



# Child & Youth Risk Policy

Policy No: NHCB 001

Revision: 05

Issued: 11th March 2026

New Hope Church  
Brisbane

## Important

To report abuse or suspected abuse phone:  
Child Safety Services on 13 QGOV (13 74 68) during office  
hours or  
the Child Safety After Hours Service Centre on 1800 177  
135 or 07 3235 9999 (24 hours a day)

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## ● Introduction

Children and young people should be entitled to have the right to be emotionally and physically safe at all times. These policies and procedures have been developed for the protection of children and youth who are within the ministries of New Hope Church Brisbane ('the Church').

The term 'youth and young person' in this policy refers to young people who are 16-17 years of age; "children" refers to those 15 years and under. (*The Child Protection Act 1999* defines a child as a person under 18 years).

The Working with Children (Risk Management and Screening) Act 2000, together with the Child Safe Organisations Act 2024 and the Queensland Child Safe Standards, require the following eight specific topics to be addressed. These can be found in sections 2 to 9 of this document.

### Commitment

- A statement of commitment to the principles of safe and supportive service environments
- A code of conduct

### Capability

- Recruitment, selection, training and management strategies that encourage best practice and enhance the safety and well-being of children and young people

### Concerns

- Policies and procedures for handling disclosures and suspicions of harm
- Policies and procedures for the occasions where there might be a breach of the organisation's child and youth risk management strategy, and
- A planning process for high risk activities and special events

### Consistency

- Policies and procedures for compliance with Queensland Blue Card legislation and the Working with Children (Risk Management and Screening) Act 2000.
- Strategies for communication and support for all stakeholders including children and young people

## Legislation

New Hope Church Brisbane is committed to complying with all relevant Commonwealth and Queensland legislation relating to the safety and wellbeing of children and young people.

This policy has been developed with reference to, and should be read in conjunction with, the following legislation and frameworks:

- Child Safe Organisations Act 2024 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld) (Blue Card legislation)
- Child Protection Act 1999 (Qld)
- Queensland Reportable Conduct Scheme
- National Principles for Child Safe Organisations

### Queensland Child Safe Standards

The Church will monitor legislative changes and update this policy as required to maintain compliance.



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In accordance with the Working with Children (Risk Management and Screening) Act 2000:

- Will not commence employing a person in a child-related position without first requiring them to attain a blue card as proof of police check, and
- Will not commence employing, or continue to employ, in child-related employment, a person who has received a negative reply from a blue card application or has had their positive notice changed.

Under the Act, the Church is also required to:

- Report to Queensland Department of Child Safety, Seniors and Disability Services (Child Safety) the name and other identifying details of any employee against whom relevant disciplinary proceedings have been completed by the Church, irrespective of the findings (except where allegation has proven to be vexatious, mischievous or false)
- Provide details of child abuse allegations/convictions against employees to the Commission
- Report to the Queensland Family and Child Commission (QFCC), where required under the Reportable Conduct Scheme. any applicants for child related employment rejected as a result of risks identified through the employment screening processes
- Ensure that records of all information required to be submitted to DOCS are retained by the Church, and
- Review this Policy annually.

## Policy Framework

This Policy has been developed to comply with the National Principles of Child Safe Organisations.

This Church is committed to the Child Safe Standards in the Recommendations to all Religious Institutions in Australia from the Royal Commission into Institutionalised Child Sexual Abuse. The Child Safe Standards are:

- 1) Child safety is embedded in institutional leadership, governance and culture
- 2) Children participate in decisions affecting them and are taken seriously
- 3) Families and communities are informed and involved
- 4) Equity is upheld and diverse needs are taken into account
- 5) People working with children are suitable and supported
- 6) Processes to respond to complaints of child sexual abuse are child focused
- 7) Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training
- 8) Physical and online environments minimise the opportunity for abuse to occur
- 9) Implementation of the Child Safe Standards is continuously reviewed and improved
- 10) Policies and procedures document how the institution is child safe.

## Objectives

This Policy has the following goals:

- To provide a way in which the Church can minimise the risk of abuse to children and youth within the ministries of the Church



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- To ensure that all cases of abuse or suspected abuse are handled in a consistent and thorough manner
- To comply with legal obligations in relation to maintaining a written strategy and
- To comply with disclosure and blue-card regimes.



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## Scope and Application

All persons associated with Church ministry to children or youth who enter our environment are expected to comply with this policy and the associated procedures.

The following must comply with this Policy:

- Pastors
- Elders/ directors
- Employees
- Volunteer workers
- Contractor workers
- Work experience students/students on placement
- Parents and carers, and
- Children and young people

These persons will be designated by the term “Worker” throughout this policy.

The Policy applies to all people involved in this ministry—equally to ordained pastors and to lay people.

## Distribution

This Policy will be made available to prospective and actual Workers on request.



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## ● Statement of Commitment

We are committed to the safety and wellbeing of all children and young people who access any of our activities, programs and services.

We will treat all children and young people with respect and understanding at all times and listen to their concerns.

We will take action to ensure that children and young people are safe and free from the risk of abuse and that suspected or known incidents of abuse are dealt with consistently and appropriately.

We will ensure that children are protected from harm by identifying and addressing risk factors as soon as practicable.

We are committed to creating a child-safe environment where all children and young people are respected, protected, and able to participate safely. We have zero tolerance for child abuse and take all concerns and allegations seriously.

## ● Child Participation

New Hope Church Brisbane believes children have the right to participate in decisions affecting them.

Children will be encouraged to:

- express opinions
- ask questions
- provide feedback
- report concerns
- participate in improving ministry programs.

Children will always be listened to respectfully.

Children will never be criticised or disadvantaged for raising concerns.

Age-appropriate methods such as discussions, surveys, suggestion boxes and conversations with trusted leaders will be used to encourage participation.



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## ● Family Participation

Parents, carers and families play an essential role in protecting children.

The Church will:

- provide copies of safeguarding policies upon request
- communicate safeguarding expectations
- encourage feedback
- provide complaint pathways
- involve parents in risk management where appropriate
- seek parent input into ministry programs.

## ● Equity, Diversity and Inclusion

New Hope Church Brisbane is committed to creating an environment where every child feels safe, respected and valued.

This includes recognising the diverse needs of:

- Aboriginal children
- Torres Strait Islander children
- children from culturally and linguistically diverse backgrounds
- children living with disability
- children with additional support needs
- children experiencing trauma.

Workers will undertake ministry in a way that respects cultural identity, family relationships and individual needs.

Discrimination, bullying and exclusion are not acceptable.



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## ● Code of Conduct

To ensure children and young people are kept safe from harm, the following code of conduct for interacting with children and young people is applicable to all Workers

Expectations	Appropriate	Inappropriate
General Behaviour	<ul style="list-style-type: none"> <li>Act in the best interests of children</li> <li>Provide a safe, inclusive and supportive environment</li> <li>Treat children and young people with respect, fairness and dignity</li> <li>Maintain appropriate professional boundaries</li> <li>Encourage children to express concerns and ask questions</li> <li>Follow all church child safety policies</li> </ul>	<ul style="list-style-type: none"> <li>Engage in behaviour that shames, humiliates or frightens a child</li> <li>Use physical punishment</li> <li>Engage in grooming behaviours</li> <li>Act in ways that place children at unnecessary risk</li> </ul>
Positive Interaction with Children	<ul style="list-style-type: none"> <li>Be positive role models</li> <li>Encourage children's participation</li> <li>Respect children's privacy and personal boundaries</li> <li>Listen to children and take their concerns seriously</li> </ul>	<ul style="list-style-type: none"> <li>Show favouritism</li> <li>Develop exclusive relationships with children</li> <li>Spend unnecessary time alone with a child</li> <li>Give gifts to individual children without approval from leadership</li> </ul>
Physical Contact	<p>Physical contact must always be:</p> <ul style="list-style-type: none"> <li>Appropriate</li> <li>Non-threatening</li> <li>Public and observable</li> <li>Age and developmentally appropriate</li> </ul> <p>Appropriate contact may include:</p> <ul style="list-style-type: none"> <li>Assisting with activities</li> <li>Providing first aid</li> <li>Comforting a distressed child</li> <li>Appropriate encouragement (e.g., high-fives)</li> </ul>	<ul style="list-style-type: none"> <li>Hit, slap, push, or physically punish a child</li> <li>Engage in sexual or intimate contact</li> <li>Touch a child in a way that may be perceived as inappropriate</li> </ul>
<p>Social Media</p> <p>Workers should exercise caution when interacting with minors on social media</p>	<p>Where communication occurs via social media, it should:</p> <ul style="list-style-type: none"> <li>Be ministry related</li> <li>Include group channels or oversight</li> <li>Maintain professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>Initiate private messaging conversations with minors</li> <li>Develop personal online relationships</li> <li>Share inappropriate content</li> </ul>
Text Messaging Minors	<ul style="list-style-type: none"> <li>Use texting for ministry communication only</li> <li>Prefer group messaging</li> <li>Copy another leader or parent where possible</li> <li>Communicate during appropriate hours</li> </ul>	<ul style="list-style-type: none"> <li>Workers must not engage in ongoing private text conversations with minors.</li> </ul>
Photography, Video and Media	<ul style="list-style-type: none"> <li>Ensure parental consent has been obtained</li> <li>Take images that are appropriate and respectful</li> <li>Use images only for approved ministry purposes</li> </ul>	<ul style="list-style-type: none"> <li>Take images in private areas</li> <li>Share images on personal social media without permission</li> </ul>



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## Supervision and the Two-Leader Rule

Where possible, ministry activities involving children must follow the **two-leader rule**, meaning:

- At least **two approved adults should be present**
- Workers should avoid being **alone with a child**

Where one-on-one interaction is necessary:

- It must occur in a **visible or open environment**
- Other adults should be **aware of the interaction**

## Digital Communication

All digital communication with children must be **transparent, appropriate and accountable**.

Workers must:

- use approved church accounts
- never communicate secretly with children
- maintain professional boundaries online
- disable disappearing messages
- avoid private video calls
- ensure online meetings include at least two leaders where practical
- report cyberbullying immediately.

Parents or guardians should be informed whenever online ministry activities occur and involved in communications where appropriate.

## Online Ministry Groups

Online communication groups (e.g., messaging apps) must:

- Be created by **approved leaders**
- Have **at least two leaders with administrative access**
- Be monitored regularly

Parents should be informed about the existence of these groups.

Inappropriate behaviour within groups must be **addressed immediately**.

## Consent for Images

Written parental consent must be obtained before using images of children.

Images may be used for:

- Church website



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- Church social media
- Promotional materials
- Church publications

Parents must be able to **opt out of image use**.

## Transportation of Children

Transport arrangements must prioritise safety and accountability.

Workers must:

- Obtain **parental permission before transporting children**
- Follow church-approved procedures
- Ensure compliance with road safety laws

## Leaders Transporting Children

Where leaders transport children:

- Drivers must hold a **valid driver's licence**
- Vehicles must be **registered and insured**
- Seatbelts must be worn
- Where possible, **more than one child or another adult should be present**

Workers must never transport a child **without parental knowledge or approval**.

## Excursions and Off-Site Activities

Off-site activities must:

- Have **appropriate supervision**
- Include **risk assessments**
- Require **parental consent**

Emergency contact details must always be available.

## Overnight Activities

Where overnight activities occur:

- Male and female participants must be **appropriately supervised**
- Sleeping arrangements must be **appropriate and safe**
- Workers must never share a **bed or sleeping space with a child**

## Alcohol, Drugs and Smoking



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Workers must not:

- Consume alcohol or drugs while supervising children
- Attend ministry activities while impaired

Smoking or vaping must not occur **around children**.

## Reporting Concerns

Workers must report:

- Suspected abuse
- Inappropriate behaviour
- Policy breaches
- Child safety concerns

Reports must follow the church's **Child and Youth Risk Management Strategy reporting procedures**.

Workers must **never ignore or minimise concerns raised by a child**.

## Breaches of this Code

Breaches of this Code may result in:

- Additional training or supervision
- Removal from ministry
- Disciplinary action
- Reporting to authorities where required

All Workers will be required to complete the Code of Conduct Agreement Form to indicate their commitment to this Code of Conduct (see **Appendix 5: Forms**)



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## ● Responsibilities

### Eldership Board

The Board has overall responsibility for the development and approval of this Policy and to ensure its effective implementation.

The Senior Pastor and the Working with Children Risk Management Officer will be directly accountable to the Board for all matters relating to this Policy.

The Board will ensure that leaders in children and youth ministry are subject to effective management and oversight and that they undertake annual appraisals.

The Eldership Board will also:

- review safeguarding reports annually
- monitor complaints and trends
- ensure sufficient safeguarding resources
- review risks following incidents
- oversee continuous improvement
- ensure compliance with Child Safe Standards
- monitor compliance with the Reportable Conduct Scheme.

### Working with Children Risk Management Officer

The Board will appoint a person to act as the Working with Children Risk Management Officer and an alternate to receive and manage any matters where the primary Officer has an actual or perceived conflict of interest.

This Officer will be responsible to:

- Receive and manage any disclosures and suspicions of harm
- Keep the Senior Pastor informed of any such matters (unless prevented by conflict of interest).
- Ensure timely reporting to the Queensland Department of Child Safety, Seniors and Disability Services and, where applicable, to the Queensland Family and Child Commission under the Reportable Conduct Scheme.

### Professional Development

All active credentialed ministers, board members, staff and volunteers directly involved with Youth and Kids Ministry will undertake training in child protection practices every three years as a minimum.

The Church will ensure that it receives advice from individuals with relevant professional expertise on all matters relating to child sexual abuse and child safety. This should include in relation to prevention, policies and procedures and complaint handling. These mechanisms should facilitate advice from people with a variety of professional backgrounds and include lay men and women.



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All employees and volunteers shall be provided with age-appropriate prevention education that aims to increase their knowledge of child sexual abuse and build practical skills to assist in strengthening self-protective skills and strategies. Prevention education will specifically address the power and status of people in religious ministry and educate children that no one has a right to invade their privacy and make them feel unsafe



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## ● Recruitment, Training and Management Strategies

These are the procedures that encourage best practice for the well-being of children.

All Workers (including volunteers) involved in children's ministry must be carefully selected and screened. Prior to Workers commencing child related ministries, the following precautions will be taken:

- Workers will have been regularly attending the Church for at least 6 months.
- Workers will complete an application form (see **Appendix 5: Forms**) which requests details of relevant past experience, positions held, details of two referees and permission to contact them.
- In the case of paid positions, referees will be checked to confirm details of the applicants' past experience and character. Written records of these conversations are to be kept.
- Department leaders will interview and follow up the applicant with any additional questions.
- Workers will not commence in the role until the relevant working with children check has been successfully completed (see Section 10 Working with Children Register).

In the case of both paid staff and volunteer roles, the Church has role descriptions outlining the requirements of the role.

For volunteer roles, a sample position description is included (see **Appendix 4: Sample Role Description –Children's & Youth Ministry Worker**). All staff role descriptions are held in the Church HR files.

Staff and volunteers will have access to the policy and code of conduct and receive training comprising mentoring and coaching by their team leader.

Staff and volunteers are required to keep up to date with changes and developments in their roles by reading email and newsletter updates from their leaders and by attending meetings organised by the department leader.

## Creating a Safe Environment

We have a responsibility to ensure that the programs we organise for children are run in the safest possible manner, whether they are on-site at the Church building or off-site at other locations. To adopt best practice in this field, we will take a proactive position in creating a safe environment for children in three key areas—administration, the physical environment and the social environment.

### *Administration*

- Children's information
- Sign in/sign out system
- Authorised personnel identification badges

### *Physical Environment*

- Training
- Check equipment
- Check building
- First aid
- Emergency procedures
- Accident reporting

### *Social Environment*

- Adequate supervision



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- Training
- Clear discipline procedure

## *Creating a Safe Social Environment*

**ACTIVE LISTENING** - Workers should be careful that they do not ignore, dismiss or ridicule things that children say to them.

**PATIENCE & GENTLENESS** – Children will misbehave, but leaders need to learn not to over-react or react too quickly. Workers need to respond in love not anger.

**CONSISTENCY** – Make sure the leaders all follow the same rules as the children do.

## **Contact with Children**

**AVOID UNACCOMPANIED CONTACT WITH A CHILD** – Some children feel threatened or frightened if they are alone with a leader. Workers should avoid being alone with children.

**AVOID INAPPROPRIATE SOCIAL CONTACT WITH CHILDREN** - Certain situations (e.g. sleeping situations at camps and sleepovers, taking kids to the toilet, helping kids change into costumes for a play, etc.) require workers of the same gender as the children to be involved.

**AVOID INAPPROPRIATE PHYSICAL CONTACT WITH CHILDREN** - Most children enjoy some physical contact with adults and will express this naturally through play and affectionate behaviour. Some important principles to follow are:

- Let children initiate any physical contact. It is inappropriate for any leaders to initiate contact. Children may feel powerless to say 'No' if a worker initiates contact.
- Children should be allowed to determine the degree of physical contact they have with others, except where this is clearly an unhealthy expression.

There are two exceptions to these limits on physical contact –

- When a child needs medical attention
- When a violent child needs to be restrained.

Workers need to be aware that even when physical contact between them and children is healthy, others may misconstrue it. Therefore, they need to avoid situations that other children, parents or leaders could misunderstand.

Workers must be sensitive to the fact that children can develop unhealthy attachments to them, which can be hurtful if not handled sensitively.

Workers should realize that consistent contact with the same child may give the impression of favouritism and may create competition amongst the children.

Workers need to be cautious in their interactions with their own family members when working in a group situation.



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## Discipline and Boundaries

Children need to know that there are boundaries for their behaviour. Children's programs need to have a clear set of guidelines for behaviour, which children and Workers can follow. There also needs to be a clear procedure for disciplining children who step outside the boundaries. This is our standard process for disciplining children.

- a) Give a clear warning. This can be done by looking at the child, speaking to them, gently tapping a shoulder to get their attention or sitting next to them.
- b) If the child continues to misbehave, you may give a second warning using one of the above methods or you may decide to go straight to the next step.
- c) If the bad behaviour continues, separate the child from all peers and place him/her with some other children or under the supervision of a different Worker.
- d) If this still has not worked, take the child to the main leader of the program. This person will speak to the child and warn them that if they don't behave, their parent(s) / carer will be notified.
- e) If the child ignores this warning, the main leader should get a parent / carer to remove the child from the program immediately.
- f) If a child develops a pattern of bad behaviour, the main leader will advise the parent(s) / carer that their child cannot attend the program for a specified period of time.

### Important notes about discipline

- Always ensure that the child is given an adequate explanation of the reason for being disciplined.
- Discipline should be carried out in a way that protects the dignity of the child and does not give the opportunity for public ridicule.
- There are some disciplinary actions that are clearly inappropriate and should be avoided. They include shouting, swearing, solitary isolation, humiliation and physical force (including smacking, holding or pushing). The only exception to this is if a child becomes violent and is in danger of hurting others or themselves. In this case it may be necessary for a child to be physically restrained and removed from the situation.
- Practice a consistent discipline procedure.



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## ● Reporting Guidelines

### Handling Disclosures and Suspicions of Harm

#### Foundational Principles

Everything must be done to ensure the ongoing safety of the child or youth concerned along with any other child in the alleged perpetrator's circle. The safety, welfare and best interests of the child or young person are the primary considerations in any response to a suspicion or disclosure of harm. This does not mean that the alleged offender is to be considered guilty without due investigation, but that the child's concerns and safety come first. In no way must any child or children be left in a hazardous situation or in a possibly hazardous situation.

Information about legal definitions and indicators which help identify at-risk children is included in **Appendix 1: Child Abuse Definitions and Background**.

Upon receiving a complaint of child sexual abuse, we will ensure that an initial risk assessment is conducted to identify and minimise any risks to children.

The standard we will apply when deciding whether a complaint of child sexual abuse has been substantiated is the balance of probabilities.

We will apply the same standards for investigating complaints of child sexual abuse whether or not the subject of the complaint is a person in religious ministry.

#### Child friendly Complaints process:

Children will be informed in age-appropriate language that:

- they have the right to feel safe
- they can say "No"
- they can tell any trusted adult
- they will be believed
- they will not get into trouble for speaking up.

Children may raise concerns through:

- ministry leaders
- pastors
- parents
- the Child Safety Officer
- written or verbal reports.

Where required an advocate may support the child throughout the process.

#### Minimising Harm

The Church works to minimise harm to children and young people by acting in a manner that supports their interests and well-being, by:



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- Making sure that children know that it is their right to feel safe at all times
- Teaching them about acceptable and unacceptable behaviour in general
- Letting them know who is and who is not an employee in the organisation
- Making sure they are safe by monitoring their activities and ensuring their environment meets all safety requirements
- Taking anything a child or young person says seriously and following up their concerns
- Letting them know there is no secret too awful, no story too terrible, that they can't share with someone they trust
- Teaching them about appropriate and inappropriate contact in a manner appropriate to their age and level of understanding
- Teaching children and young people to say no to anything that makes them feel unsafe
- Encouraging them to tell staff of any suspicious activities or people, and
- Listening to children and young people and letting them know that staff are available for them if they have any concerns.

## Do not:

- Investigate the matter yourself
- Ask leading questions
- Promise confidentiality
- Confront the alleged offender
- Discuss the disclosure with others outside the reporting process

## Notification

The leadership of the Church have given prayerful consideration to how best they might respond should there ever be allegations of sexual abuse and/or sexual misconduct from anyone within our Church congregation. We recognise that this area of sinful activity is pandemic in our society, and we want to have in place protocols that will govern our response should allegations be made.

While the Bible depicts all sin as black (rather than varying shades of grey) we recognise that the consequence of certain sinful behaviour can cause disproportionate damage to the lives and personalities of those sinned against. This is particularly so in the area of sexual abuse.

We want our Church to be a place where all can worship God in a safe and supportive community of openness, trust, intimacy and vulnerability. We provide the following response as clarification for all, of how the leadership of this Church will respond in this area.

- Any accusation of sexual abuse or misconduct will be treated seriously and investigated thoroughly.
- The Church has a pastoral responsibility to both the complainant and the accused, and will arrange support for both parties in the investigation of an accusation.
- In instances where an allegation of misconduct has been made, the leadership of the Church will cooperate fully with government authorities. We will not seek to hide matters from the police, nor attempt to deal with inappropriate behaviour in-house.
- The Church will endeavour to facilitate competent and skilled counselling for any victims of sexual abuse and for offenders, recognising that such counselling is a specialist area of ministry and may not be available, or desirable, from within the Church network.



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- Any person accused of sexual abuse or misconduct will be advised of the allegation against them as soon as possible, and asked for a response.
- The Senior Pastor will brief the eldership first and then the leadership of the Church about allegations made.
- If the person accused of sexual abuse or misconduct is in a position of leadership in the Church, he/she will be stood down from that leadership position until such time as the allegation has been investigated thoroughly and resolved. The process of such an investigation will be treated expeditiously.

In line with this policy, it is a requirement of the Church that, where a Worker (including a volunteer) becomes aware of or suspects any incidents of child abuse, the following actions are carried out within the following timeframes after he or she forms the suspicion:

- Any worker who suspects harm or receives a disclosure must notify the Child Safety Officer or Senior Pastor as soon as practicable and no later than the same day.
- The alleged abuse and its alleged perpetrator must be reported to the Queensland Department of Child Safety, Seniors and Disability Services (Child Safety). It is expected that this would take place within 24 hours of the information first coming to the attention of someone in the organisation.
- The alleged abuse and its alleged perpetrator need to be reported as well to the lead pastor/department head/eldership of the Church using the Confidential Internal Written Report Form, see **Appendix 5: Forms**)

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. In addition to these procedures it is important that the procedures outlined by procedures outlined by the Queensland Department of Child Safety, Seniors and Disability Services are also consulted.

## Suspicion of Harm

You can suspect harm if you are concerned by significant changes in behaviour or the presence of new unexplained and suspicious injuries. A suspicion of harm does not require proof. A reasonable belief based on observations, disclosures, or concerning behaviour is sufficient to trigger reporting obligations. A guide for this is included as **Appendix 2: Reasonable Suspicion**.

It is accepted that physical abuse, emotional abuse and neglect may occur to varying degrees of severity and therefore warrant differing responses according to the degree of severity.

However, sexual behaviour involving a child is always abuse since the child is considered to be unable to alter and/or understand the perpetrator's behaviour due to that child's early stage of development and/or their powerlessness in the situation. Therefore all forms of sexual abuse, regardless of the degree of severity, warrant the same level of response.

## Disclosure of Harm

A disclosure of harm occurs when someone, including a child, tells you about harm that has happened or is likely to happen. Disclosures of harm may start with:

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



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To make a report of child abuse, or suspected child abuse, call in the first instance:

**Business Hours:**

Child Safety Services' Regional Intake Service Brisbane, phone: 1300 682 254

**After hours and on weekends:**

Child Safety after Hours Service Centre, phone: 1800 177 135 or (07) 3235 9999 (24 hours a day, seven days a week)

If the disclosure involves sexual abuse or a criminal offence, a report must be made to the Queensland Police Service as soon as reasonably practicable.

### Recommended Reporting Timelines

Situation	Action	Timeframe
Child in immediate danger	Contact police (000)	Immediately
Sexual abuse or criminal offence	Report to the police	Immediately or within 24hrs
Suspicion of harm by parent/carer	Report to Child Safety	Immediately
Internal Church Notification	Inform Child Safety Officer	Immediately

### When receiving a disclosure of harm:

- 1) Remain calm and find a private place to talk.
- 2) Don't promise that you'll keep a secret; tell them they have done the right thing in telling you but that you'll need to tell someone who can help keep them safe.
- 3) Only ask enough questions to confirm the need to report the matter—probing questions could cause distress, confusion and interfere with any later enquiries.
- 4) Do not attempt to conduct your own investigation or mediate an outcome between the parties involved.
- 5) Listen carefully to the child.
- 6) Reassure the child that the abuse is not the child's fault. The child is not responsible for the abuse.
- 7) Believe the child and act on the disclosure immediately.
- 8) Reassure the child that they have done the right thing in telling someone, and that you are pleased that the child has shared with you. (Perpetrators often threaten the victim in an attempt to ensure silence).
- 9) Acknowledge that it is hard to talk about these things.
- 10) Don't make promises that you cannot keep, e.g. confidentiality.
- 11) Tell the child that certain adults need to be informed who can protect them so that the abuse can stop.
- 12) As soon as possible after the conversation contact Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police and submit a report.



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13) Concurrently or as soon as possible after contacting Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police, submit a verbal and then a written report to the Senior Pastor or relevant Department Head.

14) Make notes of the conversation while details are still fresh in your mind.

Employees and volunteers can access a checklist of actions to take in this situation in **Appendix 3: Training Material for Employees and Volunteers**.

The Worker to whom the child is disclosing the abuse must work hard at not showing emotions such as disgust, horror, disbelief or panic in front of the child. These will serve to reinforce to the child their feeling of disgrace and shame. They might also cause the child to lose confidence in the Worker and not disclose other experiences.

## Reporting Guidelines

Following are the actions that will be taken immediately following a disclosure or suspicion of harm.

### Documenting a suspicion of harm

Documentation should be completed **within 24 hours** and stored securely in restricted files. If you or others have concerns about the safety of a child, record your concerns in a non-judgmental and accurate manner as soon as possible. If a parent explains a noticeable mark on a child, record your own observations as well as accurate details of the conversation. If you see unsafe or harmful actions towards a child in your care, intervene immediately, provided it is safe to do so. If it is unsafe, call the police for assistance.

### Documenting a disclosure of harm

Complete an incident report form or record the details as soon as possible so that they are accurately captured using the Confidential Internal Written Report Form, see **Appendix 5: Forms**). Include:

- Time, date and place of the disclosure
- Word-for-word what happened and what was said, including anything you said and any actions that have been taken, and
- Date of report and signature.

If you take notes as the person is telling you (which is recommended if the circumstances permit), explain that you are taking a record in case any later enquiry occurs.

**If there is no known victim or suspected victim**, the Worker who has concerns about someone else should, with respect to the following characteristics, report their observations to the children's pastor, youth pastor and department head or to an elder or other senior leader. In this situation there is no need to make a report to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police.

**If there is a victim or suspected victim**, then the reporting process outlined in this document must apply. That is a report must be made out as soon as possible to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police and the Church leadership.

### A report must be made

While Queensland legislation does not currently list church groups and children's ministry workers as mandatory reporters, advice from the Queensland Department of Child Safety, Seniors and Disability



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Services and/or the Queensland Police is that they would expect any instances or suspicion of abuse to be reported.

While not all church workers are mandatory reporters under Queensland law, the Church requires all staff and volunteers to report suspicions of harm in accordance with this policy.

## When must I make a report?

You must make a report to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police when you have current concerns about the safety, welfare and wellbeing of a child for any of the following reasons.

- The basic physical or psychological needs of the child or young person are not being met (neglect)
- The parents or caregivers have not arranged necessary medical care (unwilling or unable to do so)
- Risk of physical or sexual abuse or ill-treatment (physical or sexual abuse)
- Parent or caregiver's behaviour toward the child causes or risks psychological harm (emotional abuse)
- Incidents of domestic violence and as a consequence a child is at risk of serious physical or psychological harm (domestic or family violence)

Helpful information for Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police includes:

- Full name, date of birth (or approx. age), address and phone number of the child/ children you are concerned about
- Full name (including any known aliases), approx. age, address and phone number of the parents or caregivers
- A description of the child and their current whereabouts
- Why you suspect the child is at risk of harm (what you have seen, heard or been told)
- Whether a language or sign interpreter may be required, whether support is required for a person with a disability or an Aboriginal agency is involved
- Your name and contact details

When making a report to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police:

- You do not have to be able to prove that abuse has occurred.
- You may request a consultation with a Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker before formally reporting abuse or neglect.
- Your identity as a notifier will remain confidential.
- You are entitled to feedback about the way that your notification is being dealt with by Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker .
- Any ongoing feedback will need to be negotiated between yourself and the Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker..

## As a mandatory reporter, what happens when I make a report?

When you make a report to the Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker, your details are kept confidential and your identity is strictly protected. In fact, there are specific sections within the *Child Protection Act 1999* that ensure confidentiality is maintained.



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Section 22 of the Act provides protection from any legal liability of persons who report their concerns about a child to either Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker. A person making such a report cannot be considered to have breached any code of professional conduct or ethics. This includes situations where information is provided to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker in the course of an investigation.

Section 186 of the Act ensures that the identity of people who contact Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker to report their concerns about a particular child is kept confidential. This section prohibits officers from disclosing such details except to others who need the information to perform their duties under the *Child Protection Act 1999* or if ordered to do so by a court or tribunal.

The child's family will not be told who provided the information upon which the officers are acting.

Workers (including volunteers, pastors and Church attendees) need to understand that confidentiality in the counselling room is **NOT** held to be of higher value than a child's right to protection and safety. Consequently, the Church requires child abuse and suspicion of abuse to be reported to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police worker no matter what the source of the information.

Remember:

- Only discuss your concerns with those who absolutely need to know
- Queensland law protects the source of the report and
- The notifier's details are kept strictly confidential.

## Child Safety Records

The Church will maintain secure records relating to:

- incidents
- disclosures
- investigations
- Blue Cards
- Reportable Conduct notifications
- complaints
- risk assessments
- disciplinary actions.

Access will be limited to authorised persons.

Records will be retained in accordance with Queensland legislation.

- 

## Actions Following Disclosure



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## **Support**

Support and counselling will be offered to all parties involved.

## **Processes for those involved in the report**

### *The child or young person*

The children and young people involved are to be offered appropriate counselling and support. Ensure that the child feels safe, avoid repeated questioning and ensure appropriate supervision.

### *The person who made the report*

Details of the person who made the report are to be kept completely confidential and will not be made available to the family of the child or young person, or the person against whom the allegation has been made. These details may come out in a police case if a person is charged with a criminal offence.

### *The person against whom the allegation has been made*

See the diagrams below with different procedures for alleged abusers in and outside the Church ministry.

Diagram 1 details the notification procedures where the alleged abuser is **not** in a position of ministry within the Church.

Diagram 2 details the notification procedures where the alleged abuser **is** in a position of ministry within the Church.

In outlining the procedures for dealing with allegations of child abuse made against Workers, volunteers or pastors, the principles stated above apply as they would in any other circumstance.

In addition, although any accused person is presumed innocent until proven guilty, it is a requirement of the Church that the Worker be stood down as soon as possible from all child related ministries pending an investigation. In the case of a paid employee, salary will continue during this time of investigation.

Note that in no way do these procedures encourage the questioning of children. This is to be avoided as it may well contaminate evidence. This is the role of Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police.



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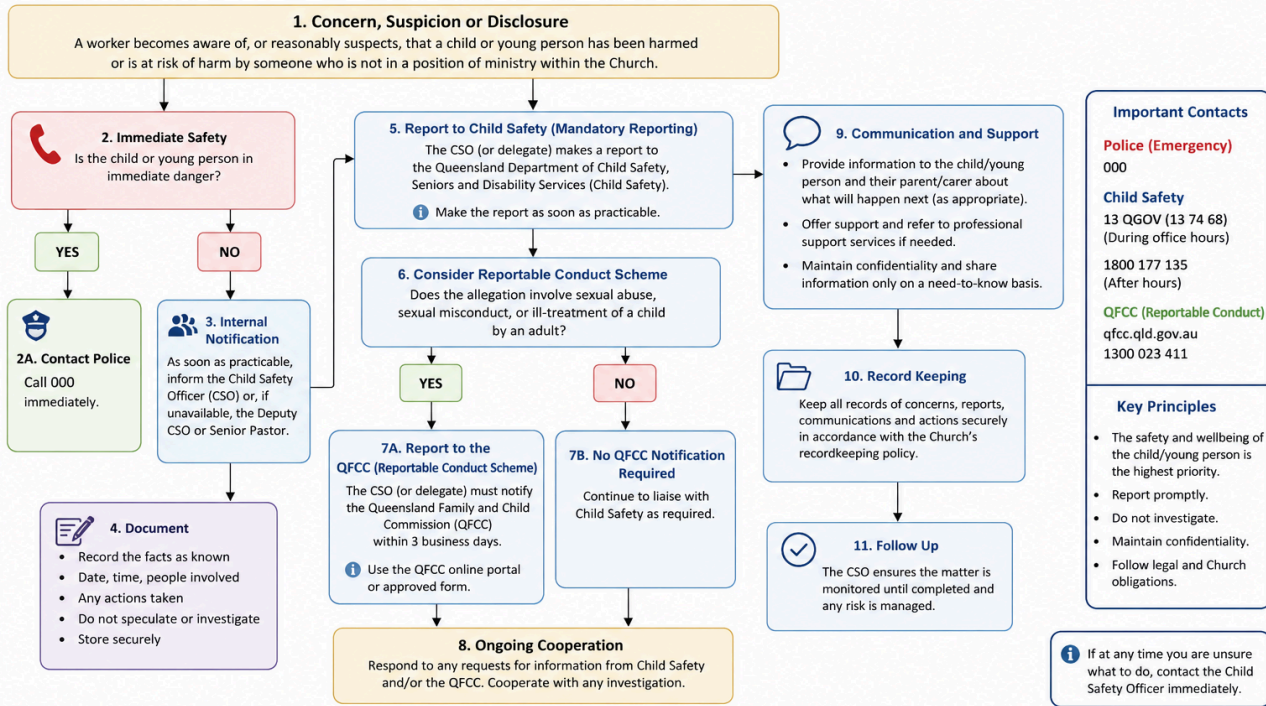
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**Diagram 1 – Notification procedures where the alleged abuser is not in a position of ministry within the Church**

For example: a volunteer, employee or attendee (e.g., parent, visitor, contractor) who is not in a position of spiritual leadership or ministry.



Eldership/Management informed as soon as possible but not if that person is the alleged perpetrator

Worker/Volunteer inform their manager or supervisor who will make a report to Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police within 24 hours. (Appendix D & E)



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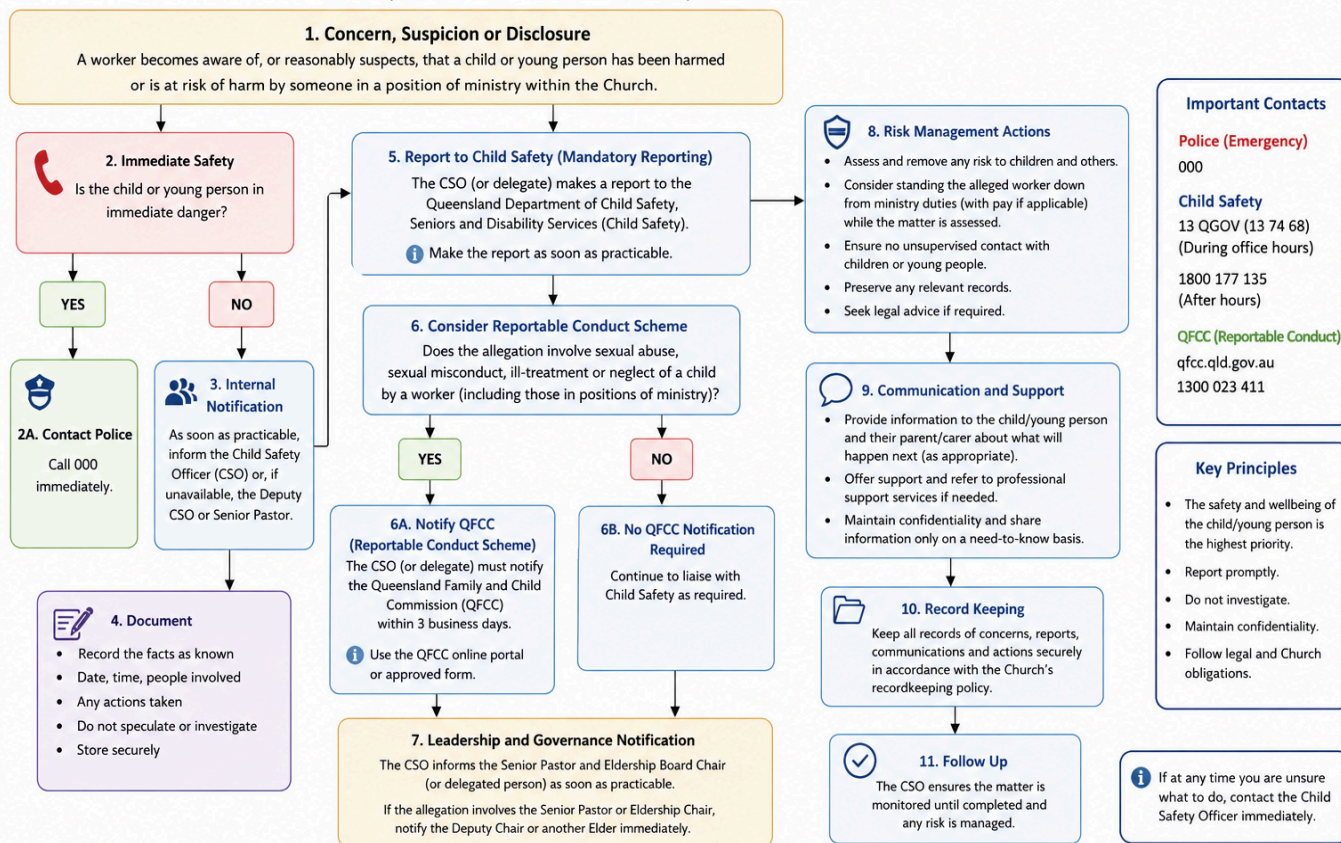
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**Diagram 2 – Notification procedures where the alleged abuser IS in a position of ministry within the Church**

For example: Pastor, Elder, Staff member, Ministry Leader or Board member.



## Queensland Reportable Conduct Scheme Introduced July 2026

New Hope Church Brisbane is committed to complying with the Queensland Reportable Conduct Scheme and will report allegations of reportable conduct involving workers to the Queensland Family and Child Commission (QFCC) in accordance with legislative requirements.

The purpose of the Scheme is to improve organisational responses to allegations of child abuse and misconduct, promote child safety, and ensure allegations are investigated independently and transparently.

## Who is covered?

This Scheme applies to:

- Pastors
- Elders
- Board Members



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- Employees
- Volunteers
- Ministry Leaders
- Contractors
- Students on placement
- Any person engaged by New Hope Church Brisbane who performs child-related work.

## What is Reportable Conduct?

Reportable conduct includes:

- Sexual offences committed against, with or in the presence of a child.
- Sexual misconduct involving a child.
- Physical violence towards a child.
- Significant emotional or psychological abuse.
- Significant neglect of a child.
- Ill-treatment of a child.
- Behaviour that causes significant harm to a child even if no criminal offence has occurred.

Reportable conduct also includes attempts to engage in the above conduct.

## Immediate Actions

Where an allegation is received the Church will immediately:

- ensure children are safe
- remove any immediate risk
- notify the Safeguarding Officer
- notify the Senior Pastor (unless conflicted)
- preserve evidence
- document all actions taken
- consider whether Police or Child Safety require immediate notification
- notify the Queensland Family and Child Commission where required.



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## Recommended timeframes for notification

Listed below are the expected timeframes for action of a disclosure.

Action	Timeframe
Protect child	Immediately
Notify governing body/safeguarding officer	Immediately
Immediate Danger (if criminal)	Call police immediately
Police report (sexual abuse)	Immediately/within 24hrs
Child Safety report	Within 24hrs
Report to QFCC Commission	Within 3 days
Documentations	Within 24hrs
Investigation progress report	Within 30 days
Final Findings	As soon as practical

## Procedural Fairness

Any person subject to an allegation will be treated fairly.

This includes:

- being informed of the allegation where appropriate
- having opportunity to respond
- maintaining confidentiality
- ensuring child safety always takes priority

## Confidentiality

Information relating to reportable conduct investigations will only be shared with those who have a legitimate need to know.

Records will be securely maintained.



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## People with a History of Child Sexual Abuse

The primary concern of the Church lies with the victims and potential victims of those with histories of child sexual abuse.

The Church recognises that individuals who have previously committed sexual offences against children may present a risk to children and young people. The Church therefore adopts strict safeguards to protect children while allowing appropriate pastoral care and accountability.

It is recognised that child sexual abuse is a choice of the perpetrator and that despite the abuser's own personal history, the abuser has freely chosen to abuse children. They are directly responsible for past actions and must be held accountable for any later actions.

The following controls must be read in that light.

Certainly, it is hoped that all people who attend the Church will come to healing and that includes past abusers. Nevertheless, the Church will do everything in its power to protect the children of the Church during and after this process.

The Church believes further that child sexual abuse thrives in an atmosphere of secrecy. Therefore it requires all offenders to be open, transparent and accountable in an effort to defeat the secrecy and darkness that breeds child abuse.

The Church requires all people with child sexual abuse histories as perpetrators, who wish to attend Church related activities, to sign a Previous Abuse Agreement (see **Appendix 5: Forms**) and keep to its conditions. This applies to individuals who have been convicted of, charged with, or have admitted to offences involving child sexual abuse, or where credible information indicates a history of sexual misconduct involving minors.

Before a person with a history of sexual offending against children is permitted to attend Church activities, the Church will undertake a risk assessment considering:

- the nature of the offence
- time elapsed since the offence
- legal restrictions or supervision orders
- advice from relevant authorities where appropriate.

The Church will ensure that any legal restrictions placed on the individual by courts, parole authorities, or police are strictly followed.

Information regarding an individual's offending history will only be shared with those who require the information to ensure the safety of children and the effective implementation of this policy.

That agreement must cover the following:

- 1) A willingness on the part of the offender to have his/her name and appropriate details made known to all pastors, elders, and key leaders in all children's, youth and any sporting ministries in the



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Church, and to any other person that the eldership or executive deems appropriate. The offender must also be willing to have his/her name recorded on the Church database in line with this policy. This information will however be otherwise kept confidential.

- 2) The individual must not be in unsupervised situations where children may reasonably be present, including Church property or at any Church function, or function attended by Church personnel including home fellowship groups and private parties.
- 3) The offender must agree not to become involved in any Church activity or small group without the **prior** permission of the lead pastor or his/her nominee. The Church is aware that even so-called 'harmless' areas of ministry such as welcoming people at the door is fraught with difficulty, since it results in a normalising of the offender. What single mum would not agree to have the offender baby-sit her kids when he has been greeting her warmly at the Church door for three years and she has no idea of his history?
- 4) The offender must agree not to become involved in any Church activity (other than corporate Sunday services), Church small group, or Church sporting events where children participate.
- 5) The offender must agree to never attend any Church hikes, trips, Church camps or overnight stays or conferences where children are present. If children arrive unexpectedly, then the offender agrees to make immediate arrangements for his/her departure.
- 6) The offender must agree to never become involved in counselling ministry.
- 7) The offender must agree to not have any contact at the Church or at home or at any other place with any other people known to have histories of child abuse, other than those contacts which are sanctioned by appropriate supervisors.
- 8) The offender must agree to regular meetings with a designated Church leader for accountability and pastoral care purposes. Pastoral meetings are intended to provide spiritual care while ensuring accountability and safeguarding boundaries.
- 9) The offender must contact that leader or the lead pastor, or if both are not available, another pastor, the moment that he or she is having difficulty with his/her history or with temptation in this area. The offender must agree to give an open and frank acknowledgement of such difficulties so that referral to professional help can be arranged and checks and balances protecting the children of the Church and the offender will be put in place.
- 10) The offender must be prepared to obey the direction of pastoral staff or the eldership in all matters dealing with his personal conduct at Church, or at Church functions, whether or not children are present.
- 11) The individual must not initiate or engage in conversation or interaction with children or young people except in brief, unavoidable social situations and in the presence of supervising adults.



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- 12) The offender must agree to **never** accept invitations or offer to baby-sit, hold or care for a child or baby, even for a moment, and even if others are in the room.
- 13) The offender must agree to never allow any family from the Church with children to visit him/her in the home. If the family insists, then **before** the visit the offender must contact the lead pastor or his/her nominee, who will appraise the family of the possible risk factors from the point of view of the Church's duty of care.
- 14) Similarly, the offender must agree not to visit any Church family with children in their home, whether or not others are present.
- 15) Attendance at any Church activity other than general worship services must be approved by the Senior Pastor or delegated safeguarding leader.
- 16) The individual must attend services with an approved supervisor or accountability partner where required.

Failure to comply with the conditions of the Previous Abuse Agreement may result in the individual being asked not to attend Church activities.

This written abuse agreement will be approved by the Senior Pastor and Eldership, and stored in a safe, confidential location. The Previous Abuse Agreement must be approved by the Senior Pastor and Eldership and will be reviewed annually.



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## ● Breaches of Policy

The following steps are to be taken following a breach of this Policy in order to address the breach in a fair and supportive manner.

### What is a Breach?

A breach is any action or inaction by any member of the organisation, including children and young people, that fails to comply with any part of the Policy. A breach may range from a minor failure to follow procedures through to serious misconduct that places a child or young person at risk of harm. Any conduct that may constitute abuse, grooming, neglect or harm to a child must be treated as a serious breach and reported in accordance with the Church's reporting procedures. This includes any breach in relation to the:

- Statement of commitment to the safety and wellbeing of children and the protection of children from harm
- Code of conduct for interacting with children and young people
- Procedures for recruiting, selecting, training and managing paid employees and volunteers
- Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines
- Policies and procedures for implementing and reviewing the this Policy and maintaining an employee register
- Risk management plans for high risk activities and special events, and
- Strategies for communication and support.

All stakeholders are to be made aware of the actions or inactions that constitute a breach, as well as the potential outcomes of breaching this Policy.

Where a breach raises concerns about the safety of a child or young person, immediate steps must be taken to ensure the child's safety before any other action is taken.

Where a breach involves suspected harm, abuse, grooming behaviour or criminal conduct, the matter must be reported in accordance with the Church's procedures and may be referred to relevant authorities.

### Breach Management

Breaches will be managed in a fair, unbiased and supportive manner. The following will occur:

- All people concerned will be advised of the process.
- The Senior Pastor or designated Child Safety Officer will appoint an appropriate person to manage the breach.
- All people concerned will be able to provide their version of events.
- The details of the breach, including the versions of all parties and the outcome will be recorded.
- Information relating to a breach will be handled sensitively and shared only with those responsible for managing the matter.
- An appropriate outcome will be decided.
- Serious breaches may require immediate removal from duties and referral to external authorities.
- Where a breach involves potential risk to children, the individual may be temporarily stood down from duties involving children while the matter is assessed.



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- Records of all breaches and outcomes will be securely stored in accordance with the Church's record-keeping procedures.

- **Suitable Outcomes for Breaches**

Depending on the nature of the breach, outcomes may include any or all of the following:

- Emphasising the relevant component of this Policy, for example, the code of conduct
- Providing closer supervision
- Further education and training
- Mediating between those involved in the incident (where appropriate)
- The relevant person making an apology to the child and/or parent
- Disciplinary procedures if necessary, and
- Where appropriate, the Church will review relevant policies, procedures or training requirements to prevent similar breaches occurring in the future.

## Timeframes for Managing Breaches

Reports of breaches should be assessed as soon as practicable and normally within 48 hours

Action	Recommended Timeframe
Breach reported	Immediately
Initial assessment	Within 24-48 hrs
Documentation completed	Within 24hrs
Investigation Initiated	As soon as practical

## Historical Complaints

The Church accepts complaints relating to current or historical abuse.

Historical complaints will receive the same care and seriousness regardless of when the alleged conduct occurred.

Where required reports will be made to Police or the Queensland Family and Child Commission.

## Anonymous Complaints

Anonymous complaints will be assessed and investigated where sufficient information exists.

Anonymous complainants will not be disadvantaged.

## Whistleblower Protection



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Workers raising genuine concerns in good faith will not suffer retaliation.

## Managing High Risk Activities and Special Events

### What is a High Risk Activity?

This will be dependent on the nature of the activities we provide to children and young people. For example, in a school a high risk activity could be an excursion or a fete. A high risk activity or special event due to its nature will require extra planning and supervision. Risk management involves identifying potential risks and taking steps to remove or minimise them.

A documented risk assessment and management plan must be completed for all high-risk activities and special events involving children and young people, for example:

- Camps / overnight stays
- Off-site activities
- Transporting children
- Water-based activities
- Events with large crowds
- Activities involving changing facilities

### Risk Management Plan

The following is adapted from AS/NZS ISO 31000:2009 Risk Management— Principles and Guidelines.

The designated Activity Leader is responsible for:

- completing the risk assessment
- implementing controls
- ensuring compliance on the day

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

- Establish the context
- Identify the risks
- Analyse the risks
- Evaluate the risks
- Manage the risks and reassess
- Review

#### Step 1 - Establish the Context (describe the activity)

- What is the activity and what are your objectives?
- Where is the activity going to take place – what environmental factors need to be considered?
- Identify the stakeholders, staff, parents, and children and young people involved in the activity, and
- Identify all elements of the event from beginning to end.

#### Step 2 - Identify the risks

Consider involving a wide range of stakeholders, including children and young people, to identify the risks associated with the high risk activity or special event. Checklists may identify general risks that



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should always be considered, however, it is important to brainstorm with stakeholders to ensure all potential risks that might result in harm to a child or young person are identified.

Workplace health and safety processes consider environment and equipment risks. Once you have fulfilled the workplace health and safety requirements, you must assess the risks associated with this Policy. These risks are physical, emotional, sexual and cultural in nature, including the risks from:

- Other children or young people
- Someone outside the organisation
- An employee or volunteer, and
- Themselves.

In relation to potential risks of harm associated with the any Church high risk activities and special events involving children and young people, consider:

### *How might harm occur?*

- Running an activity where children and young people are required to change clothes, where the change rooms are unsupervised and open to the public
- Paid employees or volunteers spending long periods alone with a child or young person
- A coach offering special private sessions to a child or young person
- A staff member giving a child a lift home

### *Why might harm occur?*

- Inadequate recruitment and selection practices of paid employees and volunteers
- Incorrect instructions given to employees working with children or young people
- Not providing training to employees and volunteers
- Inadequate attention to cultural considerations
- Inadequate adult supervision

### *Important Considerations*

Appropriate supervision ratios must be maintained at all times. As a guide:

- Ages 0–5: 1 adult to 4–5 children
- Ages 5–12: 1 adult to 6–8 children
- Youth: 1 adult to 8–10 young people

Both male and female leaders should be present where practicable, particularly for mixed-gender groups.

All adults involved in high-risk activities must hold a valid Blue Card where required and comply with screening laws.

Written parental/guardian consent must be obtained for all off-site or high-risk activities, including relevant medical information and emergency contacts.

Relevant information about the activity, including risks and safety measures, must be communicated to parents, volunteers and children in an age-appropriate manner.

Where transport is involved:



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- Written parental permission must be obtained
- Drivers must be approved by the Church
- Children must not be alone in a vehicle with a single adult where possible
- Seatbelt and safety laws must be followed at all times

For overnight activities:

- Separate sleeping arrangements for adults and children
- Appropriate gender supervision
- No adult alone with a child in sleeping areas
- Clear bathroom and changing protocols

## Child Safety Controls for High Risk Activities:

- No one-on-one unsupervised situations
- Visibility (open spaces, no closed-door meetings)
- Sign-in/sign-out processes
- Identified first aiders
- Clear boundaries for physical contact
- Photography consent compliance

### Step 3 - Analyse the risks

The purpose of risk evaluation is to make decisions, based on the outcomes of risk analysis. The level of risk will determine whether the high risk activity or special event is practical.

Consider:

- How likely is it that the risk will occur? (Likelihood)
- What would happen if the risk did occur? (Consequences)

### Step 4 – Evaluate the risks

Evaluating the risks asks you to consider whether a risk is high, medium or low. This will depend on the answers to the questions asked at Step 3. For example, if a risk is likely to occur and the consequences could result in significant harm to a child, then this would be considered high risk.

Each risk management plan must include procedures for responding to:

- injury or medical emergency
- lost or missing child
- behavioural incidents
- disclosure of harm

### Step 5 - Manage the risk

Risk treatment is a cyclical process of:



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- Assessing a risk treatment
- Deciding whether residual risk levels are tolerable
- If not tolerable, generating a new risk treatment, and
- Assessing the effectiveness of that treatment.

Risk management involves assessing the options in order to reduce the risk and the preparation and implementation of risk management plans, for example:

- Reduce the risk – will the proposed additional controls reduce the risk?
- Retain the risk - some risks will have to be retained and will require close monitoring.

Risk management options should consider the values and perceptions of stakeholders and the most appropriate way to communicate with them.

You now should consider how likely it is for the risk to occur after control measures have been put in place, and how bad the outcome would be if the risk was to occur. If you assess that a risk is still highly likely to occur and the outcome could result in harm to a child then you may need to rethink the activity.

## Step 6 - Review

Ongoing review is essential to ensure that the risk management plan the Church develops for your high risk activity or special event is effective. Reviewing controls and responsibilities can be useful for future planning. All high-risk activity risk management plans must be reviewed and approved by the Child Safety Officer or delegated Church leader prior to the activity proceeding.

A post-activity review must be conducted for all high-risk activities to:

- assess effectiveness of controls
- identify any incidents or near misses
- improve future planning

Each stage of the risk management process should be recorded appropriately. Risk assessments and related documentation must be securely stored and retained in accordance with the Church's record-keeping requirements.



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## ● 10. Working with Children Register

The Church must maintain a current and accurate register of all staff and volunteers engaged in child-related activities in accordance with legislative requirements.

The Church's Working with Children Register will include the following information:

- Whether or not the person requires a blue card (if not, why not - eg. the parent exemption applies)
- The type of application (eg. paid or volunteer)
- When the person applied and/or the date of issue of the positive notice and blue card
- The expiry date of the blue card
- The renewal date (this should be at least 30 days before expiry to allow employees, including volunteers, to continue working in child-related employment)
- Whether a negative notice has been issued
- Any change in status to a blue card (e.g. a change in police information, the positive notice and blue card is cancelled or suspended);
- Where there is a change in police information, the date the Church informed Blue Card Services of the change
- Where an employee leaves the Church and the date the Commission was informed; and
- Any change of personal information of an employee, including the date they informed Blue Card Services (you should note that it is an offence for an employee to fail to notify the Commission on the appropriate form of any change in personal details within 14 days).

Blue Card Services (Department of Justice and Attorney-General) has the authority to conduct compliance checks if an organisation maintains an employee register.

The Church's register is kept in electronic format. When new employees or volunteers join the ministry teams at the Church with a pre-existing blue card, it must be confirmed that the card is valid.

If a complaint is made to Blue Card Services in relation to an individual or the Church, Blue Card Services may ask for a copy of the employee register. Failure to comply with this requirement is an offence.

### **Blue Card**

The most effective strategy against abuse is prevention. With that in mind, the Church requires that the following procedures be adhered to in the screening of prospective workers in child-related ministries, or in ministries that deal with young people. It is also a requirement by law and penalties apply. This section overlaps with the topic covered in section 4, but specifically provides further detail on the working with children blue card system that is part of any recruitment and training of staff and volunteers.

Every worker must be screened and approved before being appointed. Any volunteer aged 18 or older must have a current blue card before working with children.

All information relating to blue card applications must be kept confidential.

All information contained in the register must be stored securely and handled in accordance with privacy and confidentiality requirements. Access must be restricted to authorised personnel only.

The Child Safety Officer (or delegated authority) is responsible for maintaining, monitoring and regularly auditing the register.



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A person must not commence child-related work unless they hold a valid Blue Card or are legally permitted to begin under the Act.

Paid employees may commence work once a valid application has been submitted and acknowledged, where legally permitted.

Volunteers must not commence until a valid Blue Card has been issued.

Volunteers need a blue card if they are providing services directed mainly towards children; or conducting activities mainly involving children. The exceptions to this are:

1. If a volunteer's blue card has expired, but at least 30 days prior to the expiry sent a renewal notice off and is awaiting renewal.
2. If they are the volunteer parent of a child involved in the area they will be serving in. *However* in this case the Church will still require the volunteer to have a blue card or to have lodged an application. Where a parent exemption applies, additional supervision and risk management strategies must be implemented.

In either of these cases, it is the responsibility of the volunteer to inform the Child Safety Officer in a timely manner that their card has expired and they are in the process of renewal.

If a person's application is refused, they are issued with a negative notice which prohibits them from working in the particular categories of employment or carrying on particular categories of businesses defined by the Act.

## At the initial application stage, the Church must:

- Notify all applicants that by signing the application form they are consenting to the screening process under the Act.
- Be able to certify that the contact person has sighted documents to confirm an employee's identity as prescribed under the Commission's Act.
- Carefully check through the application form to ensure all sections have been appropriately completed. This will minimise unnecessary delays that can result if the Commission is required to request further information after receiving an incorrect or incomplete form.
- Be aware that while paid employees can commence employment after an application form has been submitted to the Commission, volunteers and trainee students must not commence regulated employment until they hold a valid blue card and positive notice.
- Explicitly warn all potential staff (paid employees, volunteers and students) that it is an offence for a disqualified person to sign a blue card application form or a renewal form. It is an offence for an employer not to provide this warning. An example of how the verbal warning could be delivered is provided below:

*"I am required by the Commission's Act to provide you with a warning that it is an offence for a disqualified person to sign a blue card application form. If you are unsure whether you are a disqualified person, you should contact the Commission for more information before signing the application form".*

- inform prospective employees who may be disqualified persons, that in certain circumstances, they may be able to apply for an eligibility declaration under the Act; and
- send a completed Authorisation to confirm a valid blue card form to the Commission to register the Church as the applicant's current employer if a new employee has a current blue card. This is compulsory and you may be subject to penalties for failing to submit an authorisation form for a



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new employee. As an authorised employer, the Commission will notify the Church if there is any change to the validity of the person's blue card due to a change in their police information.

A person is disqualified if they:

- Have been convicted of a disqualifying offence, or
- Are a 'reportable offender' with current reporting obligations under the *Child Protection (Offender Reporting) Act 2004*, or
- Are subject to an offender prohibition order under the *Child Protection (Offender Prohibition Order) Act 2008*, or
- Are subject to a sexual offender order under the *Dangerous Prisoners (Sexual Offenders) Act 2003*, or
- Are subject to a disqualification order from a court prohibiting them from applying for, or holding a blue card.

See the Commission's website for further details of all the above.

## The process for a new application or renewing an application is:

- Apply for your blue or exemption card using the online applicant portal or download the paper form.

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/applications/apply>

- After registering for an online account, the applicant will then need to be linked to the Church's blue card organisational portal by providing their date of birth and card number.
- If no response is received to the Blue Card application after 6 to 8 weeks, ring the Commission to check on the application.

When a 'positive notice' (acceptance) is received, the Church will need to:

- Enter the details in the register.
- File Church copy of 'positive notice'

If an application comes back requiring further information or a query about something, the applicant will have received a copy as well and in most cases you will not need to do anything. However the Church will need to follow up any necessary action by the applicant.

The process if a new volunteer comes to the Church and already has a blue card is:

- Link them to the Church's Blue Card Organisational Portal.
- If no response is received after 6 to 8 weeks, ring the Commission to check on the application. (You may need to resubmit which is why you need to keep a copy!)

While a blue card application is being processed, the Church must not employ volunteers or students until they have received their blue cards, nor employ any person in regulated employment:

- Who withdraws their consent to employment screening
- Whose application has been withdrawn for any other reason, or
- Who is issued with a negative notice or whose blue card is cancelled or suspended.



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Blue Card holders are required by law to notify Blue Card Services of any change in police information. As a linked organisation, the Church will be notified of any changes to a person's Blue Card status. If employees or volunteers advise the Church that they have had a change in their Police or disciplinary information after being issued with a blue card (and during the application process if it is a paid employee who has already commenced working), the Church must not continue to employ the person unless it has submitted a 'Change in Police Information' form to the Commission.

Employees and volunteers are not required to disclose to the Church the specific nature of any change in their police or disciplinary information—only that a change has occurred. As a listed employer, (either on the initial application form that was submitted or on an 'Authorisation to Confirm a Valid Blue Card' form), the Commission will notify the Church of any suspension or cancellation of the person's blue card.

If an employee has had a blue card cancelled or suspended or receives a negative notice after a change in Police information, the Church must ensure the employee does not continue to undertake child related work, and if the person remains employed to perform work that is not child-related that appropriate policies and procedures are in place to manage any risks of harm to children and young people that may arise as a result of the person's ongoing employment within the Church.

The Church is also required to notify the Commission if an applicant or blue card holder stops working for the Church and if the contact person for the Church changes.

It is important to note that:

- Blue cards are current for three years unless cancelled or suspended
- The blue card renewal process involves a new national police information check, a check of disciplinary information where applicable and a complete reassessment of an applicant's eligibility, and
- In order to continue working while a renewal application is being processed, blue card holders must submit their renewal application at least 30 days prior to their card's expiry date.
- The Church will regularly monitor Blue Card expiry dates and ensure renewals are completed prior to expiry.



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## ● Policy Review

### Procedures

To ensure that this Policy remains current and effective in identifying and minimising risks of harm to children, it will be monitored and reviewed.

### Frequency

This Policy will be reviewed annually in accordance with the legislation. In the event that the Church identifies concerns, particularly following an incident, the Policy will also be reviewed.

The annual review will also include:

- incident analysis
- complaint trends
- staff surveys
- child feedback
- parent feedback
- legislative updates
- review of safeguarding training
- review of risk assessments.

Any recommendations arising from reviews will be implemented promptly.

### Participants

Employees and volunteers, parents and carers, children and young people and other stakeholders will be involved in the review of the child and youth risk management strategy as appropriate.

### Scope

The Policy will be reviewed in its entirety. The date of the review, where the review took place, who was present and what was discussed will be recorded. Issues to be considered in the review include:

- Whether stakeholders adhered to the policies and procedures
- The incidents relating to the protection of children or young people from harm and the outcome of these incidents
- The effectiveness of policies and procedures in preventing or minimising harm to children and young people, and
- The frequency of training in the Policy.

### Follow-up

Stakeholders will be advised of any changes to policies and procedures, and training will be provided if necessary.



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- **Concluding Statements**

In adopting this policy, the concern of the Church is primarily for the protection of the children who are such an important part of the Church's ministry. It is our hope and prayer that we are ever vigilant and ever protective of the child's right to hear about and learn about the Lord Jesus Christ and His love for them in a safe environment.

We recognise that safeguarding children is everyone's responsibility. Every worker, volunteer, leader and member of New Hope Church Brisbane shares responsibility for protecting children from harm, promoting their wellbeing, listening to their voices, and responding appropriately to concerns. Child safety is embedded in our leadership, governance, culture and ministry practices. We are committed to continual improvement and regularly reviewing our systems to ensure they remain effective, contemporary and compliant with Queensland legislation and the National Principles for Child Safe Organisations.



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## Appendix 1: Child Abuse Definitions and Background

### What is child abuse?

The Child Protection Act 1999 sections 8, 9 denotes a *child as* an individual under 18 years

### What is harm?

(1) Harm, to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.

(2) It is immaterial how the harm is caused.

(3) Harm can be caused by—

- physical, psychological or emotional abuse or neglect; or
- sexual abuse or exploitation, or
- a single act, omission or circumstance; or
- a series or combination of acts, omissions or circumstances.

### Who is a child in need of protection?

A child in need of protection is a child who—

- (a) has suffered harm, is suffering harm, or is at unacceptable risk of suffering harm; and
- (b) does not have a parent able and willing to protect the child from the harm.

### Harm may be categorised in the following types:

**Physical** abuse, for example, beating, shaking, burning, biting, causing bruising or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication. Hitting a child around the head or neck and/or using a stick, belt or other object to discipline or punish a child (in a non-trivial way) is a crime.

**Emotional** or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement. Emotional abuse is behaviour by a parent or caregiver which destroys a child's confidence resulting in significant emotional disturbance or trauma. This can include a range of behaviours such as excessive criticism, withholding affection, exposure to domestic violence, intimidation and threatening behaviour.

**Neglect**, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school

**Sexual** abuse is when someone involves a child or young person in a sexual activity by using their power over them or taking advantage of their trust. Often children are bribed or threatened physically and psychologically to make them participate in the activity. It includes abuse or exploitation, for example, sexual jokes or touching, exposing children to sexual acts or pornography or having sexual intercourse with a child or young person under 16 years of age (even if the child appears to have consented). Child sexual abuse is a serious crime.

**Domestic Violence** Harm to a child may also occur when a child is exposed to domestic and family violence. Exposure to domestic violence can have serious emotional and psychological impacts on a child even if the child is not the direct target of the violence.



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**Grooming** refers to behaviours used by a person to build trust with a child, their family, or community in order to manipulate, exploit or abuse the child. Grooming may occur in person or online and can include giving gifts, special attention, isolating a child, or gradually crossing physical or emotional boundaries.

**Online and Digital Abuse** Abuse may also occur through digital communication, including online grooming, sharing sexual images, sexual messaging, or exposing children to inappropriate online content.

## **Behavioural and physical indicators of abuse - in a child**

The following lists include common behavioural and physical indicators of abuse. It should be noted that in most instances the appearance of one or more of these indicators does not necessarily indicate that abuse is taking place and that caution should be exercised in drawing conclusions based on only a few indicators.

### *Physical Abuse*

Some behavioural indicators associated with physical abuse include a child being:

- Unduly wary of physical contact with others
- Unduly frightened by a parent or caregiver
- Expressing little or no emotion when hurt
- Unduly compliant, shy, withdrawn, passive and uncommunicative
- Offering unlikely explanations for injuries
- Unusually nervous or hyperactive, aggressive, disruptive and destructive (both to self and others)

### *Emotional Abuse*

Some behavioural indicators associated with emotional abuse include:

- Withdrawal or pleaser
- Unduly compliant, passive, and undemanding
- Have low self esteem
- Extremely demanding, aggressive and angry
- Antisocial and destructive
- Depressed and suicidal
- Attention seeking

### *Neglect*

Some behavioural/physical indicators associated with neglect include:

- Dirty
- Constantly sick/tired
- Indiscriminate use of affection
- Constantly miserable and irritable
- Alienation from peers, withdrawn, pale, listless, beg or steal food
- Engage in delinquent acts, vandalism, drug and alcohol abuse
- Poor social skills
- Skin problems
- Careless dress
- Sadness/grief

### *Sexual abuse*

Some **behavioural indicators** associated with sexual abuse include:

The sexually abused child may:



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- Engage in persistent and inappropriate sexual activity e.g. rubbing genitals against an adult, playing games that echo abuse, sexual themes in artwork or stories
- Have a detailed understanding of sexual behaviour beyond what would be expected at their age
- Display regressive behaviour (bedwetting, speech loss, infantile or immature behaviour)
- Suffer sleep disturbances and night terrors
- Inhibition to play
- Serious difficulty relating to peers and/or adults
- Constant complaints of headaches or abdominal pains
- Sudden appearance of material goods (given as gifts)
- Sexually inappropriate language
- Outside interests may wane
- Onset of fears and phobias
- Lack of concentration or significant change in school performance

As they become older, the child may present with some of the following in addition to the above:

- Exhibit delinquent or aggressive behaviour
- Show signs of depression
- Display injurious behaviour such as drug and alcohol abuse, self-harm, attempts at suicide, sexual exploitation.

There may be some physical indicators associated with sexual abuse. Obviously all bruising and bleeding in the genital areas, breasts, or in the lower abdomen or thighs are prime indicators, as are complaints of soreness in these areas. Sexual abuse is indicated in the case of early pregnancy or infections including STDs.

**Physical** indicators may include the following:

- Complaints of soreness / pain / irritation in the genital areas
- Infections or urinary problems
- Bruises to breasts, buttocks, lower abdomen or thighs
- Other physical signs that would need to be confirmed by an expert opinion.

## *Modern Indicators*

- Eating disorders
- Sudden behavioural change
- Withdrawal from online or social activity
- Excessive secret about devices

## **Behavioural and physical indicators of abuse - in a perpetrator**

### **General indicators of a child sexual abuser**

- Majority of the abusers' relationships are with children. (Abusers often do not relate well to people of their own age and come to look for affirmation from children instead of their peers.)
- Is overly friendly with children
- Has low self-esteem, poor self-image (possibly due to emotional deprivation as a child)
- Can be seen to be in Church only for a short period of time and seeks to join the children's ministry. They can seem obsessive when they say that they love children.
- Can be found wandering around children's Church areas



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- May remove themselves mid-way through a Church service to have time with children who may be in the toilets
- Gives articles of his/her clothing to a child as a gift, e.g., a cap, a jacket, footy shirt etc. This can be an attempt to demonstrate ownership of the child.
- Carries photos of children other than his/her own, often indicating that these children love him/her.
- Gives extreme affection to children, e.g., front on close hugging, always touching or flirting.
- Withdrawn, placid.
- Can be single or married.
- Over emphasis on morality – are legalistic and inflexible. Could well be a reflection of his/her own bad actions.
- Strong denial of offence or of any intention to offend.
- Convincing in protests of innocence – has developed this as a defence mechanism.
- Avoids screening processes, or attempts to do so.
- Attempts to engineer opportunities to be alone with a child, e.g. baby-sitting (targets single parents), child minders at conferences.
- Offers to take or takes child shopping or on an outing. Offers to pick child up from school.
- Dislikes submission to authority, prefers to work alone, and is negative (or dismissive) when sexual abuse topics are raised.
- Spends considerable time with children.
- Voices opinion on sex education, suggesting that children are not taught properly.
- Can be of any personal or social make up e.g. extrovert, introvert, married, single, old, young, rich, poor etc. While the majority of abusers are male, child abuse offenders are not limited to a gender.

## Domestic indicators

- Shows improper behaviour toward developing child
- Showers with children at an inappropriate age
- Expects an open door policy in the bathroom
- Attempts to get children on lap, even when child or adolescent resists
- Exhibits inappropriate hugging and/or kissing
- Attempts to shut down communications between child and other parent
- Children don't want to be home alone with their father or male member of the family. (Note-either gender applies.)
- Is jealous of child's boyfriend/girlfriend
- Child is treated like a spouse in conversations and decisions

## Appendix 2: Reasonable Suspicion

If a worker forms a reasonable suspicion that a child or young person has been abused, neglected, or is at risk of harm, the worker must immediately follow the organisation's reporting procedure and, where required by Queensland law or where there is immediate danger, make or escalate an external report to the relevant Queensland authority and/or Queensland Police without delay.

### Forming a reasonable suspicion that abuse or neglect has occurred

- It is not necessary to have proof that abuse or neglect has occurred before following the reporting procedures in this policy. A worker is only required to form a reasonable suspicion that abuse, neglect, or risk of harm may exist.

Reasonable suspicion may arise where:

- a child or young person tells a worker that they have been abused
- a child or young person says that a friend or another child has been abused, including where the child may in fact be referring to their own experience
- a parent, relative, friend, neighbour, sibling, or another person in a position to know provides information suggesting a child is being abused or neglected
- a worker observes injuries, behaviour, or other indicators that are consistent with abuse, neglect, grooming, or risk of harm

The report procedure must be followed as soon as possible after a child or young person discloses abuse to the Worker. Every disclosure must be taken very seriously.

The report procedure should also be followed if the child identifies the victim, then that information can form part of the report. However, the child could be actually speaking of themselves. So even if they don't name this "friend", reasonable suspicion of their own abuse has been raised, and a report must be made.

Any information received from a person who is in a position to provide reliable information should always be taken seriously and the notification procedures outlined in the policy must be followed.

If a worker makes observations of a particular child/young person's behaviour and/or injuries, and that child displays some of the symptoms of abuse, then reasonable suspicion has arisen and a report should be made. (Refer to the list of behavioural and physical indicators of abuse appearing in **Appendix 1: Child Abuse Definitions and Background**).

One or two indicators alone may not confirm abuse; however, a worker must not delay reporting or seeking advice while waiting for a pattern to emerge.

Indicators should be considered in context and concerns should always be reported according to the organisation's child protection procedures. If there is any doubt, Queensland Department of Child Safety, Seniors and Disability Services and/or the Queensland Police, and the leadership should be contacted for advice.

A worker must act promptly on a reasonable suspicion. Internal reporting or seeking advice must not delay any mandatory external report or emergency response. Follow the reporting structure as prescribed in **Child and Youth Risk Policy section 6.5 Disclosure of Harm**.



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## **Forming a reasonable suspicion that a person is a perpetrator**

In addition to the abovementioned grounds for suspecting possible abuse it is important that all Workers within the Church exercise appropriate vigilance against those who would perpetrate abuse upon children.

With this in mind the attention of all Workers is drawn to list of characteristics in **Appendix 1: Child Abuse Definitions and Background** that often apply to the person who is carrying out or intends to carry out abuse.

It must be stressed that one or two characteristics on their own **do not** necessarily indicate that the person is an abuser, or potential abuser. However, several characteristics together provide reason to raise concern, and the concern must be documented and reported in accordance with the organisation's child safety and reportable conduct procedures.

## Appendix 3: Training Material for Employees and Volunteers

### What to do when a disclosure is made

In the event that you receive a disclosure, you might find the following suggestions of assistance:

- Remain calm
- You may be the first person to whom the disclosure has been made. Your reaction may determine whether the person making the disclosure trusts you with the information. It is important that you:
  - do not react in a shocked or critical way, and
  - tell the person you are glad they have told you.
- Find a private place to talk
- Privacy may help the person making the disclosure feel more comfortable and less concerned about telling you what they have to say, especially if they are a child or young person.
- Do not promise to keep a secret
- When presented with a disclosure of harm, don't say 'I won't tell' and do not promise to keep secrets.
- Listen

You should:

- Reassure the person they have done the right thing by telling you
- Say you need to tell someone else who can help them, and reassure them you will only tell someone who will make them safe.
- Believe the person. It is not up to you to judge whether a child, young person or anyone else is telling the truth – always act on the basis that what you have been told is the truth.

Don't ask leading questions. Leading questions are those that tend to suggest an answer, for example:

- Did X touch you?
- Did they touch you where your underwear goes?

Don't put words in the person's mouth. Instead, ask open questions such as:

- Tell me what happened
- What happened then?

It is not your role to investigate allegations of harm. Only ask enough questions to confirm the need to report the matter to DOCS or the Queensland Police Service. The safety of the child or young person is paramount. Unnecessary questions or interviews could cause distress, confusion and may interfere with any subsequent investigation authorities undertake.

Take detailed notes. At the first opportunity after a disclosure has been made, make notes about what occurred. Include information such as:

- dates
- times
- location, and
- who was present.

Include a detailed description of:

- exactly what the person disclosing said, using —'I said, they said', statements
- the questions you asked



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- any comments you made, and
- your actions following the disclosure.

If you are taking notes as the disclosure is occurring, explain why you are doing it and why it is important, i.e. to ensure an accurate record for any subsequent investigation. If the disclosure is being made by a child or young person, remember to explain this to them in a way that is appropriate for their age and understanding.

Any reports or documentation of disclosures of harm must be kept confidential and secure, with access strictly limited and on a need to know basis.



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## Appendix 4: Sample Role Description –Children’s & Youth Ministry Worker

The Church operates children’s and youth ministries and in doing so, is committed to the safety and wellbeing of all children and young people, especially those who use our services. Our Workers and volunteers will treat all children and young people with respect and understanding at all times and listen to their concerns.

As a church we abhor any kind of abuse and take very seriously any incidents of abuse within this Church. Children and Youth are trusting and vulnerable and therefore we have a responsibility to ensure that we take every reasonable step to ensure that all the children and youth within the ministries of this Church are safe and free from the risk of abuse and that suspected or known incidents of abuse are dealt with consistently and appropriately.

To ensure children and young people are kept safe from harm, the following outlines the duties, skills and attributes required for the position of Children’s & Youth Worker.

### Duties/ Tasks

#### *Children’s ministry*

- talking and interacting with children
- communicating with parents and carers
- supervising children playing together to ensure safety
- leading group activities and facilitating discussion
- mentoring children spiritually in a small-group environment
- conducting activities with children including play, worship, art and craft activities, clean-up and some meals
- preparing for upcoming services/events by referring to any notes or material provided by department leaders
- remaining committed to a lifestyle which incorporates the values and teaching of the Bible and the Church, including appropriate attendance at corporate services and maintaining accountability to the leadership in respect of these issues

#### *Youth ministry*

- talking and interacting with youth
- communicating with parents and carers
- supervising youth in games and other physical activities to ensure safety and appropriate behaviours and participating in those activities as required
- leading group activities and facilitating discussion
- mentoring youth spiritually in a small-group environment
- conducting activities with youth including worship, art and craft activities, clean-up and some meals
- preparing for upcoming services/events by referring to any notes or material provided by department leaders
- participating in outings as organised and contributing to transport requirements as and when possible
- remaining committed to a lifestyle which incorporates the values and teaching of the Bible and the Church, including appropriate attendance at corporate services and maintaining accountability to the leadership in respect of these issues



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## Skills/attributes

### *Children's and youth ministries*

- keen desire to work with children/youth including patience and enthusiasm
- values children's/youth's rights to feel safe and happy
- understanding of physical and emotional needs of children/youth
- communication skills including rapport and trust building skills
- leadership skills
- problem solving and conflict resolution skills
- positive reinforcement/strength-based approach.
- time management and planning skills
- telephone communication skills

### Further information:

- The person fulfilling the role of youth Worker will be required to adhere to a code of conduct and undergo training as deemed necessary for the role.
- The person fulfilling the role will be required to hold a valid 'Blue Card' and undergo a 'Working with Children Check' performed by the Commission for Children and Young People and Child Guardian in accordance with legislative requirements OR other state based Police check.



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## Appendix 5: Forms

The following forms are applicable to this procedure.

<i>Form ID</i>	<i>Name</i>
NHCB-059	 Form_NHCB 059_Confidential Internal Written Report_Rev 01.docx
NHCB-060	<a href="#">Form NHCB 060 Previous Abuse Agreement Rev 02</a>
NHCB-061	 Form_NHCB 061_Children Youth Ministry Application_Rev 01.docx
NHCB-062	<a href="#">Child &amp; Youth Code of Conduct Policy</a>
NHCB-032	 Procedure_NHCB 032_Blue_Card_Application.docx.pdf



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## National Principles for Child Safe Organisations



**1** Child safety and wellbeing is embedded in organisational **leadership, governance and culture**.



**2** Children and young people are informed about their **rights, participate** in decisions affecting them and are taken seriously.



**3** Families and communities are **informed and involved** in promoting child safety and wellbeing.



**4** **Equity** is upheld and **diverse needs** respected in policy and practice.



**5** People working with children and young people are suitable and **supported** to reflect child safety and wellbeing values in practice.



**6** Processes to respond to **complaints and concerns** are child focused.



**7** **Staff and volunteers** are equipped with the knowledge, skills and awareness to keep children and young people safe through **ongoing education and training**.



**8** **Physical and online environments** promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.



**9** Implementation of the national child safe principles is **regularly reviewed and improved**.



**10** **Policies and procedures** document how the organisation is safe for children and young people.



Australian Government

For more information, please visit  
<https://pmc.gov.au/child-safety>  
<https://childdsafe.humanrights.gov.au/>