



Child Protection Policy

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CHILD SAFE ENVIRONMENT POLICY

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1. INTRODUCTION

- Iglesia LIFE is committed to sound implementation of this Child Safe Environment Policy and the embedded National Principles for Child Safe Organisations across the centre.
- Iglesia LIFE is committed to promoting and maintaining a Child Safe and Wellbeing environment through organisational leadership, governance and culture.
- Iglesia LIFE adopts this Child Safe Environment Policy as a clear set of boundaries; appropriate reporting of 'harm' and 'risk of harm' protocols in line with Section 30 of the South Australian Children and Young People (Safety) Act 2017, and preventative action to minimise harm and the risk of harm to children.
- Every staff member, leader and volunteer involved in the ministry of Iglesia LIFE must read, sign, follow and adhere to this policy at all times.
- Failure to comply, or any breach of this Child Safe Environment Policy, may result in disciplinary procedures, restriction of duties, or termination of employment or ministry role, as well as criminal penalties under State and Federal Law.
- This Child Safe Environment Policy relies upon staff, leaders and volunteers to use sound judgement and common sense, to avoid actions or behaviours that could harm or put children at risk of harm.
- This Child Safe Environment Policy enables Iglesia LIFE to be better positioned to protect children; fulfil community responsibility and expectations; and protect Iglesia LIFE.
- For the purpose of this policy:
 1. A child is a person under the age of 18 years.
 2. A ministry is any activity authorised by Iglesia LIFE.
 3. Church refers to Iglesia LIFE.

2. PERSONS RESPONSIBLE

- Iglesia LIFE accepts the responsibility for ensuring that it is child-safe.
- A Risk Management Officer (RMO) is appointed by the Senior Minister and is an overseer of managing risk and reporting to the Church Board. Please (see Schedule 1, Item 1) for the nominated Risk Management Officer.
- Department Leaders in Iglesia LIFE, and their respective ministry areas, are set out in (Schedule 1, Item 1). Each Department Leader is responsible for ensuring the implementation of this Child Safe Environment Policy and reporting regularly to the RMO.
- Team Leaders are the people in Iglesia LIFE, who hold recognised positions in, or who are responsible for, Team Members and Participants in Church Ministries.

3. COMMITMENT TO CHILD PROTECTION

Iglesia LIFE is committed to the safety and protection of children under our care.

As part of the commitment to child protection, Iglesia LIFE will ensure:

- I. A zero tolerance of harm and risk of harm to children. All policies and procedures have been formed with the view of zero tolerance of harm.
- II. An aware culture. All staff and volunteers will be trained to understand the risks and indicators of harm and risk of harm to children so they can respond appropriately to suspected harm and prevent an incident before it takes place.
- III. An open and safe culture. The Church encourages a culture where harm to children can be discussed openly and reported safely to leaders and relevant authorities. Copies of the Child Safe Environment Policy and procedures are provided to any relevant person as requested and its principles are communicated to families and children.

- IV. A risk management approach. All activities are conducted to ensure risks are identified and safeguards are in place to minimise risk and protect children. Risk Management is prevention.
- V. Be open and accountable to relevant authorities. The Church commits to ensuring our practices are consistent and reflect current legislation and the 10 National Child Safe Standards. They will be updated and reviewed on a regular basis to ensure they meet the moral and legal obligation to protect children.

4. ENGAGING CHILDREN AND YOUNG PEOPLE

Iglesia LIFE welcomes, respects and values children and their participation in making decisions that affect them. We encourage and listen to their views and concerns and act on any disclosures, feedback or complaints they or their families raise with us. The Identifiable trusted staff and volunteers promote a culture of respect for one another in age-appropriate ways. Friendship and support from peers is encouraged through our various programs, and children and young people are informed of their roles and responsibilities in helping ensure the safety and wellbeing of others.

5. MEANING OF ‘HARM’ AND ‘AT RISK’

The Children and Young People (Safety) Act 2017 defines harm:

Section 17 (1) states that harm will be taken to be a reference to physical harm or psychological harm (whether caused by an act or omission) and, without limiting the generality of this subsection, includes such harm caused by sexual, physical, mental or emotional abuse or neglect.

The Children and Young People (Safety) Act 2017 defines at risk:

Section 18 states the child or young person has suffered harm or there is a likelihood they will suffer harm (being harm of a kind against which a child or young person is ordinarily protected); Or be removed from the State (whether by their parent or guardian or by some other person).

6. IDENTIFYING AND MANAGING RISK

- a. Iglesia LIFE is committed to preventing harm through risk management.
- b. Risk is the probability or threat of harm, damage, loss, liability, or any other negative occurrence that is caused by external or internal vulnerabilities, which may be avoided by preventative action.
- c. As a formal process, each activity of Iglesia LIFE must follow this risk management procedure:
 - i. Department and Team Leaders (see Schedule 1, Item 1) must complete a Risk Assessment and Permission to Proceed Application (see Schedule 1, Item 5) for all events and ministry.
 - ii. Risk assessments and Permission to Proceed application must be submitted to the RMO for approval. Events/Ministry cannot proceed without Permission to Proceed being granted.
 - iii. Department Leaders must distribute a copy of the risk assessment to all leaders participating in ministry prior to commencement of activity. All leaders must read, understand and implement the approved Risk Assessment.

In order to manage risk, the risk assessment must:

1. Identify the potential risks and incidents in which children may be harmed.
2. Assess how likely it is for the risk to occur.
3. Identify what the consequences are.
4. Develop controls, procedures and strategies to minimise identified risks.
5. Ensure steps are taken to implement the strategies to reduce the risk of it occurring.

7. CODE OF CONDUCT

- a. Iglesia LIFE has established a Code of Conduct (see Schedule 1, Item 2) to clarify the boundaries and requirements of appropriate behaviour and procedures in relation to children. It aims to minimise the risk of harm and act on the moral and legal obligation to protect children.
- b. Every person involved in ministry at Iglesia LIFE must treat the safety and care of children as paramount.
- c. Every staff member, leader and volunteer involved in the ministry of Iglesia LIFE must read, sign, follow and adhere to the Child Safe Environment Policy Code of Conduct all times.
- d. The signed Code of Conduct Acknowledgement must be filed by the Risk Management Officer.
- e. The Code of Conduct will be regularly reviewed so it is up to date and practical in its application.

8. HOW TO RAISE AND REPORT CONCERNS

- Iglesia LIFE is committed to an open and aware culture to prevent harm to children, which includes the process of raising and reporting concerns.
- Leaders and children must feel encouraged and safe to discuss any concerns and report suspected harm. Encouraging an open aware culture makes it more difficult for child abuse to remain hidden. To encourage an open culture, it is essential that leaders are approachable and supportive.
- Iglesia LIFE has established a Mandatory Reporting Policy (see Schedule 1, Item 3) as a clear guideline on the appropriate protocols required if a child is at risk of harm or is being harmed. The Mandatory Reporting Policy details the moral and legal obligation of mandatory reporting, including reporting to authorities where appropriate.
- Mandatory reporting is required if:
 1. Leaders are told that a child is at risk;
 2. Leaders believe that a child is at risk; or
 3. Leaders see a child at risk.

- If a leader is told that a child/young person is at risk, believes that a child/young person is at risk, or sees a child/young person at risk, they must follow the Mandatory Reporting Policy and procedures in its entirety immediately. Please note there is a 24-hour mandatory reporting timeline from the time of concern or disclosure to reporting to CARL, if required.
- In the event that Iglesia LIFE receives a complaint and/or allegation of misconduct of a staff member, volunteer or leader, it will be taken seriously, acted upon appropriately and in a fair and consistent matter. If this event occurs, the following procedure will apply:
 1. Any and all complaints and/or allegations must be immediately reported to the Department Leader and/or Risk Management Officer (see Schedule 1, Item 1).
 2. An Incident Report Form (see Schedule 1, Item 4) is to be completed and forwarded directly to the RMO.
 3. The RMO will notify the Senior Minister and/or the RMO. The Board will convene within a 24-hour period of receiving the complaint and/or allegation, if appropriate.
 4. Where there are reasonable grounds to suspect harm or risk of harm, Life Church must notify authorities.
 5. It is important to establish that it is not appropriate for Iglesia LIFE to decide whether abuse has taken place or not. The relevant authorities will investigate the incident.

9. SUPPORT

- Iglesia LIFE Centre will ensure that appropriate support is provide:
 - i. Children who have experienced harm or are at risk of harm;
 - ii. Staff/leaders who have allegations made against the; and
 - iii. Families who have raised complaints or whose children have been harmed.

- Iglesia LIFE is not to provide counselling to a child who has been harmed or to the child's parents, however the Church will endeavour to provide appropriate assistance where possible and refer the child/parents to services recommended by CARL.
- Children and parents should be reassured that their concerns will be dealt with appropriately, respectfully, fairly and confidentially.
- In the event that a staff member, leader or volunteer has an allegation made against them, they will cease ministering whilst the allegation is being investigated. This is not a disciplinary action, rather a protective action for the Church and the alleged individual. All allegations will be treated appropriately, respectfully, fairly, confidentially and without prejudice.
- Leaders who complete an incident report form must keep the information confidential at all times, except when disclosing to relevant authorities for investigation. After the completion of an incident report form, the Risk Management Officer (see Schedule 1, Item 1) will review the form and contact the leader for a debrief to discuss any other concerns and provide support for the leader.

10. RECRUITMENT AND SCREENING

- a. Iglesia LIFE will screen all staff and volunteers as part of its recruitment process. Screening reduces the risk of employing or appointing unsuitable candidates or child sex offenders.
- b. All persons must have a formal Working with Children Check (WWCC) issued by the Screening Unit of the Department of Human Services, and be screened and reference-checked before serving in any ministry position.
- c. A register of all Working With Children Check numbers will be kept on file by the RMO.

- d. All persons appointed to a position of leading or volunteering must have suitable references, have demonstrated proven ability, be of good character, and have demonstrated over time by their words and actions that they are aligned with the values of Iglesia LIFE.
- e. All staff and Department Leaders must be approved by the Senior Minister prior to appointment.
- f. Staff will require the following screening prior to employment:
 - Reference check
 - 100 Points of Identification
 - National Criminal History Record Check
 - Validated Working With Children Check
- g. All staff and volunteers appointed to work with children must be responsible, reliable, vigilant, of sound mind and good judgement, and embrace the Child Safe Environment Policy of Iglesia LIFE.
- h. Anyone who is identified as 'Prohibited' to work with children or have been charged with a violent or sexually-related offence (whether convicted or not) cannot be involved in child-related programs or work in immediate proximity to any child-related programs. The Board of Iglesia LIFE reserves the right to refuse entry to any Church activity to any person/people who have been found guilty of an offence of a sexual nature against children or minors. This also applies to people who have current charges of this type pending.
- i. In the event that a child volunteers in a children's or youth program and turns 14, they must have a validated Working With Children Check to continue participating in the program. If they do not have a validated Working With Children Check, they will be unable to continue participating in the program.
- j. Visiting ministers and contracted entertainers working with children at Iglesia LIFE must abide by the Church's Child Safe Environment Policy and Code of Conduct. In particular, they must be reminded about the Social Media Clause 17 in the Code of Conduct when promoting their visit. Prior to their visit, visiting ministers and contracted entertainers working with children must read this Child Safe Environment Policy and Code of Conduct, sign the policy acknowledgement and forward it to the Department Leader. A copy of the signed acknowledgement will be kept by the RMO.

11. TRAINING

- a. Iglesia LIFE will provide regular training for all leaders and volunteers on its Child Safe Environment Policies and procedures.
- b. The RMO must maintain a training register. Refresher training must be held every 3 years.
- c. A leader who has any concerns or queries in relation to any item in this policy should speak to the Risk Management Officer for clarification.

12. REVIEW

Last Updated: June 2023

Scheduled Review Date: June 2025

- I. The person responsible for ensuring this policy is reviewed and updated is the Risk Management Officer (see Schedule 1, Item 1).
- II. This policy was adopted by resolution of the Iglesia LIFE on June 2023.

REQUIREMENTS FOR CHILD SAFE ENVIRONMENT POLICY:

As a leader, I understand that by signing this Child Safe Environment Policy, I commit to the following guidelines and requirements (full descriptions of guidelines are detailed in this document):

1. I will adhere to the guidelines in this Child Safe Environment Policy.
2. I will use sound judgement and common sense at all times to avoid actions or behaviour that could harm a child or be construed as child abuse.
3. I will implement the preventative actions described in this policy rather than simply react to an incident after it happens.
4. I will promote an open and aware culture regarding child abuse.
5. I will make children feel that they can raise concerns and speak openly.
6. I will raise any concerns of risk I may have with the Department Leader who I am directly responsible to or the Risk Management Officer (See Schedule 1, Item 1). I will follow the procedures for the Mandatory Reporting Policy immediately this becomes necessary. This includes incident reporting and documentation.

CHILD SAFE ENVIRONMENT POLICY ACKNOWLEDGEMENT

- I. I acknowledge that I have read and understand the Iglesia LIFE Child Safe Environment Policy and understand my personal responsibility to agree to, follow, abide by, uphold, and promote the above expectations and requirements at all times.
- II. I also understand that any failure to comply with or breach of this Child Safe Environment Policy may result in disciplinary procedures, restriction of duties, or termination of employment or ministry role, and could also result in criminal prosecution.

Signature

Print Name

Date

This signed Child Safe Environment Policy page must be returned to the Risk Management Officer (Schedule 1, Item 1) for filing. The rest of this policy is to be kept by the individual who signed the Child Safe Environment Policy.

Code of Conduct

Last Updated: June 2023

Scheduled Review Date: June 2025

GUIDELINES FOR CODE OF CONDUCT

Iglesia LIFE is committed to the safety and wellbeing of all participants, especially children and vulnerable people involved in our programs. The Code of Conduct provides essential guidelines for appropriate behaviour and boundaries that safeguard against harm of positional power and support the rights of the participant, ensuring a safe environment for all.

1. Duty of Care
2. Prevention of Child Harm and Child Abuse
3. Handling Concerns
4. Language, Behaviour and Respect
5. Perceptions and Appearances
6. Favouritism/Special Relationships/Grooming
7. Never be alone with a child
8. Travel
9. Counselling
10. Physical Touch
11. Dress
12. Sleeping Arrangements
13. Discipline
14. Violent, Harmful or Disruptive Behaviour
15. Bullying
16. Cyber-bullying
17. Social Media
18. Sign In/Sign Out Procedures
19. Adult/Child Ratios and Supervision.
20. Allergies
21. Respect Diversity
22. Independent or Parental Assisted Procedures:
 - a. Toileting
 - b. Nappy Changing
 - c. Showering
 - d. Dressing
 - e. Sun Protection
23. Water Safety - Recreational Activities
24. Court orders
25. Privacy
26. Risk Assessment/Management
27. Recruitment
28. Support for Staff, Leaders and Volunteers
 - a. Training
 - b. Mentoring

1. DUTY OF CARE

- a. Leaders have a duty of care to act in the best interest of children at all times.
- b. Leaders have a duty of care to ensure that children are safe, protected and treated with respect.

2. PREVENTION OF CHILD HARM AND RISK OF HARM

- a. All leaders in ministry must adhere to the guidelines in this Code of Conduct, and implement preventative action, rather than simply react to an incident after it happens.
- b. Leaders must use sound judgement and common sense at all times to avoid actions or behaviour that could lead to or be construed as harm to a child.
- c. Child harm can be prevented by assessing risks and implementing controls to reduce the risk.

3. HANDLING CONCERNS

- a. If a leader becomes aware of any concern of risk, they must notify their Department Leader or Risk Management Officer (RMO) and follow the procedures of the Mandatory Reporting Policy (see Schedule 1, Item 3) in its entirety immediately. This includes incident reporting and full documentation.
- b. Concerns must be kept strictly confidential and only disclosed to a Department Leader, RMO, those responsible for investigating incidents, or those appointed by the Senior Minister.
- c. Child harm can be prevented by an open and aware culture. Encouraging open discussion and scrutiny makes it more difficult for harm to occur and remain undetected. Accordingly,
- d. All leaders need to be aware of and understand appropriate and inappropriate behaviour by reading this Code of Conduct.
- e. Leaders need to seek clarification from the Department Leader or RMO if they do not understand any information contained in this Code of Conduct.
- f. All leaders need to feel safe and encouraged to raise any concerns.
- g. All leaders must make children feel that they can raise concerns and speak openly.
- h. Leaders must inform the RMO if they observe another leader acting in a way that is in breach of this Code of Conduct. The RMO will report the breach to the Senior Minister or Chief Executive Officer and follow reporting procedures.

4. HANDLING CONCERNS

- a. Leaders are to behave and use language in a manner that is consistent with the Child Safe Environment Policy and values of Iglesia LIFE.
- b. Leaders must treat all children with integrity, respect, courtesy, and dignity at all times, regardless of their age, race, colour, gender, language, background, disability or other status.
- c. Leaders must conduct themselves professionally and appropriately when showing care and compassion to children.
- d. The language and tone used by a leader to communicate to a child must be affirming and respectful.
- e. Leaders must not use language or behaviour towards children that is inappropriate, demeaning, harassing, abusive, sexually provocative, or intended to humiliate. This behaviour can damage a child's self-esteem and cause emotional harm.

5. PERCEPTIONS AND APPEARANCES

- a. A leader's behaviour and actions must reflect the reputation of Iglesia LIFE.
- b. It is important to understand that whilst a leader may not intend to harm a child by their language or behaviour, their speech or actions may be perceived or appear to be harmful, inappropriate, or putting a child at risk of harm.
- c. Leaders have a personal responsibility and personal obligation to avoid actions, behaviours or language that could be construed as inappropriate, harmful or putting children at risk of harm.

6. FAVOURITISM/SPECIAL RELATIONSHIPS/GROOMING

- a. Leaders must avoid behaviour which could give the impression of favouritism or a special relationship between themselves and a child. This type of behaviour could be construed as grooming or predatory.
- b. Favouritism behaviour includes, but is not limited to, allowing certain children to overstep the rules, spending inappropriate special time with a child and/or inappropriately giving gifts to a child.

- c. Behaviour which is or is perceived as favouritism or a special relationship must be stopped immediately.
- d. If favouritism or an inappropriate special relationship is identified, it must be reported to a Leader or the RMO, where further action will be taken, including reporting to the Senior Minister and relevant authorities as required by law.
- e. Grooming is generally behaviour that makes it easier for an offender to procure a child for sexual activity. It is often precipitated by secretive behaviour and building the trust of a child or carer in order to gain access to a child. Lead Leaders must never engage in online grooming.
- f. Leaders must not engage in any form of communication or behaviour with a child that is secretive.
- g. Leaders must not become romantically involved or be in a romantic relationship with a child (person under the age of 18).
- h. Leaders must not expose a child to sexual concepts or pornography.

7. PERCEPTIONS AND APPEARANCES

- a. Leaders must ensure that they are never placed in a situation where they are alone with a child. Another leader must be present when working in close proximity with children.
- b. In the event that a leader is placed in a situation where they are alone with a child, the leader must remove themselves from the situation immediately, unless the child is in immediate risk of injury or harm.
- c. When it is necessary to meet with a child, leaders must be in a visible, public place and ensure that they are in full view of another leader or adult.
- d. A leader should never meet with a child in a private room or with the door closed, even if they are accompanied by another leader.
- e. A leader must never visit a child's home unless the child's parents have given their permission and have prior knowledge of the visitation. At all times, for the entire duration of the visit, at least one parent or guardian must be present, as well as another leader.
- f. Small group activities must take place in a public and visible setting. In the event where a small group activity is arranged in the leader's home, another leader and other children must be present, or the activity must be cancelled.
- g. Small group activities cannot take place if there is only one child and one leader in attendance. In the event that only one child and one leader is present at a small group, the leader and child must join another group and leader, or the small group activity must be cancelled.

8. TRAVEL

- a. In the event where a child needs transportation, a leader must never be alone with a child. This is inclusive of, but not limited to, travelling in a car, bus or any other form of transport to get to and from activities of Iglesia LIFE, or any other travel in connection to Iglesia LIFE.
- b. When providing transportation to a child, a leader must complete a Driver's Declaration and have an approved Travel Plan. Driver's must be accompanied by another leader at all times. Both leaders travelling must have an approved Working With Children Check that has been validated by the RMO.
- c. When providing transportation to a child, leaders must have parental consent.
- d. When travelling by bus or commercial transport, a consent form approved by the Risk Management Officer must be signed by a parent or legal guardian and received by the Department Leader prior to transport.

9. COUNSELLING

- a. Iglesia LIFE provides a safe space for children's views and concerns to be heard (See Section 2 Handling Concerns in the Code of Conduct and Section 4 Engaging Children & Young People in the Child Safe Environment Policy).
- b. Leaders should not engage in formally counselling children.
- c. If a child may require formal counselling, leaders should contact their
- d. Department Leader for appropriate referral.
- e. It is best practice for a Department Leader to notify parents when counselling may be required. Counselling can be sought independently through an appropriate professional external agency.
- f. If a child is requesting counselling due to Mandatory Reportable concerns, leaders must follow the procedures of the Mandatory Reporting Policy (see Schedule 1, Item 3) in its entirety immediately. This includes incident reporting and full documentation.

10. PHYSICAL TOUCH

- a. Leaders must not touch a child in a manner which is unwarranted or inappropriate given their age, gender or cultural background.
- b. Leaders must not hold, kiss, cuddle, fondle, “accidentally touch”, or engage in any physical touch towards a child that is or could appear to be inappropriate or sexually provocative.
- c. Leaders should avoid inappropriate physical contact with a child, such as engaging in rough physical games.
- d. Leaders must not engage in any form of sexual activity or acts with a child.
- e. Leaders must never physically harm a child, by purposefully injuring or threatening them. Leaders must not slap, punch, shake, kick, shove or grab a child.

11. DRESS

- a. Leaders must be aware of how they are dressed when they are with a child, and ensure they are dressed appropriately, particularly when working with teenagers.
- b. Leaders must ensure they are not dressed provocatively. Inappropriate clothing when working with children includes, but is not limited to tight clothing, low-cut tops, very short skirts/pants, or sheer clothing.
- c. Leaders should be mindful of wearing appropriate swimwear in front of children in the course of their activities of Iglesia LIFE. It is inappropriate for leaders to wear bikinis or low-cut swimwear whilst leading an activity of Iglesia LIFE. Men must wear board shorts and women must wear one-piece swimwear and preferably wear board shorts.
- d. Leaders must never undress or get dressed in front of a child.

12. SLEEPING ARRANGEMENTS

- a. For activities requiring an overnight stay, sleeping arrangements must be documented in a written plan by the Department Leader and approved by the RMO prior to the activity proceeding.
- b. It is best practice for a leader to never sleep in the same room/cabin/tent or any other lodgement that a child is sleeping in.
- c. In the event that there is no other option and a leader must sleep in the same room/cabin/tent or any other lodgement that a child will be sleeping in, the following additional protocol applies:
- d. Two leaders must be present at all times when sleeping in the same room as a child.
- e. Leaders must sleep in their own bed and never share a bed or bedding with a child.
- f. Leaders must not sleep close to a child.

13. DISCIPLINE

- a. Leaders are prohibited from physically punishing or disciplining children. Under no circumstances is physical discipline acceptable.
- b. In the event that a leader physically punishes a child, it is immediately reportable to a Department Leader or RMO, and it will be reported to the Senior Minister and relevant authorities.
- c. The core value of discipline communicated in our children's programs is centered around Respect for one another.
- d. In the event that a disciplinary discussion is required for a child, a leader should:
- e. Calmly explain to the child that their behaviour is not appropriate;
- f. Not use a tone or language that shames, humiliates, degrades or emotionally or psychologically harms a child; and
- g. Ensure that where a disciplinary discussion needs to take place in private, the leader and child remain in a visible place and in view of another leader.
- h. It is best practice to have another leader present in all disciplinary discussions.
- i. In the event that a disciplinary discussion does not result in a change of behaviour or the situation requires further action, leaders should notify their Department Leader. Parents should be contacted immediately by the Department Leader. Where appropriate, Department Leaders should request that parents pick up their child and that the child no longer participate in the activity.

14. VIOLENT, HARMFUL OR DISRUPTIVE BEHAVIOUR

- a. Violent, harmful or disruptive behaviour by either adults or children is not tolerated at Iglesia LIFE.
- b. If a leader becomes aware that a child is self-harming, the leader must refer to the Mandatory Reporting Policy (see Schedule 1, Item 3) and follow the procedures in its entirety immediately. Self-harm can involve cutting, burning, poisoning, scratching, hair-pulling or overdosing.
- c. If a child's behaviour is disruptive to a ministry program, leaders must follow the following protocol:
- d. Address the behaviour and let the child know that it is unacceptable. Disciplinary discussion protocols from Clause 13 must be followed.
- e. If the behaviour continues, report the child's behaviour to the Department Leader.
- f. The Department Leader will address the behaviour with the child.
- g. If the behaviour continues, the Department Leader will inform the parents or legal guardian of the behaviour and request that they collect their child.
- h. If the behaviour is significantly continuing after the parents have been informed, the Department Leader is required to assess whether the child should be restricted in their ability to participate in the program and communicate it to the parents. In the event that a child displays violent, harmful or bullying behaviour, leaders must follow the following protocol:
- i. If leaders need to separate a fight or pull a child away from their violent activity, they must not use greater force than what a child is using.
- j. If Police intervention is required, the most senior leader present should contact the Police as soon as necessary. In this instance, the RMO should also be notified immediately.
- k. Department Leaders must contact the child's parents or carer and inform them of the incident.
- l. If the behaviour is repetitive, significantly violent or harmful, or other children are distressed, parents must be contacted and informed that they must collect their child.
- m. If the behaviour continues after it has been addressed with the child and the parents/legal guardian have been informed, it must be reported to the RMO to assess whether the child is still able to continue attending the ministry program in consultation with the Senior Minister.

- n. Violent or harmful behaviour can be a sign of the child being exposed to domestic violence. If the child is displaying significant violent or harmful behaviour to themselves or other people, please refer to the Mandatory Reporting Policy(see Schedule 1, Item 3) and follow the reporting requirements in its entirety immediately.
- o. If a child indicates they are suicidal, have intent or attempted to suicide, leaders must refer to the Mandatory Reporting Policy(see Schedule 1, Item 3) immediately and ensure all reporting requirements are actioned immediately.

15. BULLYING

- Iglesia LIFE has a zero-tolerance bullying policy for both leaders and children who participate in bullying activities.
- It is important that leaders of Iglesia LIFE protect children by being aware of what bullying is, recognising bullying, and taking immediate action to stop it.
- Bullying is repeated verbal, physical, social, or psychological behaviour that is deliberate, harmful, and involves the misuse of power by an individual or group towards one or more persons who do not have the power to stop it.
- The key characteristics of bullying are that it:
 - Causes hurt and distress.
 - Is repeated; and
 - Involves the use of power in an unfair way.
- Bullying can be in many forms including, but not limited to physical fighting, pushing, punching, kicking, spreading hurtful rumours, teasing, insulting, embarrassing, invading personal space, social exclusion, hate recruitment or sexual harassment including inappropriate joking, unwanted touching, exposure or sexual advances.
- Symptoms of bullying include, but are not limited to withdrawal, reluctance to participate in activities, stomach aches and headaches, physical injury, low self-esteem and depression. It is important to recognise that not all such symptoms are necessarily the result of bullying.
- Not all children who are bullied will ask for help, so leaders must be vigilant.

16. CYBER BULLYING

- a. Cyber bullying is the use of technology to bully a person or group with the intent to hurt them socially,
- b. Psychologically or even physically. It includes, but is not limited to: sending threatening messages; engaging
- c. In social exclusion or a hate group of an individual; hacking into or stealing a digital identity; posting rude,
- d. Explicit or embarrassing messages or pictures about an individual; and pressuring an individual to send
- e. Revealing or compromising pictures of themselves.
- f. Sexting is an expression of cyber bullying. It involves taking sexually explicit photos and sending them via the use of technology. Sending sexually explicit images of anyone, including images of the individual sending the image, is a crime if they under the age of 18.
- g. If a leader becomes aware of sexting by a child or of an image of a child, it is a mandatory reporting incident and the leader must follow the procedures of the Mandatory Reporting Policy (see Schedule 1, Item 3) in its entirety and report to the relevant authorities.
- h. Leaders must report all cyber bullying they become aware of in relation to a child or leader to a Department Leader or RMO and notify parents so that they are aware of the incident.
- i. Cyber bullying discovered on social media platforms of Iglesia LIFE will be shut down immediately or comments deleted. A leader will advise the child that their behaviour is not acceptable. Once addressed, if cyber bullying continues, they will be blocked from accessing the platform or be restricted from the activities of Iglesia LIFE.

17. SOCIAL MEDIA

When taking images of children whilst participating in activities of Iglesia LIFE , parental or legal guardian consent must be given prior to the images being taken. When requesting permission, parents must be informed how and where the images will be used. In addition, the following protocol must be followed:

- i. Images taken and stored must strictly be for the use and activity of Iglesia LIFE.
- ii. Images taken of children must be respectful and dignified. Particular attention must be taken to ensure that the way the child is dressed and their body position is appropriate.
- iii. Images of a child should not include information which could identify the child or their location.
- iv. Images of a child should portray a truthful account of the situation.
- v. Images taken should not be posted on personal social media accounts.
- vi. As an ambassador of Iglesia LIFE, leaders must ***behave appropriately at all times*** on social media and ensure that any text or images they post are appropriate.
- vii. It is best practice for leaders to not “follow” or “friend” children they lead at Life Church on social media.
- viii. Visiting ministry and contractors must adhere to this social media policy when promoting their visit and ensure that any promotional posts or images in relation to their visit have prior permission from Iglesia LIFE.

18. SIGN IN/SIGN OUT PROCEDURES

- a. Leaders must ensure that all children in the Iglesia LIFE Kids programs are formally signed in and out of care.
- b. Children must be signed in/out by their parents or legal guardian only.
- c. In the event that another person is required to pick up a child, the leader must have permission from the parent or legal guardian before releasing them from their care, or the child must be retained in the care of Iglesia LIFE until permission is sought. Leaders must refer to the contact number or emergency contact number on the sign-in sheet in the attempt to contact the parent or legal guardian. In the instance that the parent or legal guardian cannot be contacted, please contact the Department Leader.

d) Sign-in information must contain the following details:

- Name of Child
- Name of Parent/Legal Guardian Signing In
- Contact Number of Parent/Legal Guardian
- Contact Number of Emergency Contact
- Information about any allergies the child may have
- Other things leaders should be aware of

19. ADULT/CHILD RATIOS AND SUPERVISION

- Iglesia LIFE adopts a policy of minimum adult to child ratios of:
 1. 1: 8 for children under the age of 12
 2. 1:15 for regular activities for 13 - 17-year-olds.
 3. 1:8 for off-site activities for 13 - 17-year-olds
- Leaders must ensure at all times that the ratio of leaders meets the requirements of this policy.
- If the ratio does not meet the requirements, leaders must notify their Department Leader immediately to appoint extra assistance or reduce the number of children in care.
- Leaders have a duty of care to supervise children at all times and to know how many children are under their supervision at all times. Leaders should cross reference the total number of children signed in with a roll and regular headcounts. Headcounts and rolls are particularly important when supervising off-site activities or group travel.
- Leaders must know where all children are at all times. In the event that leaders need to take children to the toilet or another location, they must notify the other leaders, so all leaders are aware of where children are.
- In the event that a child absconds or runs away from an activity, their parents or guardian must be notified immediately. Where appropriate, authorities must be contacted.

20. ALLERGIES

- a. Children with food allergies can safely attend ministry programs of Iglesia LIFE if effective communication and management strategies are in place to prevent an allergic reaction from occurring.
- b. Parents/carers must indicate in the sign-in procedure if their child has an allergy.
- c. If a child is new or the leader is not aware of whether a child has allergies, the leader must refer to the sign-in information and confirm with the parents any information about allergies.
- d. Children and their parents/carers are not allowed to bring their own food to the Iglesia Life kids programs.
- e. The only food that can be consumed is in the Nursery and provided by parents. Leaders should check with parents to ensure that the food being served is appropriate.
- f. Children should only eat the food they are given and be encouraged not to eat other people's food.
- g. Leaders should ensure that both adults and leaders wash their hands before and after eating.
- h. Leaders must be aware of the signs and symptoms of a food reaction:

| Mild to moderate allergic reaction | Severe allergic reaction/anaphylaxis |
|---|--|
| <ul style="list-style-type: none"> • Skin redness, hives or welts. • Swelling of the face, lips or eyes. • Tingling mouth, abdominal pain, vomiting. | <ul style="list-style-type: none"> • Difficult/noisy breathing. • Swelling of the tongue. • Swelling or tightness of the throat. • Difficulty talking and/or hoarse voice. • Wheeze or persistent cough. • Loss of consciousness and/or collapse. • Children can quickly become pale or floppy. |

- i. Anaphylaxis is the most severe form of allergic reaction. It is a medical emergency which is often rapid in onset of symptoms, usually occurs within 20 minutes to 2 hours of the person eating the food.
- j. Children attending ministry programs with anaphylaxis are required to have the following management plan in place:
 - An agreed EpiPen management plan must be arranged with the parents and the Department Leader.
 - A copy of an action plan signed by their doctor must be supplied and kept on file. All leaders in the ministry department must be aware of the plan.
 - An EpiPen, along with a copy of the emergency action plan, must always be on hand in a location that is easily accessible and known to the leaders in the event it is required.

21. RESPECT DIVERSITY

- a. The diverse cultural backgrounds and needs of children must be respected, considered and supported by partnering with families to ensure maximum safety and participation.
- b. Children with disabilities or special needs are more vulnerable to harm or maltreatment. Leaders must be vigilant to prevent abuse and recognise the signs of abuse or maltreatment.
- c. At no time should a child's disability or special needs prevent the guidelines and requirements in this policy from applying.

22. INDEPENDENT OR PARENT-ASSISTED PROCEDURES

As a general rule, leaders should not do for a child what the child can do for themselves. This is particularly important for the following procedures:

a. Toileting

- Leaders should not assist a child with going to the toilet; the child must go to the toilet independently.
- If a child is not able to go to the toilet independently, their parent/legal guardian must be informed and the parent/legal guardian must take the child to the toilet.

- When taking a child to the toilet, a leader must take a minimum of two children at a time.
- Under no circumstances should a leader enter a toilet with a child and have the door closed.
- As a general rule, leaders should not do for a child what the child can do for themselves. This is particularly important for the following procedures:
 - Toileting
 - Leaders should not assist a child with going to the toilet; the child must go to the toilet independently.
 - If a child is not able to go to the toilet independently, their parent/legal guardian must be informed and the parent/legal guardian must take the child to the toilet.
- When taking a child to the toilet, a leader must take a minimum of two children at a time.
- Under no circumstances should a leader enter a toilet with a child and have the door closed.
- A female volunteer will escort no more than 2 children at a time to the female toilets only regardless of the children's gender:
 1. Enter the main toilet area to ensure the area is safe and that each child enters a cubical on their own.
 2. Place the wedge under the middle toilet door so that it remains open.
 3. Stand in the entry doorway of the toilet area, with the main door open so that you are in view of the corridor and the toilet area.
 4. Wait for all children to exit the cubicles and wash their hands before returning to class with all the children together.
 5. For boys over 7 years old, leaders are to escort children to the individual male toilet off the main foyer and wait outside.
- During an offsite activity, particularly for activities that require an overnight stay, it is best practice for leaders to use their own toilet block. In the event that there isn't a separate toilet block, leaders must wait until all children have vacated the facility before using it.

b. Nappy Changing

- Leaders should not change a child's nappy.
- In the event that a child needs their nappy changed, the leader must promptly inform the parent/legal guardian of the child, that their child requires their nappy to be changed.

c) Showering facilities

- Leaders should not enter showering facilities with a child or assist in any bathing procedures with a child.
- In an off-site activity that requires showering facilities, particularly activities that require an overnight stay, it is best practice for leaders to use their own shower block. In the event that there isn't a separate shower block, leaders must wait until all children have vacated the facility before using it.

d) Dressing

- In the event that a child is able to dress themselves, leaders should not assist a child in getting dressed.
- The leader must direct the child with verbal instructions rather than assisting the child physically.
- In the event that a child needs assistance in dressing in a minor capacity, a leader may assist, on the condition that another leader of the same sex of the child is present.
- Under no circumstance should assistance be given putting on undergarments.
- It is best practice for leaders to not be in the same location of a child who is getting dressed.
- In the event that an off-site activity requires an overnight stay, leaders cannot be present in the same room when children are getting dressed. Conversely, children cannot be in the same room as a leader who is getting dressed.

e) Sun Protection

- Children participating in outdoor activities must wear a hat and sunscreen for sun protection or they are not allowed to participate in outdoor activities.
- Leaders should not apply sunscreen to a child.
- Leaders must inform parents of outdoor activities upon sign in and request that parents apply sunscreen to their child.
- It is best practice for a child to wear appropriate clothing to reduce sun exposure.

- Leaders should not assist a child with going to the toilet; the child must go to the toilet independently.
- If a child is not able to go to the toilet independently, their parent/legal guardian must be informed and the parent/legal guardian must take the child to the toilet.

23. WATER SAFETY - RECREATIONAL ACTIVITIES

- a. Water recreational activities require extensive risk management planning due to the high risk of drowning, near drowning, and spinal injuries.
- b. It is vital for parents to sign a permission note for any water recreational activities. The permission note must indicate the parent's assessment of their child's swimming ability.
- c. The minimum supervision ratio is 1:5 (Water Safety Personnel: Activity Participants).
- d. Water Safety Personnel must be experienced swimmers.
- e. At least one water safety supervisor must have a current first aid certificate.
- f. When conducting water activities in creeks, dams, rivers, beach etc, the following conditions/risks must be checked: water depth, variable beach conditions, including breaking waves, rips and currents, beach rating, zoning, warning signs, lifesaving patrol and obstructive/sharp objects.

24. COURT ORDERS

- a. Leaders must adhere to the requirements of court orders, inclusive of, but not limited to Family Court Orders, family violence-related orders, child protection orders, and bail orders.
- b. In the event a leader becomes aware that a court order has been breached during a ministry activity, the RMO must be notified immediately. Where appropriate, police or relevant authorities will be notified.

25. PRIVACY

- a. Leaders must maintain confidentiality and respect the privacy of a child and their family at all times.
- b. Leaders must adhere to the requirements of the Iglesia LIFE Privacy Policy and legislative requirements of the Privacy and Personal Information Protection Act 1988 in relation to the collection, storage, use and disclosure of personal information.

26. RISK ASSESSMENT/MANAGEMENT

- a. Risk is the probability or threat of harm, damage, loss, liability or any other negative occurrence that is caused by external or internal vulnerabilities, which may be avoided by preventative action.
- b. Consideration of risk of child harm and preventative action must be considered in every ministry area.
- c. Consequently, Department Leaders (see Schedule 1, Item 1) must undertake and prepare a risk assessment (see Schedule 1, Item 5) for all events and ministry. When preparing a documented risk assessment, a component of managing the risk of child harm must be included.
- d. Risk assessments must be submitted to the RMO (see Schedule 1, Item 1) for approval. The Department Leader will be given Permission to Proceed from the RMO, or asked to make adjustments.
- e. Department Leaders (see Schedule 1, Item 1) must distribute a copy of the risk assessment to all leaders participating in ministry prior to commencement of activity. All leaders must read, understand and implement the approved Risk Assessment and its required actions.
- f. Events/Ministry cannot proceed without 'Permission to Proceed'.
- g. In order to manage risk, the risk assessment must: Identify the potential risks and incidents in which children may be harmed, assess how likely it is for the risk to occur, identify what the consequences are, develop controls, procedures and strategies to minimise identified risks, and ensure steps are taken to implement the required strategies to reduce these risks.

27. RECRUITMENT

- a. All leaders must have a current approved Working With Children Check and National Police Clearance validated by the Risk Management Officer prior to working with children at Iglesia LIFE.
- b. All leaders must disclose any child related convictions or investigations that they are subject to outside of their activities at Iglesia LIFE to the Risk Management Officer.
- c. All leaders appointed to working with children at Iglesia LIFE must be approved by the relevant Department Leader and have demonstrated that they are of good character.
- d. The Senior Minister must approve the appointment of all Department Leaders who will work with children.

28. SUPPORT FOR STAFF, LEADERS AND VOLUNTEERS

- All leaders will receive training in relation to this Code of Conduct.
- If a leader needs further clarification about anything contained in this Code, they must speak to the Risk Management Officer or Department Leader.

REQUIREMENTS FOR CODE OF CONDUCT

As a leader, I understand that by signing this Code of Conduct, I commit to the following guidelines and requirements (full descriptions of guidelines are detailed in this document):

- a. I will adhere to the guidelines in this code of conduct.
- b. I will use sound judgement and common sense to avoid actions or behaviour that could harm or be construed as harm to a child.
- c. I will implement the preventative actions in this Code rather than simply reacting to an incident after it has happened.
- d. I will promote an open and aware culture regarding child harm or risk of harm.
- e. I will make children feel that they can raise concerns and speak openly.
- f. I will raise any concerns of risk I may have to a Department Leader or the RMO (See Schedule 1, Item 1). I will follow the procedures of the Mandatory Reporting Policy immediately in this event. This includes incident reporting and documentation.
- g. I will ensure that all events/ministry activities that I lead have an approved risk assessment. I will read, understand and implement the requirements of the risk assessment prior to starting the activity.

CODE OF CONDUCT ACKNOWLEDGEMENT

I acknowledge that I have read and understand Iglesia LIFE Child Protection Code of Conduct and understand my personal responsibility to agree to, follow, abide by, uphold and promote the above expectations and requirements at all times.

I also understand that any failure to comply with or breach of this Code of Conduct may result in disciplinary procedures, restriction of duties, or termination of my employment or ministry role and could also result in criminal prosecution.

Signature

Print Name

Date

This signed Code of Conduct Acknowledgement page must be returned to the Risk Management Officer (see Schedule 1, Item 1) for filing. The rest of this policy is to be kept by the individual who signed the Code of Conduct. A copy of this signed Code of Conduct Acknowledgement will be kept in the allocated locked filing cabinet at Iglesia LIFE.

PRIMARY POLICIES AND PROCEDURES:

- Item 2 - Child Safe Environment Policy Code of Conduct
- Item 3 - Mandatory Reporting Policy and Flowchart
- Item 4 - Child Protection Incident Report Form
- Item 5 - Risk Assessment Template
- Item 6 - Application for Permission to Proceed

REFERENCES - LEGISLATIVE REFERENCES/ STANDARDS:

- Children and Young People (Safety) Act 2017 (South Australia).
- Child Safety (Prohibited Persons) Act 2016 (South Australia).
- Child safe environments - Principles of good practice (Issued by the Chief Executive of the Department for Education, Updated 2018).

Department for Child Protection - Reporting Child Abuse:

<https://www.childprotection.sa.gov.au/reporting-child-abuse>

Department for Child Protection - Reporting Child Abuse:

<https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>

Schedules and References

SCHEDULE

Item 1 - Persons Responsible

The following persons are appointed for responsibility in implementation of mandatory reporting and child protection policies for Life Church:

| | |
|---|--|
| <i>Risk Management Officer (Overseer):</i> | <i>Maria Pierlussi, Diana La Valle, Ángela Cardozo, Jenny Cruz, Nathaly Acuña</i> |
| <i>Departmental Leaders:</i> <i>Children Youth Life Groups Worship Leader Frontline Ministry</i> | <i>Nathaly Acuña Jenny Cruz Jenny Cruz Enrique Zuñiga Diego Herraiz</i> |
| <i>Public Officer:</i> | <i>Fabian Molina</i> |
| <i>Administrator:</i> | <i>Jenny Cruz</i> |
| <i>Senior Pastor:</i> | <i>David Vargas</i> |

PRIMARY POLICIES AND PROCEDURES:

- Item 2 - Child Safe Environment Policy Code of Conduct
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Department for Child Protection - Reporting Child Abuse:

<https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>

Child Protection Incident Report Form

CHILD PROTECTION INCIDENT REPORT FORM

Completed forms must be immediately handed to a Department Leader or the Risk Management Officer (RMO).

IMPORTANT: There is a mandatory 24-hour timeline for reporting concerns of a child at risk.

| Details of Child/Young Person Concerned | | |
|---|----------------|------------------|
| Full Name: | | |
| Full Address: | Street: | |
| | Suburb: | State: Postcode: |
| Phone Numbers: | Home: | Mobile: |
| Male/Female: | Date Of Birth: | Age: |
| School Attended: | | |
| Cultural Background: | | |
| Details of Mother of Child/Young Person Concerned | | |
| Full Name: | | |
| Full Address: | Street: | |
| | Suburb: | State: Postcode: |
| Phone Numbers: | Home: | Mobile: |
| Details of Father of Child/Young Person Concerned | | |
| Full Name: | | |
| Full Address: | Street: | |
| | Suburb: | State: Postcode: |
| Phone Numbers: | Home: | Mobile: |
| Are the parents living together or separated? | | |

| Details of Person Who Disclosed (If not the child/young person concerned) | |
|--|--------------------------|
| Full Name: | |
| Full Address: | Street: |
| | Suburb: State: Postcode: |
| Phone Numbers: | Home: Mobile: |
| Details of Reporter | |
| Full Name: | |
| Full Address: | Street: |
| | Suburb: State: Postcode: |
| Phone Numbers: | Home: Mobile: |
| Date Of Birth: | Date Of Birth: |
| Position in Church: | |
| Details of the Incident/Disclosure | |
| Date: | |
| Time: (24 hour) | |
| Location Name: | |
| Address: | Street: |
| | Suburb: State: Postcode: |
| Description of Incident/Disclosure: | |
| <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | |
| Details of any disclosure of family influence: <hr/> <hr/> <hr/> <hr/> | |

| Details of any witnesses: (If relevant) | | |
|--|----------------------|---------|
| Witness #1 | | |
| Full Name: | | |
| Full Address: | Street: | |
| | Suburb: Postcode: | State: |
| Phone Numbers | Home: | Mobile: |
| Witness #2 | | |
| Full Name: | | |
| Full Address: | Street: | |
| | Suburb: Postcode: | State: |
| Phone Numbers | Home: | Mobile: |
| Details of any other information that is relevant: | | |
| <hr/> <hr/> <hr/> <hr/> | | |
| OFFICE USE ONLY | | |
| Department Leader assigned: | | |
| Form Reviewed by RMO: | | |
| If reportable, details of CARL report: | DATE: | |
| | TIME: | |
| | CARL REPORT NO: | |
| Date Senior Minister or CEO Advised: | | |

Mandatory Reporting Policy

All staff and volunteers at Iglesia LIFE are mandated notifiers as per the South Australian Children and Young People (Safety) Act 2017. To report a suspected case of child abuse or neglect, call the Child Abuse Report Line (CARL): 13 14 78 (available 24 hours, 7 days a week).

MANDATORY REPORTING PROCESS

STEP #1

Respond to the immediate needs of the child or young person, if necessary.

STEP #2

Immediately inform a Department Leader and the Risk Management Officer (RMO) (see Schedule 1, Item 1).

STEP #3

Complete a Child Protection Incident Report Form (see Schedule 1, Item 5) as soon as practical, or write down the details on a piece of paper if the incident report form is not accessible. Record as many details as possible - who, what, where, when, etc. The Child Protection Incident Report form is located on Planning Centre Online and at the Information Desk.

STEP #4 - REPORTABLE

- The mandated notifier must report to CARL within the 24-hour reporting window. It is important for leaders to note that they must make the child protection decision first; they will be able to make pastoral decisions later.

Remember, child abuse can happen to any child in any family. The abuse may be: ***physical, sexual, emotional, neglectful.***

In some instances, medical care may need to be arranged and/or the SA Police may need to be informed.

- Carl reports may be made by the volunteer with the RMO or another senior staff member of the Church present.

Details to provide:

- a. Child's name, age, date of birth, address
 - b. Description of injury, abuse and/or neglect (current and previous)
 - c. The child's current situation
 - d. The location of the child, parent or caregiver and alleged perpetrator
 - e. When and how you found out about the abuse.
- After the report is made to CARL, ask if there is anything further that should be done before ending the conversation.
 - Document the phone conversation; everything told to CARL and any instructions given.
 - i. Record the date, time and reference number of the phone call.
 - ii. The reporter may be asked not to alert parents or not to have any involvement with the family while the incident is investigated so that evidence is not contaminated. If this occurs, this must be noted in the documentation - a record of this instruction may protect all involved from future accusation.

STEP #5

- Following the report, a meeting with the RMO and the mandated notifier will be held.
 1. To review the situation and ensure all processes have been completed;
 2. To ensure all documentation, including the Critical Incident Report Form and the telephone conversation details, are given to the RMO for filing;
 3. To consider possible ways to improve the process; and
 4. To make a pastoral care plan, if appropriate.
- The RMO will notify the Senior Minister that a reportable incident has occurred.

Leaders must then keep all information confidential. There is no further obligation of the leader to take any further action unless advised. Confidentiality requirements may prevent the outcomes being disclosed to the person reporting the concern.

STEP #6 - NON-REPORTABLE

- Arrange a meeting with the RMO as soon as practical:
 - a. To review the situation and assess if further action is required;
 - b. To ensure the Critical Incident Report Form is given to the RMO for filing;
 - c. To consider possible ways to improve the process; and o To make a pastoral care plan, if appropriate.

FILING DOCUMENTATION

- The Risk Management Officer is responsible for filing documentation. This documentation is to be kept for the life of the Church. This is to protect the Church in the event of any future allegations.

Filing Checklist:

- Incident Report - Child Protection
- Child Protection Phone Record Form

Failure by mandated notifiers to report is an offence under the South Australian Children and Young People (Safety) Act 2017 and carries a maximum penalty of a \$10,000 fine.

There are safeguards for reporters. Reports to CARL are confidential and the reporter's identity is protected by law. No liability or defamation can be incurred because of making the report in good faith. However, the identity of the reporter may or may not be released to the police.

Child Protection will assess the information that the reporter provides. Not all reports of child abuse and neglect lead to immediate action from child protection services. A single report may not meet the threshold for intervention; however, this report grouped with other information on file (or that is yet to be collected) may meet the threshold and result in action being taken. Reports are not looked at in isolation, instead they work to form a body of information that determine if and how child protection services are legally able to intervene.

MANDATORY REPORTING PROCESS FLOW CHART

