



the grainery church

Safe Church Framework

Policy, Procedures & Codes of Conduct

9 May 2019

Table of Contents

Overview	Page 3
Part 1 Policy	Page 9
Part 2 Procedure 2.1 Framework Implementation	Page 15
Part 2 Procedure 2.2 Participation & inclusion of children and their caregivers	Page 17
Part 2 Procedure 2.3 Recruitment and Appointment of Workers	Page 19
Part 2 Procedure 2.4 Supervision of workers	Page 23
Part 2 Procedure 2.5 Training and resourcing workers	Page 26
Part 2 Procedure 2.6 Responding to child protection concerns	Page 28
Part 2 Procedure 2.7 Responding to concerns about adults	Page 31
Part 2 Procedure 2.8 Safe Environments	Page 36
Part 2 Procedure 2.9 Responding to Incidents and emergencies	Page 38
Part 2 Procedure 2.10 Record Keeping	Page 40
Part 2 Procedure 2.11 Resolving misunderstandings and conflicts	Page 42
Part 2 Procedure 2.12 Workplace Investigations	Page 47
Part 2 Procedure 2.13 Ministry to persons of concern	Page 57
Part 3 Codes of Conduct	Page 61

Note Safe Church Framework Part 4 – Implementation is provided at a Ministry Team level.

Safe Church Framework Overview

The Safe Church Framework (Framework) forms part of our church's ongoing commitment to be a safe place for all people, including to safe physical, emotional and spiritual environments.

This commitment is part of our vision and mission to operate according to biblical and Christian principles, recognising the unique value and potential of every person.

It is designed to ensure that all persons associated with our church fulfil their:

- pastoral,
- legal,
- organisational, and
- duty of care obligations

with the aim of providing **God-honouring, life-giving, harm-free** ministry.

The Framework:

- Takes into account the 10 National Principles for Child Safe Organisations 2018 and 10 Child Safe Standards in NSW along with other relevant legislation (see Appendix)
- Forms part of our operational documentation
- Will be implemented by all workers (paid and volunteer) of our church, acknowledging that safety is a shared responsibility

We are committed to clearly communicating relevant aspects of the Framework to all those associated with our church.

Framework Contents

Part 1 - Safe Church Policy

Our overarching Policy outlines our mandate and responsibilities.

Part 2 - Procedures

Our policy is 'actioned' through the implementation of procedures for the establishment and provision of safe environments and interactions including:

- 2.1 Framework Implementation
- 2.2 Participant and inclusion of children and caregivers
- 2.3 Recruitment and appointment of workers (paid and unpaid)
- 2.4 Supervision of workers (paid and unpaid)
- 2.5 Training and resourcing of workers (paid and unpaid)
- 2.6 Responding to child protection concerns (child safety specific)
- 2.7 Responding to adult related safe church concerns
- 2.8 Safe Environments
- 2.9 Responding to incidents and emergencies
- 2.10 Record-keeping
- 2.11 Responding to misunderstanding and conflicts
- 2.12 Procedure for Workplace Investigations
- 2.13 Procedure for Safe Ministry to Persons of Concern

Part 3 - Codes of Conduct

The following Codes of Conduct provide clear standards of ethical behaviour. We have four codes of conduct:

- 3.1 Code of Conduct for Staff and Leaders
- 3.2 Code of Conduct for Volunteers
- 3.3 Code of Conduct for Children, and
- 3.4 Code of Conduct for Contractors

We also have Ministry Specific Practice Guidelines and Expectation (in section 4)

Framework Contents (cont'd)

Part 4 - Implementation resources (separate document)

- Ministry Specific Practice Guidelines and Expectations
- Forms for implementation
- Checklists for safe environments
- Recruitment documentation
- Responding to concerns forms
- Definitions and Legal framework for Safe Church Framework

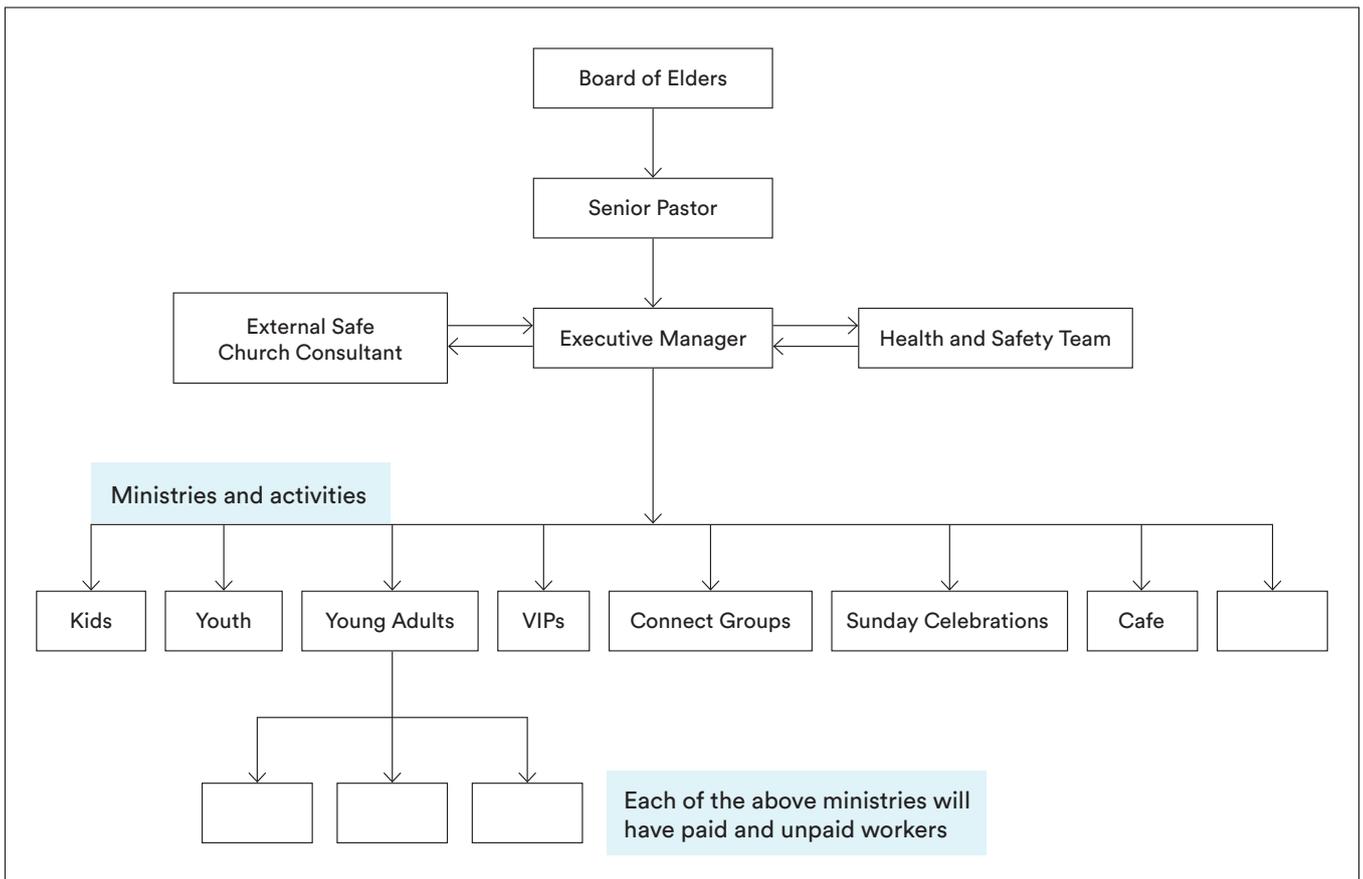
NOTE: Part 4 including the Grainery Ministry specific Guidelines and forms/ resources are available from the Ministry Team Leader.

These include:

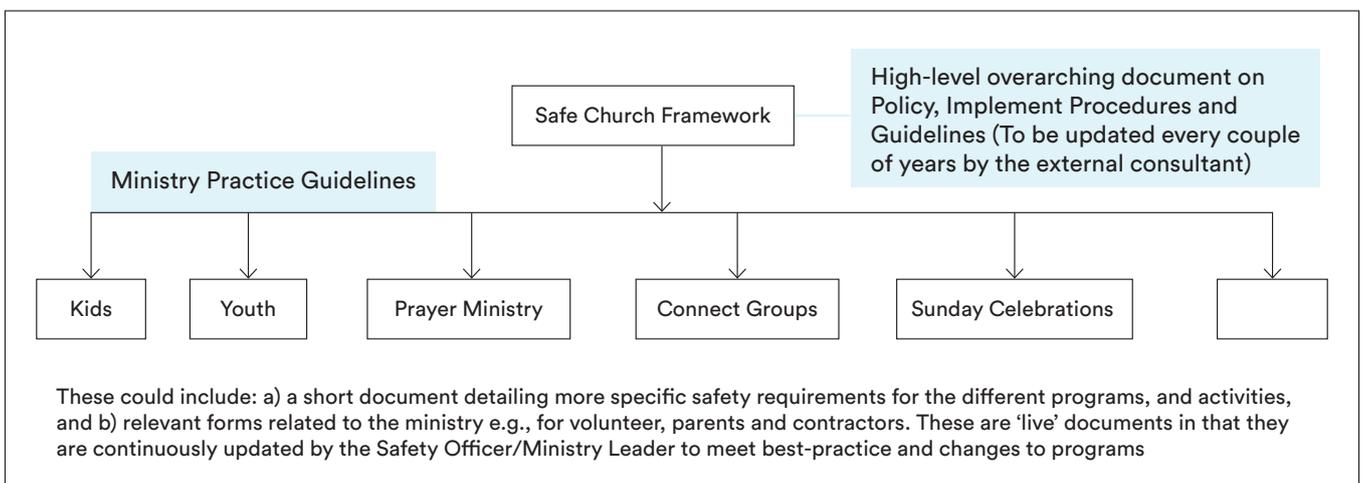
- a) Practice guidelines detailing more specific safety requirements for the different ministry programs, and activities, and
- b) Relevant forms related to the ministry e.g., for volunteer, parents and contractors. These are 'live' documents in that they are continuously updated by the Safety Officer/Ministry Leader to meet best practice and changes to programs

Organizational Implementation Flowcharts

Management of health and safety at The Grainery Church



Safety Documentation at The Grainery Church



Three levels of training will be available. These can be carried out in face-to-face sessions or on-line.

Level 1

For volunteers with no people management responsibility and the role/focus is primarily task orientated; estimated time for on-line training is 20 minutes

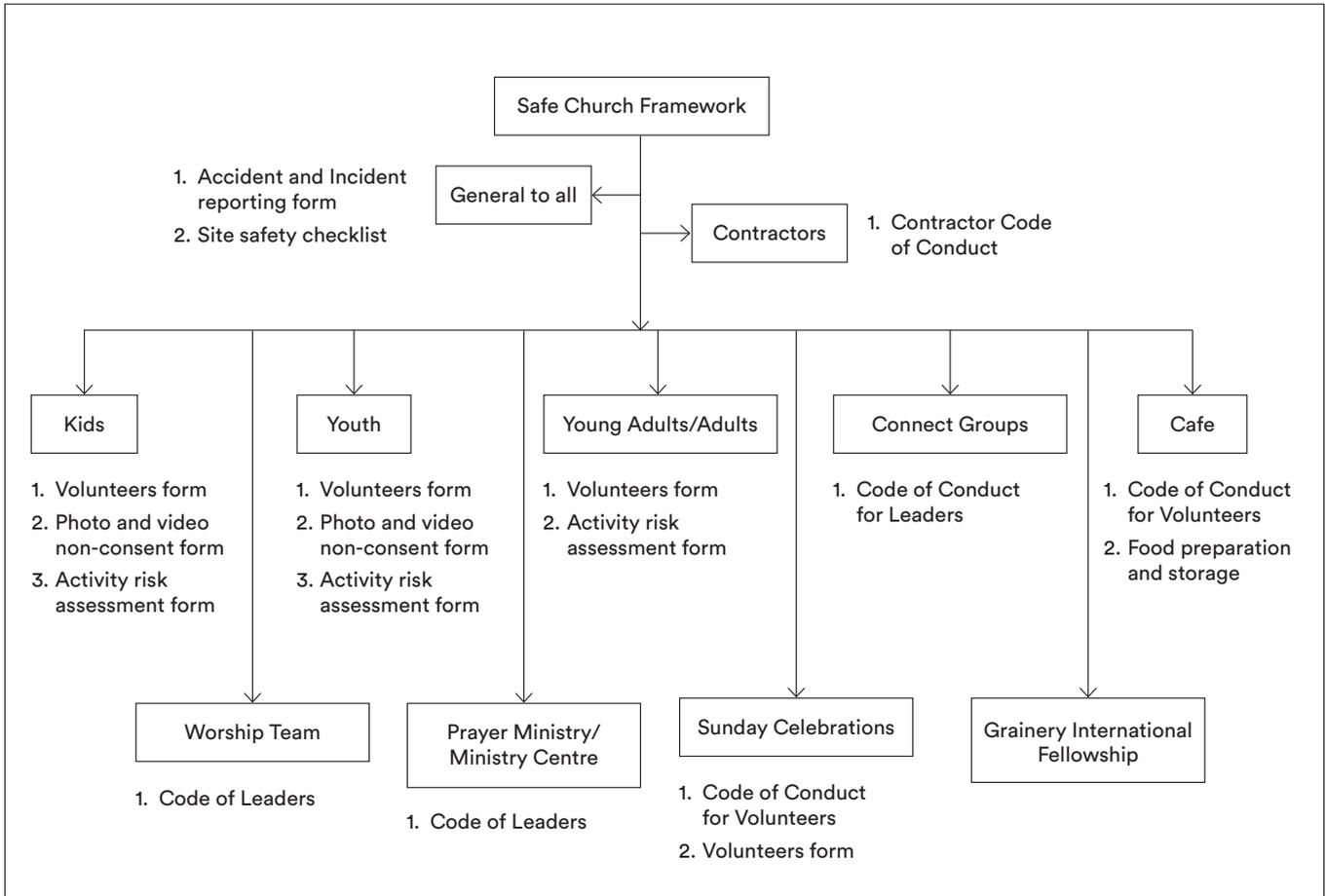
Level 2

For all who are involved in the ministry and interact with people of any age groups; this aim of this training is to give them an understanding of the Grainery's Safe Church policy and procedures, how they are managed and behavioral expectations i.e., code of conduct for Staff and Leaders, Volunteers, Children and Contractors; estimated on-line training is 1.5 hours

Level 3

For all with responsibility in implementing the Framework to ensure that the church is a safe organization. This includes the Board of Elders, all Ministry Team leaders and Connect Group leaders – they will be required to complete Level 2 training before proceeding to Level 3. On-line training time is 1.5 hours.

Procedure Implementation



Acknowledgement

The Grainery Safe Church Framework is an adaptation of Safe Ministry Resource’s (SMR) Safe Ministry Framework 2019 (Copyright © Safe Ministry Resources Pty Ltd 2019). SMR permits the Grainery to use and adapt as required the documents within this Framework within their church context.

SMR wishes to acknowledge the adaptation of all documentation developed by Peter Barnett and Celia Irving within various denominational contexts and also the comments and feedback from denominations, dioceses, ministers, church leaders and volunteers who have engaged with SMR or attended Safe Ministry training in Australia since 2004.

Disclaimer

This Framework is not legal advice. The ideas and procedures herein are based on nationally recognised good practice advice for Safe Ministry and have been written with due regard to Australian legislation in January 2019. Legal advice may need to be sought when responding to individual incidents.

Part 1: Safe Church Policy

1. Purpose

Our Policy:

- guides our work in establishing and maintaining safe environments for all people, including children and young people;
- underpins our biblical mandate to: Love the Lord your God with your heart, soul, mind and strength and to love your neighbour as yourself (Matthew 22:37-40);
- promotes and provides for the provision of services that foster the health and safety of all who access our church and/or programs;
- ensures that all workers (paid and volunteer) associated with our church fulfil their pastoral, organisational and duty of care responsibilities; and
- ensures compliance with legislation, and also with the intention of the legislation, as it relates to protecting people, particularly the vulnerable (including children).

2. Scope

This Policy applies to all those associated with our church including:

- all workers, including paid employees, volunteers and members of boards;
- as specified herein, guests or hirers of the church and its facilities;
- as specified herein, contractors, subcontractors, delivery persons or others engaged to provide services; and
- as specified herein, those who access our site and/or services and programs.

3. Policy Statements

1. As a church we are committed to spiritual, emotional and physical safety and wellbeing.
2. We acknowledge that all people at church have a right to feel and be safe, and to experience life- giving, harm-free interactions at our church and in our programs.

3. We acknowledge the need for sensitivity and consideration of all people of aboriginal, culturally and/or linguistically diverse backgrounds, as well as any person with a disability.
4. We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes:
 - safe and friendly environments where people are listened to, feel safe, accept challenges, develop faith and grow in connection with God and others;
 - safe and adequate recruitment, training, supervision, support and resourcing of our workers; and
 - appropriate and expedient responses to all incidents, accidents, child protection and/or safe church (misconduct and abuse) concerns.
5. We acknowledge the primary role of parents and caregivers in relation to children (0-18 years), as well as the role of children in child protection and will actively engage with children and caregivers, inviting open communication and feedback as part of our procedures and interactions.
6. We acknowledge the shared responsibility of the whole community for child safety and welfare, including caregivers and our workers, and as such we will actively promote the role of parents and caregivers and the wider community in the shared responsibility of child safety.

It is a serious breach of this policy for any worker in our church to contravene this policy, any related procedure, or any regulation in law, in relation to the safety and protection of children and the vulnerable.

4. Responsibilities

All people accessing services or programs at our church are to:

- be respectful of all people's boundaries, especially of children and the vulnerable, respecting the rights of all people at our church to safe and friendly interactions and ministries;
- foster and encourage the participation and empowerment of all people in staying safe;
- take all reasonable care for their own health and safety;
- take reasonable care that their actions do not adversely affect others health and safety;

- comply with all reasonable instructions from the church leadership;
- comply with church policies, procedures and directives from the leadership as communicated, including the code of conduct relevant to role/position;
- report all child protection and other safe church (misconduct and abuse) concerns, allegations or incidents immediately to the Executive Manager; and
- report all incidents or hazards to the Health & Safety Officer (or to a Team Leader) as soon as practicable.

4a. Specific Responsibilities

In addition to the general responsibilities under this policy the following office holders and those associated with our church have the following specific responsibilities:

Elders

- Ensure primary duty of care so far as is practicable the health and safety of all persons involved in the organisation;
- Endorse the Safe Church Framework (Framework);
- Assign responsibilities for the management of the Framework;
- Monitor and review the implementation of the Framework;
- Ensure disclosures of harm are reported to all relevant regulatory bodies; and
- Fulfil relevant legislative 'head of agency roles' in child protection Reportable Conduct Scheme related investigations.

The Staff Team

- Maintain a positive, safe and friendly God-honouring culture;
- Take overall responsibility for implementation of the Framework; and
- Ensure regular reporting to the Elders in relation to implementation of the Framework.

Safe Church Consultant

- Liaise with the Elders and Executive Manager on policy review and development, safe church training, safe church screening and addressing grievances and conflict; and
- Provide Safe Church training and consultancy to the church as requested.

Ministry Team Leaders

- Implement this policy and related procedures as applicable to their ministry program/events;
- Monitor workers who they supervise to ensure workers are acting safely and according to policy and procedure;
- Provide reasonable instruction to workers regarding the provision of safe environments;
- Report to Executive Manager any suspicions, allegations, incidents or potential breaches of the relevant code of conduct; and
- Identify and report all risks and hazards to Health & Safety Officer/Team for treatment.

Executive Manager

- Implement the procedures in relation to responding to Safe Church concerns, including child protection;
- Fulfil tasks as directed by the Elders;
- Receive reports of incidents and/or concerns of risk of harm in relation to children or workers;
- Maintain secure records in relation to the Framework; and
- Report regularly to the Staff Team and/or Elders.

Health & Safety Officer / Team

- Write and implement WHS policies, including privacy policy and evacuation procedures;
- Ensure that WHS is included on the agenda at meetings of the Staff Team and Elders;
- Receive notifications of hazards/incidents such as serious events and dangerous incidents from workers and visitors;

- Notify incidents such as serious events and dangerous incidents within a prescribed period to the appropriate office holder/s e.g. board;
- Address health and safety concerns within reasonable time frame; and
- Undertake a site safety audit at regular intervals (minimum 2 times per year).

Workers (paid and unpaid)

- Uphold all church policy, procedures, relevant codes of conduct and ministry practice guidelines;
- Report to Executive Manager any suspicions, allegations, incident or potential breaches of the relevant code of conduct; and
- Identify and report all risks and hazards to relevant officer holder for treatment.

Caregivers of children and vulnerable adults

- Provide all information as necessary to ensure the safety of the person in their care; and
- Provide feedback to management group.

All people at church (children and adults)

- Participate in safe and respectful ways;
- Advise church leaders when they are feeling unsafe at church;
- Report any unsafe behaviour of others; and
- Abide by all reasonable instructions given by church leaders.

5. Safe Church implementation procedures

This policy is implemented through the following procedures:

1. Framework Implementation
2. Participant and inclusion of children and caregivers
3. Recruitment and appointment of church workers
4. Supervision of workers

5. Training and resourcing of workers
6. Responding to child protection concerns (child safety specific)
The Grainery Safe Church Framework - 9 May 2019 10
7. Responding to adult related safe church concerns
8. Safe Environments
9. Responding to incidents and emergencies
10. Record-keeping
11. Responding to misunderstanding and conflicts
12. Procedure for Workplace Investigations
13. Procedure for Safe Ministry to Persons of Concern

And the Safe Church Framework PART 4 Implementation Resources, which are available from Ministry Team Leaders and the Executive Manager.

6. Policy approval & review

This Policy was approved by The Grainery Elders and adopted for use by the Grainery church on 9 May 2019.

The Policy and associated procedures will be reviewed at least every 3 years, or as often as necessary, in order to remain compliant with new legislation.

Any proposed changes will be submitted to the Elders for approval at a properly convened meeting for approval before being adopted and implemented.

Part 2: Procedure 2.1 – Implementing the Safe Church Framework

The Safe Church Framework Implementation Procedure relates to the appointment of persons to Framework positions, and mechanisms for program approval, communication, reporting, review and improvement of the Framework.

1. Appointment of Safe Church personnel

- a. The Elders will appoint current personnel or, where necessary, engage new workers to carry out the following Safe Church Framework implementation roles, and review these roles annually; Executive Manager, Head of Agency for Reportable Conduct Matters (Senior pastor), Health & Safety Team, and Ministry Leaders.
- b. Role descriptions for these roles can be found in Part 4 - Implementation Resources.
- c. The Elders will adequately communicate the names of the persons holding these roles to all church workers and members at the Grainery).

2. Approving programs and events

- a. The Senior Pastor or delegated officer holder will ensure that, prior to commencement, a written approval for all programs of the Grainery is undertaken.
- b. This process will include the Executive Manager &/or Health and Safety Team will work with the Ministry Leaders to ensure that all duty of care issues have been addressed and all foreseeable program/event risks have been identified, assessed and treated (See Part 4 – Implementation Resources).

3. Communication of the Safe Church Framework

- a. The Elders will ensure documentation for our Safe Church Framework will be made available through our website.
- b. We will communicate targeted, relevant and specific information about our Safe Church Framework to all persons associated with our church.
- c. The Executive Manager &/or Health and Safety Team will ensure that age appropriate signage is posted to provide information about who people (children and adults) can speak with if they have a concern.

4. Reporting to the Ministry Team

- a. The Ministry Team meeting will have a set agenda item for reporting on Safe Church issues and implementation. The Ministry Coordinators, Health & Safety Officer/Team and Executive Manager will report quarterly to the Staff Team as to the implementation of the Safe Church Procedures. The Senior Pastor will determine whether there are important Safety matters that need to be referred to the Board.

5. Review of Safe Church Framework

- a. The Elders will receive an annual report from the Executive Manager as to the progress of implementation of the Safe Church policy and procedures.
- b. Every three years the Staff Team will undertake a review of the Framework.
- c. This review will include receiving feedback and advice concerning the implementation of the Framework from the Ministry Coordinators, Executive Manager, staff and volunteers, children, parents, caregivers and congregation members as appropriate.
- d. The review will be presented to the Elders for amendment of the Framework.

Part 2: Procedure 2.2 – Participation & inclusion of children and their caregivers

The Safe Church Framework Procedure for participation and inclusion of children and their caregivers relates to the implementation of the following Policy statements.

- We acknowledge the need for sensitivity and consideration of all people, in particular those with especially those with culturally and/or linguistically diverse backgrounds, as well as any person with a disability.
- We acknowledge the primary role of parents and caregivers in relation to children (0-18 years), as well as the role of children in child protection and will actively engage with children and caregivers, inviting open communication and feedback as part of our procedures and interactions.
- We acknowledge the shared responsibility of the whole community for child safety and welfare, including caregivers and our workers, and as such we will actively promote the role of parents and caregivers and the wider community in the shared responsibility of child safety.

1. Children's participation and inclusion

- a. All church workers will actively listen to children when they speak about matters that directly affect their sense of safety or wellbeing and will act on any concerns children or their caregivers raise with them.
- b. Ministry Team Leaders will ensure that children will have opportunity to reflect on their experience at church and to make comments regarding the activities, program elements and other aspects of wellbeing, including church workers' conduct.
- c. Ministry Team Leaders will schedule time in the program to talk to children about their safety, usually at the beginning of the program or event and, as is practicable, will encourage the children to participate and contribute to safety discussions.
- d. The Staff Team will provide information, in relation to safety, acknowledging the need for sensitivity and consideration of those children from culturally and/or linguistically diverse backgrounds, as well as any child with a disability.

- e. The Staff Team will take steps to respect those from culturally and/or linguistically diverse backgrounds, as is practicable, dependent upon the nature of the program.

2. Engaging with caregivers and the community

- a. The Staff Team will promote open communication with parents and caregivers, and other community stakeholders, encouraging feedback on the program that their child has attended.
- b. The Staff Team will, when reviewing the Safe Church policy and procedures, seek input from targeted groups of parents and caregivers.
- c. The Staff Team will take reasonable measures to allow for communication and input from community members who have relationships with children accessing our programs, including up-to-date information on our website.

Part 2: Procedure 2.3 – Recruitment and Appointment of Workers

Our church seeks to attract and retain the best workers (staff, leaders and volunteers).

The Staff Team will carry out, or delegate to the appropriate Ministry Team Leaders, recruitment and screening due diligence checks according to good practice standards for all staff, leaders and volunteers.

All recruitment and screening documentation will be accessed by a suitably experienced member of the church with the authority of the Church Board.

All completed recruitment and screening documentation will be stored securely, and successful applicant documentation will be held on personnel files for a minimum of 30 years.

We have three recruitment and screening procedures:

1. Procedure for paid Staff and Church Board members
2. Procedure for leaders
3. Procedure for volunteers
4. Procedure for contractors

1. Procedure for Staff and Church Board members

a. Prior to recruitment and screening

- i. When a vacancy occurs, the relevant office holder (staff team / Elders) will take the opportunity to review the position description for the role to ensure it is still meeting the needs of the church.
- ii. A position description will be produced.
- iii. The role/position will be advertised appropriately.

b. Requirements of applicants

- i. Submit a written application including an outline of their willingness to commit to the mission and values of the church and hold to the Christian faith.



- ii. A curriculum vitae (CV) for the applicant must be attached to the form. The CV should be no longer than two pages in length and focus on information relevant to the particular position and role.

c. Prospective applicant for the position

Complete the Screening Check Questionnaire for paid staff and Church Board members (see *Part 4 - Implementation Resources*).

- i. Undertake a Police Background Check.
- ii. Provide registration details for the Working with Children Check.
- iii. Be interviewed by the relevant office holder of our church (see *Part 4 - Implementation Resources*).
- iv. Provide references. These will be checked with referees by the relevant office holder.

d. Successful applicant

- i. The Staff Team will provide adequate and appropriate information (including information related to probationary period) and safe church training to enable the successful applicant to safely fulfil their role/s, including being given a copy of the Safe Church Policy, Code of Conduct for Staff and Leaders and the Procedures as they relate to their role.

2. Procedure for leaders

a. Prior to recruitment and screening

- i. A position description will be produced.
- ii. The position will be appropriately advertised and/or recruits sought by current staff through church contacts.

b. Requirements of applicants

- i. To have been a regular attendee¹ at the Grainery Church, identified by a ministry coordinator or pastor, or at “Join the Journey” dinner.
- ii. Complete the relevant Screening Check Questionnaire for leaders (see *Part 4 - Implementation Resources*).

- iii. For applicants seeking appointment in child or young person-related ministry², provide registration details for the Working with Children Check.
- iv. Be interviewed by the relevant office holder of the organisation (as delegated by the senior pastor) (see Part 4 - Implementation Resources).
- v. Provide references. These will be checked with referees by the relevant office holder.

c. Successful applicants

- i. The Staff Team will provide adequate and appropriate role information (including information related to probationary period) and safe church awareness training to enable the successful applicant to safely fulfil their role/s, including being given a copy of the Safe Church Policy, Code of Conduct for Staff and Leaders and the Procedures/ Practice Guidelines as they relate to their ministry team.

3. Procedure for volunteers

a. Requirements of applicants

- i. To have been a regular attendee³ at the Grainery Church, identified by a ministry coordinator or pastor, or at “Join the Journey” dinner.
- ii. Complete the relevant Screening Check Questionnaire for volunteers (see *Part 4 - Implementation Resources*).

¹ It is a requirement that all applicants must have been part of Sunday Celebration Services at the Grainery Church for six months and are active in a Connect Group. The relevant office holder reserves the right to speak to the Connect Group Pastor for information related to an applicant’s commitment to and attendance of Connect Group meetings. We believe that commitment to a Connect Group reflects commitment to the Grainery Church and its vision and values.

² At the Grainery Church a person who has 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 child-related programs.

³ It is a requirement that all volunteers must have been part of Sunday Celebration Services at the Grainery Church for six months and are active in a Connect Group. The relevant office holder reserves the right to speak to the Connect Group Pastor for information related to an applicant’s commitment to and attendance of Connect Group meetings. We believe that commitment to a Connect Group reflects commitment to the Grainery Church and its vision and values.



- iii. Be interviewed by the relevant office holder of the organisation (as delegated by the senior pastor) (see Part 4 - Implementation Resources).
- iv. Provide 2 references.

b. Successful applicants

- i. Will be provided with adequate and appropriate role/task information and safe church induction training to enable the successful applicant to safely fulfil their role/s, including being given a copy of the Code of Conduct for Volunteers and the Procedures as they relate to their role.

4. Procedure for Contractors

a. Pre-appointment/agreeing to quote

Where possible, the church will send all prospective contractors who are considered for work a copy of the church's safety expectations prior to a quote being accepted for work and ask for the signed Contractor's Declaration (see Part 4 - Implementation Resources).

b. On-site

All contractors are to report to the reception, if (a) above has not been completed, the Contractor's declaration will be signed (see Part 4 - Implementation Resources).

c. Signage on site

The Staff Team will display adequate signage around the church in relation to expected safe behaviours and how to report hazards, incidents and concerns (see *Part 4 - Implementation Resources*).

Part 2: Procedure 2.4 – Supervision of Workers

The Safe Ministry Framework Procedure for supervision of workers relates to the implementation of the following Policy statement:

We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes:

- safe and friendly environments where people are listened to, feel safe, accept challenges, develop faith and grow in connection with God and others;
- safe and adequate recruitment, training, supervision, support and resourcing of our workers; and
- appropriate and expedient responses to all incidents, accidents, child protection and/or safe church (misconduct and abuse) concerns.

The Church Board will provide a system of support and supervision for all our workers, to ensure they feel valued, respected and fairly-treated, including:

1. Provision of up-to-date documentation to workers

- a. The relevant ministry leader/pastor will ensure all workers (staff, leaders and volunteers) have access to the current version of our Safe Church Framework Policy, Procedures, relevant Code of Conduct and Ministry Specific Practice Guidelines.

2. Supporting workers

- a. The relevant ministry leader/pastor will communicate the types of formal or informal support mechanisms available to church workers, so that church workers have a clear understanding of to whom they can go for support and what type of support is available to them (e.g. staff meetings, communications processes, processes for accessing counselling or prayer, etc).



3. Review of position

- a. All paid church workers shall engage in an annual performance review through a written process, followed by a face to face discussion.

4. Codes of Conduct

- a. Codes of conduct have been developed with the following underlying intentions and commitments:
 - i. To encourage church workers to seek to act at all times in a manner that faithfully represents the ethos and beliefs of the Grainery Church.
 - ii. To ensure clear expectations of church workers and their alignment with the vision and commitments of the church to ensure the safety and well-being of children, teenagers, adults and our church.
 - iii. To detail the standards of conduct expected by various persons associated with our church in relation to the performance of their duties and their behaviours.
- b. We have ministry specific role requirements / expectations and guidelines for electronic communication (see Safe Church Framework - Part 4).

Breaches of this Code of Conduct

A proactive and pastoral approach to these requirements will always be preferred over a legalistic and reactionary approach understanding that we are recipients of grace and givers of grace. In most cases breaches will involve the following procedure.

- i. In the first instance, meeting with the direct-report ministry leader to discuss the matter and agree on the way forward.
- ii. If the matter is serious or if this is a repeat incident, then the direct-report ministry leader shall arrange for a further meeting involving the Senior Pastor or an Elder.

From that meeting the church worker breaching the Code of Conduct will be advised on how the matter will be resolved.

- iii. A decision to remove a church worker from a position of leadership will only be taken by the senior pastor and ratified by the Elders.



the grainery church

- iv. All assistance, including prayer and counselling, will be offered in love to help a removed church worker through their area of struggle and help him/her get to a place where he/she is ready to enter into a leadership position again, if appropriate.
- v. Criminal behavior; e.g., child abuse, will be reported to relevant statutory bodies for investigation and will result in removal from ministry role (Allegations or notifications of church workers engaging in child abuse will activate the NSW Reportable Conduct process).
- vi. Serious allegations, e.g sexual misconduct, will be reported to relevant government bodies and the church worker will be asked to step down whilst the matter is investigated through the church disciplinary procedure.

Part 2: Procedure 2.5 – Training & Resourcing of workers

The Safe Church Framework Procedure for training and resourcing of workers relates to the implementation of the following Policy statement:

- We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes safe and adequate recruitment, training, supervision, support and resourcing of our workers.

1. Safe Church Training

a. Level 1 – Volunteer Induction

All workers (volunteers) will be provided with information, through verbal communication and either face to face or online training in relation to: knowledge of church procedures, Code of conduct expectations and appropriate behaviours for church workers

b. Level 2 - Safe Church Framework Awareness and Refresher

All staff and leaders will receive initial and ongoing training in Safe Church Framework Awareness training: including empowering and including all people, identifying and responding to children and vulnerable people at risk of harm, and safe environments (duty of care), either face to face or SMR Safe Church online training (every three years).

c. Level 3 - Safe Church Framework Implementation Training

All staff and leaders will receive initial and ongoing training in the implementation of the Safe Church Framework policy and procedures either face to face or SMR Safe Church online training (every three years).

d. Ongoing in-service training

The Executive Manager will arrange/delegate ongoing staff and church worker professional development as is appropriate to the church worker's role, e.g. first aid, specific qualifications as necessary for the successful carrying out of their role.

2. Resourcing of workers

- a. The Senior Pastor in consultation with the Elders will ensure the programs of the church are adequately resourced with human resources and equipment for the safe and effective running of the program.
- b. The Ministry Leader in consultation with the Senior Pastor will ensure that program church workers are resourced with the equipment and qualified persons to run the events and activities that are programmed.
- c. Church workers will report to the Ministry Leader when there's a shortage of supplies prior to the operation of events and activities, to ensure that these supplies can be replaced for the effective operation of the event or activity.

Part 2: Procedure 2.6 – Responding to Child Protection Concerns

The Safe Church Framework Procedure for Responding to Child Protection Concerns relates to the implementation of the following Policy statement:

- We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes: appropriate and expedient responses to all incidents, accidents, child protection and/or safe church (misconduct and abuse) concerns.

1. Child centred approach to reporting

We commit to a child centred approach to responding to concerns about a child or group of children who may be at risk of harm. We start with the question: “How is the child experiencing the suspected or actual harm?” and then act in the best interests of the child.

2. Grounds for Reporting

Grainery Workers will report (as soon as is practicable) when:

- someone discloses that they are being harmed or are at risk of being harmed
- another person discloses that a person is being harmed or is at risk of being harmed
- the church worker has a reasonable concern that a person is at risk of harm (based on the indicators of risk of harm)

Definition of reasonable concern: Concern that a person or group of people is at risk of any form of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment, or commercial or other exploitation which is likely to result in harm to health, survival, development or dignity of the person or group of people.

3. How to report

a. Report to your Executive Manager

Note: When a disclosure occurs or a person's immediate safety is at risk (sexual and physical abuse), go directly to the Ministry Leader, who will in turn phone the police (local or 000) and also organise immediate appropriate support for the person.

b. The Executive Manager completes a Safe Church Concerns Record (see Part 4 - Implementation Resources).

c. The Executive Manager takes appropriate actions (pastoral, legal, organisational and risk management). Including:

- Contacting the Senior Pastor
- Support and assist in completing any reporting to Community Services (Online <https://reporter.childstory.nsw.gov.au/s/>)
- Additional reporting (police, government agency such as Office for Children's Guardian) and/or completing workplace investigation (where the allegation is against a church worker)
- Implement organisational procedures, risk management and pastoral care

d. Disclosures

"Dos and Don'ts" – for church workers – relevant for first-hand disclosures from a child or second-hand disclosures from either a child or adult about a child.

DO:

- Listen ... do not add anything to what the person says (you will need to write this down, exactly)
- Believe ... the person and what they are telling you.
- Reassure ... the person that they have done the right thing in speaking to you
- Inform ... the person that you need to tell people who will try to help
- Ensure ... that the person is not in immediate danger

DON'T:

- Start an investigation re the information, do not ask leading questions, i.e. questions that have a yes or no answer
- Promise the person that the abuse will stop
- Tell anyone who does not need to know

Note: Keep it brief. Do not have a long conversation, as this may be seen to have influenced the information, which may jeopardise an investigation.

Part 2: Procedure 2.7 – Responding to Safe Church Concerns about an Adult

The Safe Church Framework Procedure for responding to Safe Church concerns about an adult relates to the implementation of the following Policy statement:

- We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes: appropriate and expedient responses to all incidents, accidents, child protection and/or Safe Church (misconduct and abuse) concerns.

Safe Church concerns about adults include, but are not limited to:

- | | | |
|---|---|--|
| • Bullying behaviours | • Emotional harm | • Harassment |
| • Elder abuse | • Domestic violence | • Criminal behaviours |
| • Sexual harassment | • Sexual misconduct | • Sexual assault |
| • Physical violence | • Stalking | • Self-harming / suicide risk |
| • Historical child abuse (sexual, physical, emotional, neglect) | • Concerns about the harmful behaviours of any person at a church program | • Concerns about misconduct by a church worker against another adult |

1. How to respond to concerns about adults

a. During a disclosure

Follow the principles of the disclosure Do's and Don'ts from Procedure for Responding to Child Protection Concerns.

b. Report to supervisor

Report to your supervisor all disclosures and reasonable concerns about an adult to discuss reasonable appropriate pastoral, legal and organisational actions, actions (unless the concern is about your supervisor, then go to point 'd').

It may be that this is a process of negotiation with the adult, as their right to privacy should be considered. However, remember confidentiality does not mean keeping secrets but rather telling those who need to know. As a worker of the church you are required to follow all church procedures, including this one, and as such will need to inform the person disclosing of your church requirement to report, at least some of the information, i.e. that there has been a disclosure, the nature and the person's first name.

Note: In the case of immediate danger to an adult it may be necessary to call the emergency services, e.g. threat of violence against another person, suicide attempts. In such cases the most senior leader on site should make this phone call.

c. Response plan

Supervisor will contact the Executive Manager who will in consultation with the Senior Pastor arrange a response plan.

d. Assist

Actively assist the Executive Manager to take the appropriate pastoral, legal, organisational and risk management actions, dependent upon the nature of the concern (see below).

Types of responses may include:

- contacting external Safe Church consultant (SMR)
- helping the adult to report criminal activity to police
- making a report to police or crime-stoppers where a crime is disclosed (see Implementation Resources)
- referral to appropriate care/counselling services
- ongoing pastoral care and support for all parties
- commencing relevant disciplinary procedures where misconduct by a church worker is alleged
- organisational risk management steps such as restricting a person's attendance at particular church events to protect other vulnerable adults.

Considerations for appropriate responses

- **Legal responses:** Sometimes it will be clear what to do legally, e.g. serious crimes in NSW (see Attachment 1), at other times it may be more difficult and seeking advice is important.
- **Procedures:** For example, all allegations of ministry misconduct or abuse by a church worker against vulnerable adults need to be responded to with fairness and due process.
- **Risk management:** For the safety of people at events under our common law duty of care.
- **Pastoral responses:** Our church is committed to caring pastorally as appropriate and will respond with care and love in all situations. There are times when this will mean utilizing the local health services and working with the person and their family to provide comfort, support and access to resources and services.
- **Adults are self-determining:** Adults have the right to make decisions about their own lives, so long as the actions are not endangering themselves or others. This means we will need to work with the adult when considering a response, providing them with information and support. For concerns about the conduct of people with capacity issues such as persons with special needs (e.g. intellectual or physical disability or mental health concern) seek advice from relevant health services or case workers, as capacity issues do need to be considered.



Attachment 1: Responding to disclosures of criminal matters

NSW has specific and relevant concealment legislation, Section 316 of the Crimes Act 1990.

It is important to note that this matter is not always related to child protection mandatory reporting.

Separate out the legal and theological issues

To report we need to resolve what can be a conflict between the nature of Jesus' forgiveness and justice issues. The nature of forgiveness and true repentance is such that to be penitent one must face their past and where appropriate make reparation.

Given the harm done to others and the pain that may be continuing to destroy the other person, the offender's willingness to make restitution for the crime can bring great healing.

Use of a disclosure statement

It is advisable to provide a spoken, and, where possible, written, disclosure statement to all attendees about confessions about past crimes, at events where "confession" of past sins is likely to occur.

Possible wording of statement:

"At [name of event] there may be opportunity for public or more private (one-on-one) confession of past actions and activities. We see the value of confession to each other as suggested by James 5:15-16. However, we need to make you aware that we can in no way conceal past illegal activities. If you confess to any illegal activity we will need to report this to the appropriate authorities. Remember Christ has died once for all sin, and God forgives even if you do not publically confess your sin. 1 John 1:9 reminds us that God is faithful and just and will forgive us of all our sins when we bring them to him."

Offering to help the person report serious crime to the police

In some cases you may wish to offer the opportunity for the person confessing to report their past to the police. You might say for example, "If you have committed a crime we will help you report your crime to the appropriate authorities."



Making a report yourself

Where the person is not willing go with you to the police, or where you feel that it is not appropriate for them to go with you, you may wish to inform the person that you will be reporting to the police.

Keep written records of all meetings and of your report to police

To protect yourself from allegations of concealment or aiding and abetting a crime, ensure you keep written records. Provide a written statement to the police of all the facts you have, and ask them to provide you with an acknowledgement of your report in writing. If the police are unable to do this, note down the date and time of the report, and the name of the officer, as well as retaining a copy of the report you gave them. Alternatively, you can report through Crimestoppers 1800 333 000.

Ongoing support for all parties

This will only be possible where the parties involved allow you to do this. It is important to treat all parties as a people made in God's image, with respect, and care.

Part 2: Procedure 2.8 – Safe Environments

The Safe Church Procedure for Safe Environments relates to the implementation of the following Policy statement:

- We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes: safe and friendly environments where people are listened to, feel safe, accept challenges, develop faith and grow in connection with God and others.

Safe environments are transparent and accountable in relation to both procedures and relationships. The spiritual, physical and emotional environments are safe, and safe practices are in place to run the program, where all foreseeable risks and hazards are identified, assessed and managed. In implementing procedures, acknowledging the fact that some activities or situations present more inherent risks than others, consideration should be given to the participants' ages, abilities and cultural backgrounds.

1. Risk assessment and safety management practices

- a. The Elders delegates the task of management of site and program risks to the Executive Manager and Ministry Leaders.
- b. The Executive Manager and Ministry Team Leaders are responsible for the identification, assessment and management of all site and program risks, production and maintenance of Ministry Specific Practice Guideline and the reporting and addressing of incidents.
- c. These are embedded in our Ministry Practice Guidelines and Expectations (e.g. Guidelines for Grainery Kids). We use these practices to inform our planning and operating of all our programs, events or activities. Risk management applies to common law duty of care, Work Health & Safety and specifically to the minimising of safety risks for all people who are in our care.

2. Safe physical environments

The Executive Manager and Ministry Leaders will:

- a. Conduct WHS site inspection of the area to be used for a program prior to conducting their program, including but not limited to First aid, Transportation, Food preparation and storage, Supervision of children, responding to incidents.
- b. Apply risk management measures, where hazards are identified, and communicate the measures with all workers and where appropriate program participants.
- c. Our Safe Church Framework Procedures for Safe Environments form part of our overall site safety procedures as found in our 'site safety procedures as found in our Grainery Church Staff Handbook'.

3. Safe spiritual and emotional environments

- a. Ministry Team Leaders will ensure appropriate management of the following areas as having unique "risks" in relation to the spiritual and emotional environment, including prayer, use of the bible, communication, receiving and storing of personal inform

Part 2: Procedure 2.9 – Responding to Incidents & Emergencies

The Safe Church Framework Procedure for responding to incidents and emergencies relates to the implementation of the following Policy statement:

- We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes: appropriate and expedient responses to all incidents, accidents, child protection and/or Safe Church (misconduct and abuse) concerns.

1. General Procedures

- a. Our response to incident procedures management applies to our common law duty of care, Work Health & Safety and specifically to the minimising of safety risks for all people who are in our care.
- b. The Elders delegates the task of management of incidents and critical incidents to the Executive Manager.
- c. Incidents and critical incident response procedures form part of our overall site safety procedures as found in the Grainery Staff Handbook.

The Executive Manager is responsible for the implementation of our incident and critical incident procedures.

d. We recognize that:

- Every incident will require immediate response, in the moment, as well as follow up over the next 12-24 hours (or longer), including care for those involved.
- Review will need to determine the reason for the incident, and changes should be made to minimise the risk of the same incident occurring the next time the same activity/event is run.
- Injuries or accidents which require secondary medical attention e.g. visit to a doctor or medical centre should be written up on an Accident & Incident Report Form (see Implementation Resources).
- Incidents of a serious nature will need to be reported to the church's insurer.



- Report all incidents to parents and/or caregivers of children and vulnerable adults, and in some instances, where the impact has been felt by a wider group, reporting to the wider concerned group may be done with the permission of those involved in the incident.

2. Specific procedures for responding to incidents exist in the following areas:

- First aid procedures, loss of participant procedure, outbreak of disease (e.g. vomiting bug), fire response – evacuation plan, critical incidents e.g. near death or death of participant.

Note: This is not an exhaustive list, see the Staff Handbook for more information.

Part 2: Procedure 2.10 – Record keeping

The Safe Church Framework Procedure for Record Keeping relates to the documentation and safe and secure storage of records in relation to keeping all people safe, of reports of concerns about people and of reporting of incidents.

1. In the documentation and storage of records we will take into account the National Privacy Act principles, i.e.
 - private information is only collected if necessary;
 - individuals concerned are advised of its intended use;
 - personal information collected is stored securely and not divulged to others without the consent of the individual involved;
 - any personal information the church is holding which is no longer required, is out of date or incorrect, is either destroyed or amended to be accurate
2. The Elders delegates the task of adequate documentation and secure storage of all records to the Executive Manager.
3. The Executive Manager is responsible for the implementation of our record keeping procedures.
4. Safe Church records will be kept in secure (locked or password protected) storage for a period of not less than 30 years.
5. The Ministry Leader will collect information using information and permission forms for giving permission in situations including but not limited to:
 - collecting, retaining and distributing of personal information of program participants;
 - taking photos, displaying photos of attendees in hard copy or electronic forms such as websites or social media sites;
 - providing details of persons appearing in photos in either hard or electronic forms.
6. Employment records, including all documentation as part of our Safe Church Procedures will be securely stored electronically by the the Executive Manager.

7. Child protection reports and records including all documentation as part of our Safe Church Procedures will be securely stored electronically by the Executive Manager. These records will be kept permanently.
8. Incident reports and records including all documentation as part of our Safe Church Procedures will be securely stored electronically by the the Executive Manager. These records will be kept permanently.

Part 2: Procedure 2.11 – Responding to Misunderstandings & Conflicts

The Procedure for Responding to Misunderstandings & Conflicts is to be followed when there is a misunderstanding and/or conflict situation between two or more members of our church.

Scope

In this procedure document, misunderstanding and/or conflict situations are termed a grievance between parties.

A *grievance* includes but is not limited to the following categories:

- a. a disagreement (including a conflict) between two or more people where at least one person is a member of the church congregation
- b. a perceived offence has been caused by a member of the church congregation
- c. a perception by one person that they have been bullied by a member of the church congregation
- d. dissatisfaction with the manner in which a church worker (paid or volunteer) has fulfilled their ministry role.

Our commitment

Our commitment is to provide a procedure for church leaders to address grievances within the church, in a godly, loving, compassionate and procedurally fair manner.

This procedure is not applicable where there is a serious breach of a relevant code of conduct by a church worker. The Workplace Investigation Procedure is recommended in such cases.

In cases where crimes are alleged, the police and/or appropriate authorities will be notified.

In implementing this grievance procedure, we apply the overarching principles of:

- seeking to glorify God in our responses to each other
- striving to serve each other even in the midst of our disunity
- seeking to be Christ-like in our reactions to each other
- extending grace to each other
- focussing on restoration of relationships
- seeking help where needed, to address grievances

Addressing grievances

The nature of grievances (misunderstandings/conflicts) means that it is necessary to respond sensitively and with care for all parties involved.

In many conflict situations the assistance of a neutral third party is essential, to help each party understand the key issues and ways forward. The procedures must serve people, not the other way around.

The church commits to a case-by-case approach to the resolution of substantive issues and where possible, appropriate restoration of relationships between all parties.

The pathway employed will depend upon:

- the nature of the grievance
- the positions/roles of the parties involved
- the skills and/or capacity of the Ministry Co-ordinator or Program Leader to address the situation

Pathway options

1. Personal approach

This approach may be useful for addressing personal disagreements and perceived offences.

This is useful where there are not perceived significant power imbalances.

In the first instance where a grievance arises between one person and another leader/s or other church person/s, and the parties feel able to address their concern, they are to go to the other person and express their concern with a view to resolving their differences.

Peacemaking principles of glorifying God, serving each other and growing in Christ-likeness should be the focus in the attempts to resolve matters with the personal approach.

It may also be wise for the person who is initiating the personal approach to do some preparation in terms of seeking counsel from a wise and unbiased senior leader or external person, or engaging in some conflict coaching, before approaching the other party/ies.

2. Locally-assisted approach

This approach may be useful for personal grievances where the personal approach has not been successful in restoring the relationship, or where perceived bullying behaviours have taken place, or where there is dissatisfaction with the performance of a worker.

This approach is to be assisted by a suitably-skilled elder, or Ministry Coordinator who may fulfil this role, with the permission of the Executive Manager in consultation with the Senior Pastor.

Note: The person should not have a direct supervisory role over any party. All conflicts of interests are to be declared and managed.

2a. Where a person feels for any reason they require help in resolving the grievance, they may speak privately to a church leader who is not a stakeholder in the grievance, to request assistance in addressing their grievance.

In general, the church leader to address grievances will be the Executive Manager.

2b. Where the church leader feels comfortable in assisting those impacted and where all parties involved in the grievance are willing to work towards restoring relationships, the church leader is to:

- i. meet with each party separately to ensure that all parties are given a chance to tell their story in private, working through the underlying concerns in moving towards resolution



- ii. clearly communicate the process to be used to each party during resolution meetings
- iii. hold meeting/s with all the parties to work through the issues and determine the course of action
- iv. follow up - ensure that the solutions are implemented
- v. monitor the situation - over time check-in with the parties to ensure they are going well with the situation

2c. At any stage throughout the process, the church leader may contact the Executive Manager or Senior Pastor for assistance or resourcing.

If the situation becomes untenable, the Executive Manager in consultation with the Senior Pastor may contact the external conflict resolution consultant.

3. Externally-assisted approach (external conflict resolution person)

Where the grievance has:

- escalated beyond the ability or capacity of church leader to resolve the substantive and or relational issues, or
- where the local church or any party involved wants independent help in moving towards addressing the grievance, or
- the grievance involves allegations of bullying, or
- concerns about workplace performance where the church worker is a paid person, then the Executive Manager in consultation with the Senior Pastor should engage an external conflict resolution consultant.

3a. Assessment of the grievance

Upon receiving a request to assist with addressing a grievance, the external conflict resolution person will complete a fact-finding exercise and make an initial assessment of the situation.

3b. Pathway recommendation report

The external consultant will write a report to the Executive Manager.

This report will include an outline of key issues (material and relational) and recommend a resolution pathway to follow.

3c. Decision on pathway towards resolution

Taking into account the report, and any other advice or submissions made by key stakeholders, the Executive Manager in consultation with the Senior Pastor shall determine the resolution pathway that will be employed in this situation.

3d. Pathway employed

- Where the decision is made for any of conflict coaching, reconciliation, negotiation, or conciliation (mediation), the external consultant and the Executive Manager in consultation with the Senior Pastor will work with the parties on this pathway to bring about agreed solutions.
- Where the decision is made for arbitration, the Executive Manager in consultation with the Senior Pastor will work with the stakeholders to work on an arbitrated solution to the substantive issues.
- Where the decision is made to implement a workplace bullying process, the Workcover process for addressing bullying shall be followed. An external consultant shall be engaged to carry out the investigation.
- Where the decision is made to implement a workplace performance process, an accountable and transparent process shall be followed.

3e. Implementation of solutions

Once all parties are in agreement, as far as is possible regarding solutions, then the relevant office holder shall communicate with all parties the implementation plan. Resources, both financial and human, shall be given to implementation of the solution.

3f. On-going monitoring of the situation

The church representative will, in negotiation with the parties, make health checks on the situation to ensure that the solutions that have been employed are working.

Part 2: Procedure 2.12 – Workplace Investigations

Section 1 Rationale and principles for the procedure

This process is designed for addressing allegations of misconduct, occurring with the Grainery, where a formal process is required to make findings for implementation of risk management and/or disciplinary actions.

***Misconduct** is defined as allegations that if proven of have been more likely to have occurred than not (on the balance of probabilities), would lead to: restrictions being placed on a worker's role, or dismissal from a role or removal from a position (volunteer or paid), and may also lead to restrictions on the person's attendance or involvement in the church. It includes, but is not limited to, allegations of; child abuse and neglect, sexual harassment, sexual misconduct and sexual abuse, financial impropriety, bullying behaviours, and allegations of domestic and family violence.*

***Grainery workers** are defined as all board members ,staff (paid & unpaid), leaders, and volunteers at **The Grainery Church**.*

This procedure be used in connection with clearly-defined expectations for behaviour for workers, as in the Code of Conduct for Staff and Leaders.

This procedure is not designed for use where there are allegations of very minor misconduct which require only admonition and correcting worker behaviour, nor is this process appropriate for resolving conflicts or misunderstandings between parties. For instances of conflicts between parties a process focussed on restoring relationships, the procedure for resolving misunderstanding and conflicts, is recommended (see Procedure 2.12).

For times where a church worker (volunteer or paid) or a church member is alleged to have engaged in minor or unknown conduct, or a minor breach of a relevant code of conduct, the matter should be dealt with pastorally by the appropriate local church leader with a view to re-correcting behaviours.

This procedure aims at working through information relating to allegations of more serious misconduct, for findings to ensure all parties are offered natural justice.

This procedure is recommended for compliance with legal and insurance requirements such as but not limited to:

- making findings to report to government agencies, such as the Reportable Employee Conduct Scheme where employers are required to investigate allegations against children's workers of certain types of abuse ie. sexual misconduct and physical assault of a child;
- the church's insurance exclusion, which requires an appropriate investigation into complaints in relation to sexual abuse, where "sexual abuse" includes any assault or abuse of a sexual nature, any type of molestation, indecent exposure, sexual harassment or intimidation, whether such act is the subject of criminal investigation or not, and "injury", where injury includes any physical, mental or psychological injury;
- the Workplace Health and Safety Act which classes the Grainery a a place of business and all volunteers as workers. Workers and visitors must be afforded a duty of care, and safe emotional and physical environments. Under this legislation all persons must comply with all reasonable requests from the leadership at the Grainery.

Case manager/s, the case response group and all church officer holders (for definitions of these roles, see Framework Terminology) shall:

1. Act fairly, in good faith, without bias and in a dispassionate manner;
2. Provide each party the opportunity of adequately stating their case and correcting or contradicting any relevant statement prejudicial to the person's case;
3. Not receive information except as part of its information gathering and of assessment of the allegation;
4. Ensure that a person called upon to answer an allegation shall be given in writing the particulars of the allegation being made;
5. Ensure that each party has the opportunity to respond to further statements.

The matter is to be managed:

1. Without undue delay - Acting as quickly as possible shall be a genuine recognition of the seriousness of the allegation. Care should be taken to avoid delays.
2. With clear communication - All parties should be fully and speedily informed regarding decisions made, the reasons for the decisions and what processes are being used at all stages, particularly where there is any delay.
3. In a non-biased manner - Disputed allegations will be investigated by persons who have no relationship (biological or other) to any party.
4. Considering conflict of interest - Disputed allegations will be investigated by persons who have no stake in benefiting from any particular outcome of the case.
5. So that evidence-based decisions are made - Decisions made are to be fact-based. All disputed facts will be independently investigated. All outcomes will be based on the findings of the investigation. The burden of proof shall be on the balance of probabilities, e.g. was the conduct more likely to have occurred than not.
6. Privacy - Every effort must be made to protect the privacy of all parties. Findings are only to be released with the permission of the Person Subject of the Allegations (PSOA) and/or the person/s bringing complaints. When preparing the case manager's report to the employer/head of agency, the case manager will focus on the needs of: the person bringing the complainant and any family; the PSOA and any family; and the congregation.

Section 2 Procedure

1. Receipt of allegation/information relating to misconduct

1.1. An allegation/information may come in any form: phone call, email, mail, or in conversation.

If the person who receives the allegation is not the Executive Manager in the church, it will be forwarded to the Senior Pastor &/or Executive Manager as soon as practicable. An allegation may also be made in relation to 'information' about alleged misconduct (as defined above). A senior church leader (e.g. pastor, elder) may make an allegation on behalf of a third party where a finding is deemed necessary for risk management purposes.

In relation to sexual harassment and/or abuse the complaint may be historical (whenever or wherever occurring) or current (wherever occurring), so long as the person subject of the allegation is still attending The Grainery Church.

1.2. Triage of the allegation (classification & clarification)

The Safe Church Officer, or equivalent, should at this time triage the matter satisfactorily; including providing details of the process to the person bringing forward the allegation (provide documentation), discuss legal ramifications, and ensure the matter is an allegation of 'serious misconduct' against a person currently under the jurisdiction of the Grainery.

2. Criminal matters, government statutory reporting, and risk management measures

2.1. Where the allegation is clearly of a criminal nature the relevant office holder e role will report to NSW State and/or Federal Government agencies and/or police.

Criminal matters are defined in the criminal codes and include but are not limited to; child abuse and/ or neglect, acts of indecency, sexual assault, fraud, drug dealing. This includes where applicable, reporting under the Reportable Conduct scheme.

2.2 Risk assessment

At this stage a risk assessment must be undertaken by the relevant office holder/s, as to whether it is appropriate during the police investigation to ask the Person Subject to Allegation/s (PSOA), to step aside from their active duties and/or church attendance.

2.3 Insurance reporting

On reception of the formal complaint the appropriate office holders will consider as to whether this is a matter over which the insurer should be notified or whether at this stage more formalisation is required before reporting.

3. Formalisation of allegation

3.1. Appointment of Case Response Group (CRG) / Case Manager

If the matter, after triage, is not deemed by the relevant church office holders to be a police and/or government agency matter (child protection), or when the police/criminal justice process has concluded, the relevant church office holders will appoint a Case Response Group (CRG) including a Case manager. This Case Response Group (CRG) of 1-3 persons are to make binding decisions in relation to the procedure from this point forwards. The CRG will look different depending upon the nature of the allegation and the level of leadership being accused. The CRG may in some cases be the Case Manager, or where it is deemed necessary for natural justice an external case manager.

The CRG will report to the church board for determination.

3.2 The CRG will appoint from their group a Case Manager.

3.3 The CRG will offer pastoral support persons to all persons bringing allegations. It will be suggested that the pastoral support person is not a relative.

3.4 The CRG will at this time discuss with the Church Board implementation of or amendments to any risk management actions which need to be or may be already in place, dependent upon the nature of the allegations. These risk management actions are to consider the safety of all parties.

3.5 The Case Manager will formalise the allegation.

This will include:

- All witnesses being provided with an explanation of the procedure. This will include providing a copy of this procedure document.
- Writing up, as a set of alleged breaches of the relevant code of conduct, legislation, or allegations of types of misconduct where a code does not apply. This document will include all relevant witness statements being signed and attached to the allegation documentation.

- The allegation document will also include a covering letter explaining the procedure, and any risk.

If during the formalisation of the procedure it becomes clear that the matter is of a child protection or criminal nature, Step 2 (above) is to be implemented.

4. Procedure pathway decisions

4.1 The CRG will consider the formalised allegation material and make a decision:

If the CRG in its discretion considers that the complaint is frivolous, vexatious or that further action is not necessary, the appropriate office holders may decide to dismiss the complaint, and will inform the Church Board of this decision who will in turn inform all parties of this decision.

If the matter is deemed by the CRG to not be a serious matter but rather a misunderstanding/conflict or involves minor misconduct an alternative procedure may be recommended, such as the procedure for responding to misunderstanding and conflicts.

If the allegations are deemed to be of a significantly serious nature and if there is enough substance in the allegations to be tested on the balance of probabilities the Case Manager will be asked to continue with this investigation procedure.

5. Initial investigation

5.1 Where the matter is workplace related the PSOA will be contacted by the Church Board appointee notifying the PSOA that allegation/s of misconduct have been received and will need to be formally investigated.

The PSOA will be informed of the allegations in writing with clear instruction in relation to this procedure, and a clearly-defined outline of the steps in this procedure for responding to the allegations.

The PSOA will be offered a “notification meeting” on a set date and time by the Case Manager. At the meeting:

- the Case Manager will explain the process to the PSOA (including providing documentation).
- provide the PSOA with an explanation of any risk management actions to be put in place, e.g. Interim Safety Measures in the case of sexually related matters. Where the allegations require the PSOA to step aside



the grainery church

from duties, this will be explained.

Note: At this stage these are allegations only and stepping aside is not to be seen as an expression of guilt, but rather a risk management step for all parties.

- The allegation documentation will be given to the PSOA - these will not be read out in the meeting.
- The PSOA will sign a “process acknowledgement form”.

Note: Where distance does not allow for a face-to-face meeting to occur the documents will be delivered by mail, and the process acknowledgement form returned as soon as practical (can be done via email).

5.2 Pastoral support will be offered to the PSOA by the Church Board. The pastoral support person will be asked to attend all face-to-face meetings.

5.3 The PSOA will have 21 days to write a response to the specific allegations.

5.4 The CRG will discuss the response (can be electronically) and decide on an appropriate next step of the procedure based on the response and alert all parties (including relevant officer holders).

5.5. If the PSOA acknowledges/admits the misconduct, or does not significantly deny the allegation/s or does not significantly dispute the substance allegations the CRG consider the case and refer the matter to the Church Board (Steps 7 & 8).

Note: The Church Board as employer must make the determination and implement outcomes, not the CRG.

6. Further investigation - Assessment of facts based on balance of probability

6.1 If the PSOA disputes the allegations significantly (denies the substance of the allegation/s), the matter will be considered by the CRG in terms of whether the matter should be at this point tested by them on the balance of probability or whether the matter should be referred to an external investigator for further assessment of facts on the balance of probability.

The decision to appoint an external investigator will take into consideration:

- The type of allegations (nature and seriousness)
- The outcomes for the PSOA if the allegations were to be found more likely to have occurred.
- The ability to test the allegations, i.e. credible witnesses, other corroborating facts.

6.2 The CRG will appoint an appropriately experienced external investigator to make an assessment of the facts and to then provide a Case Report to the CRG. This may be the Case Manager.

6.3 The Case Manager will provide the investigator with all the documents to date.

6.4. The investigator shall arrange interviews (phone or face-to-face) with the all relevant parties, record these interviews and produce where deemed necessary transcripts of these interviews.

6.5. Under no circumstances shall there be any attempt to intimidate any party.

6.6. No interview with a child will take place if there is a risk that this will interfere with the proper process of civil or criminal law. No interview shall be conducted with a child without the express written authority of, in the presence of the parent or guardian and only then by a person recognised as skilled practitioner in interviewing children. Special care shall also be taken in interviewing persons with an intellectual or psychiatric disability, and any such interview shall be conducted only by an appropriately qualified and experienced person.

6.7. A PSOA may be invited to admit to the alleged serious misconduct, but is not bound to do so.

6.8. A PSOA has the right to obtain independent legal advice at their own expense.



- 6.9. The PSOA should have a support person present during any interviews.
- 6.10. A written Case Report shall be given to the CRG. The investigator shall present the evidence, examine the areas of dispute and provide conclusions to the CRG as to whether the alleged behaviour is more likely to have occurred than not, based on the balance of probabilities. The investigator must provide evidence-based reasons for their conclusions. If they are unable to reach a determination based on the balance of probabilities, they may make risk management suggestions to the CRG.

7. Making findings

- 7.1. In undisputed matters the CRG will provide a Case Report to the Church Board (Step 8).
- 7.2. In disputed matters the Investigator will provide a case report to the CRG.
- 7.3. The CRG will consider the Case Report and make a preliminary finding/s as to whether the PSOA has, on the balance of probabilities, engaged in the alleged behaviours.
- 7.4. If the CRG preliminary determination is that the PSOA may have engaged in misconduct, it will request the PSOA provide a further written response (within 14 days) for consideration before making a final decision.
- 7.5. Having received the PSOA's written response, and taking any further investigative measures necessary, the CRG will make their final decisions.
- 7.6 The decision of the CRG, including reasons for the decisions, i.e. the facts, and any mitigating circumstances will be provided to the Church Board. The CRG may provide the Church Board with recommendations as to outcomes for all parties, but shall not make the determination or carry out the outcomes. Recommendations provided by the CRG must be appropriate given all the known circumstances of the case.

8. Determination & outcomes

The Church Board will take into consideration the findings of the CRG and then make determinations in relation to outcomes of the PSOA and any parties impacted by the determination, including any survivors of abuse, and other secondarily impacted persons.

Step 8a - Outcomes for PSOA

- 8a.1. Where the CRG finds that PSOA has not engaged in the alleged conduct, or that there is not enough evidence to make a finding, there is to be a full apology to the PSOA.
- 8a.2. Where the CRG finds that although the allegations were not proved on the balance of probabilities but that the PSOA acted in ways that were misconstrued or places him/herself in a position of high risk, then recommendations will be made to the PSOA as to how he/she can avoid future allegations.
- 8a.3. Where the CRG finds that the PSOA engaged in the alleged behaviour, it will consider possible action that might be taken in response to the breach. Actions which might be taken include; discipline, suspension, these will be implemented by the Church Board.

Step 8b – Outcomes relating to the person/s bringing allegations

- 8b.1 In the event that the CRG are satisfied of the truth of the complaint, and/or where there is significant emotional damage to the complainant, the appropriate office holders shall respond to the needs of the victim in such ways as are demanded by justice and compassion.

9. Right of Appeal

Where the PSOA is a paid employee or a person working with children, the PSOA can lodge an appeal, providing reasons in writing to the Church Board. The appeal will be a paper review of the procedure by a suitably-qualified person. The decision of the Church Board will be final.

Part 2: Procedure 2.13 – Ministry to Persons of Concern

1. Scope

This process describes the unique aspects involved in providing safe ministry to persons of concern, including where appropriate support (e.g. monitoring persons / accountability groups) or alternative offers of ministry (outside of regular church programs).

Definition of a person of concern ('POC'):

- a person who has pleaded guilty to, has been convicted of, or has admitted to having committed, a sexual criminal offence; or
- a person who is currently charged with a sexual criminal offence; or
- a person who is currently under investigation for sexual abuse, sexual harassment or sexual misconduct; or
- a person who has been the subject of a prior allegation of sexual abuse which has not been appropriately investigated; or
- a person who has been previously disciplined or refused a role because of sexual misconduct,
- person who is considered to be a risk to the safety of children and/or vulnerable adults because of an adverse risk assessment relating to sexual misconduct; or
- a person who has exhibited persistent sexual boundary wandering; or
- a person who is deemed to be a risk in terms of physical or emotional harm to members of the church.

Note: Sexual abuse for the purposes of this document is defined as: "Sexual Abuse" includes any assault or abuse of a sexual nature, any type of molestation, indecent exposure, sexual harassment or intimidation, whether such act is the subject of criminal investigation or not.

Disclaimer: This process does not indemnify the church if a known offender were to reoffend in the church context and a resulting legal suit took place.

2. Committed to Safe Church

- We are committed to life-giving and free from abuse and harm ministry to God's glory.
- Our goal that all our ministries are spiritually, emotionally and physically safe.
- We acknowledge that from time to time a situation may arise where a person of concern has been worshipping and been involved, or wishes to worship and be involved, in our church, dependent upon the nature of the person of concern's situation we may not be able to provide safe ministry as part of our regular church programming, or at all.
- The Elders are responsible for making a decision in relation a person being offered a set of Worshipping Standards (see point 3 below).

The Elders will take into account in making this decision the following: the common law duty of care the governance board has for the safety of all people involved at church, including Work health and safety legislation which necessitates safe physical and emotional work places for workers and persons on site, governance board and pastors share the responsibility of duty of care, i.e. to provide safe environments for all people in the church, that there is no one type of person of concern, that there is a high level of community feeling and fear about sexual abuse, that there are survivors of abuse in congregations, and we seek to care for them effectively, the issues of forgiveness and a person of concern's right to privacy, not every person of concern will have the capacity to enter into an formal set of Worshipping Standards or a formal 'agreement' to act in safe ways in community, the personal responsibility the person of concern will need to continue to take, and that this process does not indemnify the church if a known sexual offender were to reoffend in the church (against a person at church) and a resulting legal suit took place.

3. Process – Worshipping standards

A permanent set of Worshipping Standards may be a method of addressing the pastoral, organisation, duty of care and other safety issues that arise where there is a person of concern who is or wishes to attend services and activities at our church. It can only be offered after the Elders has agreed to the process.

Step 1: Identification

It is important to exercise care in the identification of persons of concern. It is essential that accurate information is obtained. The identification of a person must not be based on rumour or innuendo.

Step 2: Notification/advice from Church Board

In all such circumstances the first step is to notify the Church Board for advice or referral to a suitably experienced practitioner in this area.

Step 3: Interim Standards for Worship

If the Board agrees that the Person of Concern is to be offered a process, as soon as practicable a set of interim Standards for Worship shall be offered to the POC to ensure the safety of all parties during the establishment of a permanent set of Worshipping Standards.

These measures are particularly relevant in cases where the person of concern is currently under investigation, which may be ongoing for a period of months or years.

Step 4: Decision to proceed (Meetings to help decision making)

A series of meetings are conducted between the external consultant, case manager, Board and appointed office holders and also with the person of concern. These meetings have an educational, and fact finding purpose. The decision to proceed is to be made by the Board. The Board will appoint a case manager and appropriate external consultancy will be engaged to implement this process.

Step 5: Assessment Phase for both person of concern and the church

Both the church and the person will be assessed for risks and readiness to enter into safe ministry with the person. This may include forensic assessment of the person of concern. An assessment of the Grainery's Safe Ministry practices will also occur.



Step 6: Establishment Phase

A permanent set of Worshipping Standards will be offered to the person of concern, with input and approval of the Church Board. In cases where there is to be a Monitoring or Support (Accountability) Group, the Case management team will establish and provide induction training for the Support Group.

Step 7: Ongoing Support and Review

An annual review of each person of concern's Worshipping Standards will be carried out.

Additional external support is to be sought where necessary.

Part 3: Codes of Conduct

The Safe Church Policy states:

- We commit to the welfare of all people through the implementation and ongoing improvement of our Safe Church Framework which includes:
 - safe and friendly environments where people are listened to, feel safe, accept challenges, develop faith and grow in connection with God and others;
 - safe and adequate recruitment, training, supervision, support and resourcing of our workers; and
 - appropriate and expedient responses to all incidents, accidents, child protection and/or safe church (misconduct and abuse) concerns.

To fulfill our Safe Church policy and to uphold the Biblical standards for leaders the Grainery has three Codes of Conduct which are applicable to the following groups:

- i. Staff & Leaders (paid and unpaid) (Those who are on staff, ministry team leaders, and those who are part of ministry teams such as worship, children, youth, connect or other ministry teams)
- ii. Volunteers (any person on a roster, or engaged in helping in the operation of the church)
- iii. Children (behavioural guidelines for kids & youth)
- iv. Contractors

Safe Church Procedure 2.4 - Supervision provides instruction in implementation of the codes of conduct.

We also have Ministry Specific Requirements/Expectations and guidelines for electronic communication, which are provided to workers and are to be upheld as part of the code of conduct.

1. Code of Conduct for Board of Elders, Staff and Key Leaders

As a Grainery staff member and/or leaders I agree to:

- Actively support (in word, action, attitude and character) the leadership, mission, vision, core beliefs, values of the Grainery
- Implement the Grainery policies and procedures diligently
- Only take on tasks/roles that I have been appointed to and have adequate skills and training to fulfil.
- Seek support or assistance from my supervisor or senior church leader when I feel out of depth or overwhelmed in my role.
- Be accountable to our team, watch out for each other and protect each other's integrity, e.g. never alone with one child or vulnerable adult
- Act in the best interests of those I serve
- Treating all people with respect and not doing anything that would discriminate, humiliate, shame, belittle or degrade any person
- To treat the church property with respect; including cleaning up mess when you see it.
- Uphold the requirements and expectations of my role and team, e.g. Connect leaders, Worship team, Youth or Children team (attached).
- Communicate with integrity, including accountable and wise use of electronic communication, commit to following The Grainery guidelines for electronic communication (attached)
- Not take property belonging to others, including intellectual property (copyright)
- Not knowingly making false, misleading, deceptive, or defamatory statements
- Understand the critical importance of godly relationships which includes:
 - Only "above reproach" relationships with the opposite sex
 - A life consistent with the biblical definition of marriage – not living with a member of the opposite sex unmarried or involved in a homosexual relationship
 - Not placing oneself in compromising situations with a person of the opposite sexe.g., "spending the night" in close proximity unsupervised, or meeting in places which are not easily interrupted
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is not just blameless but seen to be blameless in the areas of power abuse, sexual harassment, sexual grooming, romantic involvement with anyone of the opposite sex under the age of 18, and does not condone sex outside of marriage

- If I use alcohol I will be mindful to use it in a way that is helpful for my family, friends and people I serve.
- Not engage in; abuses of power, sexual abuse, sexual harassment, sexual grooming, sexual misconduct, emotional abuse, spiritual abuse, child abuse, or any form of bullying or harassment in any relationships at church, outside of church or in my home.
- Not act violently or intentionally provoke violence
- Be responsible in our use of addictive substances (e.g. prescriptions/ alcohol)
- Not use any prohibited substance
- Act with financial integrity, including having accountable and transparent systems in place for financial matters
- Not seek personal advantage or financial gain from a position, other than in wages, recognised allowances and deductions
- Disclose to the Senior Pastor or Executive Manager if I am/have been investigated for any criminal offences or have any knowledge of serious criminal activity
- Not to engage in behaviour criminal or otherwise that would be scandalous or bring The Grainery into disrepute.

Name

Signature

Date

2. Code of Conduct for Volunteers

As a Grainery volunteer I will do my best to:

- Actively support (in word, action, attitude and character) the leadership, mission, vision, core beliefs, values of the Grainery
- Follow all reasonable instructions given to me by my appointed leader and other Grainery staff
- Only take on tasks/roles that I have been appointed to and have adequate skills and training to fulfil.
- Seek support or assistance from my supervisor or senior church leader when I feel out of depth or overwhelmed in my role.
- Act in the best interests of those I serve
- Treat people with respect not doing anything that would discriminate, humiliate, shame, belittle or degrade any person
- Uphold the requirements and expectations of my role and team (attached).
- Not knowingly making false, misleading, deceptive, or defamatory statements
- Not engage in; abuses of power, sexual abuse, sexual harassment, sexual grooming, sexual misconduct, emotional abuse, spiritual abuse, child abuse, or any form of bullying or harassment in any relationships at church, outside of church or in my home.
- Not act violently or intentionally provoke violence
- Be responsible in our use of addictive substances (e.g. prescriptions/ alcohol)
- Not use any prohibited substance
- To treat the church property with respect; including cleaning up mess when you see it.
- Not take property belonging to others, including acting with financial integrity, e.g. not stealing church property (money)
- Disclose to the Senior Pastor or Executive Manager if I am/have been investigated for any criminal offences or have any knowledge of serious criminal activity

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the grainery church

- Not to engage in behaviour criminal or otherwise that would be scandalous or bring The Grainery into disrepute.

Name

Signature

Date



3. Code of Conduct (acceptable standards) for children

We will afford children an opportunity to have a ‘voice’ in the establishment of acceptable standards of behaviour at the beginning of a program (year/term/week).

We will hold a “boundaries” session with the children to allow them to participate in establishing appropriate behavioural boundaries.

The following is a template for signage in relation to acceptable behaviours or ‘rules’ for younger children (5-10 years). It is important to set boundaries together, or refer to the ‘rules’ for the program, at the beginning of the program.

The template may also be used in a session where leaders work with the children to agree to these standards/boundaries together. For teenage children, the standards/boundaries will need to be adjusted as appropriate for their age.

We will:

- Treat each other kindly
- Join in and try our best
- Follow leaders’ directions
- Stay where we can be seen by our leaders
- Let our leader know if we feel unsafe, upset or unwell
- Let our leader know if someone else is hurt



4. Code of Conduct for Contractors

The Grainery Church expects all contractors and guests to be and act safely.

We expect all contractors to do the following:

1. Respect the rights of all people to a safe and friendly church/organisation
2. Take all reasonable care for their own health and safety
3. Take responsible care that their actions do not adversely affect the health and safety of others at our church/premises
4. Comply with all reasonable instructions from the church/organisation's leadership
5. Comply with relevant employment, usage, visitor's conditions as communicated
6. Report all safety concerns immediately to the church office as soon as practicable

(This set of behavioural expectations should be communicated in signage and on sign-in forms for contractors. This set of behavioural expectations may form part of a wider Work Health and Safety set of expectations for site safety)