occurring to clearly identify any hazards and inherent risks with appropriate action taken (refer Section 3.3.1 for further specific Risk Assessment steps).

Where unsafe practices are noted, an **Incident/Accident/Hazard Form (Appendix # 5)** needs to be completed and forwarded to the Ministry Leader that gives oversight to that specific program. Where first aid treatment is administered, a **First Aid Treatment Form (Appendix #3)** needs to be completed and forwarded to the Ministry Leader that gives oversight to that specific program. On completion, these forms are to be given to the Executive Administrator for filing.

3.1 REQUIRED DOCUMENTATION FOR ALL CHILDREN/YOUTH (UNDER 18YRS) PARTICIPATING IN A YOUTH OR CHILDREN'S PROGRAM

- Medical Information Form (Appendix # 4)
- Consent to Photograph Form (Appendix #6)

*Note –The **Consent to Photograph Form** is to be completed annually by Parents/Carers of program participants, and stored securely with the relevant church administrator. For privacy reasons it is recommended this information be safely destroyed at the end of each year and new consent forms completed for all participants. However, **Medical Information Forms do not** need to be completed annually; only if there is a change to any medical/emergency contact information details.

The following statement should be included in documentation provided to parents/carers at the beginning of each year, and on all advertised/online programs:

“Please be aware that in accordance with our Duty of Care & Child Protection Policy, children are not to be left unsupervised on the church property. Parents/Carers are responsible for the supervision of their children outside of the church’s children’s or youth programs.”

3.2 REQUIRED INFORMATION TO BE PROVIDED TO PARENTS/CARERS (ANNUALLY)

1. **Information regarding our church website/specific youth website/social media page, etc** with clear instruction on how to access and obtain information regarding specific planned activities at upcoming youth events. Or:
 - a. **Emailed/Printed Youth Program** with specific planned activities (perhaps for the coming term) and how Parents/Carers can find information beforehand if any changes are made to activities scheduled on the program.
2. **Team Leader or Contact Person information** for Parents/Carers who may need to reach their child during planned activities (and updates if this contact information changes at any time).
3. **Grievance procedure** which outlines the process to be taken in the event that there are concerns that need to be expressed (i.e. who is the first person to contact and then who to contact if concerns are not resolved).

3.3 DEMONSTRATING REASONABLE CARE

- A Team Leader assuming responsibility for a group accepts a 'Duty to take Reasonable Care'. This duty may generally be described as the standard of care that a responsible person would exercise in all circumstances.
- A Team Leader cannot completely transfer their duty of care to any outside service provider (i.e. Camp manager, sport complex manager, etc).
- A Team Leader has a duty to be reasonably informed as to the safety or danger of any activities undertaken and to assess the risks involved.
- Some activities are potentially more dangerous than others and require that Team Members facilitating these activities have a higher level of skill and experience. Team Members involved in adventure or water activities must be appropriately qualified in that particular activity or use the expertise of someone who is.
- It is the responsibility of Team Leaders to contact the Executive Administrator and confirm if activities are appropriately covered by insurance, before scheduling them into programs/events (if ever in doubt, ask first).
- All Team Members need to be aware of safety issues involving children and young people and should adhere to them. A breach of safety standards could mean a failure to carry out duty of care.
- For all off-site activities, Team Leaders need to carefully plan activities, have an emergency system in place, (i.e. list of emergency numbers, first aid facilities), inform Parents/Carers of any proposed activities, arrange a contact person for Parents/Carers to contact and keep with them accurate emergency contact details for each of the participants in the activity.
- All Team Members need to treat information/communication received in the course of their activities as confidential.

3.3.1 **Risk Assessment Form (refer Appendix # 8)**

A three (3) step process will be used to determine any hazards or inherent risks for planned activities.

Step 1: Identify Hazards

The **Risk Assessment Form** (Appendix # 8) has been designed to assist Team Leaders/Ministry Leaders identify hazards, assess the level of risk and ensure appropriate controls are in place for activities conducted by their specific department/ministry.

The Risk Assessment form contains a list of common hazards that could pose a risk to the planned activities. This list is not exhaustive, so each Team Leader/Ministry Leader needs to consider other associated hazards when determining risk.

Step 2: Assess the Level of Risk

All activities should be considered in terms of their inherent risk. To do this, consider planned activities in terms of:

- a. Who will be involved? (age, maturity, experience, special needs, number of children/youth, etc)
- b. What will they be doing? (running, jumping, swimming, riding, cutting, cooking, etc)
- c. What will they be using? (any hazardous materials, sporting equipment, tools, stove, etc)
- d. Where will this occur? (church back hall, back hall kitchen, camp site, the beach, outdoors, etc)
- e. Who is leading/responsible for the activity? (experienced instructor, team leader/ministry leader, etc)

Risk level is assessed by considering the likelihood of an accident in combination with the consequence (i.e. an injury) if it did occur. The more likely an incident is to occur and the worse the consequence, the higher the risk. A risk matrix is provided with the Risk Assessment Form.

Step 3: Determine the Control Measures

The assessment will determine whether your activity is rated Low Risk, Medium Risk, High Risk or Extreme Risk. Various actions and approval levels may be required to proceed with the planned activity.

The **Risk Assessment Form** needs to be completed and submitted to the Executive Administrator before proceeding with any planned activity.

3.4 **PRIOR TO CAMPS/OFFSITE ACTIVITIES**

- A **Risk Assessment** is conducted (refer Section 3.3.1).
- Before children and young people attend camps and outings, each participant must have a current **Medical Information Form (Appendix # 4)** in place providing medical information, emergency contact details and photo consent, and return a signed **Off-site Notice and Activity Consent Form (Appendix # 9)**. Both forms must be returned/provided to the Team Leader before the camp commences. This information needs to be stored securely and then safely destroyed at the end of each year.
- Prior to helping with any sort of leadership role or volunteer/service role at camps or on mission trips, Team Members need to be briefly trained on their responsibility to report suspected abuse or neglect, the pathway of support should they need help with making a report, and expectations in relating and responding to children and young people under their care.
- Camp or Outreach Team Leaders should also take time to express to children or youth involved in these events which adults they can talk with if needed. This will ensure that an environment of safety and support exists should a child or young person choose to disclose abuse to someone they trust.
- A Team Leader has a duty to be reasonably informed as to the safety or danger of any activities undertaken and to assess the risks involved.
- Some activities are potentially more dangerous than others and require that Team Members facilitating these activities have a higher level of skill and experience. Team Members involved in adventure activities must be competent in that particular activity or use the expertise of someone who is.
- It is the responsibility of Team Leaders to contact the Executive Administrator and confirm if activities are appropriately covered by insurance, before scheduling them into camps or preparing off-site activities.
- All Team Members need to be aware of safety issues involving children and young people and should adhere to them. A breach of safety standards could mean a failure to carry out duty of care.
- A first aid kit needs to be supplied by the church and checked prior to camps/off site activities to ensure that it is appropriately stocked.

For all offsite activities, Team Leaders are to:

- Carefully plan activities.
- Clearly inform Parents/Carers of any proposed activities.
- Arrange a Team Contact Person for Parents/Carers to make contact with if needed.
- Provide the Team Contact Person with an itinerary and the proposed route of the activity.
- Ensure the appropriate ratio of adult Team Members to participants is in place for any activity (refer to **TEAM MEMBER RATIOS** in Section 3.16).
- Ensure participants and Team Members are aware of potential fire hazards.
- Have a clear evacuation plan, and ensure that any group or individuals are aware of what to do in the case of an emergency.
- Have available on-site accurate emergency contact details and medical information for each of the participants in the activity.
- Have an emergency plan in place (i.e. list of emergency numbers, first aid facilities).

For camps:

- Have a list of all people sleeping in the location, with emergency numbers and contact information.
- Ensure that hard wired smoke detectors are fitted to sleeping areas (unless camping outdoors).

3.5 **FIRST AID FOR CAMPS AND OFFSITE ACTIVITIES**

- At least one person within a group must have a current First Aid certificate. This person (or another person with a current First Aid Certificate) is to function as the First Aider in Charge.
- The First Aider in Charge must keep the First Aid Kit close at hand and is responsible for ensuring the First Aid Kit travels with the group for whatever activities are undertaken.
- Team Members need to be aware of the medical services available in the area where the activities will be held. These include:
 - Doctor
 - Hospital – outpatients/emergency
 - Ambulance services
- The Team Leader, First Aider in Charge and Group Leader (if the whole group is split into groups for any activity) need to carry a mobile phone.
- When children/young people are injured or become ill, the Team Leader will contact the parents/carers. If it is an emergency, an ambulance will potentially be called before the parents are notified or arrive. Parents are to be kept informed.
- No medication is to be administered by a Team Member unless it is the prescribed medication of the child/young person and consent has been given by the parent.
- Only people with a current First Aid Certificate; medical doctors or registered nurses are to administer First Aid.
- A suitable, safe vehicle and designated driver should be identified so if the need arises to transport a child/young person to hospital, all Team Members are aware of the steps required.
- Outside medical treatment should be sought where a suitably trained person is not available to administer First Aid and in the case of an emergency, an ambulance called.
- A **First Aid Treatment Form (Appendix # 3)** or an **Incident/Accident /Hazard report (Appendix # 5)** is to be completed for any injury/treatment given or sustained during an activity.

3.6 **TRANSPORTING PARTICIPANTS**

- Preferably children or young people are not to be driven home alone with a Team Member. Where necessary, this must be arranged by a parent/guardian and notified to a team leader,
- Children or young people are not to be visited alone. If activities will involve children/young people walking to locations nearby the church premises, at least two adult Team Leaders must accompany them.
- In the event that a vehicle is used to transport a child/young person it must be driven by a responsible licensed adult with at least 1 (one) year of driving experience (Green P plate), who has been screened and endorsed by the church.
- For activities that involve transportation of groups to varied locations there will ideally be two Team Members per car with each group at all times.
- If children/young people are being driven by someone of the opposite gender, there must also be a team member of the same gender as the children/young people in the car wherever possible. For activities that involve transporting all participants to a common location it is possible to travel as a caravan with several vehicles, some of which may have only one Team Member or Team Leader driving a group of participants. However in this case, each vehicle will attempt to remain visible to another Team Member or Team Leader. No young person will travel as the sole passenger in any vehicle.
- At all times children are to be appropriately supervised.

3.7 **PRIVATE MOTOR VEHICLES**

- All passengers including the driver must wear seat belts.
- The Team Leader should make it their responsibility to determine that the private vehicle used is registered, the driver holds a current Driver's Licence and is a responsible driver, and that the vehicle is roadworthy.
- Team Leaders are to ensure the suitability & safety of vehicles being used to transport any children or young people. Team Leaders are to have each approved driver complete a **Driver and Vehicle Registration Form (Appendix # 7)**.
- In addition, the vehicle used needs to be insured (i.e. at least hold a third party property insurance policy).
- No learner or probationary drivers (Green P Plate drivers are permissible) should transport children or youth to activities.

3.8 **PUBLIC TRANSPORT**

Team Leaders are to ensure they take with them accurate names and medical and emergency contact information for participants to pass on to emergency services if required.

BUS SAFETY

- If a bus is hired or used by a group, it is the Team Leader's responsibility to ensure safety on the bus.
- Standing in buses is not to be allowed.
- If fitted, seat belts must be worn. It is the Team Leader's responsibility to ensure that the seat belts are worn when provided.
- It is the responsibility of the Team leader to determine that the Bus Driver has the correct and current licence for the vehicle that is being driven.
- Driving on dirt, gravel, sandy, wet or icy roads requires additional driving skill and caution. Experience in driving under these conditions is required before transporting participants in these sorts of conditions.
- Be aware that young people may become bored through long trips especially when on buses. It is recommended that Team Leaders provide for plenty of 'stretch the legs' stops (recommended at least every 90 –120 minutes).
- Team Leaders are to ensure they take with them accurate names and medical and emergency contact information for all participants.

Team Leaders are to:

- Brief the passengers beforehand on acceptable behaviours during transport.
- Deal with disruptive behaviour early.

- Have a supervising adult other than the driver to manage behaviour.
- Check the routes and directions before joining traffic.
- On long trips (2 hours or more), allow for sufficient rest and preferably changing of drivers along the way. Note: Statistically, the most dangerous time for accidents is on the return journey at the end of a program when drivers are tired and keen to complete the trip.
- Plan the 'stretch the legs' breaks and let the passengers/driver know.

3.9 **INSURANCE**

Peninsula City Church Inc. holds insurance cover as follows:

- Public & product liability insurance
- Voluntary workers
- Professional indemnity

This insurance covers personal injury or loss of property. All of our paid and voluntary leaders/workers are also covered under this insurance. It is the responsibility of the Team Leader to ensure adequate insurance cover is held for any activity or program that differs from general programs (i.e. rock wall climbing, swimming, etc). The Team Leader is to ask the Executive Administrator whether insurances are available in these instances (if in doubt, ask).

3.10 **FIRST AID**

- The church will provide First Aid Supplies and Equipment.
- The location of the First Aid facilities need be made known to all Team Members and Team Leaders.
- At least one Team Member present needs to have a current First Aid Certificate, and should be designated by the Team Leader as the **First Aider in Charge**. It is recommended that all Team Members have some knowledge of basic first aid.
- Only people with a current First Aid Certificate, Medical Doctors or Registered Nurses are to administer First Aid.
- No medication for headaches or mild ailments should be administered without the prior consent of Parents/Carers. If required the First Aider in Charge can seek caregiver consent via phone but should take care to document the relevant details.
- Outside medical treatment should be sought where a suitably trained person is not available to administer First Aid and in the case of an emergency, an ambulance called.
- A suitable, safe vehicle and an approved licensed adult driver (Green P Plate permissible) is to be designated should the need arise to transport a child/young person to hospital.
- A **First Aid Treatment Form (Appendix # 3)** or an **Incident/Accident/Hazard Report (Appendix # 5)** is to be completed for any injury/treatment given or sustained during an activity.

3.11 **IN THE EVENT OF AN EMERGENCY**

- Remain calm **Call 000** (obtain the necessary emergency services assistance)
- If trained, deal immediately with any injuries.
- Ensure the wellbeing of the rest of the group
- Contact members of the rest of the group (if appropriate)
- Team Leaders to contact the Parents/Carers as appropriate

3.12 **ANAPHYLAXIS (SEVERE ALLERGIC REACTION)**

Anaphylaxis is a **severe allergic reaction** that can produce shock and be life-threatening.

Reactions can be caused by: peanuts, kiwifruit, bee stings, pollen, latex and penicillin as well as other insect venoms, certain foods and drugs.

Symptoms can include: hives, swelling of the eyes or lips, swelling of the inside of the throat causing difficulty in breathing, dizziness, confusion, abdominal cramping, nausea, vomiting or diarrhoea.

Peanuts are a noted and increasingly common cause of Anaphylaxis.

- **Peanuts and all peanut related foods are to be excluded from children or youth ministry programs** (including peanut laced snacks, chocolate bars, ice-creams, peanut butter, peanut oil, cereals with peanuts in them, and peanut products in recipes).

If a person seems to be experiencing anaphylaxis, don't delay.

- Call emergency services immediately – **Phone: 000**
- Check for special medications that the person might need to treat an allergic attack such as an EpiPen. Administer as directed.
- Have the person lie still on their back with their feet higher than their head
- Loosen tight clothing and cover the person with a blanket.
- Do not give anything to drink.
- If there is vomiting or bleeding from the mouth, turn the person on their side to prevent choking.
- If there are no signs of circulation (breathing, coughing or movement) begin CPR.

3.13 **ANTIBODY STATUS/IMMUNISATION**

- By law, anyone who is HIV positive is not required to reveal his or her status to the church. Regardless of the person's antibody status, they should receive the same treatment as any other person.
- All Team Members need to be made aware of the risk of contracting blood borne diseases, and take appropriate precautions against this risk.

- Team Members and children should not attend when infected by any communicable disease, head lice, or if a child or young person is not fully up to date with their immunisations for their age.
- Team Leaders are to advise Parents/Carers they will be required to promptly withdraw their child from the program should Team Members become aware of any 'Communicable Disease' to which a child may have unknowingly been exposed.

3.14 HEALTH AND MEDICATION NEEDS

- If a Team Member or participant becomes sick or injured during a program, the Team Leader must be informed immediately and will assume responsibility along with the First Aider in Charge.
- The First Aider in Charge needs to be informed of conditions affecting child/youth participants within the care of Team Members as part of a specific church program/ministry. This includes medical conditions and need for medications.
- Some medications are self-administered (i.e. Ventolin puffers for asthma). Team Members may need to be briefed by the First Aider in Charge on which medications participants are taking and whether they are permitted to administer these themselves.
- Only the First Aider in Charge is to be responsible for administering or managing prescribed medications and only where a participant has current medical information form with clear instructions and signed consent from Parents/Carers.
- The administration of pain relief (such as Panadol or Aspirin) for headaches and minor ailments is to be avoided as these non-prescription medications can have complications for some people. Always check with the First Aider in Charge who will have access to each participants' **Medical Information Form (Appendix # 4)** and can also make contact with parents and receive permission via phone if required.
- In every instance, all medication is to be administered in accordance with the directions stated, by the First Aider in Charge, and witnessed by another adult Team Member.
- The First Aider in Charge should document on the **First Aid Treatment Form (Appendix # 3)** parental consent, date, time and dosage amount given, along with the name and signature of the other Team Member who witnessed medication being administered. The First Aider in Charge should also have the Parent/Carer read and sign this **First Aid Treatment Form (Appendix # 3)** upon collection of their child from the program.

3.15 SIGN IN/SIGN OUT

- A Sign in/Sign out process is required for all ministry activities involving primary school participants. A [sample sign in/sign out form](#) is provided in the **Resources Section** of this document.
- Primary school children are to remain under the supervision of endorsed Team Members until their Parent/Carer or nominated adult collects them from a program or activity.
- Children in these programs will not be permitted to leave the area alone and can only be released to those individuals authorized to collect them.
 - Note: We often include 11 & 12 year old (school year 6 & 7) participants as part of our Youth Program. Primary school participants of these youth programs are not required to be signed in/out.

3.16 TEAM MEMBER RATIOS

- In all activities involving children or young people, the two Team Member rule is to apply. This means that no child or young person is permitted to be alone with a single Team Member. There should also be at least one Team Member of the same gender as those in the group.
- Adequate Team Member staffing is required to provide supervision of all activities. For all programs at least two Team Members should be present for each activity, but some higher-risk activities may require increased staffing.
- For preschool programs the Team Member to child ratios are as follows;
 - For 0-2 years the required ratio is one (1) Team Member for every three (3) children.
 - For 2-5 years it is one (1) Team Member for every five (5) children. Staffing of preschool programs need to reflect these ratios at all times.
- For primary school aged children and youth the recommended ratio is;
 - One (1) Team Member for every eight (8) participants.

3.17 MONITORING ACCESS TO PROGRAMS

- Only Ministry Leaders/Team Leaders or Team Members who have been endorsed, Parents/Carers monitoring their children's progress, invited guests and the children or youth participants are to be present at children's or youth activities.
- Parents/Carers, Scheduled Service Operators or Visitors unknown to the leaders/workers, are to produce ID. They are to wear a visitor's badge and must not be left alone with children.
- Other people entering the Children's Ministry area are to be asked: "Can I help you?" and if they are not endorsed to be present they need to be instructed that this is a restricted area.
- Parents/Carers are to be advised of the policies and procedures and if requested, provided with a copy of our church's Duty of Care & Child Protection Policy information.

3.18 INSPECTION OF TOILET AREAS

- When children request to visit the toilet, it is the Team Members' responsibility to inspect the toilet area before the child enters, then stand outside the toilet area while the child goes to the toilet.
- Where a child requires assistance, two Team Members should give assistance. During Sunday services it may be necessary for Team Members to enlist the help of screened & endorsed church First Impression Team Hosts to provide supervision over the toilet areas and to ensure that people are not loitering in or around the toilets. Abuse often occurs in toilets. People who appear to be loitering need to be asked to return to their seats or appropriate area.
- Particular attention needs to be given to keeping toilets clean, disinfected before and after a program and ensuring children wash their hands adequately after toilet use.

3.19 SUPERVISION OUTSIDE OF PROGRAM HOURS

- Children are not to be left unsupervised on the church property. Parents/Carers are responsible for the supervision of their children outside any of our organised children's or youth programs.
- The following statement should be included in documentation provided to parents/carers at the beginning of each year, and on all advertised/online programmes:
 - *"Please be aware that in accordance with our Duty of Care & Child Protection Policy, children are not to be left unsupervised on the church property. Parents/Carers are responsible for the supervision of their children outside of the church's Children's or Youth programs."*

3.20 FILMS, COMPUTER AND VIDEO ENTERTAINMENT RATINGS

The Team Leader will note the ages of the children and will abide by the Censorship Standards provided for all entertainment ratings.

3.21 WATER SAFETY AND SWIMMING ACTIVITIES

Swimming presents special risks to young people. Drowning is the second leading cause of unintentional injury-related death in children aged 14yrs and under. The majority of drowning and near-drowning incidents occur in home swimming pools and in open water.

- Globally, drowning death rates are highest in children aged less than five years (source WHO) and in Australia the greatest risks are home pools.
- Of those 5-14 years who drowned in Australia, 32% did so in natural bodies of water such as lakes, ponds, streams and rivers (source Royal Life Saving research 2002-2011). A similar figure is reported for drowning deaths in those 15-24 years of age.
- With young children, a risk of drowning can be present during any water-based activity, even when swimming is not involved.
- A risk of drowning may also be present for participants in situations where swimming is unplanned, such as when fishing or walking along a river bank. These guidelines can be applied to such situations.

For the purpose of providing appropriate supervision for the environment where swimming takes place, it may be categorised as either Closed or Open:

- Closed water is a controlled water environment that is still or slow moving, such as a swimming pool, sheltered coastal inlet or river, dam, waterhole or inland water body.
- Open water is uncontrolled and may be fast moving or turbulent, such as a surf beach, flowing river or waterway, or tidal coastal waters.

Swimming requires adequate supervision, and must be permitted by Team Leaders only when this is available. The Team-Member-In-Charge of swimming activities should hold an appropriate qualification for supervising swimming in that environment or have recognised competencies to the same level (additional Team Members may assist with supervision).

For example, in Australia:

- The Royal Life Saving Society Bronze Medallion is a suitable qualification for closed water supervision of swimming.
- The Surf Life Saving Surf Rescue Certificate is a suitable qualification for open water supervision of swimming

RATIOS FOR QUALIFIED SUPERVISORS WHEN UNDERTAKING SWIMMING ACTIVITIES

For Closed Water

- A minimum of one (1) Qualified Supervisor for each thirty-two (32) participants.
- A minimum of one (1) Supervisor for each twelve (12) participants. The Qualified Supervisor may be counted as one (1) of the Supervisors.
- At least half of the Supervisors must be adults.

For Open Water

- A minimum of one (1) Qualified Supervisor for each sixteen (16) participants
- A minimum of one (1) Supervisor for each eight (8) participants. The Qualified Supervisor may be counted as one (1) of the Supervisors.
- At least half of the Supervisors must be adults.

3.22 FOOD HANDLING

- Any Team Member who is feeling sick – specifically with a cold, bowel trouble or a skin infection – should not participate in food preparation or other kitchen duties and should inform their Team Leader.
- Food, even snacks, prepared using poor hygiene, or with unsafe food practices can result in the transfer of bacteria and people getting sick.
- Animals and pets are not permitted in the food areas.
- There should be no smoking near any food preparation or eating areas.
- Team Members should know where the nearest fire blanket/extinguisher is located and how to use it. A first aid kit should also be easily accessible.
- Appropriate clothing and footwear are to be worn and long hair is to be tied up.
- Wash hands thoroughly with antibacterial soap and running water before handling food, after putting something in the rubbish bin, after blowing your nose, and after handling money. In other words wash hands often.
- Ensure any cuts are completely covered with a water proof dressing and use appropriate utensils for serving.

- Move away to cough, or sneeze, and remember to wash your hands afterwards.
- Dishes should be washed in very hot water and water should be regularly changed if washing a lot of dishes. Tea towels should be washed after each use.
- All equipment and surfaces should be kept clean at all times in the space where you are preparing food. All utensils should be washed thoroughly with hot water and detergent between uses.
- Rented, hired or borrowed kitchen facilities often have protocols and expectations displayed and may require a certain level of food handling training/qualification for any person preparing food at their venue. The Team Leader is responsible to ensure they know and adhere to these protocols when using these facilities.
- Team Leaders are to familiarise themselves and adhere to any relevant State legislation or Local Council requirements in regards to Team Members food handling and preparation, safe food hygiene (including storage and serving of food) and disposal of rubbish.

3.23 SOCIAL MEDIA

- The use of social media such as Facebook and Twitter can pose danger to participants, Team Members and organisations.
- Team Members & children/youth should be informed of the potential minefield associated with taking photos/digital footage of other participants on their smart phone and then storing it, uploading it online or reproducing it without consent from Parent/Carers.
- Understanding that what each participant of a program chooses to post or communicate via their own social media sites is beyond our church's control, care must be taken to inform all participants of expected behaviours in regards to sharing images and information they have obtained while taking part.
- It is recommended that each program has one or two people designated as "official" photographers who are endorsed to take photos/digital footage of participants during the program in view of other Team Members. Any digital images or video footage must not be stored for personal use but only stored/used for the church's promotional media or online forums, if signed consent is given by Parents/Carers.
- Encourage team members and participants to write only encouraging things on sites like Facebook and Twitter and to avoid the potential for defamation which could result in legal action.

3.24 ELECTRICAL SAFETY

- Ensure that you have your electrical appliances tested and tagged by a licensed "Tester and Tagger" as required. At all times, ensure all mains operated equipment is tagged with the safety check date, is properly connected and correctly operated.
- Malfunctions must be reported promptly to the Team Leader.
- All radiant heaters will have a suitable guard to protect from burns.
- Power points that are accessible by children should have safety plugs in them at all times.

3.25 POISONS

- All household, gardening, and handyman products are to be kept out of reach of children and stored in a locked cupboard/storeroom.
- The Poisons Information Centre phone number in Victoria is 13 11 26. If any information is required in regards to poisons, leaders/helpers/volunteers should phone this number for immediate advice.
 - It is advisable to make this number available for team members near or on any telephones in the activity area.

3.26 PLAYGROUND EQUIPMENT

- All playground equipment, installation of equipment and soft fill under playground equipment should be checked regularly and comply with Australian Safety Standards and State legislation.
- Playground equipment should be cleaned regularly and undergo routine maintenance as specified by the manufacturer.
- To ensure good hygiene and reduce the spread of any infections or communicable diseases socks should be worn on all indoor playground equipment and hands washed before and after use.

3.27 FIRE SAFETY

There are a range of factors that can cause fire to break out in buildings ranging from faulty wiring, unattended cooking, candles or children playing with matches. Whatever the cause, if a fire takes hold, the consequences can be devastating.

- All appropriate safety equipment is to be installed & maintained according to State legislation including:
 - Ensuring that fire extinguishers are checked annually.
 - Removing appliances with frayed or faulty wiring.
 - Having a fire blanket accessible in kitchen areas.
 - Ensuring flammable liquids, matches or stove top igniters are out of reach of children/young people and stored in a locked/child safe cupboard.
 - Not leaving ovens or candles burning unsupervised.
- A fire response and evacuation plan should be formalized by the church and all Team Members and children/young people regularly made aware of it. An annual fire drill should be conducted to ensure procedures are effective.
- Team Members should be familiar with the layout of the building and the location of exits and fire extinguishers, and know how to evacuate the premises should they be required to do so.
- In the case of a fire, Team Leaders should move people away from immediate danger and notify the fire brigade by calling 000.

3.28 WORK HEALTH AND SAFETY

All Australian Work Health Safety (WHS) Legislation is to be adhered to as per Peninsula City Church's OH&S plan including:

- Equipment to be regularly checked to ensure that it is functional and safe for its intended use.
- Children should never be asked to carry heavy objects.
- Hazardous materials (including cleaning chemicals) are to be clearly identified and stored in a locked cupboard/storeroom, out of reach of children/young people.

- Suitable clothing and footwear is to be worn for each activity.
- All mishaps or incidents are to be reported to Team Leaders and an **Incident/Accident/Hazard Form (Appendix # 5)** is to be completed.

3.29 VENUE SAFETY

- Team Leaders are to be familiar with any venue used prior to any activity so that they are aware of any potential hazards.
- The Team leader in charge is to be aware of the location of First Aid/Medical Services in the area. Similarly, other emergency services contact numbers such as Police, CFA, etc. should be known (in Victoria 000).

3.30 HOME FELLOWSHIP MEETINGS

- All Home Fellowship/Small Group Leaders or Facilitators are to be informed of the Church's Duty of Care and Child Protection Policy.
- No adult other than a child/children's Parent/Guardian/Family member is permitted to be alone with a child in any bedroom or any other room of the home, e.g., toilet, bathroom.
- Small Group or Home Fellowship Team Leaders/Facilitators that have families with children/youth attending may be required to undergo the church's screening process.

3.31 CHURCH GREETERS/HOSTS/USHERS (FIRST IMPRESSIONS TEAM)

- All Church building exits are to be monitored during services.
- Foyer area and toilets are to be monitored closely. Abuse often occurs in toilets. People who appear to be loitering near toilets are to be asked to return to their seats or the appropriate area.
- Children are not to be left unsupervised in the foyer or outside the church or any other part of the church venue where they cannot be supervised.

3.32 RECEIVING AND REPORTING COMPLAINTS/CONCERNS

As a church, we abhor any kind of abuse and take very seriously any incidence of abuse within the church. Children and youth are trusting and vulnerable and therefore the church has a particular responsibility to ensure it takes every reasonable step to reduce the risk of abuse and suspected or known instances of abuse are dealt with consistently and appropriately.

We have both a duty of care and moral/ethical obligations that compel us to ensure that those in our care are protected from harm. We strongly advocate that if anyone believes or suspects a child is in an unsafe situation, you should report your concerns to either your direct supervisor/team leader/ministry leader or the relevant Reporting Authority.

1. RECEIVING COMPLAINTS/CONCERNS

If a child/young person or a parent/caregiver informs a Team Member that they have witnessed or have become aware of an incident having occurred (e.g. where a child/young person has been subjected to inappropriate discipline, unsafe practices, or a dangerous environment), the Ministry Leader of that specific program needs to be informed as soon as possible so they can support and facilitate a follow up process.

It's vital that this Ministry Leader:

- Ensures the immediate safety and protection of the child/young person.
- Enquires, as soon as possible, into the circumstances surrounding the complaint/concern.
- Documents steps taken to follow up complaint/concern.
- Lists any additional witnesses to the incident.
- In the absence of allegations of abuse: addresses the issue with the person(s)/Team Member(s) involved and refers to a more Senior Leader if assistance is required.
- Communicates with the child/young person and/or parent/caregiver that a follow up process has occurred/is underway and any relevant details on how/when the issue will be resolved.

In the event that the complaint/concern received involves the Ministry Leader's overseer, then the incident is to be referred to another Senior Leadership Team Member for prompt follow up. If the matter is considered by the Senior Leadership Team Member to be of a minor nature and the incident is believed not to affect the ability of the Team Member to be able to provide responsible care for children/young people, immediate rectification of the issue will suffice.

2. REPORTING SUSPECTED ABUSE/NEGLECT

The Eldership and Board of Peninsula City church are committed to upholding the rights of children to expect protection from abuse by the church that it has waived any assumed exemption from Mandatory Reporting by its clergy (whether externally credentialed or locally recognised) or any of its leaders/workers when it comes to sexual offences against a child (a child is deemed as anyone under the age of 18).

Peninsula City Church requires all leaders, volunteers, and helpers that work with, or have access to children or young people (this includes all of our credentialed pastors, chaplains and ministers) to report suspected abuse or neglect to their Relevant Reporting Authority as soon as possible. The Relevant Reporting Authorities are listed in SECTION 4:8.

The Victorian Government has included a "...new offence for failure to disclose child sexual abuse [which] came into effect on 27 October 2014. The offence requires that any adult who holds a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child (aged under 16) disclose that information to police. The offence applies to all adults in Victoria, not just professionals who work with children, unless they have a reasonable excuse." (sourced 2nd April 2015: <http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/child-protection/about-child-abuse>).

The standard process for reporting is described in detail in SECTION 4.

SECTION 4 – STANDARD PROCEDURES FOR RESPONDING TO SUSPECTED ABUSE

An abuse situation involves a cluster of indicators as previously listed in SECTION 1.3. There may also be indications from the child or young person, or their family, of issues that have led to a destabilization of their normally low risk family routine. Issues such as separation, divorce, illness, death, unemployment, mental health issues and medical issues can have a great impact on the functioning of any family. The accumulation of such information may lead you to develop a suspicion that a child or young person is being abused or neglected.

You have suspicion on reasonable grounds when any of the following four factors are present:

1. Your own observations of the behaviour of a particular child or young person and/or injuries present, or your knowledge of the child or young person generally, leads you to suspect that abuse is occurring.
2. A child or young person tells you that he or she has been/is being abused.
3. Someone reliable such as a relative, friend, neighbour or sibling of the child or young person tells you of the abuse.
4. A child tells you that he or she knows someone who has been abused (the child may be referring to her/himself).

4.1 WHAT TO DO WHEN CHILD ABUSE IS SUSPECTED

HOW TO RESPOND APPROPRIATELY IF A CHILD DISCLOSES ABUSE OR NEGLECT

- Be aware that when a child makes a disclosure they have probably been considering telling you for some time.
- They have decided to trust you with their disclosure.
- They have probably made indirect disclosures previously.

BE SUPPORTIVE

- Listen to what is being said (active listening, not waiting to respond):
 - Don't interrupt or stop the child.
 - Don't panic or look horrified or cry.
 - Don't ask leading questions; be aware that an inappropriate response can contaminate possible evidence in a court proceeding.
- Use supportive language and body language i.e. sit with the child while they are talking (don't stand over them). Use supportive phrases such as:
 - "I am very glad you chose to tell me about what has been happening."
 - "What has happened is not your fault. Sometimes adults (other children or young people) do bad things."
- Clearly indicate and communicate the following:
 - That you believe the child.
 - That whatever has happened is not their fault.
 - Reassure the child that telling you was the right thing to do.
 - Tell the child that some people do wrong things.
 - Don't make promises you can't keep (e.g. you cannot promise confidentiality, nor can you promise results).
 - Reassure the child that the 'secret-cycle' has to be broken.

INQUIRE. DO NOT INVESTIGATE INTO THE CHILD OR YOUNG PERSON'S DISTRESS*

(*Note -the only purpose for inquiring into any information or situation should be to gain clarification from the child in order to determine reasonable suspicion. If you have already developed reasonable suspicion then further inquiry or questioning is not necessary and can appear investigative or leading.)

- Ask non-leading and open ended questions if you need clarification regarding something the child has told you. For example:
 - "You said your arm is hurting. Can you tell me why your arm is hurting?"
 - "You said you are sad. Can you tell me more about why you are feeling sad?"

DON'T MAKE PROMISES YOU CAN'T KEEP

- Don't tell the child or young person you will keep the information a secret. Peninsula City Church requires you to report suspected abuse or neglect, even if what has been said was shared in confidence.
- Don't tell the child or young person that the abuse will stop or that you will take steps to stop the abuse. This is something that may be beyond your control and you cannot be sure the child will not fall victim to further abuse.

RECORD NOTES OF THE CHILD'S STORY

- Good documentation is extremely important; however, notes should always be taken after the conversation. It is best to give your full attention to the person/child speaking.
- When taking notes use the specific terminology/descriptions that are used by the child (i.e. direct quotes).
- Write it as it is – don't put your own interpretations on things.
- Don't engage in or arrange counseling for the child or young person. Beyond the initial response, do not engage in further discussion unless it is initiated by the child.

4.2 **ONCE REASONABLE SUSPICION HAS BEEN ESTABLISHED**

Follow Steps 1-3 to report suspected child abuse to relevant State Reporting Authority:

STEP 1 – REPORT

STEP 2 – REFRAIN

STEP 3 – INFORM

4.3 **REPORTING STEPS**

STEP 1 - REPORT

Report any suspicion of abuse to your relevant Reporting Authority, as soon as possible.

- For the relevant REPORTING AUTHORITIES IN VICTORIA refer to SECTION 4.8.
 - If you need assistance to make a report about suspected abuse or neglect or would like to consult with a social worker to discuss any information or concerns you may have, you can also contact your relevant Reporting Authority.

STEP 2 – REFRAIN

Refrain from doing or saying anything to alert the suspected offender.

STEP 3 – INFORM

- **Inform any member of the Senior Leadership Team of Peninsula City Church that you have made/will make a report.**
- In most instances this will be the Senior/Lead/Associate Pastor.
- The Senior/Lead/Associate Pastor or local Leadership Team member, who becomes aware of this suspicion, is then required to ensure a Team Member has made a report to the relevant Reporting Authority. The Senior/Lead/Associate Pastor or local Leadership Team Member can't rely on 'the word' of another that they have made a report, or transfer their responsibility to ensure a report has been made. Senior/Lead/Associate Pastors or Local Leadership Team members are to verify that a report has been made by asking Team Members to provide a receipt number from the relevant Reporting Authority.
- If preferred, it is acceptable for the Senior/Lead/Associate Pastor or Local Leadership Team member, and the Team Member reporting suspected abuse, to make a report together, that is at the same time, with both present. If a report is not made together, the Team Member is still required to report alone and then verify this report by providing a receipt number from their relevant Reporting Authority as outlined above. At any time if the Senior/Lead/Associate Pastor or Local Leadership Team member becomes aware of additional information that has not been covered in the Team Member's original report, they are required to then report this additional information to the relevant Reporting Authority.
- It is advisable for any person involved in making a report to write down the details of their report, the date the report was made and the receipt number from the Reporting Authority. This information may be needed to verify a report at a later date. We provide a **Child Abuse Report (Appendix 10)** for your use in this document.

If the alleged offender is a Volunteer or Staff member at your church (including a minor under age 18) all reporting requirements are as above (Steps 1-3). Additionally:

STEP 4 -REFER

In any instance where a suspected offender (including a minor under age 18) is a guest, visitor, participant, attendee, service contractor, volunteer or staff member of any church ministry or program within Peninsula City Church, it will be necessary for the Senior/Lead/Associate Pastor or local Leadership Team member to refer this information to the Church Eldership/Board as quickly as possible.

- Protective measures may need to be set in place quickly to protect children. This may include a staff member or volunteer being withdrawn from all ministry activity until the matter has been resolved. Your local Leadership Team member or a Senior/Lead/Associate Pastor will keep you informed if this action needs to be taken.
- If it is suspected that an offence has been committed, the appropriate authorities will be contacted. Notification of Parents/Carers will take place as directed by Authorities.

4.4 **WHO IS THE "GO TO" PERSON?**

In order to foster a consistent and thorough approach to providing support to Team Members, the "GO TO" person should be the Senior/Lead/Associate Pastor, or in their absence a member of the Eldership Team. This person(s) should be fully conversant with these Guidelines and Peninsula City Church's Duty of Care and Child Protection Policy.

In the event that the "GO TO" person is the suspected offender, any member of the church Eldership should be approached by the person needing support. The Elder will convene an urgent Eldership meeting, excluding the suspected offender, to begin a process of investigation. All persons are presumed innocent unless and until guilt is either admitted or determined by due process.

4.5 **LIKELY PROCESS WHEN CONTACTING THE RELEVANT REPORTING AUTHORITY**

Questions that may be asked initially:

- Is this an immediate life threatening situation? (If you are dealing with an immediate or life threatening situation you may also need to contact the Police to report your concerns.)
- Is the child or young person of concern to you of Aboriginal or Torres Strait Islander descent? (i.e. often, a team of skilled workers who specifically work with families and children who are Aboriginal or Torres Strait Islander, called Yaitya Tirramangkotti will be able to respond appropriately.)

4.6 SPECIFIC INFORMATION YOU MAY BE ASKED TO PROVIDE

Your details, such as:

- Your name, your role, the nature of your relationship with the child or young person (i.e. children's church helper) and their family/carers details.

Information about the child or young person for whom you are calling:

- Name and Age.
- Cultural background.
- Suspected offender details, if known (including next expected contact with the child).
- Current whereabouts of child.
- Current address.

The details of your concern:

- Have you directly observed behaviour and/or injuries?
- What have you heard or observed?
- Did the child disclose information to you?
- What specific observations have led you to believe the child has suffered, or is likely to suffer serious harm?
- How does the child present? (i.e. nature and context of injuries).
- Any other details (i.e. family dynamics).

Some frequently asked questions about reporting suspected abuse or neglect:

- Frequently contacting your relevant Reporting Authority with the same information does not mean the notification status will be upgraded or investigated. However, if you have new or additional information you should ring and report that information as soon as possible.
- Notifier's details are kept confidential.
- Notifiers can ask for feedback – this is only given on a “need to know basis”.
- Mandated Notifiers are immune from civil liability.
- Mandated Notifiers do not need permission from workplaces or volunteer organisations to notify.
- Evidence is not required to make a notification.
- Failure to notify could be considered a Criminal Offence and could result in a fine or prosecution.

4.7 MANDATORY REPORTING FOR JUNIOR TEAM MEMBERS

It is important to note in some States/Territories of Australia, Mandated Reporting does not only apply to Team Members who are 18 years or older. Junior Team Members (under 18 years) who are given the responsibility to work in and or oversee Children's and Youth programs may also be mandated to report when they suspect abuse or neglect. Either way, whether specific State/Territory laws require them to report suspected abuse, Peninsula City Church policy clearly outlines that they do so.

It's therefore vital that all Junior Team Members who are given this responsibility receive clear information about the avenue of support available to them in the event they develop reasonable suspicion that a child or young person has been or is being abused or neglected. Such support should include the option of having an adult Team Member present when contacting the relevant Reporting Authority, if they so desire. Complete the **Child Abuse Report form (Appendix 10)** and submit to Senior/Lead/Associate Pastor.

4.8 THE RELEVANT REPORTING AUTHORITIES IN VICTORIA

For concerns that are life threatening, ring **Victoria Police 000**. (Victoria Police will generally be the first port of call for reporting).

- For concerns about the immediate safety of a child within their family unit, call the **Child Protection Crisis Line -131 278** toll free throughout Victoria (24 hours, 7 days a week). (Note: this is an emergency service for weekends and after hours only and will pass on cases to the relevant regions the following working day.)
 - **Department of Human Service Victoria** website also has some excellent contact and resource information at <http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/child-protection>

Other emergency contacts:

- State wide **CASA Crisis Line** after business hours weekdays, weekends and public holidays Tel: (03) 9344 2210 or Rural Free Call: 1800 806 292.
- **Domestic Violence and Incest Resource Centre** -Tel: (03) 9486 9866.

When it is not an emergency:

- If it is not an emergency, but you are concerned that a child may be harmed from abuse by their parents or caregivers, then you can discuss your concerns with a **Regional Child Protection Worker** during office hours on Tel: 1300 655 795.

4.9 FOLLOW UP AND PASTORAL CARE

Follow up of a suspicion or allegation of abuse requires wise and experienced handling which is to be overseen by Peninsula City Church's Senior Leadership Team or Church Eldership/Board in accordance with the requirements of the Victorian Reportable Conduct Scheme. While the aim is to support and care wherever possible it's vital to always support, and never impede the legal process.

The Senior/Lead/Associate Pastor and local Leadership Team will endeavour to support the child or young person and ensure that appropriate counselling, off-site referrals and other services available from the church are provided to them and their family. It is also recognised that the

person making the notification may require counselling and support from the church. The alleged perpetrator may also need some pastoral guidance.

If the alleged perpetrator is involved in ministry or leadership, they are to be removed from any ministry/leadership within the church until the matter is resolved. This would also include isolating them from having contact with any children and young people in any church related activity. However, it is important that the church offers adequate counselling or other services to the alleged perpetrator and their family as necessary.

Where the victim and alleged perpetrator both attend the same church it may be appropriate to offer one party the option of attending an alternate service time or relocating to another church. This may only be for the period of the investigation to give both parties space, or in the case of a conviction, a permanent move may be required.

If through a police investigation or judicial proceedings the accused is cleared of all charges, the Senior/Lead/Associate Pastor and local Leadership Team will need to guide the process of how this person is to participate in the life of the church community going forward.

However, this does not guarantee that the previously accused person will be restored to their original position. If there is insufficient evidence to complete the police investigation or judicial process, the Senior/Lead/Associate Pastor and local Leadership Team is to take all necessary precautions to ensure the protection of children under the church's care. This may include precluding someone from being restored to their original position or working in children or youth ministry at the church in the future.

4.10 MEDIA COMMENT

With issues as emotional and volatile as child abuse, any serious case may become public record. Whilst anyone has the right and freedom to talk to the media, any official comment will come from the Senior/Lead Pastor or a person designated by them.

The privacy and confidentiality of all involved parties will be protected according to any instructions issued by police and relevant authorities. Also due to the legal process, no comments are to be made that will jeopardise current or future legal proceedings.

SECTION 5 – SELECTION AND APPOINTMENTS

SCREENING OF ALL EMPLOYED STAFF AND VOLUNTEERS WHO WILL WORK WITH/HAVE ACCESS TO CHILDREN

KEY SELECTION CRITERIA

Peninsula City Church will take applicants through three phases of screening to ensure that they are suitable and equipped for their work with children. This policy applies to all leaders even if they are not yet 18 years of age.

RECRUITMENT AND SCREENING POLICY

Phase 1: Administration Check

a) **Application Form**

The interested person will be asked to provide a completed **Team Member Application Form (Appendix # 2)** with two adult references from within our church. If the person applying is new to the church (less than 6 months) they must provide a reference from their previous church as well (e.g. previous pastor or team leader).

b) **Church attendance**

It would be expected that adult applicants are partners/members/regular attenders of church services (6 months or more) and/or meetings relevant to their stage in life.

Phase 2: Recruitment check list

- a) Referees will be contacted and a record of the contact kept on file with the application. Any tertiary qualifications presented (relevant to the position) will be checked with the issuing institution. A sample **Referee Questionnaire** is included in the **Resources** section of this document.
- b) The application and reference check will be sighted, reviewed and signed by the Area Team Leader to affirm that the applicant and referee information was collected, and deemed suitable for working with children at Peninsula City Church.
- c) **Working with Children Check**
All adult applicants will be required to have a current Working with Children's check. Applicants need to ensure that their details are updated with the Issuing Government Department to ensure the administration department of Peninsula City Church receives notification of their status.

Youth leaders who attain adult age during the course of their service are asked to acquire a Working with Children check as soon as possible.

A Working with Children check isn't a guarantee to work with children at Peninsula City Church. Any adult who has been convicted of child abuse, or exhibits substantial indicators to suggest that they would express such a tendency is not allowed to join any team that directly works with or gives them access to children.

Phase 3: Orientation check list

a) **Area Team Leader interview**

The applicant will undergo an interview with the Area Team Leader so that there is an opportunity to review the applicants intentions, answer any questions about the ministry, and reinforce our child protection policies. A record of the interview discussion will be kept on file.

For youth under 18 years of age, parents will be present to ensure they understand the expectations of the role.

All applicants will accept and sign Peninsula City Church's Duty of Care and Child Protection Policies and Code of Conduct especially noting the expected Code of Conduct and Reporting of Abuse.

b) **Identification**

Only after all of the above phases have been completed will the applicant acquire a Peninsula City Church ID badge which allows them access into our Children's activities. This ID affirms and identifies the applicant as having been approved for working with children at Peninsula City Church and its identified programs for children.

Where programs are run by parents for their own children (i.e. Playgroup, etc) this phase and ID criteria does not apply.

Successful applicants may be asked to work alongside another worker as part of the orientation process for a period of three months.

WORKING WITH CHILDREN CHECK

Peninsula City Church requires every person working with/having access to children to have a current Working with Children Check before beginning their role. Each area is subject to the process of screening as listed above.

The following is a list of children's/young people's programs that will require Team Members to have a Working with Children Check prior to beginning their role:

- Children's Church
- Youth Group
- Crèche
- Children's/Young People's Holiday Programs
- Children's/Young People's Camps
- Mission Trips/Outreach Trips with child/youth participants

- Any other ministry, outreach or program under the auspices of the church which has children/youth participants
- Small Group Leaders/Home Fellowship Meeting Leaders where children or youth under 18 are present either in their group or at their meeting place/home
- First Impression Team Hosts that monitor toilets/church foyer/kid's programs
- Bus Drivers
- Catering or hospitality Team Members who serve food, beverages at Kid's/Youth program activities
- Any person transporting children or youth as part of a church program, ministry or activity
- In all situations where a person has access to children, directly or indirectly during any church sanctioned event and in all situations where a person has access to the personal records of children participating in such activities

ACCESS TO POLICE/WORKING WITH CHILDREN HISTORY

- Any results of a person's Working with Children check are not to be electronically transmitted or posted on to a third party. (Note: Peninsula City Church may store information securely using electronic/digital storage.)
- Information received from Working with Children checks is permitted to be disclosed between other related churches for the express purpose of protecting children/young people. Such information is not to be shared with third party organisations.
- Working with Children information forms part of a person's history records and must be regarded as confidential and stored securely. This information is also subject to our Privacy Policy.

DISPOSAL OF INFORMATION

- Any information that needs disposing will be destroyed 'in house' or by a reputable secure contractor.
- After Working With Children Checks expire, they are to be destroyed by shredding (as they will be replaced by the current one and are no longer necessary).

PROVIDING FEEDBACK TO NON-SUITABLE APPLICANTS

- Once a decision not to appoint an applicant to a ministry because of his/her history has been reached, the reason for this decision must be documented and discussed with applicant.
- An applicant who is denied appointment on the basis of his/her personal history should be given the opportunity to discuss or clarify the history, but the church oversight still has the right to decide an applicant is not suitable to work with children or have access to young people based on their discretion.
- Unfortunately some people are not suited to work with children. Being a child focussed organisation requires the safety of children to be the paramount concern.
 - This, then precludes people who are under accusation, suspicion or conviction of: sexual offences; violence; the use of illegal drugs; or who have a history of or present issues with the misuse of alcohol, illicit or prescription drugs, or inappropriate use of the internet and/or social media (e.g. pornography, stalking, etc). Careful consideration should be given to applicants with a history of recurring mental illness.

ENDORSED DOCUMENT RETENTION

All documents collected, signed and submitted are to be securely stored by the Executive Administrator of Peninsula City Church. This may be done electronically/digitally or traditionally as paper files, as long as they meet with our Privacy Policy requirements. There is no time limit on storage of these documents, therefore it is our desire to store them permanently where possible, or for a minimum of 10 years.

Area Team Leaders are required to submit all paperwork to the Executive Administrator to ensure these documents are stored for future reference, if required. This includes any incident/accident reports that involve the person.

FORMS

Use of Forms

Good documentation goes hand in hand with duty of care.

All forms should have the name of Peninsula City Church, the name of the event, or activity marked on it and should be dated. All forms (as follows) should be kept confidential and securely within the Church ideally as a permanent record, or for at least a period ten years. These forms include:

1. Records of any investigation.

This includes any personal notes, investigation records, incident/accident reports and other written/recorded information in regards to a specific incident/person.

2. Those wishing to undertake ministry with children and young people are required to read "Ministry with children and young people" (Appendix 1) and complete the following forms:

a. Team Member Application (for Children/Youth Ministry) - Appendix 2

This form requests the personal details, proposed areas of involvement, previous experience, names of referees, and church involvement details, declaration, team member agreement and undertakings, and Senior Ministry Team Member endorsement.

b. Complete/provide a current Working with Children Check

(application available at <http://www.workingwithchildren.vic.gov.au/> or Australia Post)

The safety of children and young people is our prime concern, and so the Church asks its leaders/workers to provide a Working with Children Check which will be used in the assessment of the suitability of the applicant. Working with Children checks are renewable every five (5) years.

3. First Aid Treatment Form - Appendix 3

Administration of first aid should only be carried out by a suitably trained person if at all possible. The purpose of this form is to record each and every treatment administered.

4. (Under 18yo) Medical information Form - Appendix 4

A medical information form should be filled out for each child/young person at the beginning of each year's program. A specific medical information form should be filled out for each extended activity, e.g., camp, hike. This form can be kept for longer than 12 months if the medical information has not changed. Parents/carers are encouraged to update any information whenever a change of situation occurs.

5. Accident/Incident/Hazard Form - Appendix 5

This form needs to be completed in the case of an:

a. Accident. The definition of an **accident** is often similar to an incident, but generally means that it could not have been prevented. An **accident** requires the injured party to see a medical practitioner and/or first aid personnel.

b. An incident is an event that may have long or short-term effects on children, young people, leaders, the group or parents. It may have legal, physical, procedural or emotional implications, and it may involve, for example, leaders' conduct, drugs, sexual misconduct, participant disputes and criminal activity.

c. A hazard is something that would cause risk to be higher than necessary and needs to be addressed before an incident or accident occurs.

6. Consent to photograph – Appendix 6

Authorisation given by parent/carer for digital imagery/photography of children/youth for the express purpose of promoting the activity or ministry they were part of for/on behalf of Peninsula City Church. This may be used in multimedia presentations, websites, APPS, newsletters or internal reports. This is to be renewed annually.

7. Drivers declaration Form – Appendix 7

Drivers entrusted with responsibility for providing transport for children or youth under the age of 18 yrs during a church program, ministry or outing activity are required to complete this declaration/eligibility form.

8. Risk Assessment Form/Process – Appendix 8

The Risk Assessment form has been designed to assist team leaders/ministry leaders, when planning, to identify hazards, assess the level of risk and ensure appropriate controls are in place for all activities conducted by Peninsula City Church departments and ministries. This includes regular activities, outings, camps and functions.

9. External Activity indemnity form – Appendix 9

Permission form for a child to participate in an offsite activity/program.

10. Child abuse report – Appendix 10

In the event that a report has/is/will be made to a Reporting Authority, the person making the report of suspected/actual child abuse will be required to complete this form and provide to the Senior/Lead/Associate Pastor. This will be securely stored as part of the overall report/investigation notes for the specific incident/person. This form may be used in future legal proceedings, investigation or referral.

11. Peninsula City Church Code of Conduct for Employees, Volunteers & Contractors Working With Children & Young People

The Code of Conduct must be signed and followed by all staff and volunteer in contact with young people and children.

Appendix # 1

MINISTRY WITH CHILDREN AND YOUNG PEOPLE

AFFIRMATIONS, UNDERTAKINGS AND RELEASE OF PERSONAL INFORMATION REQUIRED OF LEADERS

If you wish to be involved in Ministry with Children and Young People in Peninsula City Church in any way, you are required to complete the following form, which incorporates:

1. APPLICATION AS A TEAM MEMBER FOR CHILDREN'S/YOUTH MINISTRY
2. AFFIRMATION AND UNDERTAKINGS AGREEMENT
3. CONSENT TO CHECK & RELEASE NATIONAL POLICE RECORD/WORKING WITH CHILDREN CHECK

This form must be returned to your Department Leader. The Senior Ministry Team must authorize you before you commence your ministry.

TEAM MEMBER APPLICATION FORM

at
Peninsula City Church Inc.

Appendix # 2

CONFIDENTIAL

[PAGE 1]

PERSONAL DETAILS:

Name in Full (Please print): Ps / Dr / Mr / Mrs / Ms / Miss **Male/ Female**

Preferred Name: **DOB** / / **Occupation:**.....

Address:

Postcode: **Phone (H):** **W):** **(M):**.....

Email (Please print clearly:)

REFEREES: Please nominate two people who could provide a character reference. Neither should be a family member and each should be over the age of 18.

Referee #1 Contact details: Name: (PH): (E):

Referee #2 Contact details: Name: (PH): (E):

COMPLETED TRAINING / RELEVANT QUALIFICATIONS: Please list any relevant qualifications and/or training that you may have attained or attended (including First Aid)

AREA OF INVOLVEMENT: Please list the ministry team(s) for which you are applying to become a Team Member:

..... Team Leader:

..... Team Leader:

..... Team Leader:

TEAM MEMBER AGREEMENT

Should I be endorsed to work with children/youth at Peninsula City Church, I agree to:

1. Complete or provide a current Working with Children Check before participating in any ministry to children or youth.
2. Contact being made with referees I nominate to establish my suitability for involvement in children's or youth ministry at the church.
3. Exercise 'reasonable care' for children and young people under my care, being fully aware of the responsibility this involves as outlined in the church's *Duty of Care & Child Protection Policy*.
4. Ensure the safety of children and young people, work within a team, use appropriate child behaviour management and to keep Parents/Carers and Team Leaders who provide oversight well informed of ministry activities.
5. Report any suspected child abuse to the relevant Reporting Authority for my state/territory, refrain from doing or saying anything to alert a suspected offender and inform one of my church Leadership Team members of the report that has/will be made.
6. Refrain from sharing any suspicion of abuse or neglect about individual children/youth with the rest of a ministry team, Parents/Carers or other children/youth (except for making a report to the relevant Reporting Authority for my state / territory, and, informing one of my local church Leadership Team members that a report has/will been made).
7. Advise the Senior Pastor in writing, if charged or investigated by police for any offence whilst holding a position in ministry with children and young people.
8. Undertake training endorsed by the church specific to the ministry role I am outworking.
9. Handle confidential information sensitively and within the bounds of the Privacy Policy.

I undertake not to:

1. Perform ministry with children and young people unless endorsed to do so by Peninsula City Church's Leadership Team.
2. Develop relationships with children or young people that may compromise my role as a Team Member, Team Leader or Ministry Leader and may put a child or young person at risk of physical or emotional distress.

SUMMARY STATEMENTS:

I confirm that the information I have provided in this application is true and correct.

I have read the church's *Child Protection & Duty of Care Policy* and agree to abide by the procedures it outlines.

Name:.....

Signed: **Date:**...../...../.....
**Please Note - for applicants under age 18, Parent/Carer consent is also required*

Parent/Carer (for under 18's):

Signed:..... **Date:**/...../.....

OFFICE USE ONLY:

Refs checked 1..... 2.....

Police Check/WWC Check: Date of Issue:/...../.....

WWC Card #:.....

Endorsement Authority: Name.....

(on behalf of the Leadership Team) Of Peninsula City Church Inc.

Signed:..... **Date:**...../...../.....

FIRST AID TREATMENT FORM

Appendix # 3

Please note: no medication is to be administered unless it is the prescribed medication of the person and consent has been given by the Parent/Carer. Only people with a current First Aid Certificate; medical doctors or registered nurses are to administer first aid in a Peninsula City Church ministry/program. Outside medical treatment should be sought where a suitably trained person is not available to administer first aid and in the case of an emergency, an ambulance called.

Activity: _____

Date: _____ Time _____ Location _____

All treatment/medication given needs to be recorded on this form. This document must be returned to the appropriate Ministry Leader within 24 hours of First Aid Treatment administered.

Name of the injured person: _____ D.O.B: _____

Injury Description: _____

Description of incident in which injury occurred:

First Aid treatment given:

Verbal directions given:

Name of person who gave First Aid Treatment: _____

First Aid Qualification/Training: _____

Contact Phone Number of First Aider: _____ Signature: _____ Date: _____

Observations after 24 hours (if applicable):

OFFICE USE ONLY:

Church Location:

Follow Up Required: Yes /No F/Up By:Date: /...../.....

Ministry Leader: Name.....

Signed:.....Date: /...../.....

(Under 18yo) MEDICAL INFORMATION FORM

Appendix # 4
PROTECTING YOUR PRIVACY

Protecting your privacy is important to us. The information we seek allows us to manage risk, provide reasonable care and administer your child/young person's involvement in our program. We are careful to keep your information confidential, stored securely and provide it only to those agents acting on behalf of the church who need it to enable them to perform their agreed activities (e.g. a Team Member providing First Aid). We only ask for information that is necessary for the purposes outlined in this statement. In some circumstances, if you don't provide us with all requested information, your child/young person could miss the opportunity to be involved in our program. If you would like a copy of our **Duty of Care & Child Protection Policy** please contact:

Church: PENINSULA CITY CHURCH Office Ph: (03)5971 2669 Email: churchoffice@pencc.org

CHILD / YOUNG PERSON'S PERSONAL INFORMATION:

NAME (please print)	First:	Last:
HOME ADDRESS	P/CODE:	
DATE OF BIRTH	AGE:	GRADE:

PARENT/CARER CONTACT NUMBERS:

NAME	Parent/Carer 1:	Parent/Carer 2 (if applicable):
PHONE	Home/Mobile:	Home/Mobile:
Work:		Work:
Email:		Email:

MEDICAL INFORMATION:

CHILD / YOUNG PERSON'S MEDICARE NUMBER:	
FAMILY DOCTOR/CLINIC (Name & Address):	Doctor/Clinic's Phone No:

Please tick the following if any apply to your child/young person:

Is your child or young person covered by a private medical benefit fund? [This is helpful information for us to pass on to care providers in an emergency situation and or where a hospital admission may be required] Yes No

If yes, which one? _____

Does your child or young person suffer from anything Team Leaders should know about to assist in their care?

- Asthma _____
- Severe allergies _____
- Dietary needs _____
- Convulsive seizures, etc? _____
- Physical needs _____
- Any other (Please specify) _____

Does your child/young person have any regular prescribed medicine? **If yes, please give details:**

[Note: Any medicine/tablets needed during the time your child is registered in a church program should be handed in their original packaging to a Team Leader together with: name of child, dosage required & time and specific details of administration.]

Has your child/young person been in contact with anyone with any 'communicable disease', e.g., measles, mumps, chicken pox, within the last 21 days? Yes No

If so, which one? _____

Is your child / young person fully up to date with their immunisations for their age? **(Please tick)** Yes No

Date of the last Tetanus immunisation for your child _____

[If no, by signing this form you understand that you or the alternative contact person you nominate below will be required to promptly withdraw your child from our program should we become aware of any 'communicable disease' to which they may have unknowingly been exposed.

Is there any other information / health plan we should know about to assist us with caring for your child/young person?

Please give details:

ALTERNATIVE EMERGENCY CONTACT: (if parent/carers 1 and/or 2 cannot be contacted)

NAME		RELATIONSHIP TO CHILD/YOUNG PERSON
PHONE NUMBERS	Home: Work:	Mobile:

MEDICAL CONSENT:

By signing this Medical Information Form you understand / agree that:

- Team Leaders for this program have your consent to take whatever action necessary to ensure the safety and wellbeing of the group or individual participants under their care (this includes your child).
- If your child becomes ill or is injured and you cannot or your nominated alternative emergency contact person(s) cannot be contacted, Team Leaders may obtain on your behalf whatever medical treatment is deemed necessary. You also agree to pay for such medical expenses.
- If you fail or neglect to provide sufficient and current information in writing to enable the proper treatment of your child, no liability will be accepted for any injury or illness, which your child may suffer as a result.
- Your child's own doctor may be contacted in the case of any emergency.
- An ambulance may be called in the case of an emergency.
- Should any of your child's medical information change you will inform us as soon as possible.

Signed _____ (Parent /Carer) Date: _____

INCIDENT / ACCIDENT / HAZARD REPORT FORM

Appendix # 5

REPORT NO.:

1 REPORTED BY	Surname	Given name
Address	Telephone	

2 HAZARD DETAILS [COMPLETE THIS SECTION ONLY IF NO INJURY OR PROPERTY DAMAGE HAS OCCURRED]	
Describe the hazard that exists	
Describe any action taken	
Describe any suggestions to remove hazard?	

3 INCIDENT or ACCIDENT DETAILS (circle relevant item) [COMPLETE THIS SECTION ONLY IF AN INCIDENT CAUSES INJURY OR PROPERTY DAMAGE]		
Name of injured person/owner of damaged property		
Address		Telephone
Date of incident/accident	Time	
Location		
Describe how the incident/accident occurred (List sequence of events preceding incident/accident)		
Details of injury or property damage sustained		
Details of subsequent events (e.g. treatment given, name of doctor, name of hospital)		
4 DECLARATION - I hereby declare the information provided above is true and correct		
Signed	Date	

5. INVESTIGATION - [COMPLETE UNDER THE DIRECTION OF THE RESPONSIBLE OFFICER OR OH&S COORDINATOR]	
Details of investigation (Attach sheet if necessary with additional details)	
What corrective action was identified?	
Who is responsible for completing the corrective action?	
Target completion /or review date	Date corrective action completed
Signed Responsible Officer	Signed OH&S Co-coordinator

Definitions:

Incident: Any event that gives rise to personal injury or damage to property, or has the potential to cause personal injury or property damage.

Accident: Definition is often similar to incident, but supports the mindset that it could not have been prevented.

Hazard: Any physical condition that exists on the property that has the potential, if left unchanged, to cause personal injury or damage to property.

CONSENT TO PHOTOGRAPH FORM

Appendix # 6

We are requesting permission to take photographs or record video footage of your child for express use on publications, multi-media presentations or websites belonging to the church. As you are aware, there are potential dangers associated with the posting of personally identifiable information on a web site since global availability to the Internet does not allow us to control who may access such information. These dangers have always existed; however, we do want to celebrate your child and his/her experiences. No personally identifiable information regarding your child will be published or provided to other organisations or individuals, except where this information is required by law, reporting suspected abuse or neglect, or in the case of an emergency. [Personally identifiable information includes: participant names, photo or image, residential address, email address or phone numbers.] If you, as Parent/Carer, wish to rescind this agreement, you may do so at any time. If you would like a copy of our Duty of Care & Child Protection Policy please contact:

Church: PENINSULA CITY CHURCH

Office Phone: (03) 5971 2669

Email: churchoffice@pencc.org

Please indicate one of the following choices below:

_____ I DO grant permission for a photo/image that includes this child/young person without any other personal identifiers to be placed in church publications or published on the church Internet site/online forums.

OR

_____ I DO NOT grant permission for photo/image that includes this child/young person to be placed in church publications or to be published on the church's Internet site/online forums.

Child/Young Person's Name: _____

Name of Parent / Carer: _____

Relation to Child / Young Person: _____

Signed: _____ (Parent/Carer) Date: _____

[This form will remain effective for the remainder of this calendar year unless otherwise notified by Parent/Carer named above]



Drivers entrusted with responsibility for providing transport for children or youth under age 18 during a church program, ministry or outreach are required to complete this form:

**Please note: ticking responses marked with an asterisk will preclude you from transporting participants under age 18 during a program or outreach ministry of this church.*

Driver's Name: _____

Phone Number (M): _____ (H) _____

I have a current Driver's Licence: Yes No*

Type of Licence: Car Bus Other Please specify _____

I am over 18 years of age: Yes No*

I have sufficient driving experience (minimum of 1 year): Yes No*

I have restrictions on my Licence (eg RED P Plates): Yes* No

If yes, please note the restrictions: _____

Please provide details of any vehicle accidents in which you have been involved as a driver in the past five years (use overleaf if you require extra space):

I currently have comprehensive insurance coverage for my vehicle: Insurance Provider:

Driver's Declaration:

I have been officially endorsed by Peninsula City Church to work with or have access to children or young people as outlined in our the church's Duty of Care & Child Protection Policy

I will drive carefully and follow all road rules.

I will provide a registered, roadworthy vehicle(s):

Vehicle Registration No(s): 1. _____ 2. _____

I will ensure that all passengers wear a seat belt.

I will not drive under the influence of alcohol or drugs, or permit smoking within the vehicle.

I have a good driving record. Specifically, I have not committing traffic offences in the recent past which might reasonably preclude me from transporting participants. I will discuss this with my Team Leader prior to offering myself to drive if unsure.

The information provided on this form is correct and indicates my commitment to the safety and welfare of all those for whom I am responsible. If any of the above information changes I will inform my Team Leader as soon as possible.

Signed: _____ Date: _____

Witness to Complete: *please attach a photocopy of current driver's license to this completed form

Driver's Licence sighted by: _____

Driver's Licence No: _____ Expiry Date: _____

Signature: _____ Date: _____

RISK ASSESSMENT INSTRUCTIONS

Step 1: Identify Hazards

The Risk Assessment form has been designed to assist team leaders/ministry leaders, when planning, to identify hazards, assess the level of risk and ensure appropriate controls are in place for all activities conducted by Peninsula City Church departments and ministries. This includes regular activities, outings, camps and functions.

On the following page is a list of common hazards that pose risks.

(Note: This is not an exhaustive list. Ensure you consider any other associated hazards when determining the risk of your activities.)

Appendix # 8

Step 2: Assess the Level of Risk

All activities should be considered in terms of their inherent level of risk. To do this, consider planned activities in terms of:

1. Who will be involved? (age, maturity, experience, special needs, number of children/youth, etc.)
2. What will they be doing? (running, jumping, swimming, riding, cutting, cooking, etc.)
3. What will they be using? (hazardous materials, sporting equipment, tools, stove, etc.)
4. Where will this occur? (church back hall, kitchen, camp site, the beach, outdoors, etc.)
5. Who is leading/responsible for the activity? (experienced instructor, team leader, etc.)

Risk level is assessed by considering the 'likelihood' of an incident occurring in combination with the 'consequence' (e.g. injury) if it did occur. The more likely an incident is to occur and the worse its consequence, the higher the risk.

Refer to this **risk matrix** as a guide to estimate an activity's level of risk:

Likelihood of an incident occurring	Consequence of an incident occurring				
	1. INSIGNIFICANT No treatment	2. MINOR Medical treatment	3. MODERATE Serious injury and/or illness	4. MAJOR Single death and/or disability	5. EXTREME Multiple deaths and/or disability
5. ALMOST CERTAIN	Medium	High	High	Extreme	Extreme
4. LIKELY	Low	Medium	High	High	Extreme
3. POSSIBLE	Low	Medium	High	High	High
2. UNLIKELY	Low	Low	Medium	Medium	High
1. RARE	Low	Low	Low	Low	Medium

Step 3: Determine the Control Measures

Your assessed inherent risk level will determine the actions required.

Risk Level	Actions/Approval Required
Low	<ul style="list-style-type: none"> Manage through regular planning processes.
Medium	All of the above plus: <ul style="list-style-type: none"> Document controls, boundaries, guidelines in planning documents.
High	All of the above plus: <ul style="list-style-type: none"> Consider alternatives to the activity. Senior/Lead Pastor or Executive Administrator to review and approve risk assessment.
Extreme	<ul style="list-style-type: none"> Consider alternatives to the activity. Risk Assessment must detail significant control measures. Senior/Lead Pastor to approve Risk Assessment.

Risk Categories	Appendix # 8
------------------------	---------------------

Use these risk categories to assist in identifying specific risks for the proposed activity.

People	Resources & Equipment	Environment
Participant details, numbers, age, etc.	Food - nutrition	Weather - sunburn, exposure hot/cold
Supervision ratios	Drink - dehydration	Water - drowning, ingesting pathogens
Staff and volunteer helper experience	Toilets	Animal behaviour, including attacks or bites
Fitness – physical exertion	Experience/instruction	Electrical hazards
Motivation	Getting lost	Heights and falling objects
	First aid	Confined spaces
Medical conditions	Information to parents/carers and guardians	Sharps
Injury	Information to staff and volunteer helpers	High risk tools, machines, equipment or instruments
Dietary requirements	Clothing	Hazardous substances, including chemicals
Anxiety or stress	Footwear	Fire and flammable substances
Disability or special needs	Money and documents	Excessive noise – loud, continuous
	Equipment failure	Dusts, vapours, fumes, including sawdust, smoke, gases
Behavioural	Emergency plan	Heat sources – cooking appliances
Unsafe acts by participants	Communications	Vehicles - transport accident (bus, car, train, etc.)
Heavy body contact – contact sports	Sleeping arrangements	Pedestrian accident - hit by vehicle
	Supervision	Fast moving objects
Cultural or site sensitivity/expectations	External providers/contractors	Aggression or violence by others
Culture shock	Sharp implements or objects	Prohibited substances
Homesickness	Pressurised containers – gas containers, hydraulics, balloons	Environmental conditions - isolation, rough terrain, sun, rain, wind
	Activity-related	Biological material – food, specimens
	Fatigue	
	Manual handling e.g. heavy lifting	
	Repetitive movements	
	Fixed posture for extended periods	

**PENINSULA CITY CHURCH
~ RISK ASSESSMENT ~**

Appendix # 8

Activity: _____ **Compiled by:** _____ **Date:** _____
Location: _____ **Reviewed by:** _____ **Date:** _____
Date of Activity: _____ **Admin checked:** _____ **Date:** _____

Identify Task (What will the participants be doing?)	Identify Hazards (What could cause injury/incident?)	Likelihood	Consequence	Risk Rating*	Risk Controls (Measures required to eliminate or minimise the risk.)
					•
					•
					•
					•
					•
					•
					•
					•
					•

List of participants' medical conditions is attached: Yes / No (please circle)

Please note: * Refer to the instruction page for the method of calculating the Risk Rating. Once the Risk Assessment has been reviewed by the relevant OHS Representative, or Team Leader/Ministry Leader it is then signed off by the Executive Administrator or their delegate. A copy is then given to the Church Administrator for the Risk Assessment Register.

Appendix # 10

CHILD ABUSE REPORT

Name of person making report: _____ Date _____

Child's / Youth's Name _____

Name(s) of the person(s) suspected _____

Record all details of what you have observed or have been made aware of: (please attach additional sheets as needed)

How did you become aware of this information?

To the best of my knowledge these details are correct and true.

Signature _____ Date _____

Received by Team/Ministry Leader _____ Date _____

Action taken _____

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This form can assist the authorities in protecting the child, and may be used in future legal matters.

Appendix #11



CODE OF CONDUCT FOR EMPLOYEES, VOLUNTEERS & CONTRACTORS WORKING WITH CHILDREN & YOUNG PEOPLE

Management, staff, volunteers and contractors at Peninsula City Church are required to abide by this Code.

Under the Lead Pastor, church leadership will:

1. Be responsible for the overall welfare and wellbeing of staff and volunteers;
2. Be accountable for managing and maintaining a duty of care towards staff and volunteers; and
3. Nominate a Child Protection Officer to provide information and support to all staff, volunteers, children, young people and their carers regarding child protection matters. Currently this person is Ps Jacob Cunningham.

All people involved in the care of children on behalf of Peninsula City Church will:

1. Work towards the achievement of the aims and purposes of the organisation;
2. Be responsible for relevant administration of programs and activities in their area;
3. Maintain a duty of care towards others involved in these programs and activities;
4. Establish and maintain a child-safe environment in the course of their work;
5. Be fair, considerate and honest with others;
6. Treat children and young people with respect and value their ideas and opinions;
7. Act as positive role models in their conduct with children and young people;
8. Be professional in their actions;
9. Maintain strict impartiality;
10. Comply with specific organisational guidelines on physical contact with children;
11. Respect the privacy of children, their families and teachers/carers, and only disclose information to people who have a need to know for ministry purposes;
12. Maintain a child-safe environment for children and young people;
13. Operate within the policies and guidelines of Peninsula City Church; and
14. Contact the police if a child is at immediate risk of abuse (telephone 000).

No person shall:

1. Shame, humiliate, oppress, belittle or degrade children or young people;
2. Unlawfully discriminate against any child;
3. Engage in any activity with a child or young person that is likely to physically or emotionally harm them;
4. 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;
5. Be alone with a child or young person unnecessarily and for more than a very short time;
6. Develop a 'special' relationship with a specific child or young person for their own needs;
7. Show favouritism through the provision of gifts or inappropriate attention;
8. Arrange contact, including online contact, with children or young people outside of the organisation's programs and activities, as per guidelines found in the Safe Church Policy;
9. Photograph or video a child or young person without the consent of the child and his/her parents or guardians;
10. Work with children or young people while under the influence of alcohol or illegal drugs;
11. Engage in open discussions of a mature or adult nature in the presence of children;
12. Use inappropriate language in the presence of children; or
13. Do anything in contravention of the organisation's policies, procedures or this Code of Conduct.

What happens if you breach this Code of Conduct?

If you breach this Code of Conduct, you will face disciplinary action, including and up to the termination of employment or cessation of engagement with the organisation.

I [insert full name] _____

Acknowledge that I have read and understood and agree to abide by this code of conduct.

Signed _____ Date: _____ **RESOURCES**



Applicant's Name: _____

Referee's Name: _____

Referee's Contact Details: Phone - _____ Email - _____

Date of Phone Interview / Date Form Was Provided To Referee: _____

Thank you for taking the time to complete the questionnaire below. The questions that follow are to assist us with determining if the above applicant is suitable to work with children and young people.

1. How long have you known the applicant? _____

2. What is your relationship to the applicant? _____

3. Please comment on any skills and characteristics the applicant's may have making them suitable to care for and take responsibility for the safety of children and young people.

4. Please give a brief description of the applicant's personality and character.

4. In your view, what are the applicant's:

(a) Strengths?

(b) Weaknesses?

5. How do you think the applicant would respond to working:

(a) Under the leadership of a Team Leader?

(b) As a member of a team?

(c) With members of the opposite sex?

7. How strongly would you recommend this person for work with children and young people? *(please tick one)*

Not at all

With reservations

Don't know/cannot say

Recommend

Strongly recommend

8. To the best of your knowledge is there any reason the applicant would be considered unsuitable to work with children and young people?

9. Any other comments that may assist us in determining the applicant's suitability?

Referee's Signature: (if completed by phone, please indicate)

Date: _____

Person who conducted the reference check: _____

ACKNOWLEDGEMENTS

- Ansva Insurance Limited: "Prevention of Abuse. Client Protection Policy".
- "Duty of Care – Recommended guidelines for CRC Churches International: 2003" and the references and acknowledgements contained therein.
- "Duty of Care & Child Protection Guidelines CRC Churches International Australia: June 2014" (Booklets 1-5) and the references and acknowledgements contained therein.
- Encompass Child Protection Policy – Leaders & Workers \ Updated 10/9/2014
- Encompass Church – Fusion Youth Edition (additional to ACC and Encompass Child Protection Policy)
- Hillcrest Christian College "Risk Assessment" form
- Kids R Us Victoria. Child Protection Policy. 2005 Edition.