



NORTHCOTE BAPTIST CHURCH

CHILDREN AND YOUTH SAFETY MANUAL

2024



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A physical copy of this manual can be found in the following locations:

- Children's Ministry Cupboard
- Youth Ministry Cupboard

AED Defibrillator - In the Foyer Cupboard

Fire Extinguisher - In the Kitchens

Physical address: 67 Eban Ave, Hillcrest, Auckland

Last updated January 2024

INTRODUCTION

At Northcote Baptist Church our vision is to be a community who LOVE God wholeheartedly, SERVE others boldly and CONNECT together intentionally. We desire to see this vision fulfilled in our Children and Youth Ministries as well as the rest of the church. We long to see our young people following Jesus every day, with all that they have.

This safety manual applies to all Children and Youth ministries at Northcote Baptist Church including (but not limited to): More than Music, Crèche, Little Rock, Kid's Rock, Bolder, Kid's Club, Proteen, NBC Youth and RISE.

The purpose of this manual is to provide robust processes and procedures to keep everyone involved in Children and Youth Ministries safe physically, emotionally and spiritually, as together we enjoy discovering more about our Jesus and life with him!

Terms used:

- Ministry Leader – the person responsible for leading the ministry
- Key Leader - the person running a programme
- Leader – a member of the team responsible for running the ministry.
- Volunteer – anyone who helps in the ministry, but is not a part of the regular leadership team
- Church worker – anyone involved in serving in a ministry or programme, includes all staff, leaders, volunteers and RISE tutors or staff
- Children's Ministry – relates to primary aged children and younger
- Youth Ministry – relates to intermediate and high school age
- Child – primary age and younger
- Youth – intermediate and high school age
- Young person – covers child and youth

THE CARE OF OUR YOUNG PEOPLE IS BEST SERVED WHEN WE:

- Become better informed about the safety and care of young people.
- Work towards reducing factors that contribute to the harm of young people.
- Listen to young people, treating them with dignity and respect.
- Educate, train and support all who care for young people.
- Take action on suspicions we may have about young people who may be at risk.
- Introduce standards, principles and procedures to protect young people from harm and to protect innocent adults from wrongful accusation.

EMERGENCY SITUATIONS POLICY

In the event of an emergency our young people's safety and wellbeing will be the prime concern for all church workers. For this to occur the following procedures are to be understood and followed.

BASIC SAFETY

- Key leaders are to have their mobile phones with them.
- All church workers are to be aware of the emergency exits and assembly points.
- All church workers are to make sure emergency exits are kept clear of hazards at all times.
- Emergency procedures will be spoken about in the ministry session once a term.

IN THE UNLIKELY EVENT OF AN ACCIDENT OR EMERGENCY SITUATION TAKE THE FOLLOWING ACTION:

Major accident or medical event:

- Call for another church worker to assist.
- If necessary, call an ambulance.
- If necessary, send someone to collect the AED in the foyer cupboard.
- The key leader will contact parents.
- Stay with the person and provide reassurance until help arrives.
- Protect the person's dignity - cover them and keep others away, ensure no photographs or videos to be taken.
- Check if the person has any allergies.
- Ensure that any incident, however minor is documented on the relevant incident/ accident reporting form.

In the event of a fire:

- If a fire or smoke is seen, set off the nearest fire alarm.
- On hearing a fire alarm, church workers are to gather and move their young people in a calm and orderly manner to the designated assembly point via the nearest safe exit.
- Stay calm and give reassurance.
- Have a church worker check toilets and other rooms that have been in use.
- The key leader is to check that all children and church workers are present.
- Church workers are to stay with their young people at all times.
- Await further instructions from the fire warden.

In the event of an earthquake:

- Stay calm and give reassurance.
- Help others take cover in doorways or beneath strong desks or tables in the room - drop, cover, hold.
- Stay away from windows and heavy furniture.
- Stay inside unless authorities say otherwise, or if the area is structurally unsafe.
- If outside, move young people away from buildings, power lines and trees.
- Proceed to the assembly area.
- Church workers to stay with young people at all times.

In the event of a lockdown or serious cause for concern:

- Church workers stay with their young people.
- If possible have a leader check all rooms, including toilets.
- The key leader is to check that all young people and church workers are present.
- The key leader is to ensure that the Emergency Service have been notified.
- Normal activity can recommence only after the all clear is given.

FIRST AID POLICY

Location of First Aid Kits:

- Lounge Kitchen
 - Lighthouse Kitchen
 - Church Office
-
- First Aid kits are checked and replenished regularly by someone from the Office Staff.
 - There is to always be at least one certified first-aider or registered nurse on site.
 - Parents (or youth) are to disclose their children's (or their) medical problems, medication, allergies and disabilities through their registration form. The Ministry Leader will communicate this information to other church workers as is appropriate and necessary. If there are new updates, it is the parents' responsibility to update the ministry team.

UNWELLNESS POLICY

- Young people who are unwell will be taken aside and the church workers will assess whether to call their parents.
- Anyone who is sick is asked to stay at home or go home for the well-being of all. This also includes those who experience the following:
 - Vomiting or diarrhoea within the last 24 hours
 - An illness within the last 24 hours
 - Discharge in or around the eyes
 - Excessive coughing
 - Any communicable disease

PRESCRIPTION MEDICATIONS

Parents must administer medications, unless permission is given for the young person to self-administer, or written consent is given for a church worker to administer on their behalf.

REPORTING POLICY

QR codes linking to Incident Forms and Hazard Identification Forms can be found on posters in most rooms in the church buildings.

They can also be accessed here:

- Incident forms: bit.ly/NBCincident
- Hazard identification forms: bit.ly/NBChazard

INCIDENTS

- An incident that requires reporting is any event that involves:
 - Someone has been injured
 - Property or equipment has been damaged or stolen
 - A "near miss" which could have caused injury or damage
 - Serious or ongoing breach of expected standard of conduct
 - Circumstances which threaten the safety of others
 - Complaints and/or unresolved disputes
 - Allegations of misconduct or abuse
- The key leader is to complete an Incident Report as soon as possible after the event.

HAZARDS

- All church workers are responsible for identifying, minimising and then reporting any risks or hazards to the key leader.
- If a hazard has been reported to the key leader, they must fill in a Hazard Identification Form.

OTHER

- If a church worker witnesses anything that they are concerned about or causes them discomfort, regarding a young person or another church worker, they are to talk with the Ministry Leader as soon as possible.
- If a young person discloses that they are at risk of harm, or of harming someone else, please follow the procedure in the **Young Person Protection Policy found on page [10](#)**.

TRANSPORTATION POLICY

This policy governs the transportation of young people in private vehicles in connection with an NBC organised event – including before, after or during.

The safety of our young people is of prime importance during any activities that require transportation.

Guidelines:

- No child is to be transported alone by a church worker. Arrange to take another adult with you and gain caregiver permission first.
- Drivers must make sure that any child under 7 years of age is properly restrained by an approved child restraint that is appropriate for the age and size of the child.
- In case of a youth, a church worker of the same gender may drive them home if they have been given verbal or written parental permission.
- Youth are not to drive themselves or others during youth events, regardless of whether they have a license allowing them to do so.
- There must be no overloading of vehicles. The number of seatbelts dictates how many passengers can be carried.
- Drivers must have a current full license and this must be carried with them.
- Drivers must obey all road rules and drive in a responsible manner.

- When borrowing or hiring vehicles, the church worker driving must obey the set policies concerning the use of that vehicle.
- Vehicles must be registered, roadworthy and have a current Warrant of Fitness.
- Drivers are responsible for their own insurance.
- Any driver must accept full responsibility for any accident or incident and pay the costs involved.
- This policy applies to all drivers, including those not in a leadership role.

CAR ACCIDENT POLICY

In the event a car accident occurs during an NBC programme or event, the driver should:

- Check for injuries and ensure the safety of all passengers and any other parties involved.
- Call 111, if necessary.
- Call the Ministry Leader.
 - The Ministry Leader will contact the parents of the passengers.
 - The Ministry Leader will notify the senior pastor.
- Further steps taken, depending on the circumstances of the event.

RISK ASSESSMENT MANAGEMENT POLICY

We are committed to taking all necessary steps to reduce the risk in any activity that we do and to be prepared if things still go wrong.

To help us manage our risks, the Ministry Leader must ensure a Risk Assessment Management (RAM) form is to be completed for all activities.

RAMs forms must be completed by the Ministry Leader and submitted to the Senior Pastor or Associate Pastor in absence of the Senior Pastor.

The key things to consider when planning any activity is:

- Is there any significant risk involved?
- What could go wrong?
- What am I going to do about it?
- If it still goes wrong, what do I need to do/have?

A sample RAMs form can be found on page [26](#).

FOOD AND HYGIENE SAFETY POLICY

ALLERGIES

- Parents or youth must state any allergies through our registrations processes.
- All allergies and medical requirements that might require medical intervention, a medical action plan must be developed, which will be followed in the case of a medical emergency.

HAND WASHING

- Handwashing must occur before eating and after toileting.
- Church workers are to monitor pre-schoolers and verbally prompt primary schoolers.
- All bathrooms are stocked with hand soap.

SERVING OF FOOD

- To the best of our abilities, we will provide allergy alternatives where they have been made known to us.
- Where food is being cooked, New Zealand Food Safety guidelines will be adhered to. These can be found at www.mpi.govt.nz/food-safety-home/preparing-and-storing-food-safely-at-home/clean-cook-chill/

Whilst we take all possible precautions in maintaining a safe and secure ministry environment, we recognise that safety is most effective in community.

All church workers are therefore expected to do the following:

- When children's ministry is in session, do not allow children into the kitchen.
- Be aware of choking and trip hazards and take the appropriate action.
- Identify, minimise and then report any risks or hazards to the key leader.

SUPERVISION RATIOS POLICY

Sufficient supervision keeps church workers and young people safe from inappropriate behaviour and ensure adequate support should an emergency arise.

Guidelines:

- In Children's Ministry, church workers are not to be on their own with a child. There must be at least two church workers in a room where there is a child, where possible those two church workers must not be partners.
- In Youth Ministry there must always be another person present when a church worker is with a youth (intermediate or high school aged) of the opposite gender.
- Parents may be asked to stay if ratios are about to be exceeded and the key leader must be informed.
- The following leader/child ratios must not be exceeded.
 - Children under 2 years 1:4
 - 3 to 4 years old 1:6
 - 5 to 8 years old 1:10
 - 9 to 18 years old 1:20

ACCESS TO CHILDREN POLICY

This next section is only relevant for Children's Ministry.

This policy restricts access to children when they are under the care of NBC Children's Ministry and provides a procedure to provide appropriate access to children when access is contested.

Guidelines:

- A one-off registration form is to be completed before any child is left in the care of NBC Children's Ministry.
- Families must adhere to sign-in and out policies - this is to restrict adult access to children, as well as serving as a roll call in an emergency so the leaders will know how many children are in their care.
- Caregivers and prospective leaders are welcome to observe and participate in the programme at the discretion of the key leader.
- Special needs children and children under custody disputes (no matter what age) are only released to a guardian stated on the registration form.

CHILD REGISTRATION POLICY

Children's Ministry

All families that attend NBC Children's Ministry must complete a comprehensive enrolment and registration form, with the expectation that annually details are confirmed as correct.

REGISTRATION FORMS MUST INCLUDE THE FOLLOWING:

- Child's name, address, phone numbers.
- Parents'/caregivers' names, addresses and contact details.
- Names of authorised adult/s to collect the child.
- Special instructions regarding access, health problems, allergies, medications.
- Permission to be photographed and for those photos to be used the church website, social media or in publicity material.
- Any other information necessary to provide care for the child.
- Acknowledgement that Children's Ministry programmes are cell phone free environments and they are not to be used during programme time.

STORING OF INFORMATION:

- Registered children's details are kept on the NBC database.
- All information collected will be kept in a safe and secure place to ensure the privacy of children and their families.

SIGNING IN AND OUT OF SESSIONS

- All children must be signed in each session by the parent, caregiver or the child.
- All children must to be collected from their room by an authorised adult when the service or programme ends.
- Signing in and out enables us to know who is in the room should there be an emergency.

Youth Ministry

Youth who attend a Youth Ministry programme are to fill in a registration form.

REGISTRATION FORMS MUST INCLUDE THE FOLLOWING:

- Youth's name, email address
- Parents'/caregivers' names, phone number, email address
- And medical conditions or allergies we need to be aware of
- Permission to be photographed and for those photos to be used the church website, social media or in publicity material.
- For Intermediate Ministries, an acknowledgement that the programme is a cell phone free environments and they are not to be used during programme time.

The information collected from the registration form will be emailed to the parent / guardian for confirmation of the information we have been given.

PHYSICAL TOUCH POLICY

Young people need affection, but inappropriate touching is to be avoided by church workers.

Guidelines:

- Inappropriate touching is bodily contact with any part of the body except:
 - Hands
 - Arms
 - Shoulders
 - Upper Back
- It is not appropriate for a young person to sit on a church worker's lap.
- A church worker may only hug a young person if the young person initiates the event.
- Sideways and A-frame hugs are best.
- In the case of a young person needing comfort, a church worker must use their discretion. Where possible a church worker of the same gender provides that comfort.
- Do not allow young people to jump or climb on church workers.
- Do not wrestle with young people.
- If a young person or their caregiver asks a church worker to discontinue contact, this should be done immediately.
- Be aware of how church workers are being perceived by the young person they are in contact with, and by others who may be observing.
- Be aware that different cultures have different standards for inappropriate touching. Different situations may also demand different standards.
- Church workers are to refrain from public displays of affections.
- Be aware of young people using sexual language or innuendo that is inappropriate for their age. Report any concerns, no matter how small, to the key leader.

YOUNG PERSON PROTECTION POLICY

ACCOUNTABILITY & RESPONSIBILITY

Northcote Baptist Church is committed to the protection of young people and to the prevention of child abuse. Northcote Baptist Church is committed to supporting and empowering families to act to keep young people safe and will themselves ensure that when making any decision affecting a young person, the welfare and best interests of the young person will always be the paramount consideration.

It is primarily the responsibility of all those associated with Northcote Baptist Church and working with young people to be vigilant, maintain professional boundaries and safe working practices, have knowledge and awareness of the indicators of neglect and abuse, whether actual or potential, and to report any concerns, suspicions or allegations to a Designated Person for Child Protection immediately. Northcote Baptist Church has a responsibility to ensure that any concern, suspicion or allegation raised is taken seriously.

The NBC Designated Persons for Child Protection are:

- Nicola Burrows – Associate Pastor, 027 277 1409
- Judyanne Culter – Children's and Families Coordinator, 021 112 7439

IDENTIFICATION OF ABUSE

Every person associated with Northcote Baptist Church and working with young people should be alert and aware of the fact that child abuse can occur in many different settings and forms and child protection concerns may come to light in a variety of different ways - whether that be direct/indirect disclosure, an allegation or suspicion, or the direct witnessing of abuse.

If you are unsure about what might constitute child abuse, or if you are unsure about whether you ought to report and incident, you should ask for advice and guidance from Northcote Baptist Church's Designated Persons for Child Protection.

At any time you may seek advice from Oranga Tamariki (0508 326 459) regarding child protection concerns.

There are four types of child abuse. These are categorised as follows:

1. Physical Abuse

Physical Abuse is a non-accidental act that results in physical harm. This includes, but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning or otherwise causing physical harm to a young person. Physical abuse also involves the fabrication or inducing of illness.

2. Sexual Abuse

Sexual Abuse is an act or acts that result in the sexual exploitation of a young person, whether consensual or not. Sexual abuse can be committed by a relative, a trusted friend, an associate, or someone unknown to the young person. Sexual abuse includes situations where the adult seeks to have the young person touch them for a sexual purpose, and where they involve the young person in pornographic activities or prostitution.

3. Emotional Abuse

Emotional Abuse is the persistent emotional ill treatment of a young person such as to cause severe and persistent adverse effect on the young person's self-esteem and emotional development. This can include a pattern of rejecting, degrading, ignoring, isolating, corrupting, exploiting or terrorising a young person. It may also include age or developmentally inappropriate expectations being imposed on young people and their social competence undermined or eroded over time. A young person can also experience emotional abuse by being exposed to a dysfunctional environment which includes seeing or hearing the ill treatment of others, including but not limited to being exposed to family violence.

Emotional abuse can extend to include ***spiritual abuse***. Spiritual abuse is a form of emotional abuse that occurs when a person in religious authority misleads and maltreats a young person in the name of God; or the church by taking advantage of the young person's spirituality by putting them in a state of unquestioning obedience to an abusive authority.

4. Neglect

Neglect is characterised as the persistent failure to meet a young person's basic physical and/or psychological need. This can occur through direct and deliberate action or by omission or deliberate inaction to care for and/or protect the young person. It may also include neglect of a young person's basic or emotional needs.

RESPONDING TO ABUSE/RESPONDING TO SUSPECTED ABUSE

When child abuse is suspected, disclosed, or witnessed, everything must be done to ensure the ongoing safety of the young person concerned, along with the ongoing safety of any other young person who is in close connection to the alleged offender. In all cases, the young person is the primary concern and all other concerns (including the guilt or innocence of the alleged offender) must be secondary. This does not mean that the alleged offender is to be considered guilty without due investigation, but that the safety of the young person comes first.

In a situation where any Northcote Baptist Church worker believes that a young person is in immediate danger, they must, in consultation with a Designated Person for Child Protection, inform Oranga Tamariki and/or the Police of their concerns. Records of these Reports of Concern will be kept in a specific, secure, Child Protection File.

RESPONDING TO DISCLOSURE

Disclosures of abuse may come directly from a young person. It is important that Church workers take what the young person says seriously. This applies irrespective of the setting, or the Church workers own opinion on what is being said. It is important that Church workers respond in a calm and supportive manner, giving the young person time to say what they want to say, and reassuring them that they were right to tell.

Church workers must not enquire into details, ask leading questions, make the young person repeat the story unnecessarily, or promise to keep secrets.

Under no circumstances should a Church workers attempt to conduct an investigation or deal with concerns of abuse themselves.

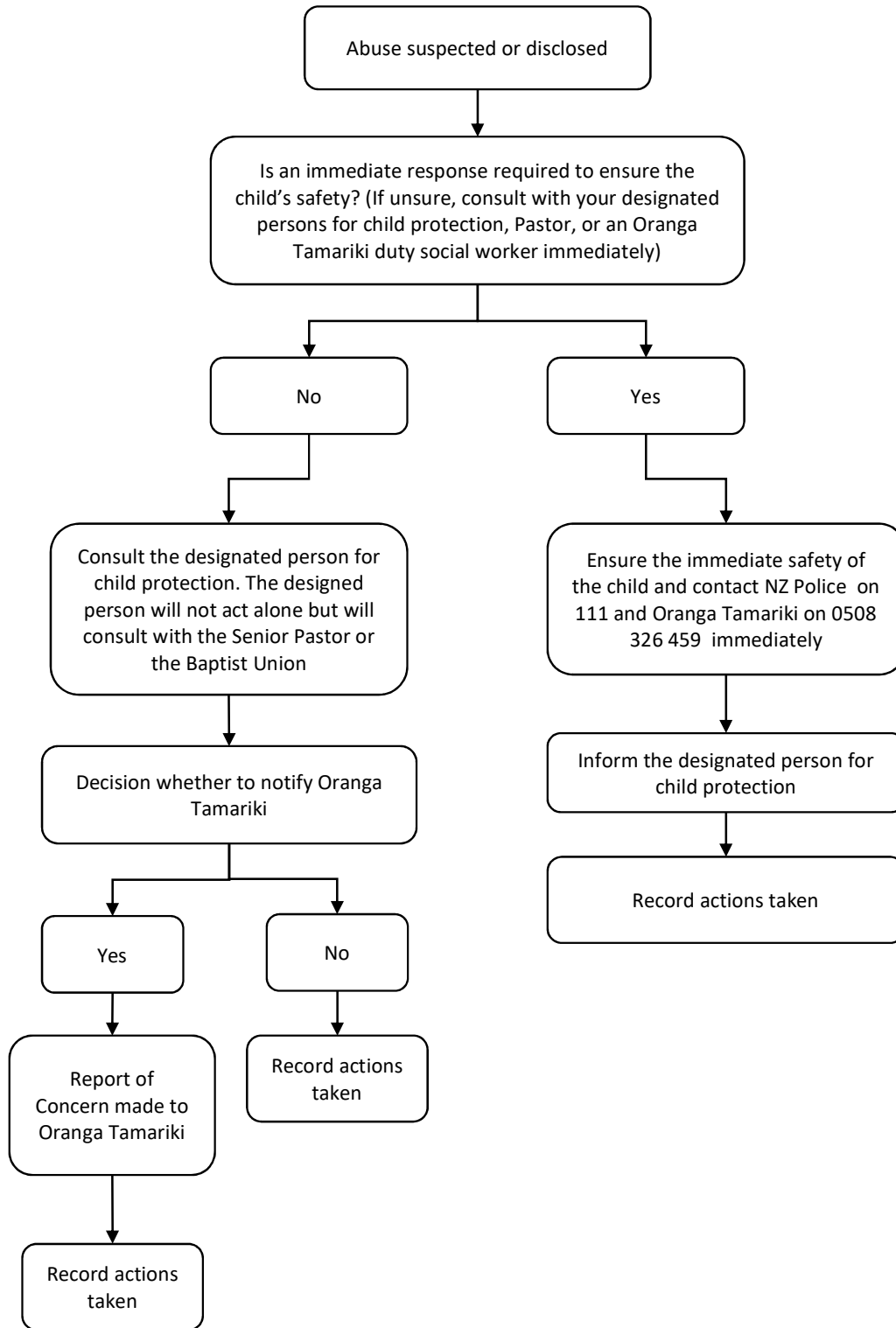
If there is information disclosed regarding actual or suspected child abuse Church workers must:

- stay calm
- listen and hear
- give time to the young person to say what they want
- reassure them that they were right to tell
- tell the young person that they are being taken seriously and that they are not to blame
- explain that they have to pass on what the young person has told them as soon as they are aware that the young person is making a disclosure. Explain that, in the first instance, this information will be passed onto the Designated Person for Child Protection.
- give an age appropriate explanation to the young person of what they can expect to happen next
- record in writing what was said as soon as possible, using the young person's own words where possible.
- Report the concern to a Designated Person for Child Protection.

Church workers must not:

- make the young person repeat the story unnecessarily
- promise to keep secrets
- enquire in to the details of the alleged abuse
- ask leading questions

Child Protection Procedures Flowchart:



KEY POINTS

- RESPOND:** Respond to the person (adult, child, or young person) – Believe what they tell you and/or what you see.
- SAFETY:** Ensure the safety of the young person. Always take action in the short term to ensure the immediate safety of the child. This will mean contacting the NZ Police **(111)** and Oranga Tamariki **(0508 326 459)** if you think there is an immediate risk to the young person.
- RECORD:** Record immediately all initial statements, observations and concerns to avoid misinterpretations or confusion at a later date.
- CONSULT:** Do not make decisions alone. Consult with your Designated Person for Child Protection. Oranga Tamariki is always available to give advice.
- REPORT:** Decide to act on your concerns. If you have told the person you believe is responsible for taking action and they do not act, take further action yourself.
- SUPPORT:** Seek support for yourself. Responding to a child protection issue can be stressful.

The safety and wellbeing of the young person will be the primary consideration when any decision is made about disclosed or suspected abuse. Where a young person is in immediate danger, steps must be taken to keep them safe.

Information Sharing Overview:

SAFETY COMES FIRST:

In all instances personal information can be shared with welfare and protection agencies or independent child protection persons if there are concerns about a young person's safety and wellbeing.

The wellbeing and best interests of the young person are to be the first and paramount consideration.

PROTECTION WHEN SHARING:

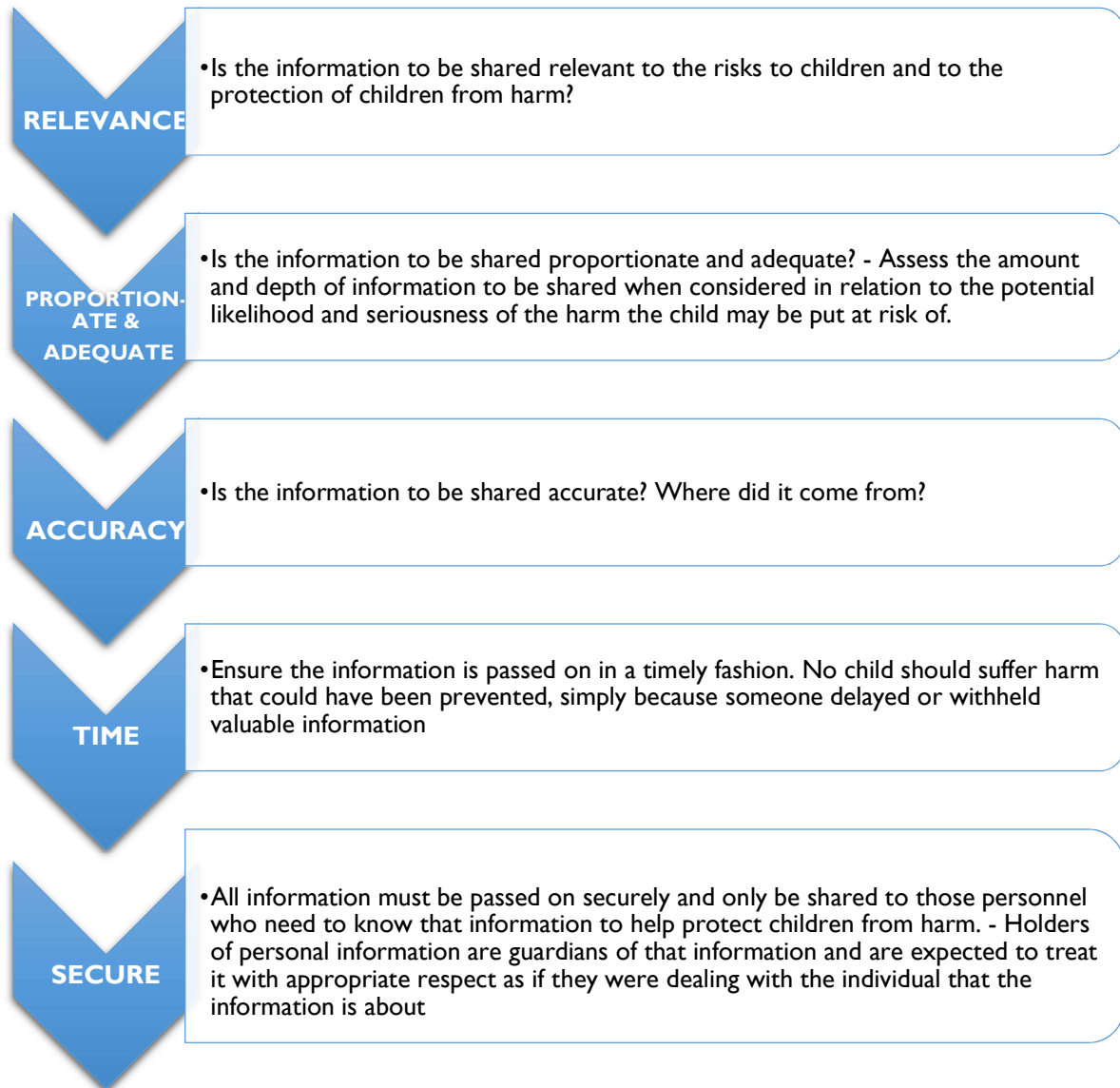
If information is shared in good faith, meaning that you are making every effort to do the right thing, and if that sharing complies with the information sharing provisions, you are protected from civil, criminal or disciplinary proceedings. (NOTE: Keeping good records about information you have shared and why is important to help demonstrate you shared in good faith.)

PRIVACY:

The principles of the Privacy Act 2020 must be followed by Northcote Baptist Church when collecting, storing, using or disclosing personal information. When there is conflict between the Oranga Tamariki Act 1989 and the Privacy Act 2020, the Oranga Tamariki Act 1989 **prevails**.

WHEN IT COMES TO INFORMATION SHARING THE WELLBEING AND BEST INTERESTS OF THE YOUNG PERSON ARE TO BE THE FIRST AND PARAMOUNT CONSIDERATIONS

CONSIDER:



CONFIDENTIALITY

Confidentiality cannot be maintained if there is risk of harm to a child, young person, someone else, or if it is of a criminal nature.

Under the Privacy Act 2020, the giving of information to protect young people is not a breach of confidentiality. Principle 11 of the Privacy Act, 2020, states sharing of personal information is allowed if "disclosure of the information is necessary to prevent or lessen a serious threat".

The Oranga Tamariki Act 1989 and the Family Violence Act 2018 both place the wellbeing and best interests of young people as the first and paramount consideration when it comes to the sharing of information. This principle takes precedence over any duty of confidentiality that is owed to the young person, their family, or any person with whom the child is in a domestic relationship with.

Under the Oranga Tamariki Act 1989, and the Family Violence Act 2018, if a member of Northcote Baptist Church, raises a legitimate concern in good faith about suspected child abuse, which proves to be unfounded on investigation, no civil, criminal or disciplinary proceedings may be brought against that person or against Northcote Baptist Church itself.

STATUTORY AUTHORITIES

Northcote Baptist Church will maintain good working relationships with agencies that have the statutory powers and skills to intervene in cases of child abuse. This includes maintaining a good working relationship with Oranga Tamariki and with the NZ Police, and be familiar with the laws that serve to protect young people from abuse. Northcote Baptist Church will consult with the Baptist Union, Oranga Tamariki, the NZ Police, and with appropriate agencies that have specialist knowledge to help protect young people from abuse.

ALLEGATIONS AGAINST CHURCH WORKERS

Northcote Baptist Church has a duty of care to the young people that it is entrusted with. All Church workers have a responsibility to understand what constitutes appropriate behaviour in relation to young people, and a responsibility to maintain appropriate standards of behaviour – which includes reporting lapses in these standards by others.

Allegations, suspicions or complaints of abuse against Church workers will be taken seriously and reported to a Designated Persons for Child Protection. The Designated Person for Child Protection, in consultation with Northcote Baptist Church Senior Pastor, Church Elders, and the Baptist Union of NZ will deal with the allegation, suspicion or complaint immediately, sensitively and expediently.

When there are suspicions of abuse by a Church worker, both the Church worker's and the young person's rights are to be attended to. This means that the safety of the young person is of first concern, and that the Church worker is encouraged to seek legal and professional advice.

The Designated Persons for Child Protection, the Senior Pastor, and the Church Elders, must immediately assess risk before allowing the Church worker in question to have any contact with the person making the allegation. A risk assessment must be undertaken to determine what level of access that person should have, if any, to members of the public in their capacity as a person associated with Northcote Baptist Church.

The fact that an alleged offender has not been prosecuted or been found guilty does not necessarily mean that they are appropriate to continue to work with young people. A risk assessment must be carried out before allowing the person to return to their duties within Northcote Baptist Church, or any alternative duties, in any capacity. When making any decisions, Northcote Baptist Church eldership will, at all times, place the safety and wellbeing of young people as the paramount consideration.

If Northcote Baptist Church becomes aware that an alleged, suspected, or convicted offender is involved, or looking to become involved, with another Church, they must inform the Senior Pastor or Leader of that Church, of the existence of that risk, or potential risk. At any time advice can be sought from Oranga Tamariki and/or the NZ Police with regards to the disclosure of information.

ASSAULT POLICY

NBC upholds a zero tolerance policy towards any form of physical or verbal assault.

ASSAULT ON A YOUNG PERSON OR CHURCH WORKER

If a young person or church worker experiences any form of assault:

- Reasonable self-defence is permitted. The force used should be adequate to cease the physical abuse and not to cause unnecessary injury.
- The key leader should be immediately notified.
- The key leader is to call the police, if required.
- An incident form is to be filled in.
- The key leader is to notify the Ministry Leader and pastoral staff.
- Ministry leader will initiate follow-up, including meeting with all involved parties and working out a suitable solution to the issue.
- The church worker is asked to respond with integrity and respect and will be offered follow up support.

DEALING WITH A COMPLAINT AGAINST A CHURCH WORKER:

Where a complaint is received regarding a church worker the following procedure is to be followed:

- Any complaint is to be notified to the Ministry Leader. If the complaint is regarding the Ministry Leader, the senior pastor is to be notified, or an elder in their absence.
- If the allegation involves sexual or physical abuse, or some illegal behaviour, the church worker will be asked to step down immediately until a full investigation has taken place. The Ministry Leader or senior pastor will make this decision in conjunction with the Elders and the Designated Sexual Harassment Contact Person.
- Guidelines for a full investigation into the complaint are contained in NBC's Sexual Harassment Policy and the Baptist Union Administrator's Manual.
- All parties will have the right to a fair hearing of their viewpoint. Where necessary a mediator will be brought in to ensure fair discussion takes place.
- Proof or admission of guilt may result in the church worker being removed from the leadership team.
- If necessary, the police will be involved in the process.

BULLYING PREVENTION AND RESPONSE POLICY

NBC is committed to ensuring that all our programmes are free from bullying behaviours. NBC Elders, Staff, all Ministry leaders and volunteers need to have an understanding of what bullying is; and know what to do when bullying does occur.

All reported incidents of bullying will be taken seriously and followed up as appropriate

DEFINITION

- Bullying is deliberate
- Bullying involves a power imbalance

- Bullying has an element of repetition
- Bullying is harmful

Bullying is not an individual action. It involves up to three parties; initiators (those doing the bullying), targets (those being bullied) and often bystanders (those who witness the bullying).

TYPES OF BULLYING BEHAVIOUR

There are four recognised types of bullying behaviour – physical, verbal, social and cyber.

Physical

Physical bullying involves hurting a person's body or possessions. It includes:

- Hitting / kicking / pinching / spitting / biting.
- Tripping / shoving or intimidating another person.
- Taking or damaging someone's belongings.
- Making mean or rude hand gestures.
- Touching another person when they don't want you to.
- Being made afraid of getting hurt.

Verbal

Verbal bullying is saying or writing mean things. It includes:

- Calling someone names.
- Teasing someone in a hurtful way.
- Making fun of someone.
- Being sarcastic in a hurtful way.
- Making racially offensive comments about someone and their family.
- Rude comments or jokes about someone's religion.
- Hurtful comments about the way someone looks or behaves.
- Mean comments about someone's body.
- Inappropriate sexual comments.
- Taunting.
- Threatening to cause harm

Social (Relational)

Social bullying involves hurting someone's reputation or relationships. It includes:

- Ignoring or leaving someone out on purpose.
- Telling other young people not to be friends with someone.
- Spreading rumours about someone.
- Destroying relationships.
- Embarrassing someone in public.
- Sharing information or images that will have a harmful effect on the other person.
- Telling lies or nasty stories about someone to make others not like them.

Cyber

Cyber bullying involves activities on social media or online that hurt others. It includes:

- Sending abusive or threatening text or email messages.
- Spreading rumours via email or posted on social networking sites.
- Posting unkind messages or inappropriate images.
- Sharing someone's personal or embarrassing information online.
- Imitating others online.
- Excluding others online.

PROCESS TO FOLLOW WHEN BULLYING OCCURS

We recognise the importance of consistently responding to all incidents of bullying that are witnessed or reported. We will support anyone who has been affected by, engaged in or witnessed bullying behaviour.

The First Instance of Bullying Witnessed

1. The Church worker is to call out the behaviour and tell the initiator to stop.
2. The Church worker is to let the Ministry leader know about the incident.
3. The Ministry leader is to let the parents of those involved know what happened as soon as possible.
4. The Ministry leader is to make a record of what took place, to monitor if a pattern develops.

If the first instance of bullying involves a physical altercation, an incident must be filled in and the process below must be followed.

If the bullying is reported, not witnessed, an incident form must be filled in and the process below must be followed. Reassure those reporting bullying that they have done the right thing in reporting the incident.

At all times, Church workers must take a measured and appropriate response to what they witness.

Responding to Repeated Incidents, Physical Bullying and Bullying disclosures

1. Fill in an incident report.
2. Notify the Ministry leader.
3. The Ministry leader will inform the parents of those involved as soon as possible.
4. All more serious incidents will be escalated to the Designated Person for Child Protection and advice and involvement from outside agencies may be sought
5. Appropriate action will be taken to deal with the incident. This may include:
 - Talking with the initiator:
 - Understand why they are behaving that way. What is going on? Why are they bullying someone else?
 - Explain what bullying is and why it's not acceptable.
 - Ask them what they think might help them to stop bullying.
 - Help them understand how their behaviour affects others and the hurt that they have caused.
 - Having the initiator apologise to the target and to the observers.
 - Closely monitoring the initiator's behaviour to ensure no further incidents of bullying take place.
 - In some situations, the initiator may be temporarily stood down from the programme.
 - In the case of serious or repeated incidents, in consultation with the Designated Person for Child Protection, the initiator may be permanently removed from the programme.
6. Support will be provided for targets, bystanders and initiators of bullying behaviour.
7. Church workers will be vigilant for incidents of bullying behaviour and will intervene as soon as possible.

BEHAVIOUR MANAGEMENT POLICY

Young people need boundaries that are clearly communicated and reinforced with gentleness and understanding. There will always be young people who need extra attention and encouragement in the area of discipline.

This policy is to protect the ministry environment while still being sensitive to the needs of each individual young person, remembering that they are created in the image of God.

EXAMPLES OF UNACCEPTABLE BEHAVIOUR:

- Bullying.
- Physically or verbally hurting another person.
- Engaging in behaviour that may result in injury to self or others.
- Damaging or defacing property or equipment.
- Inappropriate language.
- Not listening.
- Disrupting others.
- Inappropriate use of social media or cellphones.

DISCIPLINE PRINCIPLES:

- Prevention is better than cure - discuss with parents any conditions (eg ADHD) and how they want you to handle their child.
- Expect age appropriate behaviour.
- Reinforce good behaviour verbally.
- Focus on the behaviour, not the young person.
- Assess the situation – why is the young person acting out.
- Maintain the young person's self-esteem at all times.
- Never smack or touch a young person unkindly.
- Do not shout or threaten a young person.
- Be kind and loving towards the young person.
- Disruptive behaviour is to be handled in the back or to the side of the room, not in isolation.
- If the need arises to address the behaviour in private, get the key leader or another church worker involved.

HANDLING PERSISTENT UNACCEPTABLE BEHAVIOUR:

Pre-schoolers

- Move the child to a quiet spot.
- Pray with the child for peace and God's love to surround them.

Primary Aged

- Take the child aside.
- Explain the broken rule and the importance of following all rules.
- Explain that if the behaviour continues, parents will be contacted.

Intermediate and High School Aged

- Take the youth aside and calmly discuss their behaviour and what is going on for them.
- If the behaviour continues repeat the conversation, however explain that there will be consequences (such as ringing parents, changed groups or a period of time off) if there is no change.
- Do not suggest consequences unless you can follow through with them.

FOLLOW UP ON UNACCEPTABLE BEHAVIOUR

- Any discipline incident is to be recorded on an incident form.
- Inform the Ministry Leader of the incident.
- Inform the parents of the incident and actions taken.
- Keep communication open with parents, encourage them, and offer support and resources.

PROTECTING YOUNG PEOPLE FROM OTHER YOUNG PEOPLE.

Some young people may exhibit inappropriate behaviour towards other young people, for example:

- Emotional abuse e.g. taunting.
- Physical abuse e.g. bullying, hitting, punching, kicking, biting, pushing, burning and physical restraint.
- Sexual abuse.

Leaders will expect and encourage positive interactions from all children/ youth, therefore:

- No put downs.
- No name calling/teasing/bullying.
- If you have any concerns speak to the Ministry Leader.

NO FORM OF ABUSE IS ACCEPTABLE. WHERE A YOUNG PERSON PERSISTENTLY ABUSES OTHERS, DESPITE BEHAVIOUR MANAGEMENT INTERVENTION, HIS/HER PARENTS WILL BE ASKED TO WITHDRAW THE YOUNG PERSON FROM THE PROGRAMME.

PASTORAL CARE POLICY

PASTORAL CARE OF YOUNG PEOPLE TAKES ON TWO DIMENSIONS:

1. The informal practice of listening, supporting, encouraging and befriending young people, for their benefit on their spiritual journey.
2. Pastoral care of specific issues in a more formal setting with healing as the main goal. Pastoral care is not done in isolation from the family, but rather as a help and support to the family, who has the primary role of responsibility for their children.

VISITATION

Primary and Intermediate Children

- Only a Ministry Leader will engage in pastoral visits.
- A parent or caregiver will be present for any visit.

High School Youth

- Notify parents before meeting with a teenager.
- When meeting with a teenager, do so in a public place.
- If you are visiting them in their home, a parent needs to be home.
- Church workers are only to visit with teenagers of the same gender.
- The Ministry Leader may visit with a teenager of the opposite gender, but must notify parents and a colleague first.

PHONE CALLS

When phoning a child in primary or intermediate school:

- Speak to the parents first, asking permission to speak to their child.
- Disclose the reason for phoning, and the intended content of the conversation to the parent.
- When speaking to the child, stick to the agreed upon reason and content.
- After speaking to the child, speak to the parent and share the content of the conversation and thank the parent for being allowed to speak with the child.

MAIL

- Send mail care of (c/o) the parents or caregiver of the child.

EMAIL, TEXTING AND ALL OTHER MESSAGING

Primary and Intermediate Children

- All communication is to go via the parent.

High School

- Any messages are to contain appropriate content.
- Messages are to be sent at appropriate times, i.e., not late at night.
- Avoid messaging systems, where messages are deleted after viewing.

CELLPHONE USE POLICY

We want to encourage people to be present with those they are with when attending Children's and Youth Ministry programmes and events.

- Primary and Intermediate programmes and events are cellphone free environments.
 - Phones are to be handed in at the beginning of the programme and collected at the end.
- Unnecessary cellphone use during Youth Ministry programmes and events, by church workers or youth is discouraged.

SOCIAL MEDIA POLICY

When posting on behalf of NBC on a social media site, ensure that:

- The post honours God
- No one will be negatively affected, harmed or offended by the post

CHILDREN AND YOUTH EVENT PROGRAMME POSTS

- All photographs used will be chosen with respect for young person's dignity and will not be revealing of personal information.
- In Children and Intermediate Ministries, only the Ministry Leader is allowed to share any digital images or video.

PERSONAL SOCIAL MEDIA

- Remember, anything you post can be seen by everyone who connects with you by social media (as well as anyone those people show it to).
- Be responsible in what you post, exercising good judgement and common sense. Ultimately, you are responsible for what is posted on your site or profile.
- When interacting with young people and their families, act thoughtfully.
- Keep records of significant conversations.
- Do not post materials of any kind that could be deemed abusive or inappropriate.
- For church workers in Children or Intermediate programmes, do not share photos or videos from those programmes.
- For church workers in High School programmes, do not share any photos or videos unless you have consent from those in the photo.

SPECIAL NEEDS AND ABILITIES POLICY

Every young person is a unique and integral part of God's family. As such, young people with special needs or abilities will be welcomed and included in all programmes within the limits and resources we have available, unless there are compelling reasons to exclude them at a particular point in time.

Procedure:

- Full information about the child's requirements must be obtained from the parents at the time of enrolment or registration.
- For youth, full information about their requirements is expected to be given by the parents, and will be sought after where required.
- Every effort will be made to include young people with special needs into the programmes.
- The key leader must be confident that the young person's needs can be catered for without negatively affecting the person concerned.
- Each case will be considered individually and every effort will be made to include the young person within the limits and resources of NBC.
- For children's ministry toileting: In the case of children with disabilities (mental or physical), individual supervision guidelines suited to the child will be worked out in partnership with the parents/caregivers, prior to an event taking place.
- For children's ministry, where possible and appropriate, each child will be assigned an aide.

VOLUNTEERS POLICY

Does not apply to RISE tutors.

Suitably gifted and competent volunteers are essential to Children's and Youth ministry to nurture, love and train each young person on their faith journey to becoming a disciple of Jesus. They must display Christian character and a spirit that is aligned with NBC's vision and values.

A safe environment for young people by ensuring that those who work with them are going to do no harm. Given the fact that people who abuse young people will choose to work in a child/youth focused environment, it is imperative that appropriate actions are taken to ensure that all those working or volunteering in Children's and Youth Ministries are carefully chosen.

Anyone interested in volunteering with Children or Youth Ministry will go through the following recruitment process:

- Complete a volunteer application form.
- Fill in a New Zealand Police Record form and receive a clear Police Record result.
 - Should a report come back showing the applicant has a record this is confidential information and will be handled in accordance with the Privacy Act. It will be used only for the purpose for which it was obtained. If the record has nothing to do with safety of young people, NBC staff will use their discretion as to whether this volunteer may still be recruited.
- Attend an interview with the Ministry Leader.
- Undertake initial and ongoing training. Any job, volunteer or not, will be done more effectively and competently if a leader is well trained. A well-trained leader will also feel secure and confident in their new role.

ORIENTATION TRAINING

This training is aimed at giving new leaders and volunteers the information needed to ensure they are able to carry out their tasks properly and so that they know and understand the values of the ministry.

This training includes going through the Safety Manual; and Health and Safety orientation of the building.

ONGOING TRAINING

Additional training will be made available to ensure that leaders and volunteers are kept up to date with ministry development and practices. This will increase skills and knowledge and provide opportunities for development. This include the opportunity for first aid training.

GUIDELINES FOR TERMINATION OF A LEADERSHIP

In the event of a leader breaching the values, code of standards, procedures or policies the leader must be able to be removed. This is for the safety of the leader, young people, parents and other leaders.

While it may seem a high standard that we hold our leaders to, it is balanced with the realisation that we are not perfect and on occasion will fail.

- An incident form may need to be completed.
- The severity of the incident or failing will inform our response.
- The Ministry Leader will take responsibility for standing a leader down.

APPENDIX

I. RAMS Form

Activity Risk Assessment and Management Plan

Your Name:		Ministry: <i>Youth Group, Proteen, etc.</i>	
Location and description of activity: <i>Where are you going? What are you doing?</i>			
Number of leaders at activity:		Estimated number of youth at activity:	
Date of activity:		Start time:	End time:

Identified Risks and Hazards

When Identifying Risks and Hazards think about:

1. The **people** involved: age, skills, fitness, supervision, experience, etc.
2. The **equipment** involved: clothing, food and drink, toilets, vehicles, specific gear, etc.
3. The **environment** the event takes place in: weather, terrain, water, season, road use, accessibility to help, etc.

Use a separate line for each risk/hazard.

WHAT COULD GO WRONG? Risks/Hazards:	WHAT AM I GOING TO DO ABOUT IT? Plan:

Emergency Response Plan

If something still goes wrong, what do we need to do or have?	
Who is responsible for organising this?	

Youth are entrusted to our care by their parents and we have a responsibility to do all we can to keep them safe. This form helps us to identify, minimise and manage potential risks and hazards for youth and leaders.

While filling in the form, be realistic, but cover your bases. The level of detail recorded in the assessment should relate to the level of risk - the riskier an activity, the more detail needed.

If something does go wrong, an incident form will need to be completed and handed to the church office.

If you have any questions, please get in touch with the Ministry leader.

When you have completed this form - send a message to the Ministry leader so she can look over it.

2. Off-Site Safety Event Planning Flowchart

