



Safe Church/Safe Child Manual



Victoria's Child Safe Standards

All organisations that work with children and young people are required to meet Child Safe Standards



COMMISSION FOR CHILDREN AND YOUNG PEOPLE

For more information about the Child Safe Standards and how to meet them, go to our website or connect with us.

www.cocyp.vic.gov.au

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Lilydale Baptist Church - Safe Church/Safe Child Policy

PREAMBLE

As Christians, we believe that every human being has value and dignity because each of us has been created in God's own image (Genesis 1:27). The Bible teaches that God loves all people and hates injustice (John 3:16; Exodus 22:21-23). As Christians, therefore, we have a duty to respect and protect people from harm.

The LBC Safe Church/Safe Child Policy applies to all Staff Members and Volunteers associated with any ministry or outreach supported by the church and has been developed to help us live out our Biblical mandate and our responsibilities under Australian legislation.

With that in mind, therefore, we affirm that all people have the right to be emotionally, physically, and spiritually safe; to be respected and to have their views and opinions valued at all times. We also acknowledge that our country legislates for people's safety.

The Lilydale Baptist Church is committed to taking action to protect all of our children, young people, and vulnerable adults from harm. This means not only creating a safe environment for them, but also to act promptly on any complaints made and to minister appropriately to those who have been abused in the past. LBC believes that no-one should ever experience abuse of any kind and that we consequently have a responsibility to promote the welfare of all children, young people, and vulnerable adults and to keep them safe. We are committed to practice in a way that protects them. The core motivation of this action is to express our love for God and for all people.

'Love the Lord your God with all your heart and with all your soul and with all your mind. This is the first and greatest commandment. And the second is like it: Love your neighbour as yourself'. Matthew 22:37-39.

'We love because He first loved us.' 1 John 4:19

THE LBC SAFE CHURCH POLICY AIMS TO:

- Ensure ALL people are respected and valued.
- Minimise the risk of abuse, ministry misconduct and the misuse of positional power.
- Ensure that all cases of suspected abuse and ministry misconduct are handled appropriately.
- Ensure that our leaders, volunteers, and programs are safe, both in person and online. (See Cyber policy)
- Be compliant to the 11 Child Safe Standards as required by the Victorian Government.

Please note that a 'vulnerable adult' (in this context) may be defined as an individual aged 18 or over who has a functional, mental, or physical inability to care for themselves or who may, at any given time, be unable to protect themselves from physical, mental, or emotional abuse.

The Practice of this Policy requires us, as a church:

- To be inclusive in the protection of all children, young people and vulnerable adults who receive LBC services.
- To provide staff and volunteers with the overarching principles that guide our approach to this protection.

In developing this Policy, LBC recognises that:

- The welfare of children is vital and is everyone's responsibility as outlined in the National Framework for Protecting Australia's Children.
- All children, young people, and vulnerable adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have a right to equal protection from all types of harm or abuse.
- Some children, young people and vulnerable adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, parents, carers, and other organizations/agencies is essential in promoting their welfare.

LEGAL FRAMEWORK

This policy reflects legislation and guidance that seeks to protect children, namely: National Legislation: National Framework for Protecting Australia's Children "Protecting Children is Everyone's Business" 2009-2020 (Commonwealth of Australia) State Legislation: Children, Youth and Families Act 2005 (Victoria) Working with Children Checks: Working with Children Act 2005 (Victoria)

OUR COMMITMENTS

1. Safe recruitment of Leaders and Volunteers
 - Screen all prospective leaders in our programs before they are appointed.
2. Provide adequate training for all leaders and volunteers in the basic biblical foundations of pastoral care, the LCB Leadership Code of Conduct and the requirements of relevant state and federal government legislation.
 - Require all leaders and volunteers to attend role-specific training, as required, including Safe Church, Creating Safe Spaces (or SCTA endorsed) workshops and other external workshops (where appropriate).
 - Require all LBC leaders to have a current Working with Children Check.
3. Articulate a clear Leadership Code of Conduct
 - Adopt and implement a Code of Conduct for all leaders and volunteers, including boundaries of behaviour and expectations of interactions with children.
 - Require all leaders to agree to and follow the Leadership Code of Conduct.

4. Practice accountable supervision of Leaders and Volunteers
 - Provide ongoing training, supervision and support for leaders and volunteers.
5. Respond to allegations of risk of harm (abuse) and serious misconduct.
 - Require all leaders and volunteers to report disclosures or suspicions of any abuse of children, young people, or vulnerable adults according to role-specific procedures and legislative requirements.
 - Listen to, reassure, and take seriously, all children, young people and vulnerable adults who raise concerns.
 - Provide support for the victim where an allegation of misconduct has been made against a leader or volunteer in relation to a child, young person, or vulnerable adult. The protection and safety of these people is of paramount importance.
 - Provide or seek appropriate assistance to ensure a just, fair, and timely resolution.
6. Respond to disclosures of abuse.

Please note that responding to abuse is not limited to children but includes young people and adults within our ministry programs who may be vulnerable at any given time where abuse could be present. Anyone aware of abuse must report it to the responsible leaders who will take the most appropriate steps to support those within our community who may have experienced abuse of any kind.

- Appropriate training will be provided for leaders to –
 - Recognise and respond to indications of abuse and neglect, and how to provide support for all involved in the disclosure (including the leaders/volunteers).
 - Understand the processes of responding to disclosures of complex abuse and harm including self-harm and suicide ideation, and the professional help available for such serious issues.
7. Provide an open safe environment in our ministry programs.
 - Afford participants a say in the ministry programs and activities in which they participate by fostering and valuing their ideas and encouraging participation in an accountable and transparent way.
 - Create a friendly and welcoming environment which allows people to raise their concerns in an appropriate manner.
 - Obtain appropriate information relating to the program participants, including their health and family situation, to ensure that we are able to care for their physical, emotional, mental, and spiritual needs.

8. Understand and value diversity

- Be mindful that all ministry programs be inclusive. This includes adapting programs for anyone with a disability to receive access to various programs and providing adequate training for leaders.
- Be sensitive to those from 'Culturally and Linguistic Diverse' (CALD) backgrounds and those within the Aboriginal and Torres Strait Islander communities with our programs, information, support, and services – respecting all cultures and encouraging the participation of all people, recognising their unique contribution to our community.
- Achieve a culturally safe organisation by:
 - Giving support and encouragement for Aboriginal children, young people, and others from different cultures to express their culture in appropriate ways.
 - Ensuring that all staff members receive relevant cultural training, so they grow in their understanding of Aboriginal and other cultures and have an understanding of and appreciation for culturally sensitive issues.
 - Identifying and addressing all incidences of racism, including those of Aboriginal children, young people, and their families.
 - Ensuring that LBC's policies, procedures, systems, processes, and measures create a culturally safe and inclusive environment for all people.

In order to do this effectively, LBC will give particular attention to:

- The needs of children and young people who come from families that are economically vulnerable, are homeless, where domestic 'violence' is present, and/or where they may have been subjected to physical, verbal, or sexual abuse.
- The needs of children and young people who come from Refugee and/or Immigrant families or non-traditional family units such as single parent families.
- The needs of children, young people, and vulnerable adults with physical disabilities such as Cerebral Palsy or Intellectual Development disorders such as Down Syndrome.
- The needs of children, young people, and vulnerable adults with Learning Development disorders or on the Autism Spectrum.
- The needs of children, young people, and vulnerable adults with attention deficit hyperactivity, eating or anxiety disorders.
- The needs of children, young people and vulnerable adults who identify as homosexual, lesbian, gay, bisexual, transgender, or intersex.
- The needs of children and young people who are unable to live at home (for example children and young people in out-of-home care or custodial settings).

- The needs of children, young people, and vulnerable adults who make up the unique demographic of the surrounding areas of Lilydale Baptist Church e.g., the aged, young families, the homeless, those living below the poverty line, who are unemployed, etc.
- The needs of children, young people, and vulnerable adults from all walks of life, who struggle with life in general, who may feel oppressed, isolated, alone, confused, separate from society and community etc with the aim of including them in the life and community of the Lilydale Baptist Church.

Please Note That:

1. Although the above list highlights the people and groups of people that are unique to the demographics surrounding the Lilydale Baptist Church, they are by no means exhaustive and remain fluid and open-ended.
2. Some vulnerable people and/or groups may exhibit behaviours which the Lilydale Baptist Church would consider to be destructive and dishonouring to God. Whilst we seek, therefore, to provide a safe and inclusive environment for all people, we may not condone the behaviour which comes with that vulnerability because we have an obligation to provide a safe environment for the 'whole' church community where the negative behaviours of one vulnerable person or group should not be allowed to endanger others.

REVIEWING THIS POLICY

This policy will be reviewed by the Combined Leadership – as may be required from time to time. In such reviews, LBC will consider the views, comments and suggestions from children, parents, adult participants, leaders, volunteers, and staff. Changes will be made that reflect those views – provided they are in line with the most up to date governmental policy changes and do not contravene the Biblical Principles and Ideals of the Baptist Faith.



LBC LEADERSHIP CODE OF CONDUCT

OUR CONDUCT AS LEADERS

Staff and volunteers are responsible for maintaining a professional approach to their roles within the church. This means establishing and maintaining clear boundaries which serve to protect everyone from misunderstandings. This Code of Conduct sets out the behaviour which Lilydale Baptist Church expects from all people associated with it.

PURPOSE

Following this code of conduct will help to protect children, young people and vulnerable adults from abuse and inappropriate behaviour from both leaders and volunteers. It also helps staff and volunteers to maintain the standard of behaviour expected of them. Having a Code of Conduct that everyone adheres to protects the integrity of the church because the opportunities for harm are actively reduced.

UPHOLDING THIS CODE OF CONDUCT

All staff and volunteers are expected to report any breaches of this code of conduct to a Safe Church/Safe Child Team Member indicated in the Child Safe policies and procedures put in place by Lilydale Baptist Church. Staff and volunteers who breach this Code of Conduct may be subject to disciplinary procedures, including any breaches involving external workers or volunteers.

All allegations of child abuse will be reported to statutory authorities, such as police or child protection. A report will also be made to the Baptist Union of Victoria's professional standards unit - but this will not replace or negate the obligation to report to statutory authorities.

The Lilydale Baptist Church condemns all forms of abuse, discrimination, and sexual exploitation. We are committed to creating and maintaining an environment which promotes safety for every person in our programs including children, young people, people with a disability, people from CALD, people without a home, people who identify as LGBTQI, and people with Aboriginal and Torres Strait Islander backgrounds.

OUR CODE OF CONDUCT

The Lilydale Baptist Church believes that its leaders are held to a higher standard of behaviour, not necessarily expected of others, as they carry out their God given calling. Biblically this means their character and conduct leave them above reproach. The behaviours exemplified in our code of conduct are designed to protect the integrity of our leaders, and the emotional, physical, and spiritual wellbeing of those whom we are serving.

The following beliefs and behaviours form a valued part of LBC's Leadership Culture:

1. We minister out of our relationship with God and therefore are committed to fostering a healthy relationship with God by:
 - Participating in the life of the Church: to belong to Christ is to belong to His body the church, so we make regular participation in the life and ministry of the church an ongoing priority.
 - Studying the Scriptures: we believe the Bible is the inspired word of God that reveals God, and shapes our lives, and so we will study the Bible both in private and in a group context.

- Praying regularly: we are committed to praying continually, both in private and with others, for God's power and purposes to be expressed through the people and ministry of the Church.
 - Giving to the work of the Church: we believe everything we have comes from God and therefore we freely give of our time and resources to serve others, as an expression of our gratitude to Him.
2. We serve others in the context of healthy relationships, and will engage in healthy friendships with those we minister to by:
- Recognising positional power: understanding that because leaders exercise considerable influence, there is unequal power between leaders and those they lead. As leaders, it is our responsibility to recognise the power that we exercise in our ministerial roles, and refrain from abusing the power that is inherent in our role, instead creating healthy boundaries that protect our integrity and the wellbeing of those in our care.
 - Establishing healthy boundaries: we will take responsibility for not placing ourselves or others in compromising situations and, where possible, allow people to be counselled by someone of the same gender. When counselling children or young people we will acknowledge their right to accept or decline counselling, communicate with parents wherever possible, and remain within sight or hearing of another adult leader/helper.
 - Avoiding high risk situations: to protect ourselves and those we serve, rather than closed or concealed rooms, we conduct our ministry in open public spaces, and as much as possible, where there is another adult leader/helper present. This includes transportation of others, and sharing rooms on camps, unless extreme circumstances occur, and/or permission is given. Care and consideration will be given to our children, young people and vulnerable adults when hiring our facilities to third parties in order to ensure that we have avoided any "high risk" activities or persons that could inadvertently place anyone in danger.
 - Treating others respectfully: we teach and exercise authority respectfully, and with humility by giving time, attention, showing respect for people's opinions and cultural differences, and encouraging them to participate regardless of race, gender, creed, or other status.
 - Interacting carefully: we seek to promote positive behaviour and self-esteem in others and choose to use words that build others up; we do not ridicule or embarrass people. In order to protect people under the age of 18, we avoid any form of touch that could be perceived as sexually suggestive or romantic, only providing safe touch as appropriate. We must not physically hurt a person, irrespective of age (but recognise that limited physical restraint may be appropriate in order to protect children and young people from harm).
 - Respecting privacy: we recognise that appropriate boundaries in ministry include both personal relationships and those conducted through social media. We will not use any computer, mobile phone, video, or digital camera to exploit or harass children, young people, or vulnerable adults. This includes a commitment to not post anything to social media without prior appropriate consent. In addition, we will use this space to 'promote' child safety and wellbeing and make sure our permission forms include an online component to them.
 - Being a team player: we work better when we work together as the body of Christ, when everyone's gifts and passions are being utilised. We choose to work humbly and cooperatively with other leaders as our ministry areas overlap, believing that together we have the skills needed to build others up in Christ.

- Practicing accountability: we make sure everyone in our team knows: (a) what we are aiming for (vision), (b) what we want them to do (responsibility), and (c) who they must answer to (accountability). We practice accountability with honesty and transparency to ensure that we are protecting each other's integrity and creating safe ministry environments for all.
3. As Christian leaders we are called to discharge our ministry in keeping with biblical and legal patterns, we will:
- Love and care for our families: our first responsibility is to our family. We will seek to minister to our family first and pay careful attention to the effect that ministry is having on them.
 - Uphold the law: both personally, and as we minister to others we seek to understand and operate within the laws of our nation, other than any law that is contrary to the Scriptures. We are legally bound to protect and report any abusive situation that we become aware of to church leaders, and the police.
 - Protect confidential information: we will uphold the privacy of those we minister to, not disclosing any confidential information collected without prior consent, and will only give information to the appropriate pastor/ministry leader as required. The exception is if there is a legal obligation or a duty of care issue.
 - Conduct ourselves with integrity: both in our private and public life we will seek to be above reproach by not engaging in practices beyond what is permitted legally or that will undermine our integrity. We pursue patterns that reflect a genuine honesty, reliability, and purity, and refuse to treat people violently, or in a manner that perpetuates any form of abuse.
 - Never stop learning we are committed to our ongoing growth and development as people and as leaders/helpers will seek training opportunities that further equip us for our ministry.
 - Encourage open communication: we strive to create environments where everyone feels comfortable and caring enough to point out attitudes or behaviour they do not like. We encourage open communication between all children, young people, parents, staff and volunteers, and allow children and young people to participate in the decisions that affect them. We will report any concerns or suspicions regarding abuse by a fellow worker, volunteer, contractor, or visitor, via Lilydale Baptist Church child protection reporting procedures.

I am responsible for my own actions and utilise Church Safe standards and best practices to avoid actions and behaviours that could be in breach of this Code of Conduct and the Church Safe policies of Lilydale Baptist Church.

I have read the Lilydale Baptist Church Leaders Manual, including the Safe Church Policy and Code of Conduct and discussed its contents with my ministry leader. I am aware that Lilydale Baptist Church expects me to uphold at all times the standards and behaviours that are outlined in the Code of Conduct above.

I also understand that disciplinary measures and/or legal steps will be taken if I am found to be in breach of the Code of Conduct. I understand that in making that report, Lilydale Baptist Church may have to inform other authorities, in order to meet obligations under Australian law.

Name: _____

Signature: _____ Date: _____

Witness (name): _____

Church Position: _____

Signature: _____ Date: _____



HUMAN RESOURCE (HR) POLICY

The Lilydale Baptist Church is committed to providing a safe and supportive environment for everyone that comes into contact with it.

The Lilydale Baptist Church is especially committed to ensuring the safety and wellbeing of children, young people and vulnerable adults and will do so, in the first instance, by ensuring that anyone holding positions of responsibility within the Church or any of the ministries associated with the Church (including all volunteers, temporary workers and paid employees) have been appropriately screened, trained, inducted, supervised, and reviewed.

Recruitment

The Lilydale Baptist Church believes that the first and best way of minimising risk and of deterring and preventing unsuitable people gaining access to children, young people and other vulnerable adults who use its services is to ensure that those who occupy any position of responsibility (whether paid or unpaid) are properly vetted, trained, and supervised. In order to do that (and with due regard to the Fair Work Act and Anti-discrimination laws), the Lilydale Baptist Church will:

- Provide a written job description for every leadership role (both paid and unpaid) within the church – which frames the role and the activities involved, states the responsibilities that the position holds, who they are accountable to, on-going church affiliation and what their role is in safeguarding children, young people, and vulnerable adults.
- Apart from members of the Pastoral Team who are appointed by a Special Church Meeting as per the provisions of the Lilydale Baptist Church, the positions of all other paid staff are to be advertised, either internally and/or externally, as may be deemed appropriate at the time.
- Interview potential candidates using the Leader Application Form.
- Obtain references, verify qualifications, discuss experience, and follow up where appropriate.
- Ensure that our Church and Child safe policies (and accompanying reporting procedures) and the Church's Leadership Code of Conduct have been read, understood, and agreed to.
- Ensure that Working with Children Checks and Police Checks (where appropriate) are either up to date or have been applied for.
- Ensure that an appropriate induction training program is provided for successful applicants.

Screening

In addition to the internal processes (as detailed above), the Lilydale Baptist Church will use external screening processes to assist in determining an applicant's suitability for the role they are applying for or being appointed to such as the Elders and the Leadership Team.

- All paid staff (which includes, but is not limited to, Pastors, Managers, Administrators and Bookkeepers) must either have a current Working With Children's Check or be in the process of applying for one and be able to supply a receipt for the application.

- All senior volunteer roles (which includes, but is not limited to, members of the Leadership Team, the Elders, and all other recognised Ministry Leaders) must either have a current Working With Children's Check or be in the process of applying for one and be able to supply a receipt for the application.
- All volunteer roles (which includes but is not limited to the Community Care Team) that give access to private and sensitive information about children, young people (under the age of 18) and their families must either have a current Working With Children's Check or be in the process of applying for one and be able to supply a receipt for the application.
- All volunteer roles that involve either working with or having decision making authority over children and young people (under the age of 18) must either have a current Working With Children's Check or be in the process of applying for one and be able to supply a receipt for the application.
- All paid staff (which includes, but is not limited to, Pastors, Managers, Administrators and Bookkeepers) must have a National Police Check before commencing their roles and every five years thereafter.
- All volunteers (which includes, but is not limited to the Secretary, the Treasurer, and other Senior Ministry Leaders) who either handle money alone or are signatories to any church bank account must have a National Police Check before commencing their roles and every five years thereafter.
- Should any member of staff or any volunteer of the church be issued with an Interim Negative Police Check, this will be immediately referred to the Leadership Team for a decision on the proposed, current and/or continuing status of the individual concerned.

Supervision

Since everyone who works at LBC (whether paid staff or volunteers) are to be accountable to someone (as set out clearly in their job descriptions) and have a clear set of boundaries (as set out in the Leaders Code of Conduct), it is expected that the lines of communication thus established will ensure that everyone feels comfortable enough to voice any concerns that they may have - in the clear expectation that they will be taken seriously and addressed appropriately.

In order to ensure that the supervision of both staff and volunteers is adequate, it is recommended that, wherever possible, two or more leaders will be present at all activities in order to reduce the likelihood of situations arising that might lead to inappropriate behaviour or allegations of such behaviour.

Professional supervision and support will be offered to Pastors and others who have a significant leadership role in the Church in order to prevent or minimise the potential for burnout. It is expected that supervision at this level will provide support, encouragement, the opportunity to reflect, provide guidance and be positively challenged.

Training

As a part of the induction process, it is expected that all workers (both staff and volunteers) will be given a copy of our Safe Church and Safe Child Policies – as well as a detailed job description and a copy of our Code of Conduct.

The Lilydale Baptist Church also expects that all of its paid employees – as well as volunteers who form a part of the Leadership Team, the Elders, all Ministry Leaders, and Community care Interviewers - will complete a Creating Safe Spaces Workshop during the first year in their roles – as well as a refresher course every three years. In addition to that, it is expected that regular training opportunities will be made available to all leaders to assist in their leadership skills and gift development.

Ministry Reviews

The Lilydale Baptist Church expects that all of its workers (both paid and unpaid) be subject to a ministry review after the first 3 months in a new role - in order to determine their on-going suitability for the role. A further review should then be carried out on an annual basis to assess each person's commitment, availability, and suitability for their respective roles.

These reviews should be conducted by a review team of at least 2 members, each of whom should be drawn appropriately from the Pastoral Team, the Leadership Team, the Elders, and the Ministry Team leaders. Each review team is to be decided by the Pastoral Team in conjunction with the Leadership Team and the results of each review reported to the Leadership Team for further action, if required.

These reviews will also include:

- The careful analysis of complaints, concerns, and safety incidents, with the purpose of identifying causes and possible systemic failures to inform continuous improvement.
- In the interests of transparency, a report on the findings of these reviews is to be made available to anyone who may have been impacted by them.

LBC SAFE CHURCH / SAFE CHILD TEAM

The Lilydale Baptist Church has adopted a team approach to receive and respond to all complaints, concerns, and queries about a breach in the LBC Code of Conduct; abuse and misconduct; environmental safety issues; or any behaviour or circumstances that create a concern about safety. This team is not responsible for the Mustard Tree, which has its own policies and procedures.

LBC Safe Church / Safe Child Team: Lead Pastor; Safe Church/Safe Child Concerns Persons; Church Secretary

Although this team will work together, as appropriate, to respond to any complaint, concern and query, the Pastor and the Safe Child Concerns persons will focus particularly on those people who are under the age of 18. The Safe Church / Safe Child Team is not responsible for the implementation of all safe ministry procedures, or for doing risk assessments (which is the responsibility of the individual ministry leaders) but rather, to respond appropriately to concerns of abuse and misconduct.

The team has a two-fold role:

1. To receive and respond to all complaints as detailed above and report any form of abuse to the Church Secretary for reporting to the relevant authorities and
2. To ensure that pastoral care and debriefing are provided by LBC's Pastoral Team to persons who have concerns about abuse and/or misconduct.

Safe Church/Safe Child Concerns Reporting Procedure

When a person discloses abuse, or discloses that they are at risk, or when reasonable grounds have been established, follow these steps:

1. Report the disclosure to an appropriate member of *the Safe Church Team*. Note: When a disclosure occurs, which puts a persons' immediate safety is at risk (especially from sexual or physical abuse), the Safe Church/Safe Child Team member who has been notified will immediately inform the Church Secretary who will, in turn, phone the police or other relevant authority and organise appropriate support for the person concerned.
2. Complete the applicable form e.g., *Incident Report Form* or *Risk of Significant Harm Form*.
3. When notified of an incident or a concern that does not put a persons' immediate safety at risk, the *Safe Church/Safe Child* Team member who receives the notification will report to the Church Secretary within 24 hours, who will take police, government agency, church leaders. The Church BUV's Professional Standards appropriate steps, e.g., report to denomination liaisons, and other Secretary may also contact the Team for further assistance.
4. The Church Administrator Incident Reports and Risk of privacy principles.



The church should offer ongoing and their family as much as is

should keep a file containing Significant Harm Forms, upholding

support to the affected person practical and possible.

Who can report?

Parent

Child

Staff member or volunteer

can

What to report?

Any child/vulnerable persons safety concerns, including:
 disclosure of abuse or harm
 allegation, suspicion, or observation
 breach of Leadership Code of Conduct

Call 000 if a child is in immediate danger

How?

Face-to-face verbal report, letter, email, telephone call, meeting

Who to?

Safe Church/Child Safe Concerns Person
 Gordon Taylor gordon@taylorps.com.au
 0412 349 886
Another contact Needed???

What happens next?

The Safe Church/Child Safe Concerns Person/Church Secretary will:

- offer support to the child, the parents, the person who reports and the accused staff member or volunteer
- initiate internal processes to ensure the safety of the child, clarify the nature of the complaint and commence disciplinary process (if required)
- decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the police or Child Protection and make report as soon as possible if required.

Outcome

Investigation: outcome decided; relevant staff, volunteers, parents and child notified of outcome of investigation; policies, procedures updated where necessary.

LBC & Mustard Tree Incident & Complaint Form

(To be completed as soon as possible following incident)



This form is for staff or volunteers to report incidents or concerns they may have experienced in their respective workplaces within their organisation. Please give the completed form to your Manager, Pastor, or Church Secretary.

<p>Reported by:</p> <p><input type="checkbox"/> Affected Person</p> <p><input type="checkbox"/> Manager/Supervisor</p>	<p>Name:</p> <p>Address:</p> <p>Phone:</p>
---	--

Date of Incident	
<p>Details of Affected Person: (If different from above)</p>	<p>Name:</p> <p>Address:</p> <p>Phone: Aboriginal/Torres Strait Islander Yes/No</p>
Where did it occur and by whom?	
<p>This is related to:</p> <hr/> <p>Please indicate by ticking the appropriate boxes that relate to your complaint: (Please refer to the LBC Leadership Code of Conduct)</p> <hr/> <p>Describe the incident, how it occurred and any relevant events leading up to the incident.</p> <hr/> <p>Where possible please include names and phone numbers of all people (including witnesses) Use additional pages if necessary.</p>	<p><input type="checkbox"/> Physical Injury</p> <p><input type="checkbox"/> Workplace Incident</p> <p><input type="checkbox"/> Ministry Incident</p> <p><input type="checkbox"/> Other _____</p> <hr/> <p><input type="checkbox"/> Breach of Boundaries (Personal Space)</p> <p><input type="checkbox"/> Breach of Positional Power</p> <p><input type="checkbox"/> Felt unprotected or at Risk.</p> <p><input type="checkbox"/> Treated Disrespectfully</p> <p><input type="checkbox"/> Bullying Behaviour</p> <p><input type="checkbox"/> Inappropriate Interaction (Words or Behaviour)</p> <hr/>

<p>Why do you think this behaviour was unreasonable? Has this behaviour been repeated? If so, how often?</p>	
<p>How did this incident make you feel or affected your work or ministry?</p>	
<p>As a result of this complaint, what do you want to happen?</p>	
<p>Describe any injury or property damage that has occurred</p>	
<p>If injury has occurred describe subsequent events (treatment given, name of doctor, name of hospital etc)</p>	

Declaration: I declare that the information provided is true and correct	
Signed:	Date

Follow-Up Action

Advise Team Leader, Manager or member of Pastoral Team (next door) of incident as soon as possible

What action was taken following incident	
What further action (if any) is necessary	
Name of person/s responsible for follow-up action	
Date follow-up action completed	

Lilydale Baptist Church Privacy Collection Notice:

Personal information provided by you and collected by The Mustard Tree (on behalf of Lilydale Baptist Church) will be used in conformity with our Privacy Policy, which can be found at (www.lb.org.au), or a copy can be obtained from the church office.

RISK OF SIGNIFICANT HARM FORM

This form should be completed when you have reasonable concerns of abuse, when a child personally discloses to you that they are being abused, or when someone else tells you of abuse occurring.

This form should be handed to any member of the Safe Church Team (Lead Pastor, Safe Child Concerns Person, or Church Secretary). It is to be kept securely and confidentially for record keeping and follow-up, as per Lilydale Baptist Church's privacy policy, and is not to be used for any other reason except for the purpose of reporting the Risk of Significant Harm.

The provision of information to the Statutory Authorities for the protection of a child or young person is not a breach of confidentiality.

Date and Time of Disclosure (or Reasonable Concerns): _____

Your Details

Full Name: _____

Contact Number(s): _____

Email Address: _____

Role/Title: _____

Child or Young Person's Details

Full Name: _____ Date of Birth: _____

Address (if known): _____

Contact Number(s): _____ Aboriginal/Torres Strait Islander: Yes/No

Parent / Carer / Guardian Details

Full Name(s): _____

Address (if known): _____

Contact Number(s): _____

Is he/she aware of the disclosure (or reasonable concern)? Yes No

Does this disclosure involve a family member? Yes No

Comments: _____

Alleged Perpetrator Details (if known)

Complete as much information that you can.

Full Name:

Address (if known): _____

Contact Number(s): _____

Does the child know this person? Yes No

If yes, provide details of the relationship: _____

Is this person involved in Lilydale Baptist Church or The Mustard Tree? Yes No

If yes, in what capacity? _____

Details of Disclosure of Reasonable Concern

Describe why you have 'reasonable grounds' for this report (add pages if needed). Include when and how you became aware of the information, names of other witnesses, description of any injuries, description of the behaviour of the child, the carer's attitude regarding the incident (if known). Where disclosure has occurred, provide a first person report in this space. Record the child's actual words (attach transcript).

Does the child or young person know that this disclosure (or reasonable concern) is being documented?

Yes No

Child Safe Action Taken

Has this been referred to a member of the Safe Church/Safe Child Team? Yes No

If no, explain why:

If yes, please provide details of the referral:

Date of referral: _____ Time of referral: _____

Name of person referred to: _____

Position /Title / Role: _____

Contact Number(s): _____

Email Address: _____

Form Completed

Full name: _____ Role: _____

Signature: _____ Date: _____

(Also, to be signed by the Safe Church/Safe Child Team Member)

Full name: _____ Role: _____

Signature: _____ Date: _____

Follow-up Action Taken

Describe what action was taken on receipt of this Risk of Significant Harm Form.

Does this disclosure (or reasonable concern) require a report to Statutory Authorities?

Yes

No

If no, explain why: _____

If yes, please provide details of the report:

Date of report: _____ Time of report: _____

Please include any advice or guidance given by the State Child Protection Authorities and attach any correspondence to this report:

Follow up Action Required Please provide details of follow up action required:

RISK MANAGEMENT

At the Lilydale Baptist Church, there are many activities which involve people from both the church and from the wider community. All people who attend our church property and church activities have the right to be safe. For this reason, it is important that those in charge of coordinating programs or services have thought through the risks associated with an activity and taken all reasonable steps to remove or reduce that risk. For the purpose of Risk management, the following definitions apply:

Risk: A situation involving exposure to danger.

Risk Assessment: A systematic process of evaluating the possible risks that may be linked to an activity or task.

Risk Management: The risk assessment along with the documentation of procedures to avoid or minimise the impact of the risk.

Principles and guidelines

The following principles outline the elements of risk management which have been adopted by LBC.

Identify Risks

Identify where, when why and how events could prevent, delay, or degrade the main outcome of the event, activity, or meeting.

Analyse Risks

Determine the likelihood of the risks occurring and the potential consequences related to the risks and how these could occur.

Evaluate Risks

Compare the level of risk against the potential adverse outcomes so that decisions can be made on how to manage the priorities.

Control Risks

Develop and implement strategies and action plans which are cost effective and beneficial to all involved.

Monitor and Review Risks

Monitor the effectiveness of the processes put in place. Provide feedback for improvement, considering on any follow up required from incidences.

Note: All ongoing activities at LBC are to be subject to a formal '**Approval for Ministry and Risk Assessment Checklist**' prior to commencement and then annually or whenever there is a change of program or leadership. All 'once off' functions (such as a carols service or off-site youth activity) should complete an '**Activity Risk Assessment.**'



ACTIVITY RISK ASSESSMENT

This form is to be completed for non-repeating functions or events ie. those that are not considered a regular /ongoing ministry event of LBC.

ACTIVITY NAME AND DESCRIPTION:	ACTIVITY DATE:
ACTIVITY LOCATION:	PERSON RESPONSIBLE:
MINISTRY/DEPARTMENT RESPONSIBLE:	ASSESSMENT DATE:
ASSESSOR/S:	

TASKS: List each of the tasks for the activity	RISKS / HAZARDS Use the risks/hazards associated with each task	Consequence (C1-C5)	Likelihood (L1-L5)	Risk Rating (L/M/H)	Proposed Control Measures Nominate control measures	Responsible Person

ACTIVITY RISK ASSESSMENT TABLES

Likelihood & Consequence Factors and Values



LIKELIHOOD FACTORS		
Factors	Values	
L5	Almost Certain	The hazard/risk is expected to occur in most circumstances
L4	Likely	The hazard/risk will probably occur in most circumstances (more than 50% of time)
L3	Possible	The hazard/risk should occur at some time (less than 50% of time)
L2	Unlikely	The hazard/risk should occur at some time, usually in exceptional circumstances
L1	Rare	The hazard/risk is possible but is not expected to occur

CONSEQUENCE FACTORS		
Factors	Values	
C5	Extreme	Death; high financial loss; sustained national media coverage
C4	Major	Extreme/permanent injuries (significant hospitalisation); major financial loss; major negative state media
C3	Moderate	Medical treatment required (may involve hospitalisation); moderate financial loss; some state media or sustained local media
C2	Minor	First Aid treatment on site; minor financial loss; one off digital media, TV or newspaper coverage
C1	Insignificant	No treatment required; low or no financial loss; one off local media coverage

LIKELIHOOD		CONSEQUENCE				
		C1	C2	C3	C4	C5
L5	Almost Certain	Medium	Medium	High	High	High
L4	Likely	Low	Medium	Medium	High	High
L3	Possible	Low	Medium	Medium	High	High
L2	Unlikely	Low	Low	Medium	Medium	High
L1	Rare	Low	Low	Low	Medium	Medium

RISK	Escalation & Communication Options
High	Immediate escalation to Leadership Council; active remediation activities in place; regular frequent (weekly) monitoring
Medium	Escalate to Senior Pastor; active plans in place; monthly monitoring as part of existing meetings
Low	Local management team monitoring; lower priority plans in place

APPROVAL FOR MINISTRY AND RISK ASSESSMENT CHECKLIST

This form is to be completed by all regular/ongoing ministries of LBC. All new activities that will be ongoing at LBC should be subject to a formal Approval for Ministry and Risk Assessment Checklist. This form should be updated annually, and whenever there is a change of program and leadership.

MINISTRY:	DATE:
MINISTRY LEADER'S NAME:	PHONE:
WHERE THE PROGRAM TAKES PLACE:	TIME OF PROGRAM:
PROGRAM FIRST AID PERSON:	POLICE, FIRE & AMBULANCE: DIAL 000
SAFE CHURCH/SAFE CHILD TEAM:	
<ul style="list-style-type: none"> • Lead Pastor • Safe Child Concerns Person • Church Secretary 	

AREAS OF RISK		YES	N O	N /A	COMMENT
Safe Leaders	Have all staff and volunteers filled out a Leader Application Form?				
	Do all your staff and volunteers have WWCC?				
	Have all staff and volunteers undergone an induction, including Emergency Evacuation Procedures?				
	Is there a probation period for staff and leaders?				
	Are there adequate leader/child ratios?				
	Have staff/leaders undergone Child Safety Training and/or Refresher Training?				
	Have all staff/leaders signed a LBC Code of Conduct?				
Safe People	Have all relevant consent forms been completed by a parent/guardian?				
	Have video/photography consent forms been signed by all participants?				
	Have emergency contact details				

	been collected and accessible to leaders?				
	Are dietary requirements and allergies noted and accessible to all leaders?				
	Are there proper check-in/check-out procedures in place?				
	Are you aware of/do you have texting, email, social media guidelines/policies in place?				
	Are you compliant with copyright law in relation to music and other resources?				
	Has permission been given, or private arrangements made with the parent/guardian for transportation if required?				
	Have you ensured that no leader is left alone with a child or young person?				
Safe Environment	Do you have access to a fully stocked First Aid Kit?				
	Do you have at least two of your leaders/volunteers trained in First Aid?				
	Have you filled out an Activity Risk Assessment sheet for any events you have planned, especially off-site events?				
	Are your records kept confidential and securely?				
	Are food preparation and handling practice compliant with regulatory requirements (including communion elements)?				
	Is the venue clear of hazards, clean and well-lit?				
Reporting	Are you aware of the reporting guidelines for complaints and grievances and allegations of misconduct or abuse/harm of children?				
	Do you know where to access appropriate forms?				

PHOTO and VIDEO POLICY

Lilydale Baptist Church will follow the following guidelines:

- Obtain permission from the parent or guardian and clearly outline the purpose of using the image, how it is going to be used and for how long. If the image is going to be taken in a venue away from LBC.
- Inform parents if LBC wants to film children or the group for analytical purposes.
- Make sure professional photographers are aware that any images taken will remain the property of LBC and cannot be used or sold for other purposes. Any negatives and memory card/USB must also be handed over to LBC.
- Do not allow photographers to be unsupervised or with individual access to children.
- Be mindful of identifying personal information accompanying photographs, such as the child's name, address, or telephone number. Group photographs reduce the risk of identifying individual children.
- Only use images of children that are relevant to LBC activities. Care needs to be taken when using images of children for LBC activities that involve minimal clothing (e.g., Swimming and camp activities).
- Be mindful of listing children's hobbies, likes or dislikes, school, etc. when using the images because these can be used as grooming tools.
- Be mindful of privacy settings on websites when producing images online. Most websites are public places which any person can access. Some websites, however, can only be made accessible to registered personnel.
- Provide details for parents or other persons on who to contact if they have concerns or complaints around the use of inappropriate images or inappropriate behaviour in obtaining images.
- Obtain "Non-Exclusive Use" Permission from those involved in live-streaming events. We are committed to reviewing our Policy and good practice annually.

This Policy was last reviewed on: _____ (date)

Signed: _____ (Senior Pastor, Lilydale Baptist Church)

Strategies to promote the Participation and Empowerment of all Church Attendees (including all Children, Young people, and Vulnerable Adults).

The Lilydale Baptist Church is committed to promoting the participation and empowerment of all its attendees – including children, young people, and vulnerable adults. We believe that they all have the right to give their views and opinions about decisions that affect them and that they are more likely to speak up when they feel unsafe if they feel valued and respected. To encourage their participation and empowerment, therefore, the Lilydale Baptist church will

- Provide clear information on who is the key go-to-person for children and families.
- Consider the diversity of families and act to reduce barriers to inclusion.
- Communicate effectively with families and communities about to how to raise child safety concerns and how the organisation operates.
- Educate all its people (including children, young people, and vulnerable adults) about their rights and encourage them to contribute to the planning of their own safety.
- Actively promote their participation in the life of the Church.
- Value and respect their views and opinions.
- Seek the input of families and communities in the development and review of child safe policies and practices.
- Encourage their participation in decision making that affects them.
- Establish an environment of trust and inclusion that enables them to ask questions and speak up if they feel worried or unsafe.
- Encourage them to develop their own code of conduct.

The Lilydale Baptist Church understands that everyone (including children, young people, and vulnerable adults) has unique insights into their lives, their needs, and the world around them. As a result, we believe that they have a right to be heard and have their concerns and ideas taken seriously – particularly on matters which affect them. To make sure this happens, therefore, the Lilydale Baptist church will

- Consult (See definition below) regularly with attendees (including children, young people, and vulnerable adults) on any activity that is planned for them.
- Ensure participation is designed to be ethical, age appropriate, culturally respectful, inclusive, respectful of all ages, abilities, social and cultural backgrounds, positive and fun, voluntary and with informed consent.
- Be clear, honest, and realistic about boundaries.
- Listen to what is being said and acknowledge, value, and take everyone's views seriously.
- Ensure that leaders are skillful in facilitating the participation and empowerment of all attendees - including children, young people, and vulnerable adults.
- Ensure that there are procedures in place to support any person who may be distressed because of their involvement or disclosure of concerns.
- Provide meaningful feedback about how people's views had informed the decision-making process.

The Lilydale Baptist church believes that involving everyone (including children, young people, and vulnerable adults) in the decision-making process will:

- Benefit the Church in the long term by giving people the knowledge, skills, and experience that they will be able to use in the future.
- Improve relationships (thereby creating higher levels of respect and trust) between all participants.
- Improve the quality of policies and procedures because they will be informed by input from a wider range of people.
- Make it easier to implement and reinforce policies and procedures because more people will have taken ownership of them and
- Enrich the Church because people will be more confident and therefore able to contribute new ideas, knowledge, and skills.

Regarding children, young people, and vulnerable adults the Lilydale Baptist Church will

- Consult (See definition below) with them regularly about all decisions that affect them.
- Make them aware of their rights to be safe and how to raise concerns about their safety.
- Create opportunities for them to provide insights into planning, preparation, action, and feedback for activities that involve them and
- Provide them with appropriate information regarding their rights, what abuse is and how to respond or report it. These rights include: the right to be heard; the right to participate; the right to be safe and not harmed by anyone, and the right to live and grow up healthy.
- Commit to the recognition of the importance of friendships and encouraging support from peers.
- Commit to help young children feel safe and connected.
- Commit to help staff and volunteers to identify the signs of harm to children.
- Commit to making sure that staff and volunteers receive the appropriate training so that they understand their obligation and responsibility to support children and young people.

In the context and for the purpose of promoting the participation and empowerment of children and young people in particular, 'consultation' is defined as follows:

'Discussion with a young person to gain insight into a specific circumstance or topic. Where consultation occurs with a young person under the age of 18, two adults (one of whom is a member of the young person's same gender) should ideally be present. Consultation with a child or young person under the age of 18 will occur with parental/guardian consent and take place in a visible place in accordance with safe church and safe child policies.

LBC CYBER SECURITY POLICY

Introduction.

The risk of data theft, scams, and security breaches can have a detrimental impact on our organisation's systems, and reputation. As a result, the Lilydale Baptist Church (LBC) has created this policy to help outline the security measures put in place to ensure information remains secure and protected.

Purpose.

The purpose of this policy is to (a) protect LBC's data and infrastructure, (b) outline the protocols and guidelines that govern cyber security measures, (c) define the rules for church and personal use, and (d) list the church's disciplinary process for policy violations.

Scope.

This policy applies to all of LBC's remote workers, permanent, and part-time employees, contractors, volunteers, suppliers and/or any individuals with access to the company's electronic systems, information, software, and/or hardware.

Confidential Data.

LBC defines "confidential data" as:

- Unreleased and classified financial information.
- Church Attendees personal information.
- Employees and volunteer's personal information.
- Church contracts and legal records.

All employees are obliged to protect this data.

Device Security.

Organisational Use.

To ensure the security of all company-issued devices and information, LBC's employees/volunteers are required to:

- Keep all church-issued devices, including tablets, computers, and mobile devices, password-protected (minimum of 8 characters).
- Secure all relevant devices when not in use.
- Refrain from sharing private passwords with others.
- Regularly update devices with the latest security software.

Personal Use.

LBC recognizes that employees may be required to use personal devices to access the organisation's systems. To ensure that the church's systems are protected when this occurs, all employees and/or volunteers are required to:

- Keep all devices password-protected (minimum of 8 characters).
- Ensure all personal devices used to access church-related systems are password protected.
- Install full-featured antivirus software.
- Regularly upgrade antivirus software.
- Lock all devices if left unattended.
- Ensure all devices are protected at all times.
- Always use secure and private networks.

Email Security.

Protecting email systems is a high priority as emails can lead to data theft, scams, and carry malicious software like worms and bugs. Therefore, LBC requires all employees and volunteers to:

- Verify the legitimacy of each email, including the email address and sender name.
- Avoid opening suspicious emails, attachments, and clicking on links.
- Look for inconsistencies or give-aways (e.g., any significant grammatical errors, capital letters, excessive number of exclamation marks.)
- Avoid clickbait titles and links (e.g., offering prizes, advice).

Manage Passwords properly.

Password leaks are dangerous since they can compromise our entire computer network. Not only should passwords be secure so they cannot be easily hacked, but they should also remain secret.

For this reason, we advise our employees and volunteers to:

- Choose passwords with at least eight characters (including capital and lower-case letters, numbers, and symbols) and avoid information that can be easily guessed (e.g., birthdays)
- Remember passwords instead of writing them down. If employees or volunteers need to write their password, they are obliged to keep the paper or digital document confidential and destroy it when their work is done.
- Exchange credentials only when absolutely necessary. When exchanging them in person is not possible, employees should prefer the phone instead of email, and only if they personally recognize the person they are talking to.
- All system-level passwords (e.g., Root, enable, application administration accounts, and so on) should be changed on a regular basis.
- All user-level passwords (e.g., email, web, desktop computer, and so on) should also be changed on a regular basis.
- Do not use the “Remember Password” feature of applications (for example web browsers)
- Users must not use the same password for various access needs.

Transferring Data.

LBC recognizes the security risks of transferring confidential data internally and/or externally. To minimise the chances of data theft, we instruct all employees and volunteers to:

- Avoid transferring sensitive data (such as employee and volunteer information or records) to other devices or accounts unless absolutely necessary.
- Only transfer confidential data over LBC networks.
- Verify the recipient of the information and ensure they have the appropriate security measures in place.
- Adhere to LBC’s data protection and confidentiality agreement.

Remote Employees.

Remote employees must follow this policy’s instructions too. Since they will be accessing the church’s accounts and systems from a distance, they are obliged to follow all data encryption, protection standards and settings, and ensure their private network is secure.

Data Backup.

Backups are helpful against phishing, ransomware, and insider threats alike. If something goes wrong, having a backup is essential to restore lost files and emails. To protect LBC from loss of information and/or damage to its reputation, users will need to:

1. Backup regularly
2. Store the backup offsite and offline.
3. Ensure backup data is encrypted with a password and stored in a physically secure location.
4. Test the backup to make sure it works as expected.

Disposal.

Technology equipment often contains parts which cannot simply be thrown away. Proper disposal of equipment is both environmentally responsible and often required by law. In addition, hard drives, USB drives and other storage media may contain sensitive information and data. In order to protect the church's data, all storage mediums must be properly erased before being disposed of by using disk sanitizing software that cleans the media overwriting each and every disk sector of the machine with zero-filled blocks.

Disciplinary Action.

Violation of this policy can lead to disciplinary action, up to and including termination. LBC's disciplinary protocols are based on the severity of the violation. Unintentional violations only warrant a verbal warning, frequent violations of the same nature can lead to a written warning, and intentional violations can lead to suspension and/or termination, depending on the case circumstances.

Review and Respond

Periodic Cyber Security Assessments

The organisation will conduct periodic assessment (at least annually) to detect potential system vulnerabilities and to ensure that cybersecurity procedures and systems are effective in protecting confidential members/customers information.

Response to Cyber Security Incidents

The church will respond to data breaches depending on the type and severity of the incident. In doing so we will:

- Contain and mitigate the incident or breach to prevent further damage.
- Evaluate the incident and understand its potential impact.
- Implement a disaster recovery plan (if needed)
- Determine if any personal information was compromised and notify anyone effected of the date LBC became aware of this breach.
- Enhance systems and procedures to help prevent the recurrence of a similar breach.
- Evaluate response efforts to address any shortcomings.

Response to Safe Church/Safe Child Regulations

The Church recognises the need to promote online safety for all children and young people in their care and work towards the minimisation of harm. To accomplish this, we will make sure that:

- All staff and volunteers identify and mitigate the risks of online activities, without compromising a child's right to privacy, access to information, social connections, and learning opportunities.
- The online environment is used in accordance with our Church Code of Conduct and our Child Safe/Church Safe policies.
- We have a signed consent form from all parents/guardians in the case of contact via any online platforms and that the contact will be transparent in nature and according to our Child Safe/Church Safe policies and Code of Conduct practices.

Approved by a Church Meeting on December 10th, 2023

