



## Parent Information Guide

### Welcome

Thank you for entrusting your child to New Hope Church Brisbane. We believe every child is precious, deeply loved by God, and deserves to grow in an environment where they feel safe, respected, included and valued. Our Children's and Youth Ministries exist to help children develop a lifelong relationship with Jesus Christ while building friendships and growing in faith within a safe and supportive community.

The safety and wellbeing of children is our highest priority. This guide explains how we work with parents and carers to create a safe environment for every child.

### Our Commitment to Child Safety

New Hope Church Brisbane is committed to providing a child-safe environment where children can learn, grow and participate free from abuse, harm or neglect.

We:

- Have zero tolerance for child abuse.
- Take all concerns seriously.
- Listen to children and respect their voices.
- Partner with parents and carers.
- Carefully recruit and screen all leaders working with children.
- Provide ongoing child safety training.
- Comply with the Queensland Child Safe Standards and the Queensland Reportable Conduct Scheme.
- Continually review and improve our safeguarding practices.

Our Child & Youth Risk Policy outlines the systems and procedures we have in place to protect children and young people.

### Our Child Safe Culture

At New Hope Church Brisbane we believe every child has the right to:

- Feel safe.
- Be treated with dignity and respect.

- Be listened to.
- Participate in decisions affecting them.
- Be included regardless of their background or abilities.
- Raise concerns without fear.
- Have trusted adults who will help keep them safe.

Children are encouraged to speak with a trusted leader or parent if something makes them feel uncomfortable or unsafe.

### **Partnering with Parents**

Parents and carers play the most important role in a child's life. We value working together with families to provide safe, enjoyable and Christ-centred ministry.

Parents are encouraged to:

- Inform us of any medical conditions or additional support needs.
- Update emergency contact details.
- Discuss any concerns with ministry leaders.
- Read and support our Child & Youth Risk Policy.
- Help their children understand they can always speak up if something worries them.

We welcome parent feedback and suggestions at any time.

### **How We Keep Children Safe**

Our safeguarding measures include:

#### **Recruitment and Screening**

Every children's and youth leader:

- completes an application process
- attends an interview
- provides referee information where required
- holds a current Blue Card where required by law
- receives safeguarding training
- agrees to comply with our Code of Conduct.

#### **Supervision**

Where possible:

- at least two approved adult leaders supervise children's activities
- leaders avoid being alone with children
- activities occur in visible and open environments.

## **Sign In and Sign Out**

For children's programs:

- children must be signed in by a parent or authorised carer
- children are only released to authorised adults
- attendance records are maintained.

## **Safe Environments**

We regularly review:

- supervision ratios
- facilities
- emergency procedures
- first aid arrangements
- risk assessments for activities
- online ministry environments.

## **Behaviour Management**

Children are treated with patience, dignity and respect.

We use positive behaviour guidance and never use:

- physical punishment
- humiliation
- intimidation
- shouting
- degrading language.

Where behaviour requires additional support, we will work with parents to achieve the best outcome for the child.

## **Communication with Children**

Our leaders maintain healthy and appropriate boundaries.

Communication with children will:

- relate to church activities
- remain respectful
- use approved ministry communication methods
- include parents where appropriate.

Leaders do not develop private or secret relationships with children.

## **Photography and Media**

We love celebrating what God is doing in the lives of our children and families.

Photos and videos may occasionally be used in:

- church services
- social media
- website
- promotional material
- Newsletters.

Images will only be used where parental permission has been provided.

Parents may withdraw consent at any time.

### **Online Safety**

Where ministry activities occur online, we aim to provide the same level of safety as face-to-face ministry.

Our leaders:

- use approved communication platforms
- maintain professional boundaries
- avoid private online communication
- include parents where appropriate
- report any inappropriate online behaviour immediately.

### **Excursions and Special Events**

For off-site activities we will:

- conduct risk assessments
- obtain written parental consent
- maintain appropriate supervision
- carry emergency contact information
- ensure first aid arrangements are available.

Parents will receive event information before each activity.

### **Inclusion**

Every child is welcome at New Hope Church Brisbane.

We seek to provide an inclusive environment that respects and values children of every:

- culture
- background
- ability

- family circumstance.

If your child has additional support needs, please speak with our ministry team so we can work together to provide appropriate care.

### **If Your Child Tells You Something**

If your child tells you something that concerns their safety or another child's safety:

- Stay calm.
- Listen carefully.
- Believe them.
- Reassure them they have done the right thing.
- Do not promise to keep it secret.
- Contact us immediately.

If you believe a child is in immediate danger, contact **Queensland Police (000)** immediately.

### **Raising a Concern**

If you have concerns regarding the safety or wellbeing of any child involved in our ministries, please let us know immediately.

You can contact:

**Child Safety Officer: Rachael Brown**

Phone: 0404 246 737

Email: [nhcbrachael@gmail.com](mailto:nhcbrachael@gmail.com)

or

**Senior Pastor: Matt Prater**

Phone: 0433 192 267

Email: [matt@newhopebrisbane.org](mailto:matt@newhopebrisbane.org)

Where required, concerns may also be reported directly to:

- **Queensland Department of Child Safety, Seniors and Disability Services**
- **Queensland Police Service**
- **Queensland Family and Child Commission (Reportable Conduct Scheme)**

All concerns will be treated respectfully, confidentially and in accordance with our Child & Youth Risk Policy.

### **Frequently Asked Questions**

**Do all children's leaders have Blue Cards?**

Yes. Where required by Queensland legislation, all workers hold a current Blue Card before commencing ministry.

**Can parents stay with their child?**

Absolutely. Parents are welcome to discuss any support needs with our ministry leaders.

**What if my child has medical or additional needs?**

Please let us know when registering your child. We will work with you to support your child's participation wherever reasonably possible.

**How are children collected after church?**

Children are released only to parents or authorised carers in accordance with our sign-out procedures.

**What if I have concerns about a leader?**

Please contact our Child Safety Officer or Senior Pastor immediately. Every concern will be taken seriously and managed in accordance with our Child & Youth Risk Policy and Queensland legislation.

**Thank You**

Thank you for partnering with us to help create a safe, welcoming and Christ-centred environment where every child can know Jesus, grow in faith and flourish

**"Let the little children come to me..." — Matthew 19:14**