



Community Life Church Cherrybrook

Child Safe Policy

2019

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Community Life Church Cherrybrook (CLCC)

1. Child Safe Policy - Background

Child Safe ministry is an outworking of what James 1:27 calls true religion – caring for the vulnerable (widows and orphans), and an expression of what is required of all people, that is “to seek justice, love, mercy and walk humbly before our God” (Micah 6:8).

Church history is overflowing with acts of love flowing through God’s humble servants, as the gospel of Jesus has been proclaimed and spread across the nations of the earth. However, sadly, the Christian Church has not always lived up to its calling. At times the Christian Church has allowed for great harm and abuse to be inflicted upon children and other vulnerable people.

The reports of abuse in church contexts which have emerged from the recent Royal Commission into Institutional Responses to Child Sexual Abuse are horrific and something for which the Church is deeply ashamed. Some abusers have seen church communities as accessible targets as they have sought to abuse vulnerable victims - children, young people and adults.

The NSW Government has proposed a range of legislative changes in response to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The implementation of these changes will significantly increase the legal obligation for churches to be proactive in protecting children from harm. This policy will ensure that CLCC is complying with child safe standards and the recommendations of Royal Commission regarding child safe institutions.

CLCC will continue to establish and maintain safe ministry in our church events and programs and will fulfil our biblical, ethical, social, risk and legal responsibilities.

Creating safety for children and young people includes a focus on child protection but seeks to protect all vulnerable people, including fulfilling our duty of care under Work Health and Safety legislation to provide a safe physical environment. CLCC strongly recommends that all those working with children and young people, including those with oversight responsibilities such as Pastors, Children’s Workers, worship leaders, and Church Council members complete Creating Safe Spaces training 3 years and commit to ensuring that children are safe. Staff are required to hold a current every Working with Children Check (WWCC).

2. A Child Safe Church

- Develops child safe policies
- Has a child safe Code of Conduct
- Ensures effective staff recruitment and training

- Understands privacy considerations
- Has a plan for managing risk
- Encourages children and young people to participate
- Effectively deals with concerns or complaints about behaviours towards a child
- Attends child safe training

3. CLCC Child Safety Policy

CLCC is a church body with a focus on child safety. The CLCC Child Safe Policy is open and accountable; understands the needs of children; and makes their safety and security a priority. The CLCC Child Safe Policy reflects these values and supports the CLCC church community in creating a safe environment for children, as well as for staff and the church family. CLCC supports a culture of child safety where concerns for a child's well-being are identified and responded to quickly, where staff are trained and supported, and where staff work closely with external agencies to provide positive outcomes for children, all underpinned with a robust and effective child safety policy.

The CLCC Child Safe Policy:

- helps to create and promote a safe and positive environment for children and young people
- demonstrates that CLCC is responsible in its duty of care
- provides the foundation for procedures and decision-making about CLCC staff and others interacting with children and young people

4. Purpose of this Policy

CLCC seeks to ensure safe ministry policy and practice to protect children and all vulnerable people from harm and abuse.

The most effective way to safeguard children is to have a comprehensive and effective policy, with supported practices and guidelines. The principle behind this policy is that children and young people engaged with CLCC have a right to feel safe and comfortable in that contact.

This Policy will be reviewed annually by the CLCC Church Council and updated regularly in the light of operational experience and in line with changes in legislation and associated policies. The responsibility for the review and implementation of this policy rests with the Senior Pastor and the Church Council.

The NSW Government has recently proposed a range of legislative changes in response to the recommendations of the recent Royal Commission into Institutional Responses to Child Sexual Abuse. The implementation of these changes will significantly increase the legal obligation for churches to be proactive in protecting children from harm. This policy will ensure that CLCC is complying with child safe standards and the recommendations of Royal Commission regarding child safe institutions.

5. Policy

CLCC has an important role to support children and young people and to identify and respond where problems arise that may put their safety and wellbeing at risk.

6. Scope

All staff, helpers and Church Council members have a responsibility to report risk of harm concerns about children and young people, within their roles, and to provide support to children and young people.

The NSW Government recognises that care and protection for children and young people is a shared responsibility. It begins with parents, but when government support becomes necessary, it is not the sole responsibility of community services but a collective responsibility.

In 2009, the NSW government introduced legislation - Keep Them Safe: A shared approach to child wellbeing. This provides the framework for parents, communities, government and non-government agencies to work together to support children and families.

7. Principles for Being a Child Safe Church

CLCC is committed to the prevention of abuse and to the wellbeing of children, young people, vulnerable adults and their families. CLCC principles include:

- Principle 1: CLCC focuses on what is best for children and young people
- Principle 2: All children at CLCC are respected and treated fairly
- Principle 3: Children's families and communities are welcome and encouraged to participate in all CLCC activities
- Principle 4: Children receive support from skilled and caring adults

Additional principles:

- child protection is the collective responsibility of government and the community
- primary responsibility for rearing and supporting children should rest with families and communities, with government providing support where needed, either directly or through the funded non-government sector
- all aspects of ministry are child-focused, with the child's or young person's safety, welfare, and wellbeing of paramount concern, while recognising that supporting parents is usually in the best interests of the child or young person
- positive outcomes for children and families are achieved through development of a relationship with the family that recognises their strengths and needs
- CLCC ministry activities are available to ensure to all Aboriginal and Torres Strait Islander children and young people

8. Definitions

Child - a boy or girl under the age of 16 years

Young person- a boy or girl, over the age of 16 years but under 18 years

Staff - all those employed by CLCC, full time or part-time

Helpers/Volunteers– people who serve and are part of the CLCC church congregation/family

Child Abuse -the Children and Young Persons Care and Protection Act, 1989, defines child abuse as the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person. Abuse can be intentional or unintentional.

Physical abuse - a non-accidental act on a child 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 child. Physical abuse also involves the fabrication or inducing of illness.

Emotional abuse - the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effect on the child's emotional development. This can include a pattern of rejecting, degrading, ignoring, isolating, corrupting, exploiting or terrorising a child. It may also include age or developmentally inappropriate expectations being imposed on children. It also includes the seeing or hearing the ill treatment of others.

Sexual Abuse - involves forcing or enticing a child or young person to take part in sexual activities (penetrative and non-penetrative, eg rape, kissing, touching, masturbation) as well as non-contact acts such as involving children in the looking at or production of sexual images, sexual activities and sexual behaviours.

Neglect - the persistent failure to meet a child's basic physical and/or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack: of action, emotion or basic needs.

Family Violence - physical, emotional, sexual and other abuse by someone in the household of a person with whom they have or have had some form of intimate relationship with, such as marriage or cohabitation, in order to maintain power and control over a person.

9. Legislation

- Children and Young Persons (Care and Protection) Act 1998
- Crimes Act 1900
- Privacy and Personal Information Protection Act 1998

Other relevant legislation:

- Privacy and Personal Information Protection Act 1998
- Commission for Children and Young People Act 1998
- Ombudsman Act 1974

10. CLCC Child Safe Policy

Title	This is Community Life Church Cherrybrook's Child Safe Policy
Introduction	This policy guides staff and members of the church family about appropriate behaviour with children and young people. This policy also promotes the participation of children and young people about how CLCC can remain a safe place for them
Supporting children and young people's participation	CLCC actively promotes the participation of children and young people in all aspects of CLCC. CLCC staff will listen and respond to the views of children and involve them in decision-making in areas which involve them.
Support staff, volunteers/helpers and church family	<ol style="list-style-type: none"> 1. CLCC will maintain a rigorous and consistent recruitment, screening and selection process. 2. Practice - this will be achieved by the use of a formal interview process including an interview panel, reference checks, Police checks and the Working With Children Check.
Recruitment	<ol style="list-style-type: none"> 1. CLCC promotes respect, fairness and consideration for all staff and helpers 2. All staff and helpers have the Senior Pastor or a member of the Church Council to support and supervise their work. 3. All new staff and helpers will receive a copy of the Child Safe Policy, Code of Conduct and the Dealing with Complaints process.
Dealing with complaints	<ol style="list-style-type: none"> 1. At CLCC, if a child wants to make a complaint about or raise a concern 2. The Senior Pastor is the Child Safety Contact Person to manage all complaints from children.
Communication	<ol style="list-style-type: none"> 1. We will hold regular information sessions for staff and helpers. 2. CLCC policy will be discussed during induction sessions for all new staff and helpers. 3. Children, young people and parents joining our Church will receive a copy of the Policy, Code of Conduct and Dealing with Complaints process, upon request.
Review	This policy and guidelines will be reviewed every two years and incorporate comments and suggestions from children and young people, parents, staff, helpers and members of the church family

11. Mandatory Reporting

- Staff at CLCC can use appropriate tools to inform decision making, such as the online **Mandatory Reporter Guide** (MRG), where there are concerns about risk of harm to children or young people.
- The MRG determines whether concerns about the safety or wellbeing of children or young people constitute risk of significant harm (ROSH) and, if they do, report these to the Department of Family and Community Services.
- Staff can seek advice from the Helpline where there is uncertainty about whether concerns amount to risk of significant harm
- Staff can contact the Helpline about the safety and wellbeing of children and young people where:
 - there are concerns about risk of harm, that do not meet the threshold of significant harm but are not minor
 - the Mandatory Reporter Guide indicates this should be done
 - a case has been reported to Family and Community Services and did not meet the risk of significant harm threshold
 - there is an observable pattern of cumulative harm that does not meet the threshold of significant harm

Everyone in the community should be alert to signs of abuse or neglect in children and young people. Their safety, welfare and well-being are a community responsibility. An injury, concerning behaviour or a disclosure may be a trigger to consider whether CLCC staff should report a child or young person.

Any member of the community, including mandatory reporters, who suspect, on reasonable grounds, that a child or young person is at risk of significant harm should report their concerns to the Child Protection Helpline by calling **132 111**.

Ministry staff at CLCC are Mandatory reporters. Staff can also make an online report through the [ChildStory Reporter website](https://reporter.childstory.nsw.gov.au/s). <https://reporter.childstory.nsw.gov.au/s>

A child or young person is at risk of significant harm if the circumstances that are causing concern for the safety or well-being of the child or young person are present to a significant extent.

This means the concern is sufficiently serious to warrant a response by a statutory authority (such as NSW Police Force or the Department of Family and Community Services) (FaCS) irrespective of a family's consent.

What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child or young person's safety, welfare or wellbeing, or in the case of an unborn child, after the child's birth.

The significance can result from a single act or omission or an accumulation of these.

12. Child Protection Reports

The Care and Protection Act provides for reports being made about:

- children and young people at risk of significant harm
- unborn children at risk of significant harm
- homeless children and young people

13. Roles and Responsibilities of Staff

All staff have a responsibility to keep children safe and have a role in reporting concerns of potential or actual abuse. Clear guidance on the roles and responsibilities of staff ensures consistency of behaviours, which keep both staff and children safe. It is important to define the roles that have specific responsibilities for child protection so that staff understand what to expect from others.

Sustained abuse and neglect of children, wherever it occurs, can have major long-term effects on all aspects of children's health, development and well-being and their ability to sustain stable and meaningful relationships in the future. It is the intention of CLCC to ensure that all staff understand their roles and responsibilities in ensuring the safety of children.

It is the responsibility of CLCC staff and volunteers to be vigilant, have knowledge and awareness of the indicators of neglect, potential or actual abuse and to report any concerns, suspicions or allegations of suspected abuse immediately to Police or the Helpline and ensure that the concern is taken seriously and reported. The Senior Pastor should also report any report to the Church Council.

There are, a number of situations where concerns might be raised with a member of staff which may not involve a child making a disclosure directly to a member of staff. Staff should, therefore, be alert and aware of the fact that a range of situations could give rise to concerns about child protection.

The Senior Pastor should be appointed as the Designated Person for Child Protection.

14. Child Protection Procedures

Staff and volunteers need guidelines about how to respond to a concern of child abuse. This guidance informs staff, so they know immediately what action needs to be taken. CLCC guidelines regarding confidentiality, privacy and the sharing of information are included in these procedures.

All concerns of potential, suspected or alleged abuse involving children at CLCC, must be brought to the attention of the Senior Pastor, the Designated Person (DP) for Child Protection. If the DP is unavailable, then consultation should occur with the Youth and Young Adults Pastor or a member of the Church Council. A decision will be made as to whether to seek further advice or notify the Department of Family and Community Services (FaCS) Helpline.

If a child or young person makes a verbal disclosure to a member of staff it is important that staff take what the child says seriously. It is important that the adult does not ask the child any questions about their disclosure. When appropriate, the adult to whom the disclosure was made should write what the child has said.

All decisions taken, including if the concern does not require notifying FaCS, must be recorded in writing and kept securely in a Child Protection file with the reasons clearly identified and explained.

Giving information to protect children better is not a breach in confidentiality. Wherever possible the family should be kept informed of what information has been shared with FaCS.

15. Safe Recruitment of Staff

This section outlines CLCC's procedures for identifying and assessing that all staff who have contact with children, whether directly or indirectly, are safe. This includes how they are recruited and what safety checks are undertaken. Information regarding the safe recruitment of staff may be included in this Child Protection Policy or could be contained within an Employment Policy.

All appointments (permanent, contract, student, casual or volunteer) to positions that have direct and/or frequent contact with children or young people will be conditional on a safety check.

Before making any appointment, CLCC will undertake a recruitment process, including Police Check and Working with Children's Check (WWCC) to ascertain the candidate's suitability and safety to work in CLCC.

All appointments will follow the requirements of the Employment Policy. This outlines:

- The provision of a clear job description and person specifications.
- An application form and CV will be required from candidates.
- Verification of identification will be undertaken.
- Verification of qualifications (and registration where appropriate) will be undertaken.
- Safety checks which include police check and personal reference checks, followed by a structured interview process.

16. Training of Staff

CLCC has a commitment that all staff who have contact with children, whether directly or indirectly, are able to promote the child's best interests. This includes the training they are given to support their understanding of child abuse.

All appointments (permanent, contract, casual or volunteer) to positions that have direct and/or frequent contact with children or young people will be conditional on a referee/Police/safety check.

All staff will receive child protection training at the level appropriate to their role.

All staff will update their child protection training every three years as a minimum.

17. Safe Working Practices

CLCC has clear standards for behaviours of staff that ensure they are working safely. Providing clear guidelines on staff behaviours ensures consistency of actions that keeps both children and staff safe.

A relationship between an adult and a child or young person cannot be a relationship between equals. There is a potential for exploitation and harm of vulnerable young people. Adults have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.

All staff are expected to behave to maintain appropriate professional boundaries and avoid behaviour which might be misinterpreted by others.

18. Allegations made against Staff

It is crucial to act immediately, sensitively and appropriately should an allegation of inappropriate behaviour towards a child be made against a member of staff. It is important to recognise that all disclosures of abuse of a child must be taken seriously, reported and investigated appropriately, with the safety of child being of the highest concern.

Allegations, suspicions or complaints of abuse against staff or volunteers must be taken seriously and reported to the Senior Pastor who will act immediately, sensitively and expediently and involve FaCS if directed to after consultation with the Mandatory Reporter Guide (MRG).

It is **not** the responsibility of staff to investigate allegations of child abuse.

If the Police decide to undertake a criminal investigation then the member of staff may be suspended, without prejudice, as a precautionary measure. It is important that no internal investigation is undertaken, and no evidence gathered that might prejudice any criminal investigation.

If a staff member has an accusation of abuse made against them, the Senior Pastor must ensure that the staff member should not have contact with that child.

19. Code of Conduct

Statement of Commitment

CLCC provides an open, welcoming and safe environment for everyone participating in our programs. We provide Bible-based, safe, high quality programs and activities for children. We are welcoming and seek to be inclusive and seek participation in all aspects of our work with children, parents and the community so our high standards are maintained.

20. CLCC Code of Conduct

The code of conduct outlines CLCC's values and provides clear expectations for:

1. personal and professional boundaries
2. ethical behaviour
3. appropriate and inappropriate behaviour and relationships for staff, volunteers, parents, children and young people

CLCC provides an open, welcoming and safe environment for everyone participating in our programs. CLCC provides programs for children and young people that are safe and welcoming for them. We seek advice and guidance from children, parents and our Church community so these standards are maintained.

Everyone participating in CLCC's programs (including staff, the Church community, students, children, young people, parents and visitors) must keep to the following codes of behaviour:

- treat everyone with respect and honesty (this includes staff, volunteers, students, children, young people and parents)
- be a positive role model to children and young people in all contact with them

- set clear boundaries about appropriate behaviour between all adults and the children and young people in CLCC. Boundaries help everyone to carry out their roles well.
- follow CLCC policy and guidelines for the safety of children
- always have another adult present when interacting with children
- record and act on serious complaints of abuse

At CLCC we:

DO:
<ul style="list-style-type: none"> • Keep all children safe from abuse and neglect • Treat everyone with respect and honesty (this includes staff, volunteers, children, young people and parents) • Remember to be a positive role model to children in all your conduct with them • Set clear boundaries about appropriate behaviour between yourself and the children in CLCC. Boundaries help everyone to carry out their roles well. • Follow CLCC policy and guidelines for the safety of children as outlined in the CLCC Child-safe Policy. • Always have another adult present or in sight when involved in CLCC activities • Record and act on serious complaints of child abuse

DON'T
<ul style="list-style-type: none"> • Expose children to situations where they might be abused • Develop any 'special' relationships with children that could be seen as favouritism such as the offering of gifts or special treatment. • Do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes.

21. Staff Management

As a child safe organisation, CLCC has policy and procedures for recruiting, supervising, training and managing staff for staff performance appraisal and feedback processes

Each process should be considered separately in order to minimise risks at each stage and to provide a safe environment for children and young people.

Organisations that employ people who are committed to safe environments for children and young people are better able to provide a high quality and effective service. Adults who work with children and young people have a responsibility to promote their wellbeing and protect them from harm. They also have an opportunity

to make a positive contribution to the child and/or young person's life. It is important that the people who work in your organisation share the organisation's values and promote the wellbeing of children and young people.

22. Risk Management Strategy

Everyone working around children can pose some risk for children. All these risks are best identified and managed through an effective risk management strategy.

CLCC seeks a risk management perspective which permeates the culture of the Church so that it is an everyday part of CLCC life.

At CLCC any child or young person can approach any member of the Ministry staff or the Church Council to express concerns about any concerns and they will be taken seriously. Staff and helpers can approach members of the Church Council to express their concerns regarding child safety.

23. Identifying Risks

Risk management is knowing what can go wrong and how to avoid it.

At CLCC we consider:

1. What could happen?

Think about anything that could possibly go wrong. This could include things like people hurting themselves, a fire, lack of supervision, negative media coverage of an event.

2. How likely is it to happen?

For each risk consider how likely it is for it to happen. Consider everything, from the far-fetched to the common, the everyday to the rare.

3. How serious is the harm?

If it did happen, how serious is the harm? Consider the consequence for CLCC, children, staff, volunteers if harm did occur?

Accidental harm	<ul style="list-style-type: none"> • Poor physical environment leading to injury • Poor supervision • High-risk activity
Physical abuse	<ul style="list-style-type: none"> • Physical punishment • Pushing, shoving • Punching, slapping, biting, kicking
Emotional abuse	<ul style="list-style-type: none"> • Bullying • Threatening language • Shaming • Intentional ignoring and isolating • Spiritual abuse
Neglect	<ul style="list-style-type: none"> • Lack of supervision • Not providing adequate nourishment • Not providing adequate clothing or shelter • Not meeting the specific physical or cognitive needs of children
Sexual abuse	<ul style="list-style-type: none"> • Sexual abuse, assault and exploitation • Grooming • Inappropriate touching • Inappropriate conversations of a sexual nature • Crossing professional boundaries
1. Cultural/spiritual abuse	<ul style="list-style-type: none"> • Lack of cultural respect, racial or cultural vilification or discrimination • Lack of support to enable a child to be aware of and express their cultural identity • Use of positional power and control and using prayer/scripture as a means of
1. Online abuse	<ul style="list-style-type: none"> • Abusive texts and emails • Hurtful messages, images or videos • Intimidated others online • Grooming - Sending a child offensive, confronting or obscene content (or asking for inappropriate photos) • Singling a child out for a 'special' relationship.

Safe recruitment and management of leaders	Consent/permission	Safe environment
<ul style="list-style-type: none"> • reference checks • WWCC • Police check • interviews/inductions • probation period • adequate ratios • Child Safe training • refresher training • Child Safe policy • Code of Conduct signed 	<ul style="list-style-type: none"> • relevant consent forms signed • video/photo consent signed • emergency contacts known by relevant staff/volunteers • allergies/dietary needs known by all staff 	<ul style="list-style-type: none"> • First aid kit available • Appointed First Aid officers • Risk assessment completed • Identified risks managed • Record keeping/ Privacy policy completed

Transportation of children and young people	Electronic communications to children and young people	Responding to abuse disclosures
<ul style="list-style-type: none"> • permission given or arrangements made with parent • ensure no leader is alone with one child/ young person • adhere to road rules • provisional driver restrictions 	<ul style="list-style-type: none"> • Electronic communications policy • Social media guidelines • Privacy and Confidentiality Policy • Code of Conduct 	<ul style="list-style-type: none"> • Child Safety training • Refresher training • Child Safety policy • Responding to disclosures guidelines • Identified risks managed • Record keeping policy • Risk Assessment completed • Code of Conduct • Complaints and Grievances Policy

24. Complaints Management

CLCC is a child safe organisation which has:

- **staff who are aware of their duty of care** and reporting and responding to concerns and complaints.
- **procedures in place** for listening to children and dealing with concerns or complaints about behaviours towards a child, a disclosure of abuse or abuse.

25. Child Protection Action

At CLCC staff are aware of what constitutes harm to a child and what to do when it is detected.

The *Children and Young Persons (Care and Protection) Act 1998* makes Pastoral staff mandatory reporters of child abuse. However, anyone who has reasonable grounds to suspect that a child or young person is at risk of being neglected or physically, sexually or emotionally abused, or exposed to domestic violence should make a report to the Child Protection Helpline. Allegations of child abuse must be managed by Child Protection Workers. CLCC staff will call Family and Community Services Helpline on 132111 (24 hours a day 7 days a week) if they suspect child abuse or 133 627 (for mandatory reporters).

26. Dealing with Complaints

1. All members of the CLCC church family should be confident that complaints will be dealt with justly and fairly. Everyone in CLCC should be confident in reporting inappropriate behaviour around children and young people. Everyone in CLCC should report any concerns about the safety or well-being of a child or young person immediately.
2. All complaints should be reported. This includes:
 - disclosure of abuse

- inappropriate behaviour around children and young people
 - suspicion of abuse or harm to a child or young person
3. All complaints must be reported to the Child Safety Contact Person, (the Senior Pastor). A child or young person, or any staff member or helper can make a complaint, or raise a concern, directly to the Child Safety Contact Person.

Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm (ROSH) may report to the Department of Family and Community Services. (Phone 132111 to report child abuse or neglect (24 hour service). Some people must report if they have reasonable grounds to suspect a child is at risk of significant harm. They are legally 'mandatory reporters' and must report concerns about risk of significant harm to children and young people to the Department of Family and Community Services. All members of the Ministry staff team are Mandatory Reporters.

4. The Senior Pastor/Child Safety Contact Person will take the following action:
- listen to the person making the complaint and make a record of the complaint using the **Complaint Record Form**.
 - make a report to the Department of Family and Community Services in the case of an allegation of child abuse. Inform everyone involved in the complaint of the requirement to make this report.
 - If the complaint involves inappropriate behaviour and a breach of the Code of Conduct, the Senior Pastor will need to take action, in accordance with the internal discipline procedure and inform the Church Council
5. NSW Reporting obligations Department of Family and Community Services

Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm may report to Department of Family and Community Services.

Phone 132 111 to report child abuse or neglect (24-hour service). Some people must report if they have reasonable grounds to suspect a child is at risk of significant harm. They are legally 'mandatory reporters' and must report concerns about risk of significant harm to children and young people to the Department of Family and Community Services.

27. Privacy considerations

CLCC is a Child safe church and is aware of its privacy obligations and respects the privacy rights of children as well as those people who provide information about child abuse. Because of the sensitive nature of personal information, CLCC has policies and procedures that provide safeguards regarding the collection, use and disclosure of such information. CLCC must protect confidential information and protect against the compromise of this information by having protective security measures.

CLCC ensures their obligations as defined under the *Privacy and Personal Information Protection Act 1998*.

CLCC protects an individual's information by ensuring:

1. Personal information is collected in the correct manner and for a specific purpose (e.g. the Working With Children Check and Referee check)
2. Asking permission prior to obtaining personal information
3. Storing personal information securely
4. Personal information can only be accessed by authorised person
5. Policy in place outlining when personal information needs to be accessed
6. Ensuring personal records aren't altered or forged
7. Checking the accuracy of information provided
8. Policy in place for disclosing information to others

To avoid confusion and maintain confidentiality, everyone, including children, should be made aware of the need to report serious matters involving child protection to external authorities. Staff and helpers cannot promise confidentiality in these matters; however, they assure privacy in handling the matter and that only those who need to know will be advised.