



Serving in children's and youth ministry

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1. Introduction

Lighthouse Church loves and values children as Jesus did. It is a privilege to teach and instruct our children and young people and contribute to their understanding and love of God.

This information has been developed for **children's and youth ministry workers** to:

- provide information about our children's/youth ministry practices and what is expected
- ensure the safety and wellbeing of children and youth participating in church activities
- provide information about what child abuse is, possible indicators of abuse, and what you must do if you suspect a child is at risk of harm or abuse.

Please familiarise yourself with this document, discuss any issues or questions you have with your ministry leader, and keep this document for future reference. The document is also available on our website:

<https://www.lighthouse.net.au/policies-and-procedures/>

2. Safe ministry policy

Our Safe Ministry policy is designed to provide information for children, families, members, visitors and our community about our commitment to safety, what they can expect from us, and how they can get more information or report concerns. As required by the Office of the Children's Guardian (OCG), the policy is publicly available on our website: <https://www.lighthouse.net.au/policies-and-procedures/> While this document focuses on children and youth, we recognise our safe ministry responsibilities to all vulnerable people (any person requiring additional care, support and/or safeguarding) participating in church activities.

3. Children's and youth ministries

Children's/youth ministries at Lighthouse Church include creche, kids church and youth church, Lighthouse Kids and Lighthouse Youth, Summerfest and any other ministry involving children. These ministries meet the government definition of 'child related work'¹ which means ministry workers are subject to NSW government mandatory screening and training requirements for paid workers and volunteers.

4. Safe ministry responsibilities

a. Senior Pastor

The senior pastor has overall (and legal) responsibility as 'head of relevant entity' (HRE) for ensuring a child safe environment. This includes:

- developing a 'child safe' culture where children are valued, protected and listened to
- met and maintain appropriate standards to protect and promote child safety and wellbeing
- having effective systems to prevent and detect inappropriate, reportable and criminal behaviour with, towards or in the presence of children
- having effective systems in place to report and manage reportable conduct and/or reports of significant risk of harm or abuse.

b. Safe ministry representatives

Assist the senior pastor (HRE) to develop and maintain safe ministry policies and procedures in church including:

- ensuring safe ministry policies and procedures are current and updated regularly
- maintaining the safe ministry register and liaising with leaders regarding screening and training of ministry workers
- providing/gaining advice regarding safe ministry queries, issues and concerns, reports, and changes to policy and procedures.

¹ Child Protection (Working with Children) Act 2012
LC04 - Serving in kids and youth ministry

c. Other staff

Responsible for:

- maintaining knowledge and understanding of safe ministry policies and procedures
- ensuring ministry leaders and teams know, understand, and implement safe ministry policies and procedures and lead and equip their teams accordingly
- escalating any relevant queries or suggestions for improvement in safe ministry policies, procedures and practice to the HRE and/or Safe Ministry Representative
- are aware of the definition of reportable conduct and the internal process for addressing reports.

d. Children's/youth ministry leaders

Responsible for:

- ensuring children's and youth ministry workers are selected and screened in accordance with the procedures outlined in this document before commencing or continuing 'child related work'
- providing necessary induction and ongoing support to new children's/youth ministry workers
- providing resources eg teaching program resources and support to children's/youth ministry workers
- identifying and raising opportunities for improvement in children's/youth ministry including improvements in our safe ministry policies, procedures and practices
- raising/relaying any concerns, potential misconduct observed or disclosed directly to them with the Safe Ministry Representative or Senior Pastor
- directing (and potentially accompanying) any children's/youth worker with concerns or allegations that may be reportable conduct to report directly to the Safe Ministry Representative or Senior Pastor.

e. Children's/youth workers

Responsible for:

- maintaining current WWC clearance, and undertaking safe ministry training every 3 years
- serving in accordance *LC04 - Serving in children's and youth ministry* and our *Child Safe Code of Conduct*
- participating in ongoing team meetings and training
- seeking advice or support when needed, and providing advice and support to other ministry workers where appropriate
- reporting difficulties, concerns, issues or suggestions to the relevant children's/youth ministry leader
- reporting any potential misconduct with or in the presence of child (physical assault, behaviour that is sexual in nature, neglect, ill treatment, behaviour causing emotional or psychological harm) to the Safe Ministry Representative or Senior Pastor.

5. Selecting, screening and training ministry workers



Lighthouse Church will ensure children's/youth ministry workers are screened in accordance with requirements in the *Child Protection (Working with Children) Act 2012* and *Child Protection (Working with Children) Regulation 2013* **BEFORE** commencing in any child related role whether in a paid or volunteer capacity².

² A breach of this legislative requirements may involve a fine or imprisonment for two years, or both.

The screening and selection process for our children's/youth ministry workers is outlined in LC03 – *managing safe ministry in church*. In summary, a person must:

- be a church member if over 18 years or over, and have attended church regularly for at least 3 months before completing formal membership process
- display the desirable characteristics for a ministry worker³
- have a current working with children number which has been verified by Lighthouse Church for ministry workers 18 years and over (exemption for those under 18 years)
- be familiar with this document LC04 – *serving in children's and youth ministry*
- commit to Lighthouse's *Child Safe Code of Conduct*
- maintain current safe ministry training (including ministry workers under 18 years)
- consent to reference checks
- participate in induction, ongoing training and support.

We utilise online training provided through Safe Ministry Training: www.safeministrytraining.com.au

Children/youth ministry workers complete the Awareness and Leader modules of the training. This process also involves online verification of a worker's working with children number, online verification, online training and the completion of referee checks. The cost is around \$10 per module which is paid online when you complete the training (if cost presents a barrier or concern please speak with your ministry leader).

A training refresher course must be undertaken every three years at a minimum. In addition to the Awareness and Leader modules:

- children's/youth ministry leaders, safe ministry representatives and staff complete the Supervisor module
- Staff and Administration Committee members complete the Board module.

For ministry workers under 18 years, the ministry leader will discuss the training with parents/carers and suggest they complete the training first to determine whether it's appropriate for their children, and/or complete the training with their children so they can talk about any questions or concerns it may raise.

6. Guidelines for serving in children's/youth ministry

The following information outlines procedures designed to ensure the safety and welfare of children and youth in our care, and our ministry workers. The primary strategy for achieving this is outlined below:



To ensure the safety of our children/youth and ministry workers, ministry workers should never be alone with a child or young person, except in an emergency situation that would warrant completion of an incident report. At a minimum there should be at least two children/youth with a children's/youth worker at all times. This principle applies to all ministries, all activities, all venues, all the time.

6.1 Supervision

The Australian Children's Education and Care Quality Authority's⁴ recommended minimum supervision ratios for centre-based care are used as a basis for supervision ratios at church as follows:

- Crèche (0-3 years) – Up to 24 months 1:4, 24-36 months 1:5, minimum two workers rostered
- Preschool (3 years - school aged) – 1:10, minimum two workers rostered
- Infants (K-Year 2) – 1:15
- Primary – 1:15.

³ Desirable characteristics for a ministry worker include someone who has a growing, committed relationship with Christ, believes children and young people are important to God, respects and loves children and young people, models godliness, is teachable, reliable, a team player, wise and careful and open in their actions and behaviour.

⁴ Australian Children's Education and Care Quality Authority. Educator to child ratios.

<https://www.acecqa.gov.au/nqf/educator-to-child-ratios>

Supervision ratios above are a minimum and may need to be increased depending on other factors such as venue, time, duration and nature of the activity, age, ability and gender mix of the group.

Regardless of numbers of children, on Sundays a minimum of two ministry workers are rostered for each class or section. Youth church has only one adult leader, however each leader is aware of the need to ensure they are never alone with youth, and that at least two youth are present at any given time.

Children's ministry workers aged 16 or 17 years can be included in supervision ratios once they have completed required safe ministry training and usual Lighthouse induction process for others, however they must always be rostered on and work under the supervision of an adult ministry worker.

Young people aged 14 and 15 years can assist as children's ministry helpers. Individually they are not included in supervision ratios, however two trained helpers can be counted in supervision ratios as a single ministry worker. For example, if there were 10 children in creche, two adult workers and two helpers aged 14 or 15 would meet minimum supervision ratios.

To ensure the needs of children are met in ministry and church activities, children are divided into groups based on age/school year. In discussion with the ministry leader or leader, where there is a need children may attend a younger age group. However younger children are not usually able to attend older age groups to ensure:

- the needs of the children involved are met
- children are participating in age appropriate activities to ensure their engagement and safety
- the provision of adequate supervision of other children.

6.2 Personal care

We want to encourage independence in personal care to support the natural development of children and to promote child safe behaviour. This means avoiding the provision of personal care assistance where it is possible for the child to perform the task for themselves. The following procedures provide additional guidance:

- Parents of pre-school children are encouraged to take children to the toilet before signing in
- If a nappy change is required parents/carers are sent a text message to come and change their child. If there is no response, a helper will go to church and ask the parent/carer to come and change their child.
- For crèche, preschool and infants children a female⁵ helper will take a minimum of two children (preferably of the same gender) to the toilet, and generally no more than five children at a time.
- If a young child requests assistance (eg with clothing or to be lifted onto the toilet) provide this with the door open then, leave the cubicle.
- Primary children are to go with a friend of the same gender to the closest toilets. Leaders/helpers will monitor the time children are away from the classroom.
- If it is necessary for a helper to escort older children to the toilet, the helper will remain in the entry doorway. Helpers are not able to enter the toilet cubicle to assist older children with personal care. If there is an incident where this was unavoidable the helper should notify the ministry leader.
- For children with special or additional needs, requirements will be identified in discussion with parents/carers before the child is left in care.

6.3 Unsettled / upset children

Strategies are implemented to minimise the likelihood of children becoming upset in the process of separating from parents or carers. In crèche on Sundays for example, parents are asked to pack morning tea (snack and drink) for their children, which the children have on arrival.

⁵ This does not prevent males being helpers in kids church - just from this one task. It is expected there will be at least one female helper rostered on younger classes.

If a child becomes upset, helpers will aim to divert attention and engage the child in activities they enjoy. If however a child cries continuously and cannot be consoled for a period of 5 minutes, a text message is sent asking the parent or carer to attend. If there is no response, a helper will return to church and ask the parent to attend. There may be times where parents and helpers negotiate a longer time period, however if the child cannot be consoled, a helper will return to church and ask the parents or carers to return to crèche after a maximum period of 10 minutes.

6.4 Visitors

Sometimes adults may want to visit or stay in a children's/youth group. This is more likely in creche or with younger children who may not be used to being left in a group or who may be having difficulty settling, or perhaps a potential new ministry worker wanting to observe. There is provision for visiting adults to attend/observe without having a working with children check, but they are not to perform 'work' for church. This means the visiting adult:

- should limit their involvement to observation, or involvement with their child, only
- must be under the supervision of, and readily take instruction from, the teacher or leader at all times.

It would be expected a parent or carer would work out a short term plan with the leader with the aim of progressing towards leaving their child to participate independently in the group and develop relationships with their peers. For the same reason, parents/carers with children in older groups are discouraged from attending. Older children with additional needs may attend with a paid support worker. In this instance, the support worker is there to support that particular child only and should not be involved with other children except in this capacity.

6.5 Special or additional needs

Lighthouse Church is committed to ensuring everyone can participate in church activities. This aligns with community expectations that people with disability or other additional needs should be able to 'participate and contribute to all aspects of our society on an equal basis with other people to the extent of their ability'⁶. The Disability Discrimination Act 1992 (Cth) means it is against the law for public places to be inaccessible to people with a disability.

Lighthouse Church risk assessments inform planning of church related activities and events with the aim of minimising risks, and ensuring the safety and suitability of all aspects of the environment and activity/event for those involved in line LC07 Policy and procedures – Work health and Safety. This includes making reasonable accommodations to enable a person with a disability can participate in church events and activities.

However, our leaders and members are volunteers and are not trained in disability management or care, and so to ensure the needs of all participants are met, an appropriate carer or support worker must attend to assist where a person requires support:

- to participate safely and appropriately in the program or activity,
- with personal care activities, or
- medical care may be required including administering medication.

The program or activity leader decides whether a person will be able to participate in the relevant program or activity safely and appropriately. This may involve discussion with the person, carer and/or support worker, staff or Safe Ministry Representative. If there is any doubt, the leader should request the carer/support worker remain onsite during the first attendance.

Where a carer or support worker is attending to assist a person to participate in a church related activity, it is important Lighthouse leaders understand the carer/support person:

- is not performing 'work' on behalf of Lighthouse Church
- may not have a current Working with Children Check, had their check verified by Lighthouse Church, or have completed Safe Ministry training
- role is solely to support the person with a disability to participate in the activity

⁶ United Nations Convention on the Rights of Persons with Disabilities, and the Australian National Disability Insurance Scheme (NDIS) principles. The Disability Discrimination Act 1992 (Cth) means it is against the law for public places to be inaccessible to people with a disability.

- should never be alone with other children or vulnerable people (other than the relevant child where appropriate eg personal care, transportation)
- should not interact with, supervise or instruct other children or vulnerable people other than conversational interactions expected as part of their role in supporting the person with a disability.

Carers and support workers attending to assist a person with a disability or additional needs participate in a church related activity must:

- provide their details and the details of any agency they work for to Lighthouse Church leaders
- provide identification and/or wear a suitable name badge identifying the organisation they work for
- work within the scope of their role (as outlined above)
- work within the direction and instruction of Lighthouse Church leaders.

Participants registered in a program or activity should remain with the group in view of leaders. Children and adults who are not participating are not generally able to remain in the vicinity or onsite without leaders present.

In our programs and activities for children and youth, leaders will discuss behaviour that is considered unsafe or unacceptable as soon as possible with parents/carers. The aim of this discussion is to align expectations about what is acceptable, and jointly identify mutually acceptable strategies for preventing and/or addressing the behaviour if a similar situation arises again.

There may be a time where it is not possible or appropriate for a person to continue to participate in a program or activity. This is likely to relate to the physical and/or psychological safety of the person, other participants and/or leaders. In some cases, it may be necessary to arrange additional support before it is safe or appropriate for a person to return or continue attending. Wherever possible decisions will be made in consultation with the person and relevant family/carer or support worker with the primary aim of ensuring safe, appropriate and enjoyable participation for everyone involved. If a leader has concerns about a child's ability to safely and appropriately participate, or that their continued participation risks the safety or participation of others, the leader may get input from a Safe Ministry Representative or relevant leader.

6.6 Activities and games

Consider the message children may learn from the way events are organised and conducted. Games or activities that emphasise gender, physical, intellectual or ethnic differences should be assessed for appropriateness. Games involving physical contact especially with older children should also be considered to ensure the level and type of contact is appropriate, and is not likely to offend or embarrass more sensitive participants.

Some other aspects of games and activities that should be considered include:

- how teams are selected - does the process make anyone feel uncomfortable?
- does the game or activity encourage cooperation, team work, and inclusion?
- will everyone understand the game and be able to participate?
- how will you manage the situation if a child is unwilling to participate?
- is the environment and the activity safe?
- will children who are visiting feel comfortable with this activity?
- are there sufficient leaders to ensure safety, facilitate inclusion, and moderate behaviour appropriately?
- have you carefully previewed any visual materials you will be using to ensure suitability?

6.6 Administering medication

1. Necessary medication

Ministry leaders are acting in a volunteer capacity and generally cannot administer medication to children or young people in their care. Parents/carers are encouraged to return at the required time to administer medication. At the discretion of the program leader, older children may be able to self administer **necessary** medication with supervision depending on relevant factors such as age and type of medication. In this situation, it is necessary to ensure a registration form is completed and/or current.

Medication **may** be administered at offsite or overnight activities when the medication is essential and would prevent the child's attendance. In this instance, medication must be provided to a leader or first aid officer in original packaging, with the child's name and dosage instructions clearly marked. Leaders must ensure a registration form is completed and/or current. This includes any medication to be self-administered by a young person. As volunteer leaders the following seven checks for administering medication guide practice: right person, right drug, right dose, right time, right route or method of administration e.g. orally, right reason, and right documentation.

2. Emergency medication

Exceptions are made for emergency medication which must accompany a child such as ventolin puffers for asthma or adrenaline auto-injectors (epi-pens) for serious allergic reaction. In this case, it is the responsibility of the parent/carer to ensure the child or young person has emergency medication with them when attending programs or events.

In this case, parents/carers **must** complete a registration form **before** the child/young person can participate. A parent/carer may stay onsite during the first attendance if necessary (see 'Special or additional needs' above'). Leaders must ensure:

- medical information on the registration form are completed including consent to call an ambulance
- this information is readily accessible whenever the child or young person is participating
- the section on the registration form confirming the program leader or first aid officer has made necessary modifications to the program and/or environment (e.g. excluding possible allergens from site/activity) preferably in discussion with parents/carers before they leave the site.

EpiPens are emergency supportive therapy and are not intended to take the place of emergency medical care. Following administration, a first aid officer should either phone an ambulance or arrange for the person to be taken to hospital or medical centre. An incident report form should be completed, and a relevant ministry leader and/or staff member notified as soon as possible.

6.7 First aid

The following strategies are employed to ensure safety:

- Parent/carer interaction and documentation to identify allergies and/or special food requirements, other special needs, and emergency contact details.
- Parents of children in crèche are asked to provide morning tea for their children and high allergy foods (eg nut, egg) are discouraged. Children are only allowed to eat the food their parents have provided, however with parent's consent a plain biscuit may be offered if children arrive without something for morning tea.
- For the wellbeing of other children, children who are unwell are unable to attend children's/youth ministry events. Where it becomes obvious children in care are unwell, the child will be taken back to their parents.
- A first aid kit is maintained at church and is available for offsite activities.

Children requiring minor first aid will be accompanied/assisted to the hall if practical, otherwise a trained first aider can be called to the kids church room. Trained first aiders will ensure our first aid procedures are followed including reporting. In the event of a significant injury, parents will be asked to attend immediately if onsite, or phoned if offsite. Decision making in relation to care will then rest with the parent/carer with the support of the the trained first aider and leaders. The teacher and/or trained first aider will complete an incident report form and notify the ministry leader as soon as possible.

6.8 Emergencies

Our work health and safety document includes comprehensive information on managing emergencies such as fire or flood. This includes an evacuation plan. In the event of an evacuation teachers are responsible for implementing the evacuation plan. In summary, in the event of an evacuation:

- The person leading the evacuation (Emergency Warden) will send two appropriate people as 'runners' to quietly notify teachers in each room to commence evacuation. Usually, one runner will notify and assist all upstairs classes, and the other runner will notify and assist downstairs classes and creche in particular until they reach the assembly point.
- Parents of children with additional needs may be asked to accompany the runners to ensure their children are evacuated safely
- Teachers will collect attendance sheets and advise children they have to go outside as quickly as possible
- Teachers will assemble children in one or two lines and complete a head count then lead the way with a helper at the end of the lines.
- Calmly leave the room, take closest stairs, proceed across the COLA to the assembly point on the grassed oval
- Children must remain with the class (parents are instructed they cannot collect children until roll call)
- On arrival at assembly point teachers confirm via head count that all children are present, and notify the emergency warden that all children are accounted for
- Instructions will then be given and/or a decision made about whether to remain on the grassed oval, or proceed to the assembly point in the front carpark (depending on location/cause of emergency)
- Children can be collected from class lines at this point but must be marked off on the attendance roll by the teacher as they are collected by parents/carers
- Teachers, helpers and runners remain available to assist and provide information.

6.9 Communication

Ministry workers should never be alone with a child or young person. This principle extends to all forms of communication with children and young people. When considering other communication media (eg email, social networking or chat sites, phone, text messaging), it would not generally be considered necessary or appropriate for ministry workers to enter into closed one-on-one communication with a child or young person.

Use of communication media by a leader to children/youth should be:

- via parents or carers where possible
- limited to administrative or logistical content eg reminder about event, change of event time
- open communication eg a group email to participants, or copying in ministry leader on emails
- with the approval of, or under the direction of, the ministry leader and relate to the activities of church.

This does not apply to young leaders (eg Lighthouse Kids leaders under 18 years) who need to contact parents of children in their role as leader (although this is at the ministry leaders discretion).

a. Facebook

- Youth may have a public Facebook page which ministry workers can utilize to engage with youth as this communication is open and allows parents to freely view all content.
- Ministry workers should not 'friend' youth with their personal Facebook account. If a young person seeks to 'friend' a ministry worker, they can accept the request but must keep all communication open.
- No photos are to be posted on Facebook unless parents have given written consent (in the case of Lighthouse Youth via a general permission form).
- Photos posted on Facebook will be classed as 'advertising'. Security settings of any Facebook page must be set to restrict non-administrators from posting photos.
- Content will be regularly reviewed by leader, and infrequently but (routinely) by pastor overseeing youth ministry and child protection rep for auditing / reporting/ training purposes.
- Ministry workers must ensure inappropriate communication does not occur between young people on the Facebook site. Anything inappropriate will be removed. If necessary, a person can be 'blocked' from the page.

b. Informal meetings with youth

A youth leader is able to meet up with youth informally during the week if:

- parents have signed the General Permission Slip which includes a section regarding informal meetings
- youth are dropped off and picked up by parents (additional form of consent)
- meetings are in a public place eg shops, cafe, movies
- a minimum of two youth are present - two leaders are not required, however there may be times when the leader determines this is necessary given the participants, relationship, or other relevant factors.

c. Email and Txt/SMS

- Emails should be restricted to administrative/logistical content only.
- Permission should be included on relevant registration forms.

d. Phone

- Contact should be limited to short calls for primarily administrative/logistical purposes
- Consider whether it may be more appropriate to convey information by phone directly to parents
- Consider phoning the home phone in preference to a child's mobile phone. If parents answer the phone advise of the purpose of your call. It may be appropriate to leave a message with the parent or carer.
- If a child or young person initiates a call for non-administrative or logistical reasons, or the conversation is likely to be lengthy, it may be necessary to gently exit the conversation until a later date.

If a child or young person is developing or displaying an interest in communicating with you outside the group regarding non administrative or logistical matters promptly seek the advice of your ministry leader.

6.10 Photography

Photographs should:

- focus on the activity and groups of children, rather than one child or young person
- be taken only with consent
- not be displayed in a public forum without consent (of parent, and young person if appropriate)
- not to be kept on youth leader phones unless for an administrative (ie future advertising) purposes⁷.

Anyone involved in taking photographs of children or youth at Lighthouse Church events for church purposes (eg promotional purposes) should refer to LC01 Policy and procedure - Privacy and Information Management.

6.11 Behavioural management

Our aim in all children's and youth ministry is to engage children in age appropriate activities where they can learn and enjoy themselves. To assist in achieving this we aim to develop well prepared, structured lesson plans with a variety of activities to accommodate different interests, preferences and needs.

Children and young people are most secure when they know the limits or boundaries in which they can operate, and the behaviour that is expected and acceptable to those around them⁸. Having age appropriate rules and clear behaviour management strategies helps create a safe, fun and productive learning environment where kids can grow in their knowledge and love of God.

⁷ Electronic communication policy http://www.psu.anglican.asn.au/index.php/p2/safe_ministry_resources

⁸ Safe ministry (Youthworks) training manual
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For young children:

- Bend down to the child's eye level or sit on the floor and provide a clear, age appropriate explanation as to why the behaviour is undesirable. Speak clearly, calmly and kindly.
- If the behaviour is repeated, initiate directed play where the two children are separated for a time in different play groups or areas. Ensure the child is engaged in an activity they enjoy.
- If the behaviour continues it may be necessary to assign a helper to the child (where possible). This may involve play in a separate area of the room for a time.
- If the behaviour continues, or it is not possible to adequately meet the needs of the child and other children, it may be appropriate for a helper to seek advice from the leader or ask a parent/carer to attend.

For the infants and primary groups:

- Provide a clear, age appropriate explanation as to why the behaviour is undesirable.
- Speak clearly, calmly and kindly. Be mindful that for older children there may be times where it is appropriate to do this out of the hearing of peers (but still in view of others) to avoid unnecessary embarrassment.
- Outline clearly the process that will be followed if the behaviour is repeated.
- The process from this point on will depend on the exact behaviour or situation however if for example it was being disruptive or disrespectful during the lesson the following process may apply:
 - a. Instruct the child to move to a different spot in the group
 - b. Ask the child to sit next to the teacher
 - c. Ask the child to sit in an area of the room that is not with the main group for a set period of time
 - d. Repeat the process above if the behaviour continues on returning to the group
 - e. If necessary, send a helper to ask the leader for assistance.

If you have ongoing concerns or difficulties in relation to child behaviour in church activities, raise this early with your leader. If you are having difficulties, it is very likely other children's/youth ministry workers could be too. This provides the opportunities for the ministry leader to consider and develop a strategy in consultation with ministry workers and parents/carers if appropriate.

In relation to your role as children's/youth ministry worker it is **NOT** acceptable to:

- raise your voice (unless it is to warn of immediate danger)
- berate, belittle, ridicule or humiliate a child
- use personal insults or references to personal traits ie 'you are a ...'
- physically restrain a child (unless to protect or avoid an accident)
- use any form of physical contact as a disciplinary measure eg smacking
- isolate a young child (crèche / preschool) as a form of punishment.

6.12 Physical contact

Our first option for affirming a child or young person should be verbal responses and appropriate attention. We have an opportunity to teach children/youth appropriate levels of physical contact for the settings we meet in to ensure their safety⁹. Appropriate physical contact should be brief and may include:

- high five
- handshake
- patting the child on the head, hand, back or shoulder in affirmation
- open hugs (side by side, not face to face)
- taking a younger child's hand to direct or redirect them to an activity
- holding a preschool child who is crying, providing they want to be held, until they can be redirected¹⁰.

⁹ Safe ministry (Youthworks) training manual

¹⁰ Safe ministry (Youthworks) training manual and Faithfulness in Service 2007

Inappropriate contact includes:

- kissing a child, or encouraging a child to kiss you
- extended hugging or tickling
- touching any area of the body normally covered by a swimming costume
- carrying older children or having them sit on your lap
- any physical contact that could even potentially be interpreted as being sexual in nature or overtone
- anything that could give the impression of favouritism or an inappropriate special relationship¹¹.

In exceptional circumstances (e.g. immediate physical danger, medical emergency) there may be a need for physical restraint of a child or young person. In this instance the ministry leader must be informed of the circumstances of the incident as soon as possible, and it may be necessary to complete an incident report form.

6.13 Transport

During church related events

Lighthouse Church has a legal obligation to ensure the safety of children and youth in our care during church related events¹². For this reason our key safe ministry principle that applies to all 'child related work'¹³ says 'ministry workers should never be alone with a child or young person'.

Consequently, ministry workers should not be alone in a car with a child/young person when 'working' for Lighthouse Church (unless the child/young person is a family member). Where possible a vehicle will contain two ministry workers and a minimum of two children/youth, however a minimum requirement would be one ministry worker and two children/youth in each car with consideration of gender issues. If in a particular situation this is not possible (eg emergency, or refusal likely to place child in danger) inform your ministry leader as soon as possible.

Outside church related events

Outside of a church related activity, responsibility for the safety and wellbeing of children/youth transfers back to their parents/guardians. However, in the context of our church family, ministry workers/leaders are likely to have contact and relationships with children/youth they lead outside of church related events. Examples might include:

- a youth leader going to the shops with older youth group members
- a youth leader giving youth group members a lift to a church related event
- a music leader transporting young (under 18 years) team members to practice.

The relationship between a leader and the children/youth they lead continues beyond the context of the 'work' they perform for church at church related events. We want to ensure the safety of our children, youth and ministry workers in all circumstances – not just where we have a legal obligation.

For this reason, Lighthouse Church advises ministry workers/leaders to avoid being alone in a vehicle with a child or young person associated with Lighthouse (who are not family members) even outside of church related events. One exception to this may be transport outside of church events between youth leaders and youth members of similar age where there was a pre-existing friendship, and the ministry worker/leader is not responsible for leading the youth member. An example may be a 19 year old female youth leader transporting a 17 year old female youth member to go shopping together. In this instance, the following precautions should be taken:

- the ministry worker advises their team leader of the friendship/social interaction outside of church
- the person under 18 lets their parents know of the relationship/lift by the leader
- if there is uncertainty about what is appropriate the ministry worker will speak with their team leader.

It is important to remember this does not mean that ministry workers/leaders cannot transport children or youth in church, just that they can never be alone with a child or youth in the car. For example, a youth leader might transport their young siblings and then pick up other youth group members.

¹¹ Faithfulness in Service 2007

¹² Including Work Health and Safety Act 2011, Child Protection (Working with Children) Act 2012 and NSW government Child Safe Standards

¹³ Child Protection (Working with Children) Act 2012

Safe driver considerations

Vehicles used to transport children/youth as a necessary part of a church event must be registered, be safe and well maintained, and have appropriate insurance (comprehensive insurance is preferable but must have third party property at a minimum). Drivers must:

- have a full licence or P2 licence (green 'P's)
- have a good driving record
- agree to drive responsibly including observing speed limits and ensuring seat belts are worn.

Lighthouse Church cannot impose the same requirements on transport arrangements made by parents outside of church events (including transport to and from church events). However, it is recommended that a young driver on a learner's permit (driving under supervision) or P1 licence and/or their parents confirm with the parents of youth they are transporting that they are comfortable with these arrangements.

6.14 Overnight activities

Overnight stays with children or youth require additional planning to ensure safety. The following information provides a guide to planning such events:

1. An activity planning form (template) should be to completed to identify risks
2. Determine who will supervise the event, and who will be onsite overnight:
 - supervision ratios must be met (see 6.1 Supervision)
 - gender issues – male and female leaders for mixed gender events, segregated sleeping arrangements
 - where possible adult supervisors will not sleep in close proximity to a child or young person
 - any adult onsite overnight must have completed Lighthouse Church's screening process
 - leaders should be familiar with information in this document (LC04)
3. Determine if our insurer needs to be notified of the event (high risk activities)
4. Need for signed permission slips including emergency contact details and relevant medical information such as allergies or dietary requirements (retain onsite for overnight events)
5. Arrange to take the offsite first aid kit.
6. Determine from permission forms if anyone requires medication and make necessary provision.

7. Addressing concerns and complaints (non reportable)

The best protection against any issues in children's/youth ministry is **prevention** and **communication**. Lighthouse procedures aim to prevent situations that might give rise to concerns or complaints relating to care provision. However, parents/carers and others are encouraged to provide feedback and raise concerns relating to the care of their child, content of the teaching program or other aspects of children/youth ministry. In this instance you should:

- listen carefully and receive the information willingly - do not dismiss the person's concerns or be defensive
- ensure you are clear about what aspect of the situation has caused concern
- confirm you will advise the relevant ministry leader.

It may be necessary to defer the conversation until children have been collected and/or a ministry leader can be part of the conversation. You should advise your ministry leader of any issue or complaint arising, even if you feel the matter was minor or does not require any further action.

The ministry leader may:

- ask the ministry worker to document the relevant information, or make their own record
- seek advice from, or escalate the matter to, the safe ministry representative and/or pastoral team if necessary
- report back to the parent or guardian as part of addressing the issue
- facilitate changes to safe ministry procedures if indicated.

8. Addressing reportable conduct, risk of harm and abuse

Church workers have authority over children because of their position, age, physical size and life experience. Abuse arises from a misuse of this authority. Due to the inherent imbalance of power, children are incapable of giving valid consent to abuse.

It is an offence in NSW for an adult engaged in child-related work to know another adult poses a serious risk of abusing a child, and they have the power to reduce or remove the risk, and they negligently fail to do so (Crimes Act 1900). At Lighthouse Church, you are required to meet this obligation by reporting 'reportable' conduct towards or in the presence of children.

Ministry workers have a legal obligation to report 'reportable' conduct towards or in the presence of children¹⁴.

Reportable conduct includes:

- physical assault (intentional or reckless application of physical force eg hitting, punching)
- sexual offence or misconduct (eg inappropriate touching, grooming, possession of child abuse material, sexual comments or suggestions to a child to act in a sexual manner)
- ill-treatment of a child (unreasonable, inhumane, cruel behaviour towards a child including inappropriate forms of behavioural management)
- neglect of a child (significant failure to provide adequate care or supervision, or to protect from harm)
- behaviour causing significant emotional or psychological harm to a child.

The definition of reportable conduct are similar and related to the definition and types of child abuse. Refer to Appendix 2 for more information on child abuse, indicators and examples.



You must report any conduct that meets or might meet the definition of 'reportable' conduct directly to the Safe Ministry Representative or Senior Pastor.

You must report any of the following:

- any allegation, disclosure, complaint concern, incident or observation involving a Lighthouse Church ministry worker regardless of whether there is evidence or not
- any disclosure made to you by a child that indicates risk of significant harm or abuse
- where you have reasonable grounds in the context of your role as a ministry worker to suspect a child may be at risk of significant harm or abuse by an adult.

There may be times where a child or young person discloses information directly to you in your role as a ministry worker that raises concerns about their safety or wellbeing. It is important you are aware of how to manage this situation beforehand. The following information provides a helpful guide:

- DO listen and stay calm (avoid displaying strong reactions)
- DO reassure the child, let them know you are listening and will decide what to do next
- DON'T make promises (eg not to tell - you will need to inform your ministry leader)
- DON'T ask more questions than are necessary to be clear about what the child is telling you
- DO write a record of what the child or young person said (using their exact words) as soon as possible
- DO report directly to the Safe Ministry Representative or Senior Pastor
- DON'T discuss the matter with anyone else including parents or caregivers - this is not your role¹⁵.

Confidentiality is an important aspect of relationships with children and young people, however you must report information disclosed to you when a person is in danger, threatens to harm themselves or others, or you become aware that a criminal offence may have been committed. It is **not** possible to withhold a person's identity if a person perpetrating alleged or suspected abuse is involved in church, or an incident occurred at a church event.

¹⁴ Codes of Conduct: a guide to developing child safe Codes of Conduct. OCG. kidsguardian.www.nsw.gov.au

¹⁵ Disclosure of risk by a child/young person guidelines <http://www.psu.anglican.asn.au/index.php/p2/youthworks>
Safe ministry (Youthworks) training manual www.psu.anglican.asn.au/index.php/p2/links_anglican

After making a report

Your role usually ceases once you have made a report to the Safe Ministry Representative or Senior Pastor. The process of evaluating the information and determining an appropriate course of action is undertaken by the Safe Ministry Representative and Senior pastor for the following reasons:

- The senior pastor as 'head of relevant entity' is legally responsible for compliance with child protection requirements including reporting and managing child protection issues and risk.
- The process allows those with detailed knowledge about reporting requirements to collaboratively determine the necessary course of action based on the definitions of 'reportable conduct', 'reasonable grounds', and risk of 'significant harm' or abuse with the assistance of external professional advice if necessary
- This ensures the person who is reporting externally is appropriately supported, and provides our volunteer ministry workers with some protection from what could be a difficult process.

The document *LC03 – managing safe ministry in church* outlines the reporting process that will be followed by the Safe Ministry Representative and Senior Pastor.

Related policy and procedures

The following related policy and procedures are available at <https://www.lighthouse.net.au/policies-and-procedures/>

- Safe ministry policy
- Child safe code of conduct
- LC03 – managing safe ministry in church
- LC01 Policy and procedure – privacy and information management.

Appendix 1 – Child Safe Standards

Child related organisations must implement these Child Safe Standards as required by the NSW Government's Office of the Children's Guardian. Lighthouse has incorporated these Standards into our policies and procedures.



If you have questions about the Standards above, how they have been implemented at Lighthouse, or any opportunities for improvement in line with the Standards email: admin@lighthouse.net.au

Appendix 2 – Behaviours that constitute child abuse

Child abuse

Child abuse is any act resulting in actual or the likelihood of harm to a child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power¹⁶. Abuse may be physical, sexual, psychological, ill treatment or neglect.

Physical abuse

Physical abuse refers to non-accidental injury to a child by a parent, caregiver or another person responsible for the child. Physical abuse includes:

- hitting, punching, kicking, dragging or pushing a child
- using items to hurt a child
- threatening to hurt a child
- a pattern of hostile or unreasonable and seriously inappropriate physical conduct.

Indicators can include:

- injuries without a plausible explanation, bruises, welts or burns in unusual configurations, fractures
- multiple injuries in varying stages of healing
- evasive answers or improbable explanations
- unusual fear of physical contact eg flinching, wariness or fear of parent/caregiver, reluctance to go home
- habitual absences from school or other regular activities
- aggressive, withdrawn or sad eg frequent crying.

From online mandatory reporting guide: While corporal punishment is not endorsed, it is not prohibited as long as physical force is not applied to the head or neck, or any other part of the body in such a way as to be likely to cause harm to the child that lasts for more than a short period. (Crimes Act 1900 s 61AA; Education Act 1990).

Sexual abuse

Child sexual abuse is any sexual act or sexual threat imposed on a child. Adults or adolescents who perpetrate child sexual abuse exploit the dependency and immaturity of children. Coercion, which may be physical or psychological, is intrinsic to sexual abuse and differentiates such abuse from consensual peer sexual activity.

The sexual abuse of a child commonly has the following characteristics:

- usually starts with something minor and gradually builds to more involved behaviours through 'grooming'
- secretive and generally known only to the abuser and victim making it extremely difficult to detect;
- perpetrated by someone known to the child and/or held in a position of trust by the child or their parents
- rarely a one-off incident but part of an ongoing relationship that is corrupting and distorting.

Indicators can include:

- inappropriate sexual activity and/or sexual knowledge beyond their years
- unusual fear and anxiety
- deteriorating relationships with peers and adults
- sudden decline in performance at school
- avoiding going home or to another venue they previously enjoyed visiting
- evidence of grooming eg unexplained gifts
- injury, discomfort in the genital areas, inflammation or recurrent infections eg urinary tract infections.

Sexual abuse is often preceded by grooming. The grooming process is a **pattern** of behaviour that can include:

- developing a 'special' relationship – spending special time with the child, establishing a relationship outside 'work' context, giving gifts or showing special favours, allowing the child to overstep rules etc
- testing boundaries – undressing in front of a child, talking about sex, 'accidental' inappropriate touching.

¹⁶ <https://aifs.gov.au/cfca/publications/what-child-abuse-and-neglect>
LC04 - Serving in kids and youth ministry

Psychological or emotional abuse

Encompasses a range of behaviours by a parent or caregiver resulting in significant psychological or emotional harm, deprivation or trauma. It involves impairment of a child's social, emotional, cognitive and intellectual development and/or disturbance of a child's behaviour. Indicators can include:

- low self-esteem
- Fear of failure, overly high standards, excessive neatness or cleanliness, anxiety
- behavioural problems – unexplained mood swings, unusually demanding or overly passive behaviour, behaviours that are not age appropriate ie overly infantile or parenting behaviours, attention seeking behaviour
- delays in emotional and/or physical development
- unconcerned parents and/or very limiting in terms of contact with other children.

Neglect

Neglect occurs where a child is harmed by failure to provide the basic physical and emotional necessities of life such as adequate and proper food, nursing, clothing, medical aid or lodging. Neglect can be ongoing or a single significant incident. However, neglect typically develops as a pattern of behaviour that results in harm to a child over a period of time. When considering whether a child is being, or has been, neglected, it may be useful to focus on the effect on the child. Incidents that do not suggest any impact on the long-term physical, emotional or intellectual well-being of the child are unlikely to constitute neglect.

Indicators can include:

- hunger, begging or stealing food, gorging when food is available
 - consistently poor hygiene and/or inappropriately dressed for weather conditions
 - unattended health problems and lack of routine medical care eg gum disease, untreated sores
 - tired, listless, falling asleep in class
 - behaviours such as tiredness, irritability, inability to concentrate
 - evasive in discussions about home, address, when parents are home
 - withdrawn, alienation from peers, poor socialising habits
- poor or irregular school attendance or staying at school long hours.