



LIVING GRACE CHURCH

POLICIES & PROCEDURES

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GENERAL CHILD PROTECTION STRATEGY

OPERATING GUIDELINES FOR THIS DOCUMENT

1. It is of little benefit to your congregation if this sits on a shelf gathering dust, it must be distributed to all relevant parties in your group.
2. You must confirm those who receive it have in fact read it and have no questions regarding content or application.
3. Its content must be reviewed at least annually to maintain “best practice” for the safety of everyone.
4. Training in this document must be carried out to staff/volunteers that are involved in the supervision of children or vulnerable adults. Whenever the document is updated, new copies will be made available.
5. Current versions of this document are available from main reception or through the church office.

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POLICY STATEMENT

Living Grace Church, the organization and its congregation, is fully committed to a consistent and thorough approach to providing a safe environment and to promote the protection of all children and adults in accordance with the principles contained in the relevant legislation of each Australian state.

- a) Every person is a valued member of society
- b) Every person is entitled to be treated in a way that respects that person's dignity and privacy.

SCOPE

This General Strategy provides guidance to Church Leaders and the congregation as to the definition and application of a Child Protection Strategy. This General Strategy is not a specific risk management procedure in and of itself. It is intended as guidance to promote awareness and responsible general practice in all church activities and conduct. This document should be used as the underpinning document when addressing specific risk management strategies and procedure planning.

It is important that copies of this document are made available to everyone, and that copies are directly given to those in frequent contact with children.

ALL who attend Living Grace Church have a duty of care and responsibility to ensure the safety, welfare and wellbeing of children attending church activities is maintained. Failure to notify when there are concerns about child abuse and/or neglect means that the child's safety needs cannot be properly addressed and they may be left vulnerable to further abuse.

PREVENTION STRATEGY

Preventing child abuse and neglect is the responsibility of every person.

Living Grace Church supports the prevention of child abuse and neglect by ensuring that all activities involving children are supervised by at least 2 persons at all times who have been accepted by the Board of Elders (or authorised representative) by application and have undergone the appropriate training in identifying and reporting such incidents.

There are to be no circumstances whereby a single adult is alone with a child except in extenuating circumstances such as a medical emergency or single supervision is approved by the Senior Pastor, Senior Associate Pastor or Risk Management Officer.

RECOGNITION OF ABUSE OR NEGLECT

Recognizing the signs and symptoms of child abuse and neglect means forming a genuine concern or well-founded suspicion that abuse or neglect has occurred, or may be at risk of occurring in the future. It is not necessary to prove that neglect or abuse has occurred or who is responsible for it, this is the responsibility of the Police and the relevant State Child Protection Authority.

It is recommended that a documented record be kept of events that give rise to concern, including conversations and observations. This record should be factual only; it should NOT contain personal feelings or interpretations. If someone has a genuine concern that a child in their care has been, or may be subjected to abuse or neglect, then the situation must be dealt with quickly, carefully and with an open mind.

Listen and Clarify

If a child tells you about abuse listen attentively and later record the child's exact words (as well as you can recall), the time and place the allegation was made and who, if anyone, was present. Do not prompt the child for further details or ask questions as this may lead to contamination of evidence.

(This information should be recorded on the Confidential Incident Report – Refer Appendix 2)

As the child talks to you:

- Believe the child in the first instance.
- Observe the demeanour of the child
- React calmly to the information the child provides
- Listen actively and be non-judgemental
- Do not ask leading questions, for example, "did they/she/he do.....to you"
- Reassure the child that they have done the right thing by telling you, for example, "I am pleased you told me about these worries....."
- Do not make promises you can't keep, particularly about telling others (for example: Police, parents etc.) about the information, or about what will happen next
- Reassure and support any colleagues who are present and who may be distressed by the situation.

You should:

- Provide comfort and care to the child, recognize that they may be fearful about the consequences of their actions and confused about the situation
- Reassure the child that this is not their fault and they have not done anything wrong
- Not confront the parents or other family members
- Not make contact with the alleged perpetrator, it is the responsibility of the proper authorities, the Pastor OR Risk Management Officer to investigate and deal with the allegations.
- If the alleged assault has taken place recently, articles of clothing worn by the child should be retained and given to the police for forensic investigation.
- Maintain confidentiality, the incident should only be discussed with the Pastor, the Police and the relevant State Child Protection Authority.

Verbal notification must be made to a Senior Pastor of Living Grace Church where the child is in attendance.

The Senior Pastor, Associate Senior Pastor or Risk Management Officer will also make arrangements for the church Insurer to be advised of an incident, through Trilogy Insurance Solutions.

SCREENING POLICY

Procedures relating to the appointment of leaders and workers (either paid or unpaid), who will be working with children are as follows. (To the best endeavours of Living Grace Church and all parties involved in the following processes, any information or actions relating to such issues shall remain confidential).

Any regular attendee Living Grace Church seeking appointment to fulfil a role of service within the children's ministry, i.e.: Sunday school teacher/helper/youth leader will be required to complete and sign an Application form (Appendix 1 – attached) and the Working With Children Check (refer to the website of the relevant authority in your state). The applicant will also have been a regular attender of Living Grace Church for at least six months prior to being considered for the aforementioned roles.

- *The Office Administrator under the supervision of the Risk Management Officer, manages a Blue Card currency register to ensure all workers within the Children's Ministry hold current and valid Blue Cards at all times that they are engaged in Children's Ministry.*

It should be noted that, although an applicant may complete an application and hold a valid blue card this does not automatically qualify them for acceptance as a Children's Ministry worker.

Where it is known of a person's prior convictions of violence or sexual assault, this person will be ineligible to work with children in any capacity. ***Further, and in accordance with the Duty of Disclosure obligations of The Insurer any information obtained relating to a prior offence of a sexual nature is to be forwarded in writing via Trilogy Insurance Solutions.***

This information must be disclosed to the insurer, even if the Application to work with children is rejected on the basis of this information.

This General Policy will be reviewed each year and Key Stakeholders, including the Insurer, church management, leaders and volunteers will be advised of changes and provided with access to the updated Strategy.

TRAINING

Training in what constitutes sexual abuse, grooming, molestation, harassment, bullying and adverse behaviour will be conducted for all Church Employees and Volunteers who participate at any level of supervision of activities involving children and vulnerable people. The training is based on the 'General Child Protection Strategy' and will reinforce the roles, responsibilities of the employees and volunteers, it will focus on the identification and reporting of incidents. Training module "M3 Keeping Children and Vulnerable People Safe" provided by ChildSafe either via the online platform Safety Management Online or face-to-face training.

The training will be conducted on an as needs basis for new appointments and regular refresher training for all working with children as stated above.

A Training Register is retained and maintained by the Risk Management Officer (or by authorized person on behalf of the Risk Management Officer) to record and update the completion of the specific training for Identifying and Reporting of Incidents.

The Senior Pastors and staff undertake refresher training each year at the Annual Child Safety Meeting to keep current their knowledge and management of the Incident Reporting, and management of the Record Keeping of the Incident Reports. A Register is maintained for the recording of this refresher training for the Senior Pastors and staff and is included in the Training Register section of the General Child Protection Strategy.

The Annual Child Safety Meeting is a session dedicated to the review and update of the General Child protection Strategy to ensure that it meets with current legislative and regulatory requirements. A Review of the Strategy to confirm best practice and identify areas for improvement, this will be recorded in the Annual Audit of the 'General Child Protection Strategy' and any alterations to the Strategy will be advised to Living Grace Church.

EVENTS AND ACTIVITIES PLANNING

This General Strategy does not address the detailed strategies required for planning individual events, however this document does assume the implementation of such strategies as part of the church's 'minimising harm' policy. Living Grace Church adopts a separate *Risk Management Policy* for identifying, mitigating and responding to risk. The Risk Management Policy addresses:

- Identifying the hazards (venue, equipment, environment)
- Assessing the level of risk
- Eliminating or control the risks
- Communicating with activity co-ordinators and supervisors; provide relevant information to participants and their families.
- Monitoring the effectiveness of controls and modify if necessary for future events.

Depending on the event and the nature of the proposed activities the following may also need to be considered:

- Public liability cover
 - Some high risk activities are excluded by church's liability insurer, confirm insurance coverage PRIOR to planning these activities.
 - Confirm insurance coverage of the venue or supplier of a particular activity e.g.: rock climbing, white water rafting, and abseiling.
- Accreditation of the venue staff for the event or activity
- Known hazards and controls related to proposed activities
- Mobile phone and emergency services access for the activity
- Ask the venue/supplier to confirm that equipment and machinery are maintained, repaired and in good working order.
- Availability of appropriate facilities e.g.: showers, refreshments, toilets.

Refer to the church's *Risk Management Strategy* for full details, including Risk Matrices and Activity Planning Forms.

WHAT TO DO IF AN ALLEGATION HAS BEEN MADE

1. Verbal notification must be made to a Senior Pastor of Living Grace Church.
2. All allegations or incidents of sexual abuse MUST be immediately reported to the police and current insurer. This action is required by law. If the child is in any immediate or imminent physical danger the Police MUST be called. At all times be mindful to:
 - Provide comfort to the child, be careful for their sensitivity and reassure them they have done nothing wrong.
 - Retain any physical evidence (e.g.: clothing) and hand to the police.
3. The police will advise you of the contact details for the Department of Children's Services in your relevant state.
 - The due process within the relevant department must be followed and all co-operation given.
4. The Pastor will make arrangements for church's insurer to be advised of the incident through Trilogy Insurance Solutions.

Important Note:

Regardless whether the alleged incident warrants Police involvement or not, the Insurer must be notified and Step 4 followed.

APPENDIX 1: APPLICATION FOR POSITION IN CHILDREN/YOUTH MINISTRY

This form is to be completed by all those desiring a ministry position involving the supervision or custody of children.

Name:	Phone:
Address:	Date of Birth:
Email:	
In case of emergency contact:	
How long have you attended Living Grace Church?	
Have you had any previous experience in Children's Ministry?	
List any training or education you have completed that is relevant to working with children:	
List any other Church Ministries you are involved in:	
Contact details of previous Church and Minister:	
What age/grade preference do you have: Sunday School: ☐ Kindy-Yr2 (Pebbles) ☐ Yr3-6(Boulders) ☐ High School(Teen Bible Study) Youth: ☐ High School Aged ☐ LG Sisterhood (Girls all ages)	
What attributes do you feel you can bring to the ministry?	
Blue Card Number:	Expiry:
Name on Card:	Card type: ☐ V ☐ P

The following questions are mandatory and are part of the process to help provide a safe and secure environment for our children. All information is held strictly confidential by the church leadership.

Have you ever been accused of, convicted of, or pleaded guilty or 'no contest' to a criminal act?
Yes ☐ / No ☐

Have you ever been accused, arrested or convicted for any sexually related crime?
Yes ☐ / No ☐

Have you ever been accused, arrested or convicted of any abuse related crime?
Yes ☐ / No ☐

Do you use illegal drugs? Yes ☐ / No ☐

Have you ever been hospitalized or treated for a chronic psychological or emotional disorder?
Yes ☐ / No ☐

Have you ever, to your knowledge been investigated by Child Protection Services, or any other Government agency involved with the protection of children?
Yes ☐ / No ☐

If you answered 'yes' to any of the above questions, please provide further details.

An official Criminal History check will be obtained by Blue Card Services through your Blue Card application.

Personal Referees (Must be over 18 and not related to you)

REFEREE 1	REFEREE 2	REFEREE 3 (Current Pastor)
Name:	Name:	Name:
Phone:	Phone:	Phone:
Relationship to you:	Relationship to you:	Relationship to you:

I agree, to the best of my knowledge that the information provided on this application is correct.

Applicant Name: _____

Applicant Signature: _____ Date: ____/____/____

OFFICE USE ONLY: Reference Checks Completed By: _____ Date: _____

APPENDIX 2: 'CONFIDENTIAL INCIDENT REPORT'

(To be used for all Incidents of Suspected or Reported Sexual Abuse, Grooming, Harassment or Adverse Behaviour toward a Child)

***Do NOT Interrogate the Child**

It is imperative that the privacy of all individuals concerned is respected in accordance with the National Privacy Principles - Refer Privacy Act 2000. www.privacy.gov.au/publications/npps01.html

Name of person making the report	
Name of the other present for disclosure	
Name of the child (subject of the report)	
Name(s) of the alleged offender(s)	
Description of incident (record what has been suspected, disclosed or witnessed)	
Date and time of alleged incident	
Where did the alleged incident occur	
Have parents been informed (if appropriate)?	YES / NO
Have the Police been contacted?	YES / NO
Has the Department of Child Safety been contacted?	YES / NO
Was urgent medical attention required?	YES / NO
If YES, give details	
Name of person making report:	Signature: Date:
Name of person present for disclosure:	Signature: Date:

This form is STRICTLY CONFIDENTIAL and must be kept filed under lock and key, any electronic copies must be retained in a password protected format and location.

This completed document MUST be :	
1.	Emailed to insurance provider
2.	If a sexual offence against a child is being reported, the police must be notified.
3.	The original report MUST be kept in a secure location at Living Grace Church.

APPENDIX 3: DEFINITIONS

- **Child Abuse and Harm** - The Definition of Harm (as extracted from The Child Protection Act 1999):
 - 'Any detrimental effect of a significant nature to the child's psychological or emotional wellbeing. Harm can be caused by neglect, sexual abuse or physical, psychological or emotional abuse.
 - It is immaterial how the harm is caused
 - Harm can be caused by:
 - a) Physical, psychological or emotional abuse or neglect or;
 - b) Sexual abuse or exploitation.'
 - **Sexual Abuse:** Any sexual act or sexual threat or influence imposed upon a child (either by an adult or another child). Pressure, either physical or psychological, is always present in child sexual assault.
 - **Neglect** occurs when a child is harmed because a parent/guardian or caregiver (including but not limited to person/s acting as leader/s) fails to provide the basic physical and emotional necessities of life.
 - **Physical Abuse** refers to non-emotional injury to a child, generally caused by an adult who is responsible for that child
 - **Emotional Abuse** is behaviour by a parent or caregiver, which can destroy the confidence of the child causing significant emotional distress or hurt.
- **Grooming** - Grooming is when a person engages in predatory conduct to prepare a child for sexual abuse at a later time.
- **Adult** – Any person aged 18 years and over
- **Child** – Any person under the age of 18
- **Pastor** – Adult, duly appointed, acting in the role of Overseer, Assistant Pastor, or Youth Pastor of Living Grace Church.
- **Board of Elders** – Directors of Living Grace Church.
- **Youth Leader** – Adult, duly appointed, acting in capacity as a Leader and Co-ordinator of activities specifically for the youth group within an individual fellowship.
- **Sunday School Teacher** – Person (not restricted to adult), acting as supervisor of a group of children for the duration of the lesson.
- **Leader** – Any person called upon at any time to act as co-ordinator or supervisor of an activity.

Hazard Identification and Control

Hazard Identification (including but not limited to):

Venue – Consider aspects of the excursion venue that may present a hazard such as location near water, cliffs, crowds, slippery floors.

Program Activity – What will be the ‘activity’ undertaken, consider hazards involved with bushwalking, swimming, climbing, sport, concerts, fetes, conventions, etc.

Equipment – Will there be equipment (whether planned to be used or not) that may present a hazard such as sporting equipment, or high risk equipment at the venue.

Environment – Consider aspects of the environment that may present a hazard such as weather conditions, natural hazards such as bushfires, floods or storms, the nature of the terrain, plants, animals and insects. Consider common allergens that may pose a hazard eg: foods, insect stings or bites, latex (eg: balloons, swimming goggles or caps).

People – Consider the nature of the participants such as maturity, age and skill, child protection issues, medical conditions or disabilities. Some events and activities will be conducted in public places, consider aspects of people that may present a hazard such as poor behaviour or example.

Other – Consider other hazards related to specific events and activities such as access to first aid and mobile phone reception. Investigate access to emergency services and equipment.

RISK ASSESSMENT MATRIX

	Consequence				
Likelihood	Negligible	Minor	Moderate	Major	Severe
Common	Medium Risk	High Risk	High Risk	Extreme Risk	Extreme Risk
Possible	Medium Risk	Medium Risk	High Risk	High Risk	Extreme Risk
Unlikely	Low Risk	Medium Risk	High Risk	High Risk	High Risk
Rare	Low Risk	Low Risk	Medium Risk	Medium Risk	High Risk
Very Rare	Low Risk	Low Risk	Medium Risk	Medium Risk	High Risk

Descriptor	Description	Descriptor	Description
Common	Can be expected to occur with some frequency; a repeating event; not a surprise when it happens	Severe	Fatality; multiple fatality; massive disruption; organisational implications
Possible	Known to happen or has happened; might occur a handful of times in your experience	Major	Important consequences; major injury or disability
Unlikely	Could happen; heard of it happening; occurs somewhere from time to time	Moderate	Some impacts of significance; medical assistance sought
Rare	Highly unexpected; not likely; have heard of happening somewhere once	Minor	Small scale effects easily remedied; first aid required
Very rare	Theoretically possible but incredibly unlikely	Negligible	Barely perceptible impacts; very minor or no injury

Low Risk Activity

Risk Elimination or Control measures taken. Seek permission to proceed.

Medium and High Risk Activities

Ensure Risk Elimination or Control measures are taken and risk is reduced as much as possible. Do not proceed with activity if risk cannot be reduced to acceptable levels. If level is still classified as high, Board of Elders permission required before permission to proceed is given.

Extreme Risk Activity

Risk Elimination or Control measures taken, if risk cannot be reduced to a lower level of risk, do not proceed with activity.

Risk Elimination or Control (including but not limited to):

Eliminate the Risk – Eliminate the activity; eg: do not undertake a particular high risk activity or event such as abseiling in high wind; do not use high risk equipment. If elimination is not reasonably practicable, control the risk as far as practical using appropriate controls

Substitute the Hazard – Replace the activity, material, or equipment with a less hazardous one, eg: choose an easier bushwalk.

Isolate the Hazard – Isolate the hazard from the person at risk; isolate through distance eg: select a lunch/rest location well away from water if you are supervising small children.

Use administrative controls – Establish procedures and safe practices eg: supervision of children, clear rules, instruction in safe methods, training of supervisors and participants in the use of equipment at activities, ensure instructors are qualified. Discuss participant health needs with caterers, in consultation with parents/carers.

Use personal protective equipment – Use appropriately designed and properly fitted equipment such as safety goggles, hats and sunscreen, in conjunction with other control measures identified from above. Encourage participants and supervisors to wear appropriate footwear and protective clothing at all times.

IDENTIFYING, HANDLING, AND REPORTING DISCLOSURES OF ABUSE AND SUSPICIONS OF HARM

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POLICY

Children and vulnerable people have the right to be safe at all times and can only be protected from abuse and harm when it is reported and dealt with quickly and effectively.

This policy applies to Living Grace Church attendees and all paid and voluntary workers. Living Grace Church attendees have the responsibility to protect children and vulnerable people at risk of harm from any physical, psychological, emotional, and sexual abuse, and to report any disclosure of abuse or suspicion of harm based on reasonable grounds. Failure to act may result in continued abuse and harm to the victim.

DEFINING ABUSE

Abuse of children and vulnerable people may be defined as any non-accidental act that harms and endangers their physical or emotional wellbeing. These may be things people do to them or things they fail to do. Abuse may be a single incident or occur over a period of time.

TYPES AND INDICATORS OF ABUSE

Emotional (or psychological) abuse - refers to subjecting a child or vulnerable person to behaviour which is likely to result in psychological trauma including anxiety, clinical trauma, chronic depression or post-traumatic stress disorder; or likely to diminish the person's sense of identity, dignity or self-worth. This may involve name calling, humiliation, intimidation and isolation to the extent that it significantly damages the person's physical, social, intellectual or emotional development.

Physical Indicators of Emotional Abuse:

There are few physical indicators of emotional harm, but it may cause delays in physical, emotional or mental development including speech disorders and failure to thrive.

Behavioural Indicators of Emotional Abuse:

- Low self esteem
- Unexplained mood swings
- Age-inappropriate behaviours, for instance, overly adult (parenting other children) or overly infantile (thumb-sucking, rocking, wetting or soiling)
- Withdrawn, passive, tearful
- Aggressive or demanding behaviours
- Highly anxious
- Difficulty relating to adults and peers
- Nervousness
- Sudden underachievement
- Attention-seeking, running away, stealing, lying

Neglect – refers to a situation in which an adult fails to provide the child or vulnerable person with the basic necessities of life to the extent that their health and development is, or is likely to be, significantly harmed. It includes failure to provide food, clothing, shelter, medical attention or supervision.

The failure to adequately ensure the safety of a child or vulnerable person may expose them to extremely dangerous or life threatening situations. This type of neglect can also result in physical injury and significant harm to the child.

Physical Indicators of Neglect:

- Frequent hunger
- Malnutrition
- Poor hygiene
- Inappropriate clothing (e.g. summer clothes in winter)
- Children unsupervised for long periods
- Medical needs not attended to
- Abandonment by parents or guardians
- Failure to thrive
- Appearing ill-cared for or unhappy
- Injuries or ongoing health problems

Behavioural Indicators of Neglect:

- Steals food
- Stays at school outside school hours
- Abuses alcohol or drugs
- Aggressive behaviour
- Not relating well to peers
- Indiscriminate with affection
- Withdrawn or aggressive

Physical abuse - refers to a situation in which a child or vulnerable person suffers or is likely to suffer significant harm from an injury inflicted by another person. The injury may be inflicted intentionally or may be an inadvertent consequence of physical punishment or aggression.

Indicators of Physical Abuse:

- Bruises, burns, sprains, dislocations, bites, cuts, welts
- Fractured bones, especially where a fracture is unlikely to occur in an infant
- Poisoning
- Internal or shaking injuries
- Strangulation
- Unexplained or hidden injuries; lack of medical attention

Behavioural Indicators of Physical Abuse:

- Expresses little or no emotion when hurt
- Offers unlikely explanations for injuries
- Wears long-sleeved clothes on hot days (possibly to hide bruising or other injuries)
- Fear of parents or carers or fear of going home
- Child being fearful when other children cry or shout
- Excessively friendly to strangers
- Passive and compliant
- Nervous, hyperactive, aggressive, disruptive towards others
- Tells someone abuse has occurred

Sexual abuse – refers to any form of non-consensual sexual activity and also to a situation in which a person uses power and authority over a child or vulnerable person to involve them in any form of sexual activity. Physical force is sometimes involved but not necessary. Sexual abuse includes a wide range of sexual activity including fondling of the genitals, masturbation, oral sex, vaginal or anal penetration, exposure to pornography and intentionally engaging in sexual conduct in front of a child or vulnerable person.

Physical Indicators of Sexual Abuse

Sexual harm is not usually identified through physical indicators unless in a medical setting. Often the first sign is when a child tells a trusted person that they have been sexually abused. Physical indicators include:

- Injury to genital or rectal area, such as bruising or bleeding
- Vaginal or anal bleeding or discharge
- Discomfort in urinating or defecating
- Inflammation and infection of genital area
- Sexually transmitted disease
- Frequent urinary tract infections
- Pregnancy, especially in very young adolescents
- Bruising and other injuries to breasts, buttocks and thighs
- Anxiety-related illnesses, such as anorexia or bulimia

Behavioural Indicators of Sexual Abuse

- Persistent and age-inappropriate sexual activity
- Regressive behaviour such as bedwetting and speech loss
- Delinquent and aggressive behaviour
- Self-injurious behaviour, such as drug or alcohol abuse, prostitution, self-mutilation
- Frequent rocking, sucking and biting
- Signs of depression
- Complaints of headaches or stomach pains
- Difficulties in sleeping
- Produces drawings or descriptions in stories that are sexually explicit and age inappropriate
- Problems with schoolwork
- Runs away from home
- Difficulty relating to adults and peers
- Tells someone that abuse has occurred
- Preoccupation with sexual matters (evident in words, play, drawings)
- Sexually provocative
- Secretive relationships with adults or children

Grooming is when a person engages in predatory conduct to prepare a child for sexual abuse at a later time. Grooming can include communicating and/or attempting to befriend or establish a relationship or other emotional connection with the child or their parent/carer. If you suspect that a child is being groomed, you must report it.

What is grooming?

- Grooming is a criminal offence and occurs when an adult engages in predatory conduct to prepare a child for sexual abuse at a later time.
- Grooming can include communicating and/or attempting to befriend or establish a relationship or other emotional connection with the child or their parent/carer.
- Sometimes it is hard to see when someone is being groomed until after they have been sexually abused, because some grooming behaviour can look like “normal” caring behaviour.
- Examples of grooming behaviours may include:
 - giving gifts or special attention to a child or their parent or carer (this can make a child feel special or indebted to an adult)
 - controlling a child through threats, manipulation, force or use of authority (this can make a child fearful to report unwanted behaviour)
 - making close physical contact, such as inappropriate tickling and wrestling openly or
 - pretending to accidentally expose the victim to nudity, sexual material and sexual acts (this in itself is classified as child sexual abuse but can also be a precursor to physical sexual assault).

What is online grooming?

- Grooming includes online grooming.
- It occurs when an adult uses electronic communication (including social media) in a predatory fashion to try to lower a child’s inhibitions, or heighten their curiosity regarding sex, with the aim of eventually meeting them in person for the purposes of sexual activity.
- This can include online chats, sexting, and other interactions.
- Any incidents of suspected grooming must be reported. Online grooming can also precede online child exploitation, a form of child exploitation where adults use the internet or a mobile to communicate sexual imagery with or of a child (e.g. via a webcam).

Witnessing family violence – is a form of abuse to those who see, hear and are directly impacted by it. It can leave emotional scars on children that last for a lifetime. This abuse occurs indirectly through violence perpetrated on a loved one. Children or vulnerable people may experience this violence trying to defend a loved one or friend. Children or vulnerable people may be forced to witness or participate in such violence. This abuse can include spousal violence, step-family members being violent to others, adults being violent to siblings, or even siblings being violent to other siblings. This violence can also be friends abusing other friends.

Physical Indicators of Witnessing Family Violence

Because witnessing family violence is often an indirect abuse, physical indicators can be harder to identify. They can include:

- Cutting or self-injury
- Anxiety-related conditions such as anorexia or bulimia
- Lack of care for physical appearance or health

Behavioural Indicators of Witnessing Family Violence

- Pre-School children:
 - Lack feelings of safety
 - Separation/stranger anxiety
 - Regressive behaviours
 - Insomnia
 - Bullying
- School-Aged Children:
 - Self-blame
 - Somatic complaints
 - Aggressive behaviours
 - School truancy
- Adolescents:
 - Delinquency
 - Substance abuse
 - Early sexual activity

Bullying – is a pattern of behaviour that, if allowed to go uncorrected, can have serious consequences for the bully as well as the victim. Bullying is more than physical violence by the large and strong against the small and weak. It can include acts of exclusion and isolation, humiliation, name calling and teasing. It can involve the extortion of money and the theft of possessions. Bullying is a conscious and wilful act of aggression and/or manipulation by the bully against others. Bullying can last for a short period or go on for years and is an abuse of power by those who carry it out. Bullying may be physical or non-physical, direct or indirect. Children and vulnerable people tend not to report being bullied.

Examples of bullying include abusive telephone calls or text messages, sending nasty notes, extorting money or possessions, intimidation or threats of violence, racist remarks or teasing, sexually suggestive or abusive language, making cruel remarks, and spreading false and malicious rumours.

Social media, online forums and easy access to video media through mobile phones have created a form of abuse called cyber-bullying. Cyber-bullying is especially prevalent among teens and has been linked to suicides.

Indicators of Bullying

Listed below are some indicators of bullying. When multiple indicators are present, the probability that bullying is occurring is increased.

- Bruises, scratches or cuts that the person is not able to explain
- Torn or missing clothing and other belongings
- Anxiety about going to the place where the bullying occurs
- Signs of anxiety such as nightmares or headaches
- Unexplained anger at family or close friends
- Depression, sadness, threats or attempts at suicide
- Extra money wanted without a good reason
- Last person to be chosen by peers
- Reluctance to speak in front of others or eliciting snide remarks when they do
- Tendency to be drawn into a conflict, but then floundering
- Appearance of unhappiness, distress, withdrawal
- Propensity for being at the centre of fights and being blamed for starting them

DISCLOSURE OF ABUSE

A disclosure of abuse occurs when a child or adult tells a team member of abuse that has happened, is happening, or is likely to happen to a child or vulnerable person.

Disclosures may begin 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...

SUSPICION OF HARM

A suspicion of harm is when a Church member has a reasonable suspicion that a child or vulnerable person has suffered, is suffering, or is at an unacceptable risk of suffering significant harm. This includes circumstances which relate to an unborn child who may be in need of protection after the child is born.

There may also be other circumstances where there is concern for a child or vulnerable person's welfare but it does not reach the threshold to be considered a disclosure of abuse or suspicion of harm.

Considerations when forming a reasonable suspicion about harm to a child or vulnerable person include:

- whether there are physical and/or behavioural indicators of harm evident or considered likely to become evident in the future;
- the nature and severity of the suspected harm and likelihood of its ongoing detrimental effect; and
- the person's age.

Harm can be suspected if:

- a child or vulnerable person says they have been harmed;
- someone else, for example another child, parent or adult, says that harm has occurred or is likely to occur;
- a child or vulnerable person says they know someone who has been harmed (it is possible that they may be referring to themselves);
- there is concern at significant changes in the behaviour of a child or vulnerable person, or the presence of new, unexplained and suspicious injuries; or
- the abuse is observed happening.

PROCEDURES

RESPONDING TO ALLEGATIONS OF ABUSE AND SUSPICIONS OF HARM

Living Grace Church members are to immediately inform the Senior Pastor of any disclosures of abuse they receive or suspicions of harm they may have. The Senior Pastor has the responsibility for managing the situation and informing the Church member of the appropriate response.

Living Grace Church members must not spread rumours about abuse or speculate about anyone.

Living Grace Church members must keep confidential any disclosures of abuse they receive or suspicions of harm they have, except as required under this Policy and required by law.

It is appropriate for members to provide support and care for the abused person, listen to what they say and believe them. Don't push the abused person to give all the details or put words in their mouth. Let them know that their disclosure is being taken seriously and that they were right to tell of the abuse. Tell them it is not their fault as they are not responsible for the abuse.

Understand the difference between confidentiality and secrecy. Don't promise the abused person that the information revealed will be kept secret. Let them know that the matter will be reported to someone else who can help. Living Grace Church members must report full details of any such disclosures to the Senior Pastor.

Living Grace Church members must not make the abused person feel different from other members of the group. Care for them in a way that shows all members are cared for alike. Bear in mind that the abused person has spoken out because they trust the member who is to take them seriously and listen to them carefully.

Where there is a suspicion of harm or any other concern for a child's or vulnerable person's welfare, Living Grace Church members should:

- be alert to any warning sign or indicators;
- pay close attention to changes in the person's behaviour, ideas, feelings and the words they use;
- make written notes of observations in a non-judgemental and accurate manner; and
- assure the child or vulnerable person that they can come and talk whenever they need to.

Bullying must be reported to the Senior Pastor who may:

- teach protective behaviours to those being bullied so that they can help avoid situations in which they might be bullied;
- establish group behaviour guidelines, including consequences that will encourage a change in behaviour;
- help the bully (and their supporters) to understand what it feels like to be bullied, to feel remorse and to agree that it is wrong to bully; and
- state clearly that it is NOT OK to bully.

RECORDING A DISCLOSURE OF ABUSE OR SUSPICION OF HARM

When a person makes a disclosure, Living Grace Church member should:

- remain calm and listen attentively, actively and non-judgementally;
- ensure there is a private place to talk;
- encourage the person to talk in their own words and ensure just enough open-ended questions are asked to act protectively (e.g. 'Can you tell me what happened'...or 'Can you tell me more about that'). Don't ask leading questions which tend to suggest an answer;
- ensure the person is advised that the disclosure cannot remain a secret and it is necessary to tell someone in order to get help;
- reassure the person they have done the right thing by telling you; and that you will not tell anyone other than the Senior Pastor or the appropriate authority.

Document the disclosure clearly and accurately using an Incident Report form. Do this as soon as possible and as detailed as possible so facts are not forgotten or confused. Include details of:

- the relevant dates, times, locations and who was present;
- exactly what the person disclosing said, using "I said," "they said" statements;
- the questions you asked;
- any comments you made; and
- your actions following the disclosure.

Lodge the Incident Report:

- Deliver the Incident Report directly to the Senior Pastor (and Trilogy Insurance Solutions) for immediate attention. Do not attempt to investigate or mediate an outcome.
- If there is a foreseeable delay in having your report actioned and the matter is urgent, consult directly with the relevant external authorities.
- If the person against whom a complaint is made or implicated is another Church member, the reporting Church member is still obligated to make their concerns known.
- If a complaint is made against the Senior Pastor, direct the complainant/report to Living Grace Church Board of Elders. If a complaint is made against a Church Officer direct the complainant/report to the Senior Pastor.

Living Grace Church will encourage members to use an available psychologist of the member's choice who is willing to provide counsel and assistance for the members in need of support.

REPORTING A DISCLOSURE OF ABUSE OR SUSPICION OF HARM

- 1. The Senior Pastor is the person with whom any concerns or suspicions are to be raised and to whom any documented disclosures are to be given.**
The Senior Pastor (or delegated representative) has the responsibility to act promptly upon these concerns or disclosures and may:
 - report allegations of abuse and suspicions of harm to the relevant authorities;
 - offer assistance and support where appropriate; and
 - develop processes for minor corrective issues that don't need to be reported to an external authority.
 - If there is a foreseeable delay in passing on information, a member has a duty to act in the Senior Pastor's place and consult with the relevant external authorities in accordance with the procedures below.
- 2. Where an incident has occurred and an emergency has arisen call emergency services on 000.**
- 3. Where there is an immediate risk of harm to a child, or the child is in a life-threatening situation, immediately contact the Police Service by dialling 000.**
- 4. If you reasonably suspect a child has been, or is likely to become, a victim of a criminal offence, you should contact the Police Service with your concerns.**
- 5. If you have reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse AND the child does not have a parent able and willing to protect the child from the harm, you should contact Child Safety or similar State Organisation.**
- 6. Where you have reasonable suspicion that a child or unborn child may be in need of protection where the harm or risk relates to any other type of abuse or neglect, you should report your suspicion to Child Safety or similar State Organisation.**

When you report a concern to Child Safety Services or similar State Organisation, you will be asked to provide information to help work out the best way to respond to the situation.

It is important for you to phone and report your concerns and to provide as much detail as possible. Even if you do not have all the details, your information may be critical in helping to keep a child safe.

Your details are kept confidential and your identity is strictly protected. You are able to remain anonymous if you wish, however it is preferable for you to provide your details so that the officer can call you if information needs to be clarified.

A person making a report is protected from liability under the Child Protection Act 1999 (or relevant State legislation) from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

The Senior Pastor shall provide Child Safety Services with any written reports.

A written report disclosing abuse or reportable suspicion must contain the following details:

- the basis on which Living Grace Church attendee has formed a reportable suspicion, and
- the information prescribed by regulation Child Protection Act 1999 (or relevant State legislation), to the extent of the person's knowledge.

It is important to obtain clear guidance and advice from the Police Service and/or Child Safety as to:

- who should tell the child or person's parent or carers about the disclosure and the action taken, and
- who can give ongoing help and trained support to the child or vulnerable person.

If a disclosure does not amount to a reasonable suspicion of harm, the child may still receive support through offering services to the family. For example, a Family and Child Connect service can provide information and advice about connecting families with support services and the circumstances in which a referral can and should be made to one of these services. The consent of the family is required to make a referral.

The criteria for Family and Child Connect service to work with a family are:

- the referred family has a child from unborn to 18 years of age
- the child is not currently in need of protection
- without support the child, young person and family are at risk of entering or re-entering the statutory child protection system
- the family would benefit from access to intensive and specialist support services
- the family has multiple and complex needs

MANAGING DISCLOSURE OF ABUSE OR SUSPICION OF HARM

Any information received in the reporting process of abuse or suspicion of harm shall be treated with all due confidentiality. Living Grace Church attendees involved and the Senior Pastor shall:

- deal with the information as soon as practicable;
- not divulge any of the details except to the relevant authorities; and
- ensure that all documents are stored securely electronically or in hard copy for a minimum of fifty (50) years.

Media Attention

A disclosure of abuse or suspicion of harm may attract media attention. It is critical to avoid giving out protected or potentially damaging information. Any media enquiries must be directed to the Senior Pastor, who is the only person authorised to speak to the media.

The Senior Pastor may wish to consult with Living Grace Church Board of Elders and/or seek legal advice.

REVIEWING CURRENT POLICIES AND PROCEDURES IN THE EVENT OF A DISCLOSURE

The Senior Pastor with the Board of Elders will oversee a review of the operation of this policy and these procedures following any disclosure of abuse or suspicion of harm. The review shall:

- consider the application of this policy and these procedures as to whether any changes are necessary (for example, whether they are suitable for: responding to a child or vulnerable person when a disclosure is made; protecting children and vulnerable people from harm; or assisting the parties involved); and
- identify any additional training requirements.

The review will record what worked well and what may need to be improved upon. Any proposed changes shall be referred to Living Grace Church Board of Elders and Trilogy Insurance Solutions (who may need to seek approval from the Insurer) for approval. Changes to this policy and procedures shall be conveyed to church attendees in writing.



CODE OF CONDUCT

Living Grace Church is committed to the safety and wellbeing of all attendees, especially children and vulnerable people involved in its Church and all its activities.

This Code of Conduct applies to all who attend Living Grace Church including paid and voluntary workers. Living Grace Church staff and volunteers are placed in a position of trust, requiring standards of ethical behaviour that reflect community and Christian expectations.

Ethical principles

The expectations of professional conduct as expressed in this code are based on the following fundamental principles:

- Respect for the dignity of the human person at all stages of life from conception to natural death
- Respect for individual decisions within the Christian ethos.
- No wilful harming, abuse or manipulation of individuals or groups
- Integrity in professional relationships
- Responsible caring for the individual and for self

Ethical behaviour

Living Grace Church attendees are to work together to build and maintain a secure environment for all participants in Living Grace Church programs. Favouritism and 'special' relationships are to be avoided. Where members of the community observe people of Living Grace Church, they need to see a caring style that demonstrates the Core Values of Living Grace Church.

Should a person at Living Grace Church have serious doubts or concerns as to the ethical behaviour of another Church attendee, an obligation exists for the matter to be brought to the attention of a Senior Pastor.

Harassment

Living Grace Church attendees are not to engage in or condone behaviour which constitutes physical, verbal, emotional, psychological, cyber or sexual harassment by way of comments, gestures, physical contact, social media posts or in any other way.

Language

It is important that Church attendees speak appropriately and respectfully to each other, and to any people who accompany them, using language that affirms their worth, dignity and significance. Swearing and language which is derogatory towards others is disrespectful and unacceptable.

As some attendees may be from other cultures, it is important to be mindful of language barriers, and to avoid colloquialisms.

Discrimination

Living Grace Church Attendees need to be sensitive to cultures and family traditions different from their own.

Relationships

The relationship between the Church attendees is a respectful, supportive and loving one.

Respecting individual decisions within the Christian ethos

Living Grace Church attendees will at all times respect a person's right to individual decisions within the Christian ethos, and never engage in the giving of false information or information that is designed to shock or manipulate others. A person's right to make their own decisions within the Christian ethos is always to be respected.

Supervision of children

A person younger than eighteen years is legally considered to be a child.

Anyone who supervises children and youth under the age of 18 is required to have a current Queensland Government Working with Children Check - Blue Card.

At Living Grace Church, children usually come in the company of their parents. At times children are supervised by staff and volunteers who have been appointed by the Senior Pastor, Senior Associate Pastor or Risk Management Officer.

One-to-one contact with a child

Living Grace Church does not advise one-to-one contact between an adult and a child. However, if a one-to-one situation arises, a private and "protected child" interview can be achieved by creating a reasonable separation from others in an open environment or locating the interview in a room with large viewing glass by which others may witness the interaction whilst maintaining privacy of communication within the room.

If the child wishes to have an adult present, that wish must be complied with. If the adult doesn't wish the child to be alone, that wish must also be complied with.

Physical contact

Physical contact should be only in response to a child or vulnerable person's need. Permission should be sought and any resistance from the person respected.

If a circumstance occurs where a child requires assistance that would entail physical contact, Living Grace Church attendees must first inform the parent concerned.

Living Grace Church attendees must never engage in any inappropriate contact with a child or vulnerable person in their company. Such behaviour could include, but is not confined to:

- violent or aggressive behaviour such as hitting, kicking, slapping or pushing
- kissing and/or touching of a sexual nature

As a general rule, open displays of affection initiated by children in the presence of others is acceptable.

Transport of children and young people

Attendees, including children will sometimes require transport to or from Living Grace Church activities. Transport must be direct without detour to any other venue unless the attendee specifically requests assistance with transport to another venue rather than directly to their home.

Child car seat safety restraints must be appropriately fitted to any vehicle transporting any children.

Grooming

Grooming is when a person engages in predatory conduct to prepare a child for sexual abuse at a later time. Grooming can include communicating and/or attempting to befriend or establish a relationship or other emotional connection with the child or their parent/carer.

Online grooming can also precede online child exploitation, a form of child exploitation where adults use the internet or a mobile to communicate sexual imagery with or of a child (e.g. via a webcam).

Any incidents of suspected grooming must be reported.

Confidentiality

At times Living Grace Church attendees may have access to another attendee's personal information (eg medical information). All Living Grace Church attendees must keep confidential attendee relationships and any information accessed during the course of their work/participation in activities and use it solely for the purpose of carrying out the duties and responsibilities of their position at Living Grace Church.

There are exceptions to confidentiality under Mandatory Reporting requirements. There are times when appropriate consultation with others for the purpose of advice and referral for appropriate professional assistance. At these times, it is appropriate to share identifying information only if permission has been obtained from the attendee. Otherwise general information which does not identify the attendee may be shared.

Privacy

Personal information and photographs obtained must not be used inappropriately. Photographs taken during activities must not be kept for personal use or publicly shown, including on social media sites, without the express permission of the child / parent or guardian of the child / attendee and a Senior Pastor.

Church attendees must abide by Living Grace Church Privacy Policy in relation to protecting the right to privacy of attendees and their families.

MANAGEMENT PLAN

BREACHES OF GENERAL CHILD PROTECTION STRATEGY

This plan aims to assist in managing any potential breaches in a fair and supportive manner by:

- Making Attendees, Assistants, Officers and Pastors clear on their rights and obligations to avoid hesitancy in reporting breaches.
- Avoiding confusion on courses of action so that appropriate consequences for breaches may be enforced.
- Placing confidence in the risk management strategy and reducing repeat offences by dealing with similar breaches in a consistent manner.
- Making opportunities for training and improvement easier to identify.

Compliance

This management plan is to be complied with by all Living Grace church attendees and paid and voluntary workers.

Definition of a breach

A breach is any action or inaction by any church attendee/s of Living Grace Church that fails to comply with any part of Living Grace Church's General Child Protection Strategy.

Responsibilities and delegations

The Senior Pastor, Senior Associate Pastor or Risk Management Officer is responsible for the management of all breaches and may delegate authority to another person. This person is not to have had any prior involvement in the breach and needs to be independent of any party in the matter.

Process for reporting breaches

Breaches, potential breaches or concerns are to be reported to Trilogy Insurance Solutions.

The Senior Pastor, Senior Associate Pastor or Risk Management Officer will ensure that an Incident Report Form detailing the incident, names of parties involved, description of the incident, date, time, and action taken is completed.

It is the responsibility of the Senior Pastor, Senior Associate Pastor, Risk Management Officer or person with delegated authority to follow through the process of dealing with a breach.

If the breach or potential breach is suspected to have been done by a Senior Pastor then this breach must be reported to Living Grace Church's Board of Elders and Trilogy Insurance Solutions.

Process for managing breaches

Many types of breaches are of concern no matter the age of the person, but they can be more serious if the person is a minor. Similarly, failure to follow proper procedures can lead to unintended adverse results.

Managing various types of breaches includes consequences, examples of which are outlined in the table below.

Type of Breach	Consequences
Relational	
Disrespect to Church attendee	Provide counselling on relevant procedures
Inappropriate language	Provide counselling on relevant procedures
Poor supervision of children	Provide counselling on relevant procedures
Touching child without parental consent	Provide counselling on relevant procedures, supervision
Inappropriate touching	Counselling, withdraw from Attendee contact, supervision
One-on-one without approval	Provide counselling on relevant procedures
One-on-one without chaperone	Provide counselling on relevant procedures, supervision
Unethical relationship outside Church activities	Counselling, withdraw from Attendee contact
Withholding information relevant to Attendee	Provide counselling on relevant procedures
Procedural	
Fail to properly check references	Review current policies and procedures
Fail to verify/record Queensland Blue Card (or other State equivalent)	Counselling
Fail to maintain Blue Card updates	Counselling
Working with children without Blue Card	Counselling, withdraw from Attendee contact
Fail to keep client privacy/confidentiality	Counselling, possibly withdraw from Attendee contact
Fail to report suspected abuse	Withdraw from Church congregation

Process for recording breaches including outcomes

An **Incident Report Form** detailing the incident, names of parties involved, description of the incident, date, time, and action taken can be found by contacting the Senior Pastor, Senior Associate Pastor or Risk Management Officer.

Appropriate confidentiality must be maintained at all times to protect the privacy of children and vulnerable people.

The subject matter of the breach and the person/s involved should never be discussed with anyone other than those essentially involved.

RISK MANAGEMENT STRATEGY

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POLICY

Living Grace Church acknowledges that informed and considered risk taking using the defined risk management process is necessary and valuable.

Living Grace Church will identify risks, control them where possible and monitor these risks. Where residual risks remain, Living Grace Church will implement strategies to manage these. Where the risks involve congregation members, strategies will be implemented where the person consents.

OUTCOMES OF RISK MANAGEMENT

Key outcomes sought are:

- Reduction and, as far as possible, elimination of harm to Living Grace attendees
- Safeguarding Living Grace Church
- Compliance with legislative and funding bodies requirements

RISKS TO BE MANAGED

Risks to be managed encompass

- Governance eg. Appointment of Directors
- Risks to the individual e.g. injury, breach of privacy
- Compliance risks e.g. Staff checks (Blue Card checks, Referee checks etc), tax related omissions, non-reporting of required events
- Business risks e.g. financial viability

RISK MANAGEMENT STRATEGIES

A wide variety of strategies will be used including:

- Appropriate insurances
- Use of policies and procedures / processes / forms / checklists
- On-going training / education
- Actively seeking feedback from attendees
- Actively seeking information from others eg. experts, colleagues
- Ongoing monitoring and review

Strategies are developed and improved through:

- Consultation with others e.g. experts, colleagues, other churches, professional associations
- Review of legislative requirements
- Review of investigation of incidents
- Quality improvement eg. Annual review of policies

RISK MINIMISATION PROGRAM

Risks are managed through these processes:

1. Risk Management - which identifies Living Grace Church major risks and outlines strategies for their effective management.
2. Regular Reviews to ensure strategies are being followed and are effective. This is done through meetings and regular review of the following documents:
 - General Child Protection Policy
 - Policy & Procedures: Abuse
 - Code of Conduct
 - Risk Management Strategy
 - Management Plan: Breaches
 - Policy & Procedures: Recruitment
 - Training Register Policy
 - Photography, Technology & Social Media Policy
 - Copyright Policy
 - Pastoral Care Team Best Practice Agreement
3. Annual review of the Risk Management Register and related support documents and updating as required.

HOW TO IDENTIFY HIGH RISK ACTIVITIES AND SPECIAL EVENTS

All activities planned for Living Grace events must undergo a risk assessment by the Team Leader using the Safety Management Online (SMO). These assessments must then be approved by the RMO before the event. Recurring events which are mostly unchanged only require one risk assessment which spans the duration of the program (eg Sunday School program once per year). Other events which are exceptional to the regular program or vastly different each time (eg. Sunday School end of year celebration with jumping castle, Youth events which often are different each time) require individual risk assessments.

ESTABLISHING THE CONTEXT AND IDENTIFYING POTENTIAL RISKS

The Team Leader using SMO risk assessment should cover the following:

- the nature of the activity
- the aims and objectives of the activity
- the environment/location of the activity
- the stakeholders involved (children, leaders, helpers etc.)
- potential risks of harm to children and young people associated with the activity
- the likelihood and consequences of the identified risks
- the level of risk (e.g. low, moderate, high, extreme)
- strategies that should be put in place to mitigate the identified risks

POSSIBLE ISSUES TO INCLUDE IN A HIGH RISK ACTIVITY/EVENT PLAN

Team Leaders must also consider if any of the following need to be included in the risk management plan of the event:

- Transportation
- Toileting/change room procedures
- Appropriate supervision of children and ratios of adults to children
- A policy in relation to photographs
- Managing medications and allergies
- Managing illness/injury
- Procedures applying to visitors
- Any risks presented by the physical environment

	Consequence				
Likelihood	Negligible	Minor	Moderate	Major	Severe
Common	Medium Risk	High Risk	High Risk	Extreme Risk	Extreme Risk
Possible	Medium Risk	Medium Risk	High Risk	High Risk	Extreme Risk
Unlikely	Low Risk	Medium Risk	High Risk	High Risk	High Risk
Rare	Low Risk	Low Risk	Medium Risk	Medium Risk	High Risk
Very Rare	Low Risk	Low Risk	Medium Risk	Medium Risk	High Risk

Descriptor	Description	Descriptor	Description
Common	Can be expected to occur with some frequency; a repeating event; not a surprise when it happens	Severe	Fatality; multiple fatality; massive disruption; organisational implications
Possible	Known to happen or has happened; might occur a handful of times in your experience	Major	Important consequences; major injury or disability
Unlikely	Could happen; heard of it happening; occurs somewhere from time to time	Moderate	Some impacts of significance; medical assistance sought
Rare	Highly unexpected; not likely; have heard of happening somewhere once	Minor	Small scale effects easily remedied; first aid required
Very rare	Theoretically possible but incredibly unlikely	Negligible	Barely perceptible impacts; very minor or no injury

Low Risk Activity

Risk Elimination or Control measures taken. Seek permission to proceed.

Medium and High Risk Activities

Ensure Risk Elimination or Control measures are taken and risk is reduced as much as possible. Do not proceed with activity if risk cannot be reduced to acceptable levels. If level is still classified as high, Board of Elders permission required before permission to proceed is given.

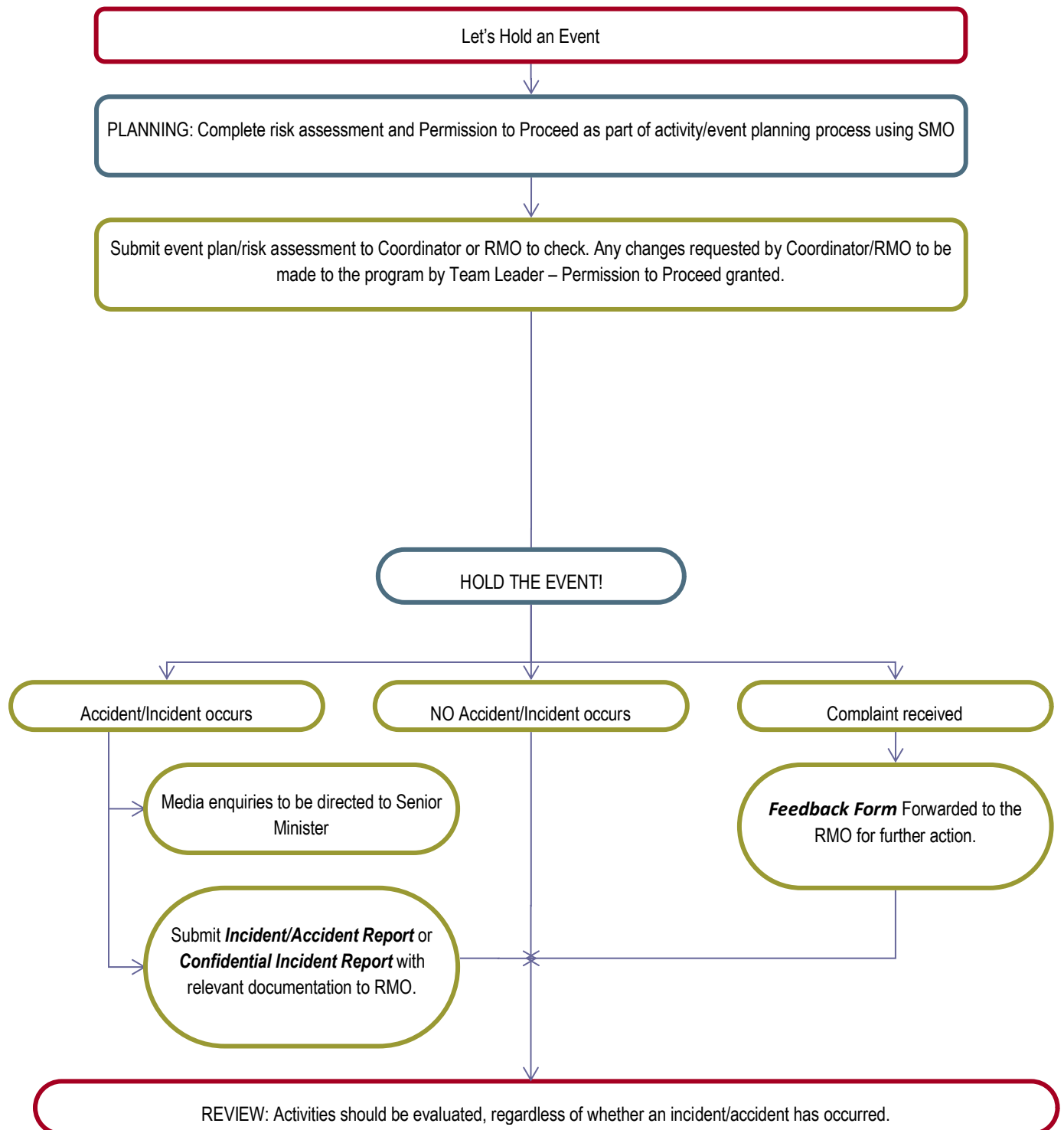
Extreme Risk Activity

Risk Elimination or Control measures taken, if risk cannot be reduced to a lower level of risk, do not proceed with activity.

Including but not limited to:

- ***Eliminate the Risk*** – Eliminate the activity; eg: do not undertake a particular high risk activity or event such as abseiling in high wind; do not use high risk equipment. If elimination is not reasonably practicable, control the risk as far as practical using appropriate controls
- ***Substitute the Hazard*** – Replace the activity, material, or equipment with a less hazardous one, eg: choose an easier bushwalk.
- ***Isolate the Hazard*** – Isolate the hazard from the person at risk; isolate through distance eg: select a lunch/rest location well away from water if you are supervising small children.
- ***Use administrative controls*** – Establish procedures and safe practices eg: supervision of children, clear rules, instruction in safe methods, training of supervisors and participants in the use of equipment at activities, ensure instructors are qualified. Discuss participant health needs with caterers, in consultation with parents/carers.
- ***Use personal protective equipment*** – Use appropriately designed and properly fitted equipment such as safety goggles, hats and sunscreen, in conjunction with other control measures identified from above. Encourage participants and supervisors to wear appropriate footwear and protective clothing at all times.

PLANNING AND PROCEDURE FLOWCHART





PHOTOGRAPHY, TECHNOLOGY AND SOCIAL MEDIA POLICY

Parental consent must be obtained before any photograph or footage can be taken of a child. Parental consent must also be obtained before photograph or footage can be published on any media used by Living Grace Church. Refer to Privacy Policy Consent form.

In normal circumstances it is not necessary to include identifying information with a child's photograph but if a situation arises where it is necessary, written parental permission must be obtained before publishing.

Photographs stored on the church hard drive will be password protected and not reproduced without consent.

At any Living Grace event, there should be a designated photographer. Parents allowed to take photos of their own child but must not upload these online if they contain images of other children.

Photographs must be age appropriate and adhere to the values and morals of Living Grace Church. Photographs may only be published where there is written consent by an adult (18+) and by means which have been approved by the Board of Elders (eg. Facebook, Church Directory etc).

All photography and videography at Living Grace Church services and events must be completed by authorised persons and they must comply with the values and morals of Living Grace church. No footage or photographs may be published on Living Grace Church website, Facebook or other media without consent of the person photographed/video (or their parent/guardian if under 18) and consent of a Board of Elders representative. The exception to this is services which are live streamed and uploaded to YouTube. Signage is displayed to notify people that the service is live streamed.

Electronic devices and social media must not be used for illegal or immoral purposes in the context of Living Grace Church services and events/activities. Authorised persons using electronic devices or posting/commenting on social media must agree and adhere to the values and morals of Living Grace Church. Situations where authorised persons fail to comply with Christian values and morals whilst using electronic devices and social media will be directed to the Board of Elders for further action/discipline.

CONFIDENTIALITY, PRIVACY AND INTERACTION WITH THE MEDIA

Digital copies of confidential information are stored on the Planning Centre Church Management Software and are accessed by approved persons with login details. Mobile devices belonging to the church also contain confidential information but are protected by security measures to avoid unauthorised access. Administrator, Senior Ministers and in some cases, support staff are authorised

to access selected confidential information and these people are required to treat all information with strict confidentiality.

Hard copies of confidential information are stored in the locked filing cabinet of the church office. This information can only be accessed by Administration staff.

It is the responsibility of the Senior Minister to authorise any information to be provided to the media on request.

It is the responsibility of the Senior Minister to provide comments to the media about Living Grace's policies. All other staff and volunteers must refer to the Senior Minister if any comment or information is requested by the media.



WORKPLACE HEALTH & SAFETY POLICY

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POLICY

Living Grace is committed to providing a safe and healthy workplace for its volunteers and staff so that they are safe from injury and risks to health while at work. We aim to achieve a standard of the absolute minimum of work-related injuries or illnesses to our volunteers and staff. To this end we aim to provide and maintain:

- A safe workplace and a safe, healthy working environment
- Safe systems and methods of work
- Facilities, equipment and substances in a safe condition
- Information, instruction and training at a level that ensures people are safe from injury and risks to health in the course of their employment
- Effective means of consultation with workers and volunteers on safety issues
- Suitable injury and illness reporting, recording and investigation systems in place

HEALTH AND SAFETY FOR CHILDREN & ADULTS

- General hygiene must be maintained by staff and volunteers. Supervising adults are to ensure children/vulnerable people maintain good hygiene practice while under their care.
- Sun safety must be observed. If outdoors children and staff/volunteers must wear sun protection (hats, sunscreen etc). Sunscreen is available from the Multi-purpose room.
- Water safety note lower ratio necessary for water activities.
- Emergency and evacuation procedures. (See Evacuation Diagrams)
- Risk assessments for different events are kept up to date.

HEAVY LIFTING AND MANUAL HANDLING

Manual handling relates to any task requiring the use of physical exertion by a person including: lifting, moving, carrying, pushing, pulling or restraining. Attention will be paid to the weight of any object to be moved, repetitive movements, position of objects to be moved and posture. The aim is to prevent staff and others from suffering injury or ill-health due to manual handling.

All staff and volunteers are expected to assess any manual handling task to ensure they act within their physical limitations thus minimising the risk of injury.

Furniture - Staff and volunteers will not undertake to lift or move any items of furniture that cannot be comfortably be moved or lifted by the individual. If any strain is likely to be experienced then assistance from co-workers must be sought. Use trolley where appropriate.

Office Supplies (e.g. paper) - Staff and volunteers should not undertake to lift or move any cartons that cannot be comfortably moved or lifted by the individual. If any strain is experienced, or likely to be experienced then assistance from co-workers must be sought. Use trolley where appropriate. If there is a large quantity of material to be moved, the workers will take regular breaks and will cease the activity if any strain or discomfort is experienced.

Collating of paper work - When collating paper work, the worker shall be provided with a surface that is comfortable and does not cause any stress to the back. If there is a large quantity of material to be collated, the workers will take regular breaks and will cease the activity if any strain or discomfort is experienced.

ELECTRICAL EQUIPMENT

The Electrical Equipment Policy minimises the risk of harm to any individual through electrical shock. All modifications to electrical leads, fittings, equipment, and leads are to be done by a qualified and licensed electrician. With the exception of user-serviceable fittings, (e.g. light bulbs and florescent tubes) which may be replaced by staff members provided that:

- They ensure that the electricity is switched off before replacement and
- They stand on a safe ladder to reach high equipment.

TEST AND TAG PROCEDURES:

- All electrical items that plug into power points are tagged yearly.
- the safety switch will be tested by an electrician every year.

HEALTH AND SAFETY OFFICER

Under the Workplace Health and Safety (WH&S) Act everyone carries a responsibility. Your responsibilities include:

- where appropriate cleaning or rectifying any potential hazards or reporting to a team leader
- report any breaches of this policy guidelines
- comply with all safety directions from your team leader and this document
- attend WH&S training when requested

The Workplace Health and Safety (WH&S) Officer has the responsibility to oversee that Living Grace is a healthy and safe workplace. See Appointed Officers Register for details of WH&S Officer. The WH&S Officer ensures:

- Adequate arrangements are in place for managing health and safety
- Regular checking that our 'test and tag' of electrical equipment is up to date
- Adequate resources are allocated to meeting the objectives of this policy
- WH&S is discussed at staff meetings as a means of maintaining a focus on safety issues and enabling the WH&S Officer to monitor health and safety arrangements

Should a hazard be noticed, a Feedback Form is to be completed. Should an incident occur, an Incident/Accident Report needs to be completed. The WH&S Officer together with the Fire Safety Officer oversees fire safety by ensuring that:

- Measures are taken to ensure that the risk of fire is minimised

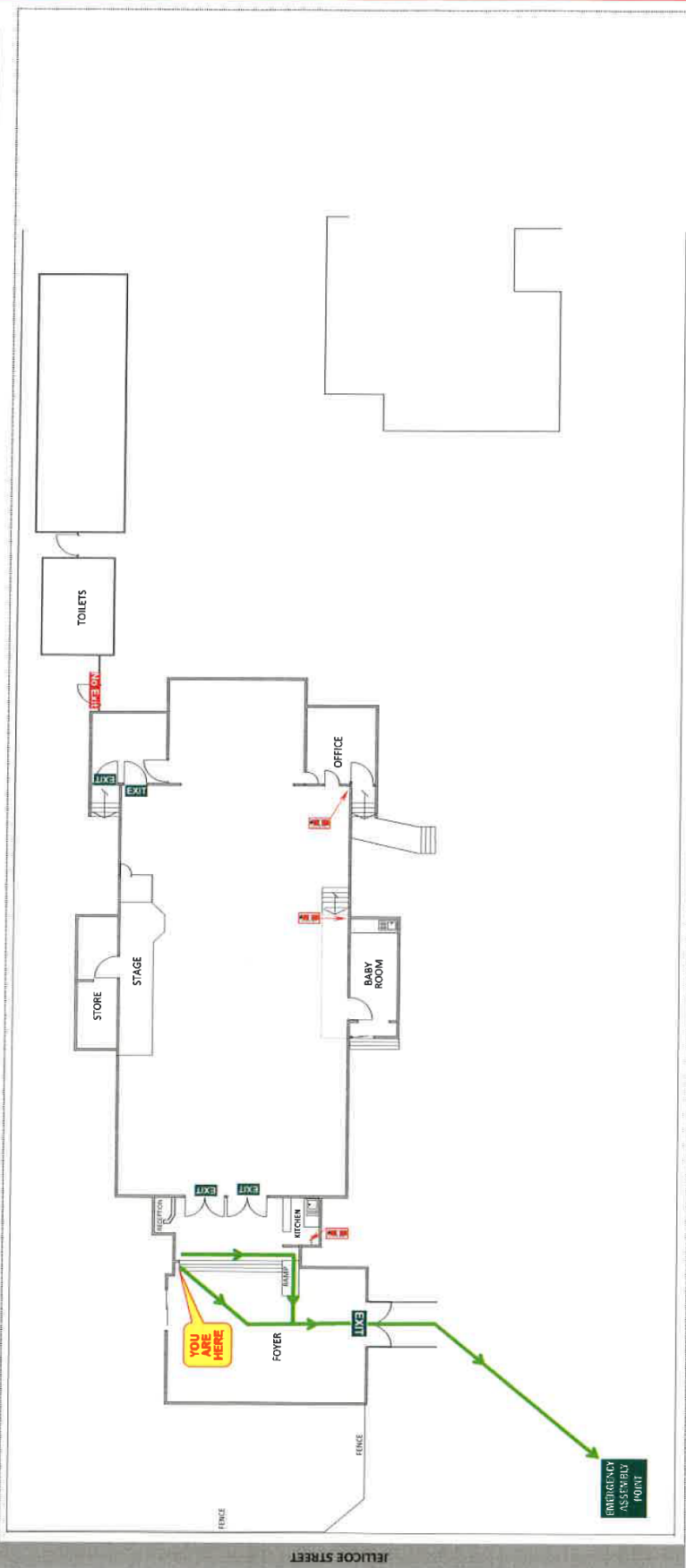
- Fire safety equipment such as extinguishers and fire blankets are readily accessible and in good working order
- Evacuation charts with assembly instructions are up to date and located in the appropriate positions (see charts below).

Procedures are in place which protect people in case of fire. There are 6 monthly checks and 5 yearly services of fire extinguishers. A1 Fire and Safety are contracted to complete these checks and services. A record of services and checks are kept in the church office.

EVACUATION DIAGRAM

90 JELlicoe STREET, TOOWOOMBA QLD 4350

A FIRE
safety
21, Dorr St, Toowoomba Qld 4350
Ph: 07 4639 1111
W: www.afiresafety.com.au
Prepared: May 2021
Valid to: 15th May 2026



FIRE – In event of

- Remove** people from immediate danger
- Alert** people in the nearby areas and raise alarm
- Contain** the fire/smoke if safe to do so
- Evacuate** via your nearest safe emergency exit to the assembly point

EVACUATION

On being given a signal to evacuate ...

- Follow instructions as directed
- Leave the building via nearest safe emergency exit
- Ensure a final search of your area
- Proceed to the assembly area as indicated in this evacuation diagram

MOBILITY IMPAIRED PERSONS

Mobility impaired persons should evacuate immediately on hearing the alarm assisted by a nominated person

To operate an extinguisher:

Pull
Aim
Squeeze
Sweep

Know your extinguisher
Use the correct extinguisher

LEGEND

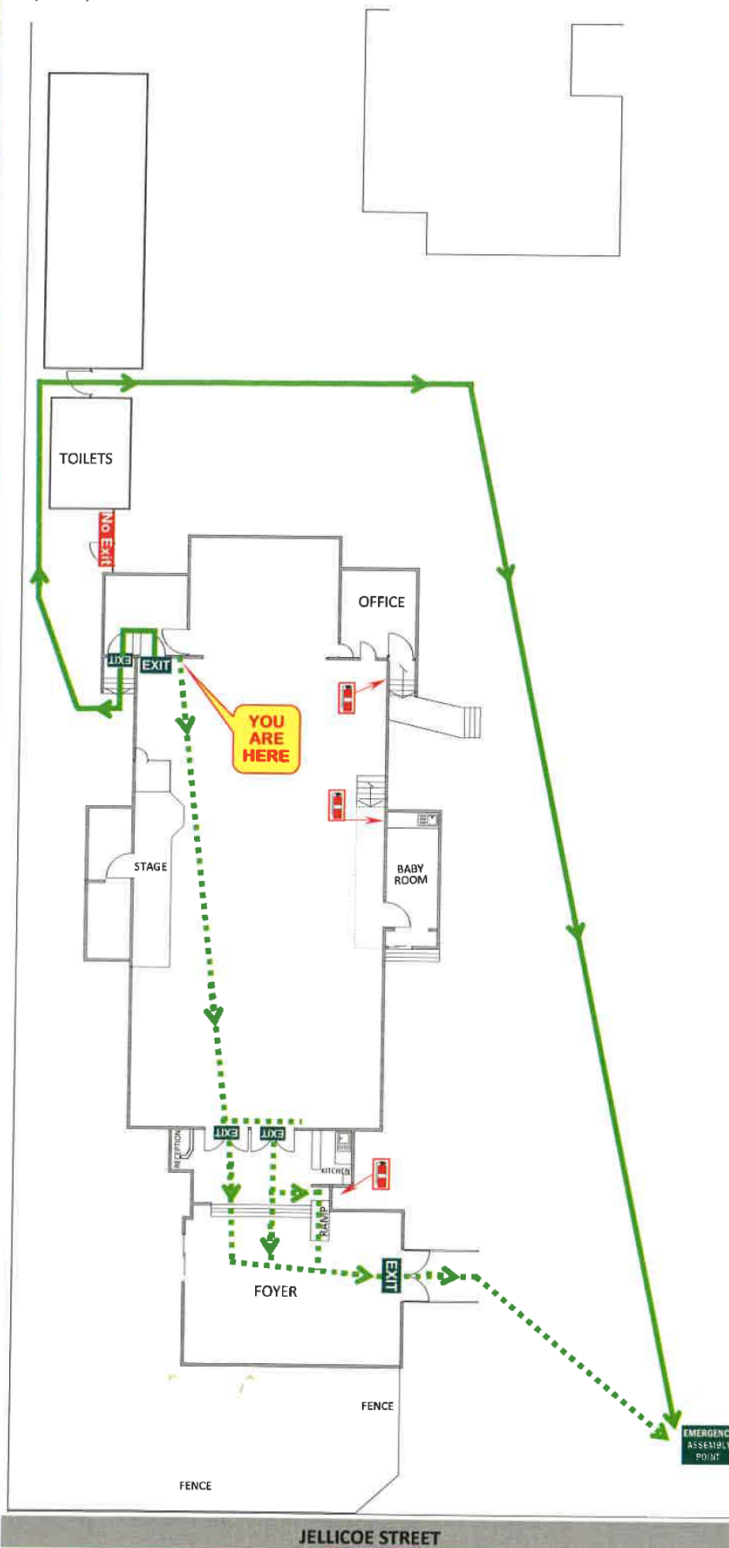
- Dry Chemical Powder Fire Extinguisher
- EXIT
- Evacuation Path (Secondary)
- Evacuation Path
- Emergency Exit
- Emergency Assembly Point



21 Dent St, Toowoomba Qld 4350
Ph: 07 4830 3818
W: www.a1fireandsafety.com.au
Prepared: May 2021
Validity Date: May 2026

EVACUATION DIAGRAM

90 JELlicoe STREET, TOOwoomba QLD 4350



FIRE – In event of

- Remove** people from immediate danger
- Alert** people in the nearby areas and raise alarm
- Contain** the fire/smoke if safe to do so
- Evacuate** via your nearest safe emergency exit to the assembly point

EVACUATION

On being given a signal to evacuate ...

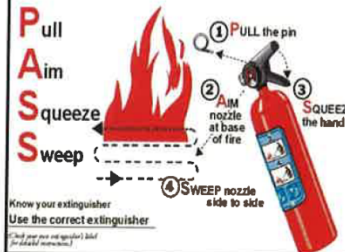
- Follow instructions as directed
- Leave the building via nearest safe emergency exit
- Ensure a final search of your area
- Proceed to the assembly area as indicated in this evacuation diagram

MOBILITY IMPAIRED PERSONS

Mobility impaired persons should evacuate immediately on hearing the alarm assisted by a nominated person



To operate an extinguisher:



LEGEND



DRY CHEMICAL
POWDER FIRE
EXTINGUISHER



EVACUATION
PATH



EMERGENCY
EXIT



EVACUATION
PATH
(SECONDARY)



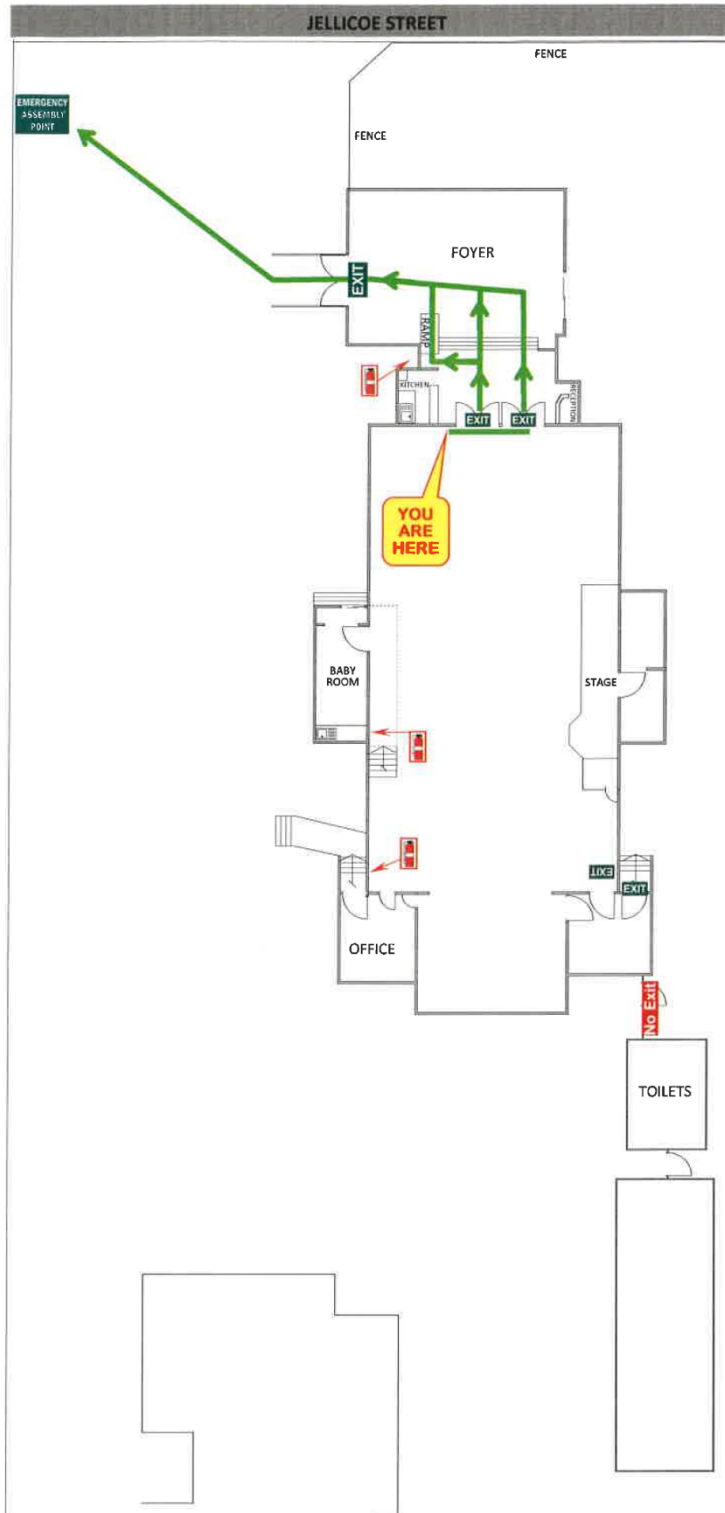
EMERGENCY
ASSEMBLY
POINT



21 Dent St, Toowoomba Qld 4350
Ph: 07 4850 9816
W: www.a1fireandsafety.com.au
Prepared: May 2021
Validity Date: May 2026

EVACUATION DIAGRAM

90 JELlicoe STREET, TOOwoOMBA QLD 4350



FIRE – In event of

- Remove** people from immediate danger
- Alert** people in the nearby areas and raise alarm
- Contain** the fire/smoke if safe to do so
- Evacuate** via your nearest safe emergency exit to the assembly point

EVACUATION

On being given a signal to evacuate

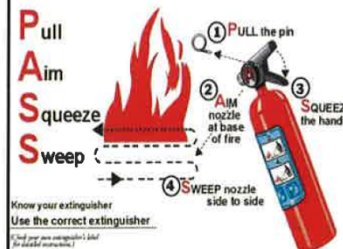
- Follow instructions as directed
- Leave the building via nearest safe emergency exit
- Ensure a final search of your area
- Proceed to the assembly area as indicated in this evacuation diagram

MOBILITY IMPAIRED PERSONS

Mobility impaired persons should evacuate immediately on hearing the alarm assisted by a nominated person



To operate an extinguisher:



LEGEND



DRY CHEMICAL
POWDER FIRE
EXTINGUISHER



EVACUATION
PATH

EXIT

EMERGENCY
EXIT



EVACUATION
PATH
(SECONDARY)

**EMERGENCY
ASSEMBLY
POINT**

EMERGENCY
ASSEMBLY
POINT



COPYRIGHT POLICY

Copyrighted materials such as music should only be copied by persons authorized to do so, such as in the case of music, words of music and video the authorized persons are: the Administrator and the Music Coordinator. For the information of those concerned with this ministry, Living Grace subscribes to three copyright licenses CCLI, CVLI and the Song Select service:

1. Words Copyright License:

Our CCLI words license gives the ability to reproduce song words covered by CCLI for display and printed orders. When we do this the following copyright notice must be used:

"Title, Author, © Year, Copyright holder. Used with permission. CCLI License 179583"

2. Music Reproduction License:

Our CCLI music license allows us to reproduce scores for band use. This can only be done if the song is in the CCLI catalogue (www.songselect.com.au). Scores are printed through CCLI's SONGSELECT and we report copying activity through CCLI procedures.

3. Video License:

CVLI Church Video License provides legal coverage for Living Grace to show selected motion pictures and other audio-visual programs intended for personal, private use only.

4. Song Select:

The Administrator, Music Coordinator and band leaders are given a username and password linked to the Living Grace account for "Song Select" use.

PASTORAL CARE TEAM BEST PRACTICE AGREEMENT

A guiding scriptural reference:

2 Corinthians 1:3-5 *"All praises belong to the God and Father of our Lord Jesus Christ. For he is the Father of tender mercy and the God of endless comfort. He always comes alongside us to comfort us in every suffering so that we can come alongside those who are in any painful trial. We can bring them this same comfort that God has poured out upon us. And just as we experience the abundance of Christ's own sufferings, even more of God's comfort will cascade upon us through the union with Christ."*

Best practice principles:

- *Confidentiality & accountability* (information that is shared may only be passed on to prayer teams and the pastoral care group for ongoing support after having received permission to do so. Information that relates to harm to self, others, or children will not remain confidential but immediately shared for crisis support; if abuse of children then alerted to police under the Government Child-Protection-Act).
- *Working as a team* (our mutual support will be enhanced by making use of the individual team member's giftings and specialist contributions. Where the ministry of one is concerned – for example, writing get-well-cards – the home or hospital visitor may pass general information to that person to enable the sending of a personalized card. Likewise, if home meals may be needed. We function best as a team of Carers).
- *Good listener & respectful conversations* (by representing the LGC our manner and behaviour will show respect for the person being visited. It is also important that we not become a tool for criticism – either of what is or isn't going on at LGC, so as to function as a complaints department – but rather redirect comments back to the care needed and address that issue. At all times do not overstay your welcome).
- *Compassion and understanding* (your visits are not about your issues or topics, but to be there for the person in need and to listen with empathy to their concerns. Be present with a non-judgmental attitude and show caring patience through prayer).
- *Self-care to avoid emotional fatigue* (the fix-it syndrome has entangled many Carers in the past. This has been accompanied with the blurring of boundaries. Sometimes those we may care for exhibit high-care requirements with an expectation that we meet those demands. This needs to be actively restrained. Remember that you are volunteering your time to this ministry. Therefore, only work within your capabilities, capacity, and willingness to do so. Don't create a dependency on yourself; in other words, don't care more for them than they do for themselves, or address needs

they don't want sorted. Instead, enable a 'Safe Place' for both of you to enter this pastoral care opportunity in prayer guided by the Holy Spirit).

Building good boundaries to enable effective pastoral care activity:

- Providing care for those we visit who may have functional disabilities (including physical, mental health, neurological, addiction recovery, intellectual, etc.) raises a few challenges. You may have access to personal or sensitive information. You may also be confronted with demands that are not in your role as a Pastoral Carer. So, we need to be clear on some ethical and boundary issues when providing care.
1. Be willing to accept your restrictions and collaborate with others in their skill set.
 2. Have a willingness to share information but do not take over – respect their choices.
 3. Be professional – show a positive, friendly attitude as a volunteer representing LGC.
 4. Ethics are about the right conduct in a particular situation – to provide a 'Safe Place.'
 - a) Privacy and confidentiality: do not share unless you have received permission.
 - b) Duty of care: making sure you do not expose them to risk of harm or injury.
 - c) Be a facilitator for connections: involve others for ongoing friendship (shut in).
 - d) Common sense: take care not to purchase alcohol or drugs, or provide transport.
 - e) Male visitor to male pastoral care | Female visitor to female pastoral care, OR
 - f) Visit as a couple to overcome related gender issues (providing a 'Safe Place').
 - g) You are not on call! Requests for pastoral care go via email to the office admin.
 - h) The Pastoral Care Team receives that request (this email initiates our response).
 - i) A Carer on team indicates their willingness to follow this up ('reply to all').
 - j) The Carer logs the date and time of the visit with additional needs, eg. meals.
 - k) The specialist (in this case meals) responds to log their activity ('reply to all').
 - l) No money is to be exchanged, and do not give financial advice.
 - m) Where counselling may be required, refer them to the LG counselling team.
 - n) Remember, you cannot do it all by yourself, so set good limits for self-care.

For further helpful information on a Code of Ethics, refer to

Australian Community Workers Association (www.acwa.org.au.)

The Pastoral Care Team will hold regular meetings to debrief on recent activities and needs, for prayer over the membership list, and for alerts to persons who have not been seen for a while as attenders at church. As information becomes available to update member status, the office admin is to be informed (eg. have moved to different location so no longer attending this church, or, change in marital status, baby born, death in the family, etc.).

Office location: 90 Jellicoe Street, Toowoomba, Q4350

Pastoral Care Email: nivky.livinggrace@gmail.com

Pastoral Care Mobile Phone: 0421 633 887 (Hours/Days Vary)

VONULNTEERS AGREEMENT

Parties:

This agreement is made between:
(hereinafter called “**the volunteer**”)

and

Living Grace Church
(hereinafter called “**Living Grace**” or “**the church**”)

This Volunteer Assistant’s Agreement (“Agreement”) sets out the terms and conditions of working in a voluntary position in Living Grace Church.

1. **Volunteer position**

This is a voluntary position which means the volunteer agrees to work without receiving any form of payment for services rendered.

2. **Supervisor**

The volunteer will report to the Church Officer/ Ministry Leader in charge of that activity or centre.

3. **Duties and responsibilities**

The volunteer is required to perform any duties that may be assigned,
having regard to the volunteer’s skills, training and experience and the activity
being undertaken.

The volunteer is not an authorised spokesperson for Living Grace Church.

4. **Hours of work**

At all times hours of work will be subject to the volunteer’s availability.

5. **Place of work**

The volunteer will be required to work at Living Grace Church’s premises, or elsewhere if reasonably directed to do so, dependent on the activities being undertaken.

6. What volunteers can expect of Living Grace Church

Living Grace Church values its volunteer assistants and will endeavour to provide:

- a full induction and any training necessary for the volunteer role
- a Church Officer or Ministry Leader, so that the volunteer has the opportunity to ask questions and receive feedback
- a safe environment in which to perform the volunteer duties
- access to a grievance procedure
- respect for the volunteer's privacy, including keeping the volunteer's private information confidential

7. What Living Grace Church requests of its volunteers

Living Grace Church requests that the volunteer:

- supports the aims and objectives of Living Grace Church
- understands and complies with Living Grace Church's policies and procedures
- participates in all relevant induction and training programs
- undertakes only duties the volunteer is authorised to perform
- operates always under the direction and supervision of the volunteer's nominated Ministry Leader/Senior Member and obeys reasonable and lawful directions and instructions
- performs all duties at all times to the best of the volunteer's ability
- uses best endeavours to protect and promote the interests of Living Grace Church

8. Policies and Procedures

The volunteer will be required to comply with the Living Grace Church's policies and procedures as established and varied by the association from time to time.

The volunteer must comply with applicable laws and statutory requirements including those relating to anti-discrimination, sexual harassment, child protection and occupational health and safety.

9. Ethos and Core Values

The volunteer is required to support the Christian ethos of Living Grace Church by setting an example of personal conduct consistent with Christ centred living. The volunteer is required to espouse Christian principles and values. The volunteer acknowledges having read and agrees to abide by Living Grace Church's Core Values.

10. Termination

This Agreement may be terminated by either party at any time, preferably by providing two weeks' notice in writing to the other party.

This Agreement may be immediately terminated by Living Grace Church should the volunteer breach any of the terms and conditions of this Agreement.

Executed as an Agreement

DECLARATION OF COMPLETED INDUCTION

Applicant's Name: _____ Position: _____

DECLARATION

- ☐ I agree to abide by the Living Grace Church Code of Conduct.
- ☐ I agree to complete all required training in a timely manner.
- ☐ I have read and understood the Policies and Procedures of Living Grace Church
- ☐ I have read, understood and agree to an Employment or Volunteers Agreement

I HAVE READ AND UNDERSTOOD

- ☐ General Child Protection Strategy
- ☐ Reporting Disclosures of Abuse and Suspicious of Harm
- ☐ Code of Conduct
- ☐ Management Plan: Breaches of Child Protection Strategy
- ☐ Risk Management Strategy
- ☐ Photography, Technology and Social Media Policy
- ☐ Workplace Health & Safety Policy
- ☐ Pastoral Care Team Best Practice Agreement

I HAVE SUPPLIED THE FOLLOWING

- ☐ Application Form
- ☐ Proof of ID
- ☐ Proof of Blue Card or have started the process of applying for one (*if applicable*)

Applicant Signature: _____ Date: _____

OFFICE USE ONLY

OFFICE USE ONLY

Received by: _____ Signed: _____ Date: ____/____/____

Further Action Required? Yes / No Details: _____

APPLICATION FOR POSITION IN CHILDREN'S/YOUTH MINISTRY

This form is to be completed by all those desiring a ministry position involving the supervision or custody of children. This form is used to help provide a safe and secure environment for the children involved in our activities.

Name:	Phone:
Address:	Date of Birth:
Email:	
In case of emergency contact:	
How long have you attended Living Grace Church?	
Have you had any previous experience in Children's Ministry?	
List any training or education you have completed that is relevant to working with children:	
List any other Church Ministries you are involved in:	
Contact details of previous Church and Minister:	
What age/grade preference do you have: Sunday School: ☐ Kindy-Yr2 (Pebbles) ☐ Yr3-6(Boulders) ☐ High School(Teen Bible Study) Youth: ☐ High School Aged ☐ LG Sisterhood (Girls all ages)	
What attributes do you feel you can bring to the ministry?	
Blue Card Number:	Expiry:
Name on Card:	Card type: ☐ V ☐ P

The following questions are mandatory and are part of the process to help provide a safe and secure environment for our children. All information is held strictly confidential by the church leadership.

Have you ever been accused of, convicted of, or pleaded guilty or 'no contest' to a criminal act? Yes ☐ / No ☐

Have you ever been accused, arrested or convicted for any sexually related crime? Yes ☐ / No ☐

Have you ever been accused, arrested or convicted of any abuse related crime? Yes ☐ / No ☐

List contact details of your previous Church and Minister:

Do you use illegal drugs? Yes ☐ / No ☐

Have you ever been hospitalized or treated for a chronic psychological or emotional disorder?
Yes ☐ / No ☐

Have you ever, to your knowledge been investigated by Child Protection Services, or any other Government agency involved with the protection of children?
Yes ☐ / No ☐

If you answered 'yes' to any of the above questions, please provide further details.

An official Criminal History check will be obtained by Blue Card Services through your Blue Card application.

Personal Referees (Must be over 18 and not related to you)

REFEREE 1	REFEREE 2	REFEREE 3 (Current Pastor)
Name:	Name:	Name:
Phone:	Phone:	Phone:
Relationship to you:	Relationship to you:	Relationship to you:

I agree, to the best of my knowledge that the information provided on this application is correct.

Applicant Name: _____

Applicant Signature: _____ Date: _____

OFFICE USE ONLY

REFERENCE CHECKS COMPLETED BY: _____ Date: _____

APPLICATION FOR POSITION OF SERVICE IN PASTORAL CARE/PRAYER MINISTRY

This form is to be completed by all those desiring a position of service at Living Grace. This form is used to help provide a safe and secure environment for all who attend our services.

Name:	Phone:
Address:	Date of Birth:
Email:	
In case of emergency contact:	
How long have you attended Living Grace Church?	
Previous Experience?	
List contact details of your previous Church and Minister:	
List any other Church Ministries you are involved in:	
What area of service would you like to apply for?	
What attributes do you feel you can bring to the ministry?	
Blue Card if Applicable – Required for Prayer Team & Pastoral Care Positions	
Blue Card Number:	Expiry:
Name on Card:	Card type: ☐ V ☐ P

The following questions are mandatory and are part of the process to help provide a safe and secure environment for our children. All information is held strictly confidential by the church leadership

Have you ever been accused of, convicted of, or pleaded guilty or 'no contest' to a criminal act?

Yes ☐ / No ☐

Have you ever been accused, arrested or convicted for any sexually related crime?

Yes ☐ / No ☐

Have you ever been accused, arrested or convicted of any abuse related crime?

Yes ☐ / No ☐

Do you use illegal drugs? Yes ☐ / No ☐

Have you ever been hospitalized or treated for a chronic psychological or emotional disorder?

Yes ☐ / No ☐

Have you ever, to your knowledge been investigated by Child Protection Services, or any other Government agency involved with the protection of children?

Yes ☐ / No ☐

If you answered 'yes' to any of the above questions, please provide further details.

An official Criminal History check will be obtained by Blue Card Services through your Blue Card application.

Personal Referees (Must be over 18 and not related to you)

REFEREE 1	REFEREE 2	REFEREE 3 (Current Pastor)
<i>Name:</i>	<i>Name:</i>	<i>Name:</i>
<i>Phone:</i>	<i>Phone:</i>	<i>Phone:</i>
<i>Relationship to you:</i>	<i>Relationship to you:</i>	<i>Relationship to you:</i>

I agree, to the best of my knowledge that the information provided on this application is correct.

Applicant Name: _____

Applicant Signature: _____ Date: _____

OFFICE USE ONLY

REFERENCE CHECKS COMPLETED BY: _____ **Date:** _____

APPLICATION FOR GENERAL POSITION OF SERVICE

This form is to be completed by all those desiring a position of service at Living Grace. This form is used to help provide a safe and secure environment for all who attend our services.

Name:	Phone:
Address:	Date of Birth:
Email:	
In case of emergency contact:	
How long have you attended Living Grace Church?	
List any other Church Ministries you are involved in:	
What area of service would you like to apply for?	

I agree, to the best of my knowledge that the information provided on this application is correct.

Applicant Name: _____

Applicant Signature: _____ Date: _____

OFFICE USE ONLY

RECEIVED BY: _____ Date: _____

CONFIDENTIAL INCIDENT REPORT

(To be used for all Incidents of Suspected or Reported Sexual Abuse, Grooming, Harassment or Adverse Behaviour toward a Child)

***Do NOT Interrogate the Child**

It is imperative that the privacy of all individuals concerned is respected in accordance with the National Privacy Principles - Refer Privacy Act 2000. www.privacy.gov.au/publications/npps01.html

Name of person making the report	
Name of the other present for disclosure	
Name of the child (subject of the report)	
Name(s) of the alleged offender(s)	
Description of incident (record what has been suspected, disclosed or witnessed)	
Date and time of alleged incident	
Where did the alleged incident occur	
Have parents been informed (if appropriate)?	YES / NO
Have the Police been contacted?	YES / NO
Has the Department of Child Safety been contacted?	YES / NO
Was urgent medical attention required?	YES / NO
If YES, give details	
Name of person making report:	Signature: Date:
Name of person present for disclosure:	Signature: Date:

This form is STRICTLY CONFIDENTIAL and must be kept filed under lock and key, any electronic copies must be retained in a password protected format and location.

This completed document MUST be :	
1.	Emailled to insurance provider.
2.	If a sexual offence against a child is being reported, the police MUST be notified.
3.	The original report MUST be kept in a secure location at Living Grace Church.

INCIDENT/ACCIDENT REPORT

This form should be forwarded to your Team Leader or Risk Management Officer.

Should you be unable to give the form to your Team Leader or Risk Management Officer, it may be forwarded directly to the Board of Elders.

Incident category: *(Please tick)*

☐ Incident ☐ Critical Incident ☐ Near Miss DATE: _____

Incident Type: *(Please tick)*

☐ Anaphylaxis ☐ Mental Health ☐ Physical Injury ☐ Suicide (attempted or actual)
☐ Bullying & Harassment ☐ Neglect ☐ Self Harm ☐ Vehicle Accident
☐ Death ☐ Physical Abuse ☐ Sexual Abuse ☐ Witness Family Violence
☐ Emotional Abuse ☐ Physical Hazard ☐ Spiritual Abuse ☐ Other: _____

Nature of Event: _____

Program Name: _____

Your Name: _____ Team Leader: _____

Detailed Descriptions: *(attach report if insufficient space)*

Were any pertinent instructions and/or warnings given before the event? Yes / No

If yes, please give details: _____

Factual Description of the event (what happened): _____

What action has been taken in response to the event?: _____

What follow-up, in your view, needs to occur and by whom? _____

Parent/Guardian notified? Yes / No Police Notified? Yes / No

Photographs of event site? Yes / No Police Report Number: _____

If any other organisations have been advised, please state details:

OFFICE USE ONLY

Received by: _____ Signed: _____ Date: ____/____/____

Further Action Required? Yes / No Details: _____

MEDICAL FORM

Name:		Date of Birth:		Male__	Female: __
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Emergency Contact

Name:		Relationship:	
Phone:		Mobile:	

Emergency Contact

Name:		Relationship:	
Phone:		Mobile:	
Medicare Number:		Usual Doctor:	
Medicare Expiry Date:	/ /	Reference No.	Phone:

Condition		Other Details
Heart Trouble	Yes/No	
Respiratory Problems	Yes/No	
Asthma <i>Please attach Management Plan</i>	Yes/No	Severity: Low/Medium/High/Extreme
Asthma Recently Hospitalised	Yes/No	Would hospitalisation be required? Yes/No
Allergies	Yes/No	Bees/Wasps/Animals/Plants/Food/Drugs/Other (give details) Severity: Low/Medium/High/Extreme Would hospitalisation be required? Yes/No
Blood Pressure	Yes/No	
Diabetes	Yes/No	
Phobias	Yes/No	
Epilepsy	Yes/No	
Sleep Walking	Yes/No	
Bed Wetting	Yes/No	
Operations	Yes/No	
Recent Illness	Yes/No	
Tetanus Up to Date	Yes/No	
Can Pain Killers (Panadol, Aspirin etc) be provided	Yes/No	
Current Medications	Yes/No	<i>(Include dosage required)</i>
Swimmer	Yes/No	Competent Distance:
Dietary Requirements:	Yes/No	
Other Information:	Yes/No	

Parent/Guardian Consent:	I, <i>(Print Name)</i> _____, being the Parent/Guardian of the above student hereby acknowledge that the above information is correct. Signed: _____ Date: / /
Consent for application of First Aid	I, <i>(Print Name)</i> _____, being the Parent/Guardian of the above student hereby authorise the administration of appropriate first aid, as deemed necessary by a qualified first aider. Signed: _____ Date: / /

Privacy Policy Statement: Living Grace Church gathers and securely stores the information. information is stored only for the purpose of communication with and care for our church community. Details will not be published or made available anywhere else without prior consent. If you have any questions about our privacy policy or wish to be removed from the list, please contact Living Grace church office.

PRIVACY POLICY CONSENT FORM

To comply with the Privacy Act requirements, we need permission from all individuals aged 18 years or over to publish their personal details and photographs in our church directory, bulletin, and other publications.

Additionally, we may use video footage online to share our testimonies and sermons. For children under 18 years of age, we also require consent from a parent or guardian.

If you do not consent to your information being included in the directory, your details will not be included, and you will not have access to the church directory.

One form per family is sufficient. Please complete both sections.

LIVING GRACE CHURCH DIRECTORY

I do/do not (please circle) give approval for my contact details/photographs to be published in the church directory.

Name: _____

Name: _____

Signature: _____

Signature: _____

I do/do not (please circle) give approval for my child/children's name/photographs to be published in the church directory.

Child's Name: _____

Child's Name: _____

Child's Name: _____

Child's Name: _____

Parent/Guardian Signature: _____

LIVING GRACE MEDIA RELEASE

I do/do not (please circle) give approval for my photograph/video to be published on the internet or other media by Living Grace.

Name: _____

Name: _____

Signature: _____

Signature: _____

I do/do not (please circle) give approval for my child/children's photograph/video to be published on the internet or other media by Living Grace.

Child's Name: _____

Child's Name: _____

Child's Name: _____

Child's Name: _____

Parent/Guardian Signature: _____

PRIVACY POLICY CONSENT FORM

(ONLINE VERSION)



Photo/Media & Directory Consent

To comply with the Privacy Act requirements, we need permission from all individuals aged 18 years or over to publish their personal details and photographs in our church directory, bulletin, and other publications. Additionally, we may use video footage online to share our testimonies and sermons. For children under 18 years of age, we also require consent from a parent or guardian.

If you do not consent to your information being included in the directory, your details will not be included, and you will not have access to the church directory.

Your name *

Email address *

Phone number

Address

Birthdate

Household members

Living Grace Media Release

For Myself *

I give approval for my photograph/video to be published on the internet or other media by Living Grace.

Other Adults in the Household (listed on this form) *

I give approval for my photograph/video to be published on the internet or other media by Living Grace.

My Children (listed on this form) *

I give approval for my child's photograph/video to be published on the internet or other media by Living Grace.

Living Grace Church Directory

Myself *

I give approval for my contact details/photographs to be published in the church directory.

Other Adults in the Household (listed on this form) *

I give approval for my contact details/photographs to be published in the church directory.

My Children (listed on this form) *

I give approval for my contact details/photographs to be published in the church directory.

FEEDBACK FORM

Please use this form to provide feedback and ideas. This form can be given to the
Ministry Coordinator, Board member or staff member.

Name: _____ Date: _____

Email: _____

Would you describe your feed back as (tick where appropriate):

- ☐ Comment
- ☐ Compliment
- ☐ Suggestion

Your feedback: _____

Received by: _____ Date: ____/____/____

Referred to: _____ Date: ____/____/____

Resolved/Actioned by: _____ Date: ____/____/____

Action Details:

REFERENCE CHECK FORM

Reference Check Completed By		Date
Applicant's Name	Position Checked for	
Referee's Name, Position and Organisation <i>(while working with the applicant)</i>		
Referee's Phone/Mobile		
STANDARD STATEMENT		
Hello, I am _____ (Team Leader name) and I am calling from Living Grace Church Toowoomba. _____ (prospective volunteer candidate) has expressed an interest in working here as a volunteer and gave us your name as a referee.		
Are you willing to be a verbal referee?	☐ Yes	☐ No
Will you allow me to write your comments down?	☐ Yes	☐ No
QUESTIONS		
1. How long have you known _____?		
2. What is the nature of your association with _____?		
3. In a few words, can you please summarise _____?		
4. What are his/her strengths?		
5. How suited to (role description) _____ would this person be?		
6. How would you describe their interpersonal skills? <i>(teamwork, conflict resolution etc)</i>		
7. Would you have any concerns about _____ working with children or vulnerable people?		
8. Are there any weaknesses in which _____ may require extra training and support?		
9. Were there any areas where their performance did NOT meet the job requirements? _		
10. Would you recommend _____ for a volunteer position?		☐ Yes ☐ No
11. Why/Why not? _____		
12. IS there anything else you'd like to tell me about _____ that we have not covered?		
Signature: _____ Date: / /		

APPOINTED OFFICERS REGISTER

Living Grace Church, 90 Jellicoe Street, (PO Box 277) Toowoomba Qld 4350.

This list of persons appointed by Living Grace eldership to these roles must be updated at any time there is a change in roles.

Position	Name	Contact Details
Senior Minister	Dr Edgar Mayer	0405 397 920
Administrator	Shelley Hetherington	0437 154 961
Risk Management Officer	Shelley Hetherington & Peter Dutton	0437 154 961
First Aid Officers	Amy Humphrey	0437 154 961 (contact church office)
	Andrew Schultz	0437 154 961 (contact church office)
WH&S Officer	Shelley Hetherington & Peter Dutton	0437 154 961
Fire Safety Officer	Shelley Hetherington	0437 154 961
Workplace Induction Officer	Shelley Hetherington & Various	0437 154 961

POLICY REVIEW REGISTER

Annual Review Completed By	Date Completed	Next Review Due
Michelle Sims	11/09/2019	11/09/2020
Michelle Sims	22/02/2021	22/02/2022
Michelle Sims	14/09/2021	14/09/2022
Michelle Sims	21/07/2022	21/07/2023
Shelley Hetherington Nicky Schultz/ Michelle Sims	21/07/23	21/07/2024
Shelley Hetherington, Brett Humphrey, Sarah Walker	06/09/24	06/09/2025
Shelley Hetherington, Mark Gierke, Sarha walker	7/11/2025	7/11/2026

ELECTRICAL EQUIPMENT TEST & TAG REGISTER

Test & Tag Completed By	Date Completed	Next Test Due
Paul Wiedman Electrical	14/10/19 - Michelle Sims arranged	14/10/20
Paul Wiedman Electrical	27/8/21 - Michelle Sims arranged	27/8/22
Paul Wiedman Electrical	28/10/22	28/10/23
Paul Wiedman Electrical	06/09/2024	06/09/2025
Paul Wiedman Electrical	November 2025 -In Progress	06/11/2026