



Policies and Procedures

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A. Mission and Vision statements

1. Mission

- 1.1 New Heights Christian Church strives to invite, encourage, inspire and equip people of all nations to live as fully-devoted followers of Jesus.

Matthew 28:19 (NIV)

Therefore go and make disciples of all nations, baptising them in the name of the Father and of the Son and of the Holy Spirit

2. Vision

- 2.1 We aspire to be a Jesus-focused community where people can:
- explore who Jesus is while getting to know His followers.
 - connect with God through worshipping together.
 - grow to be like Jesus in every part of life.
 - serve people through loving actions, locally and globally.

B. Standards of behaviour

3. Code of conduct

- 3.1 As members of New Heights Christian Church (NHCC or the Church) we are accountable to God, the Elders, Management Team, and the congregation for the effective, continual, and active presentation of God's purposes for the local and universal church.
- 3.2 This code of conduct has been formulated to clarify to members, the congregation and the community the type of conduct expected of those who wish to fellowship and enjoy the privileges offered by NHCC.
- 3.3 Ultimately it is up to those who have been accepted as members at NHCC to recognise the Christian moral and ethical dimensions of their involvement and give proper attention to the values which should govern their actions and decisions.
- 3.4 A cooperative, collaborative atmosphere conducive to the promotion of integrity in the Church will assist in the implementation and ongoing integrity of this code. It is the responsibility of those elected to any office in the Church to be an example and encourage others, be mindful at all times as to the intent of this code and also the intent of the statements of purpose of NHCC
- 3.5 The New Heights Christian Church code of conduct is as follows:
- i. I commit to conducting myself in a manner consistent with the Safe Ministry Check Training Course when serving at New Heights Christian Church.
 - ii. I will treat adults, children and young people with respect and value, without favouritism.
 - iii. I will behave appropriately, being faithful to my appointed tasks, being an example to others, and being careful in how I physically interact with others.
 - iv. I will never use physical punishment or abusive language - even as a form of discipline.
 - v. I will act transparently, as far as possible, ensuring that another adult is present or within eyesight when I am with a vulnerable person (including other people's children).
 - vi. I commit to ensuring that the spaces and activities I'm responsible for are safe and do not put people at risk of significant harm.
 - vii. I commit to including vulnerable people (and/or their carers/significant other) in discussions about decisions that will significantly affect them.

- viii. I commit to encouraging openness by listening to people's concerns with a willingness to support them and help them.
- ix. I commit to reporting any concerns or suspicions about harmful behaviours and significant risks to the New Heights Christian Church Safe Ministry Contacts without bias or partiality.
- x. I will submit to the New Heights Christian Church leader screening process to ensure I'm a suitable person to work with vulnerable people.
- xi. I will submit to disciplinary steps if I am found to violate these commitments or act in an otherwise inappropriate or illegal manner at New Heights Christian Church.

4. Interacting with others

- 4.1 The primary purpose of the Church is to communicate the message referred to as *The Good News* or *The Gospel* to those who have not understood the purpose and value of Jesus Christ's coming to earth, His ultimate death, burial, resurrection and coming again. It is therefore, important that this message is communicated accurately, with wisdom, compassion and clarity.
- 4.2 To assist in the understanding of the gospel by the members of the Church, teaching from God's word is available to all the congregation. It is expected that all those enjoying the fellowship at NHCC will avail themselves of this wide ranging instruction to equip them as effective communicators.
- 4.3 Anyone engaged in representing the Church policies and procedures to the community should be positive and supportive of the aims and objectives of the church and its purposes. Understanding the Church vision, and the statement of faith will create a positive framework for discussion.
- 4.4 Care should be taken in a person's use of social media to refrain from adding content that undermines or disparages the message of the gospel, the Church, or members of the congregation.
- 4.5 In matters of church advertisement or media questions, an appointed elder or media liaison officer be the official spokesperson to ensure that information communicated is correct and in harmony with church policy.
- 4.6 Any dealings with the public in regard to complaints, will be listened to courteously and with respect and concern for the issues raised. These concerns will be referred to the appointed Elder or delegate for further action and liaison with the complainant.

5. Response to violent behaviour

- 5.1 Violent, abusive or threatening behaviour by people, Leaders, or helpers will not be tolerated. It is a policy of NHCC Ministries that any person committing an act of physical violence against a Leader or another young person accessing the program can be charged with assault and or any other applicable offences.
- 5.2 NHCC maintains that all people at an activity have a right to a non-threatening environment within which the behaviour of all those attending, including themselves, does not endanger the mental or physical well-being of others, themselves or Leaders.
- 5.3 The Leaders have the option to terminate an activity if a violent incident occurs, or is likely to occur. Paramount concern will always be the safety of the Leaders and people.
- 5.4 Leaders will only intervene in a physical fight situation if they feel they have the necessary intervention skills to do so in a peaceful manner.
- 5.5 The following procedure for reporting incidents of violent will be followed:
 - i. All participants will be made aware of the standard of behaviour expected of them
 - ii. Leaders will report all acts of violence resulting in harm to the police.
 - iii. An incident report will be provided to the Elders responsible as soon as practicable.

- iv. If it becomes necessary to terminate an activity that is being held at a location other than the Church premises, every effort will be made to bring the people back to the Church without endangering the safety of the majority.
 - v. Closure of an activity will be reported to the Elders as soon as practicable.
- 5.6 Persons involved in the violent incident will only be allowed to return to Church activities after they have met with at least two Elders and any additional counsellor the Elders invite to the meeting.
- i. If the person is under 18, they must bring a parent or guardian to this meeting.
 - ii. If the person is 18 or over, they may bring a support person to this meeting.

6. Personal and church related behaviour

- 6.1 In personal and Church related witness all members of the congregation should:
- i. be conscious of Christian love and care for each other and extend this care to non-Christians
 - ii. maintain a clear understanding of the purposes of the Church and its objectives in reaching, teaching and obeying God's will
 - iii. be conscious of the scope of personal authority and responsibilities they have been allocated
 - iv. diligently operate within the proper legal framework, taking care to observe their obligations and responsibilities under the law
 - v. have a working knowledge of the constitution and statement of faith
 - vi. comply with reasonable directions from Elders, the Management Team and motions passed at business meetings
 - vii. treat each other and members of the community with courtesy and sensitivity
 - viii. use Church resources economically and honestly
 - ix. use information gained wisely and accurately
 - x. serve God's purposes at NHCC diligently and with a view to the kingdom
 - xi. ensure that decisions are made fairly and dispensed promptly
 - xii. ensure that all actions enhance the policy and purposes of the church.
- 6.2 If there is any doubt as to the propriety of decisions or behaviour, help should be requested from one of the Elders.
- 6.3 As the Elders are the recognised leaders of the Church it is their responsibility to ensure that Church protocol, discipline and direction is maintained at all times.
- 6.4 All NHCC Leaders and team workers who have direct contact with children or young people of NHCC are required to complete Safe Ministry Check Training Course and have a current Working With Children Check.

7. Confidentiality

- 7.1 People often need to talk to someone about issues they are facing. They need to be able to do this with the confidence that their information remains confidential.
- 7.2 In some cases it is necessary to pass on information that could affect how a Leader works. Examples include: when a family member has died; the person has a medical condition. If a leader is unsure whether information should be shared they should consult the Ministry Leader.
- 7.3 People have the right to choose what they discuss with and with whom. They must also be aware that it could be shared with the rest of the team.
- 7.4 A Leader cannot make the promise that they will never tell anyone else, even if that means that the person may choose not to share what they were intending to.
- i. These limits to confidentiality should be explained to a person before they make a disclosure.

- ii. The safety of the people is of primary importance. NHCC Leaders are required to follow the procedures outlined in the *NHCC Safe Ministry Policy* when responding to a report of abuse or neglect.
- iii. Reports of abuse or neglect must be reported to the NHCC Safe Ministry Contact Committee as soon as possible.
- iv. Once reported to the NHCC Safe Ministry Contact Committee, all matters concerning the disclosure are to remain confidential.

7.5 Leaders will have access to confidential information about the people and must ensure that this is not shared outside the team. If there is a need to share with someone outside the team for any reason, this must first be discussed with the Ministry Leader.

7.6 A leader must not use confidential information about a person against them, to disadvantage the person or to gain favour in any way.

8. Interacting within the broader community

8.1 Community participation in the Church precinct and/or affairs must not oppose or conflict with the purposes and integrity of the Church.

8.2 Participation as a NHCC representative in community affairs must not oppose or conflict with the purposes and integrity of the Church, to insure a unified Christian Church witness is maintained at all times.

8.3 When NHCC members become involved in community affairs they do not hold any official recognition from the Church unless confirmed by the authorised Church body responsible for such decisions. In any official contact with the community it must be clear that opinions given are that of the individual and not the Church.

8.4 NHCC members should attempt to live and interact with the community in a Christ-like manner.

8.5 In keeping with Bible instruction, work related and family affairs must be considered as an extension of the Church witness. Each member is therefore painting a picture of the attitude of the godhead in each action and reaction in daily life.

8.6 In situations where a person is giving counselling to a person of the opposite gender, wisdom must be applied to ensure that compromising situations do not develop or cause a stumbling block to the person being counselled, the counsellor, or the Church. It is Church policy to ensure that the counsellor is supported by an appropriate assistant in ongoing counselling sessions to avoid such compromise developing.

8.7 Matters relating to disputes between individual members should be addressed in the appropriate bible based manner:

- i. Approach the other person and seek to rectify the matter.
- ii. If unsuccessful seek a witness to help resolve the matter.
- iii. If still unsuccessful go to the elders for assistance and further guidance.

8.8 Matters of conflict between NHCC members and the community should be taken up with the Elders for guidance as these matters could adversely affect the Church witness and or integrity. Such matters will become the subject of prayer and ongoing support in an effort to reach an acceptable resolution.

C. Church Camps

9. Youth Group trips away

9.1 When events involve children aged Year 5 and above sleeping over, ensure that the sleeping accommodation is:

- i. segregated between males and females,
- ii. supervised by more than one person, preferably including a parent or guardian, and
- iii. ensure (where possible) that those supervising the sleeping accommodation:
 - are of the same gender as the children being supervised, and
 - do not sleep in close personal proximity to a child, unless they are a parent or guardian of the child.

9.2 A person should never enter the sleeping accommodation of those of the opposite gender. In the event of an emergency requiring entry into the sleeping accommodation of a person of the opposite gender, two persons should respond, one of whom should be the same gender as the person requiring attention.

9.3 Leaders should never share accommodation with only one child unless they are a parent or guardian of the child. Venues should allow for the privacy of all parties to be respected, particularly when changing clothes, washing and toileting. If a leader needs to wash or toilet a child, they should tell another adult what they are doing.

10. Whole Church Camps

10.1 When the Youth Group attends a Church Camp, the policy for Youth Group Trips Away will apply.

10.2 When the Church Camp includes unmarried couples in a defacto relationship, they may share accommodation.

10.3 When the Church Camp includes unmarried couples, sleeping accommodation needs to be segregated.

D. Church facilities and equipment

11. Borrowing Church items

11.1 All NHCC members should ensure that resources, funds or equipment are used effectively and economically in the course of church operations.

11.2 In the case of NHCC equipment which has been made available for wider use the following apply:

- i. Permission to borrow must be obtained from the Management Team
- ii. A record of the equipment borrowed must be entered in the Borrow Book which is located in the kitchen
- iii. All consumables must be supplied by the borrowing person
- iv. The borrowing person assumes responsibility for lost, stolen or damaged goods
- v. Any equipment used at other locations must be returned promptly and be available for church use at all times
- vi. Any copyright legislation must be adhered to in the use of the photocopying equipment.

E. Gardening equipment

12. Ride-on lawnmower and whipper snipper

12.1 The Church owns a ride-on mower and a whipper snipper to be used in the up keep of the church property. It is the policy of NHCC that all people using the equipment abide by the appropriate instructions, use provided safety equipment and comply with all OH&S requirements.

12.2 The Church will provide some Personal Protective Equipment (PPE – example, safety goggles, protective earmuffs). Operators are expected to use appropriate PPE at all times when using the machinery and are also recommended to wear masks. Fully enclosed footwear must be worn by operators while using equipment.

- 12.3 The Church will ensure the machines are maintained in a safe and reliable condition. Operators are to report any damage or malfunction to the appropriate person.
- 12.4 Training will be provided for all users of the ride-on mower. People are not permitted to use the equipment until they have undergone the appropriate training.
- 12.5 A register of trained users will be kept by NHCC.

13. Equipment safety

- 13.1 Operators are to familiarise themselves with all the issues raised in the Operators Manual.
- 13.2 Particular attention should be paid to the following points:
 - i. Ensure the area is clear of bystanders before operating. Stop the machine if anyone enters area.
 - ii. Do not mow in reverse unless absolutely necessary. Look down and behind before backing.
 - iii. Never direct discharged material toward anyone. Avoid discharging material against a wall or obstruction. Material may ricochet back toward the operator. Stop the blades when crossing gravel surfaces.
 - iv. Never leave a running machine unattended.
 - v. Be alert to the presence of children. Children are often attracted to the machine and the mowing activity. *Never* assume that children will remain where they were last sighted.
 - vi. Slopes are a major factor related to loss of control and tip-over accidents which can result in severe injury or death. Operation on all slopes requires extra caution. If you cannot back up the slope or if you feel uneasy on it, do not mow it.

14. Ride-on lawnmower operation procedures

- 14.1 Check oil, fuel and tyres prior to use.
- 14.2 Use standard Unleaded petrol from the jerry can provided. Refill the jerry can with petrol if empty and seek reimbursement from the Treasurer.
- 14.3 Starting procedure – Ensure the handles are extended out wide to ensure the parking brakes are on, the blades are disengaged (Yellow button DOWN) and the operator is sitting on the seat. Pull up the choke if starting cold, push down when the mower starts. Turn the key to start.
- 14.4 To drive the mower forward or reverse, pull the handles together and push both handles forward or backward evenly. The mower direction is controlled like steering a shopping trolley. To stop, pull both handles together in top upright position.
- 14.5 To mow, set the deck height to the desired level, set the speed (Tortoise for slow, Rabbit for fast), pull up the Yellow button to engage the blades. If the operator leaves the seat with the blades engaged the engine will stop. To disengage blades push DOWN on the Yellow button.
- 14.6 Blades must be disengaged and park brake engaged (handles extended wide) prior to dismounting mower or engine will stop.

F. Finance

15. Ministry budget

- 15.1 A NHCC Ministry may receive an annual budget from NHCC.
- 15.2 The Ministry budget is an allocation of funds from the NHCC budget.
- 15.3 When expenses are incurred that are to be paid for by the Church, the Ministry Leader or delegate, will discuss with the Church Treasurer and arrange for a transfer of funds.
- 15.4 A receipt must be obtained for all expenses that are paid for by the Church. These receipts must be provided to the Church Treasurer.

G. Occupational health and safety

16. First aid

- 16.1 An OHS Coordinator will be appointed by the Management Team and be aware of the requirements of the OHS policy for NHCC
- 16.2 NHCC will have wherever possible a trained First Aider attending the activities.
- 16.3 An appropriately stocked First Aid kit will be kept at all NHCC activity venues.
- 16.4 NHCC undertakes to pay the cost of First Aid Training for employees, on the condition that employees use their own time to attend Accredited courses.
- 16.5 NHCC will provide and maintain equipment and systems of work that are safe and without risks to the health of persons working or accessing the activities.
- 16.6 All members of NHCC are responsible to report hazards and potentially hazardous situations to the appropriate person to be fixed. If a leader is unsure who to report to, they should report to the Ministry Leader. The Leader will contact the NHCC Building Director for building issues, or whoever is deemed appropriate to the particular situation.
- 16.7 NHCC will provide training and supervision where necessary to ensure the health and safety of employees and volunteers. This is to be determined in consultation with the Elder responsible for the Ministry.
- 16.8 Safety issues will be an agenda item at the Leadership team meeting.

17. Working on Church premises

- 17.1 Volunteer workers are often involved in climbing ladders, gardening, painting, cleaning and other tasks that require physical activities that are not part of our normal daily routines. Our key aim is to avoid accidents and ensure that someone can offer assistance when required.
- 17.2 In order to keep volunteer workers all safe, the Church has established some simple rules that all required to obey:
 - i. *The two person rule*: always have at least one buddy with you when working on the property.
 - ii. *The have others around rule*: always have another person close by when you attempt any maintenance task requiring physical effort.
 - iii. *The let others know you are there rule*: always let someone else know if you are going to be on the property out of normal service hours, even if it isn't for a maintenance task.
 - iv. *The keep your phone with you rule*: always be ready to call for emergency assistance, either for yourself or for a person you are working with.

18. Risk assessment processes

- 18.1 NHCC is committed to developing and maintaining a culture that safeguards vulnerable people involved with our Church community.
- 18.2 Risk assessments will be conducted regularly.
 - i. Regular ministry meetings: A brief weekly assessment (eg for Youth Group) is to be completed before each regular ministry meeting at church. These are to be reviewed following the meetings to make any necessary adjustments to specific activity assessments or to enhance general safety responses.
 - ii. Outings, special events and programs: A comprehensive assessment is required to ensure all participating leaders and/or parents and support personnel are aware of the safety issues involved. These assessments will be further reviewed following the event/program with a view to continually improve planning, and our responses to safety issues.
- 18.3 A risk assessment form is provided in the Appendices.

- 18.4 Completed risk assessments will be stored with church documents so that they can be accessed and reviewed as necessary.
- 18.5 Risk assessment process requirements for leaders are to be included in role statements for all employed and voluntary ministry leaders. This is to ensure that safety ministry practices are embedded in the culture of the NHCC community.

19. Duty of care and risk assessments

- 19.1 Leaders have a duty of care for the people while they are attending an activity run by NHCC. By law, NHCC leaders have a duty of care to avoid acts or omissions which can reasonably be foreseen to be likely to injure other people. Injury can include physical injury, contracting a disease or virus, psychological or emotional injury, or financial injury.
- 19.2 Some activities contain an element of risk-taking. 'Calculated risks' which are a part of developing independence and skills in people are allowable as long as reasonable precautions have been taken to avoid injury.
- 19.3 Duty of care includes:
- i. limiting behaviours that have a reasonable risk of injury
 - ii. showing common sense in the activities that are organised
 - iii. being aware of where the people are at all times
 - iv. setting boundaries around the areas where people can and cannot go
 - v. being aware of people harassing each other
 - vi. completing a risk assessment for activities.
- 19.4 Some duty of care considerations that should be kept in mind when organising activities are:
- i. Supervision – is there enough supervision given the activities involved and the conditions that might be encountered? Are supervisors aware of the policies?
 - ii. Qualification – are the leaders adequately trained or qualified for the task?
 - iii. Insurance – does the current NHCC insurance policy cover the Leaders and participants for the proposed activities?
 - iv. Rules – are all leaders and people aware of the rules and discipline procedures?
 - v. First aid – is there someone with a current First Aid certificate and a First Aid kit on hand?
 - vi. Equipment – is the equipment adequate and in good condition?
 - vii. Communication – is there a mobile phone on hand? If camping, have the Police/National Parks officers been notified of your itinerary?
 - viii. Permission Forms – have parents given informed consent for juveniles? Are participant Medicare numbers, medical conditions, and abilities or disabilities been recorded or assessed?
- 19.5 There are to be a minimum of two Leaders – preferably one male and one female – at each activity being run by the Church.
- 19.6 Risk assessment will be completed for activities organised by NHCC. These assessments will be kept on file for future reference.
- 19.7 A risk assessment form is provided in the Appendices.

20. First aid

- 20.1 A First aid cabinet mounted in the hallway near the back door. If an incident requiring First Aid attention occurs it must be recorded on an Incident Report Form stored in the door of the cabinet.
- 20.2 If equipment from the First aid cabinet is used, it should be recorded so that it can be replaced.
- 20.3 Leaders must exercise strict personal hygiene and should protect any cuts or broken skin from direct contact with body fluids.

- 20.4 All cases of external bleeding should be dealt with carefully, observing wherever possible the following precautions:
- i. Avoid contact with blood if hands or lower arms have cuts or open unhealed wounds.
 - ii. Use disposable gloves at all times when administering first aid.
 - iii. Use soap and water to wash thoroughly the hands, lower arms and any other body parts in contact with, or splashed by blood.
 - iv. After contact with blood, place waste in a plastic bag and seal for disposal or incineration.
 - v. Wipe down benches or other bloodied areas with cold tap water, then with household bleach, freshly diluted 1:5 with water.
 - vi. Wash contaminated carpeted areas with water and soap.
 - vii. Thoroughly wash scissors or other instruments in water to remove blood.
 - viii. Instruments can be effectively sterilised by soaking them for 30 minutes in brand name household bleach.

21. Communicable diseases

- 21.1 In all matters of community health, NHCC is committed to following government directives concerning communicable diseases such as COVID-19, colds, influenza, glandular fever, hepatitis A or B, HIV, and some skin infections such as impetigo.
- 21.2 To reduce the possibility of infection, NHCC encourages all participants in its programs to:
- i. Wash hands well – wet hands thoroughly; lather up with soap or cleanser; rub it into the palms and backs of the hands and wrists; clean fingertips, under nails and between fingers; rinse under running water; dry hands and wrists thoroughly.
 - ii. Wash hands regularly – after using the bathroom; before preparing or eating food, after gardening or other dirty tasks; after blowing the nose, coughing, or sneezing; feeding or stroking an animal; before visiting or caring for a sick person.
 - iii. Cover a cough - cover the mouth and nose with a tissue when sneezing or coughing and then dispose of it. If no tissue is handy, cough or sneeze into the elbow rather than into the hands.
 - iv. Do not share dishes, glasses, or eating utensils.
 - v. Avoid direct contact with napkins, tissues, handkerchiefs, or similar items used by others.

22. Incident and accident procedures

- 22.1 A record is to be kept of all incidents, accidents or illnesses occurring that are related to the activities run by NHCC. This includes incidents that result in injury or that could have resulted in serious injury. The record should include:
- i. a description of the events that took place prior to the incident
 - ii. the time, date and place of each event
 - iii. the names of the people involved
 - iv. the names of witnesses to the incident.
- 22.2 Completed incident, accident and illness records will be stored with church documents so that they can be accessed and reviewed as necessary.
- 22.3 All incidents are to be written up on an Incident Report Form (see Appendices), and accidents on an Accident Report Form (see Appendices) and provided to the Elder responsible for the Ministry.
- 22.4 A record should be made of the relevant details as soon as possible after the event and then written into a report as soon as is practical.

H. Transport Policy

23. Transport between homes and the church site

- 23.1 Our desire is to honour God by being above reproach in all things, erring on the conservative, and taking due responsibility for our care of young lives.
- 23.2 When activities are undertaken that require transport from the church to another location:
 - i. Drivers must hold a current license.
 - ii. Drivers must obey all traffic rules at all times
 - iii. Drivers must have completed a Transport Form (see Appendices).
- 23.3 It is the responsibility of parents/guardians to either provide lifts or arrange alternative transport for their children to and from regular children's/youth events.

24. Transport while on children's/youth group events

- 24.1 A parent has the right to specify who is or is not allowed to transport their child.
- 24.2 Written permission from parents/guardians is to be obtained before children/young people travel in a vehicle driven by a person other than their parent/guardian.
- 24.3 Only drivers on green P's or higher are to transport children/youth from the church site to the event or to the church site from any event.
- 24.4 All drivers must be responsible and not impaired by alcohol or any other mind altering or addictive substance.
- 24.5 A minimum number of vehicles as possible will be used to transport young people during activities. An exception may be made for specific activities that may require a certain number of vehicles.
- 24.6 All motor vehicles used must be registered, insured, safe and fitted with appropriate child restraints or safety devices.

25. Child protection in vehicles

- 25.1 To the extent practicable a children's/youth leader is not to be alone in a car with a member of the children's/youth group even with parental permission, except where the child/youth is a family member. If such a situation is unavoidable, another adult must be informed of the trip and the reason for it.
- 25.2 If a driver is considered to be irresponsible or unsafe, they may be asked not to drive for a specified time period or even at all during official NHCC activities.

I. Volunteers

26. Engagement

- 26.1 Voluntary work may be defined as unpaid work that is chosen freely by a person and is carried out without compulsion during their free time.
- 26.2 NHCC encourages members and attendees to be actively engaged in an area of ministry within the church. NHCC relies heavily on people volunteering their time to the wide range of ministries provided by the church and acknowledges that the role each person plays is significant and valuable.
- 26.3 It is essential therefore that when volunteers give of their time to NHCC and assist the church in achieving its vision, that their experience and effort are enhanced to the highest capacity, that it complies with legislation and that NHCC meets its duty of care.

27. Code of practice for volunteers

- 27.1 In order to enhance volunteer experience and comply with legislation and duty of care, NHCC will:
- i. interview and employ volunteers in accordance with anti-discrimination and equal opportunity legislation as relevant to religious organisations
 - ii. provide volunteers with orientation training in the area of ministry they are to be involved in
 - iii. provide volunteers with a healthy and safe work place
 - iv. provide appropriate and adequate insurance coverage for volunteers
 - v. provide appropriate levels of support and management for volunteers
 - vi. provide volunteers with a copy of policies pertaining to their roles
 - vii. provide all volunteers and staff with information on grievance procedures and policies
 - viii. provide volunteers with the opportunity for ongoing development through team meetings and training.
 - ix. reimburse volunteers for out of pocket expenses incurred on behalf of the Church on the condition that authorisation by the Treasurer or Management Team was obtained prior to any expenditure
 - x. acknowledge the contributions that volunteers make to an area of ministry.
- 27.2 All volunteers who have direct contact with children or young people of NHCC or who volunteer their time on a regular basis, are required to complete the Safe Ministry Check Training Course and have a current Working With Children Check.

28. Interviewing volunteers

- 28.1 The following procedure is to be used when a person is interested in volunteering in an area of ministry
- i. The person will approach the Ministry Leader or the Ministry Leader may approach the person.
 - ii. Following the initial discussion, if the person is interested in assisting with the ministry an interview is to be arranged between the Ministry Leader and the volunteer.
 - iii. The Ministry Leader is to provide the volunteer with the following information
 - Code of conduct
 - Statement of Faith
 - Safe Ministry Check Training Course certification
 - Working With Children Check if working with children
 - Other relevant information such as a role description.
- 28.2 The Ministry Leader should complete the Volunteer Interview Record Form (see Appendices) with the volunteer during the interview. This will provide clarity and transparency.
- 28.3 The Ministry Leader should complete the Referee Check for Volunteers Form (see Appendices) during interviews with referees.
- 28.4 The Ministry Leader will present the recommendation to the Management Team at the next regular meeting.

29. Discipline of a volunteer

- 29.1 NHCC aims to match a person's spiritual gifting, area of passion and personality style to the best area of ministry for them to serve in. This will enable them to thrive in the area of ministry. It is acknowledged that people start with different levels of skills, understanding and abilities.
- 29.2 Involvement in an area of ministry is often a discipleship process involving trial and error, reflection and growth. People are encouraged to develop new skills and extend themselves.

- 29.3 Sometimes it will be recognised that a person may be better suited in a different area of ministry. In these situations the following steps should be taken:
- i. A discussion between the Ministry Leader and the volunteer to identify issues
 - ii. Identification if training needs to be provided, if the role requirements are fully understood or if a lack of resources is contributing to the issue
 - iii. Examination of the volunteer's spiritual gift, area of passion and personality style to determine if they are serving in the best area of ministry for them.
- 29.4 If the issue continues, the Ministry Leader should raise the issue for discussion with the Management Team to define difficulties and concerns.
- 29.5 If a solution cannot be found, consideration should be given to encouraging the volunteer to serve in a different area of ministry.
- 29.6 Regular communication should take place between the volunteer and Ministry Leader
- 29.7 The goal is always to encourage the person to develop and grow in the Lord, and all actions are to demonstrate the love of Christ.

J. Youth programs

30. Standards for behaviour

- 30.1 NHCC Youth programs have the following standards for behaviour to help group activities and interactions to run smoothly and safely:
- i. If you get upset or angry about something, you can take some time-out by yourself or with a leader.
 - ii. Respect other people - no ripping people off or put downs. We want to create a safe place for everyone to come and belong to.
 - iii. Participate in all the activities. The group operates best when all people are cooperating and contributing.
 - iv. No smoking, alcohol, drugs, violence or swearing.
 - v. Respect the Church's property. Accidental damage is to be reported to a Leader. Those responsible for deliberate damage or damage as a result of carelessness or negligence, will be asked to compensate for the damage.
 - vi. Relationships are allowed, but exclusiveness will not be tolerated as it can be detrimental to the life of the group and contributes to creating a threatening place for some people.

31. Permission notes

- 31.1 A young person under the age of 18 must have the permission of their parent or legal guardian to participate in any outings that a NHCC Ministry organises.
- 31.2 Parents or legal guardians will be provided with clear information about the activities and events in which their young person will participate.
- 31.3 Events and activities on Church premises will not require additional permission.
- 31.4 Permission notes will be sent out for each organised outing, for example, ice skating or swimming.
- 31.5 A permission note must include:
- i. the name of the young person participating in the activity
 - ii. a clear description of the outing that includes the location, times and dates
 - iii. a space for parent/guardian name, signature and date
 - iv. the young person's Medicare number
 - v. an emergency contact number for parent/guardian

- 31.6 In the case that a permission note is forgotten or misplaced, verbal permission from the parent/guardian given directly to a Leader will be acceptable under certain circumstances. The leader is to make a written note of this including the name of the parent, the time and the date.
- 31.7 Permission Notes are included in the Appendices.

K. Duties and Responsibilities

32. Elder responsible for a particular ministry

- 32.1 Elders are to uphold the NHCC Code of Conduct at all times.
- 32.2 The Elder responsible for a Ministry, or their delegate, will have the following responsibilities:
- i. Meet with the Leader regularly to discuss issues related to the Ministry.
 - ii. Notify the Elders of any concerns deemed relevant.
 - iii. Support the Leader through:
 - discussing ministry programs and teaching
 - being a sounding board for direction of the Ministry
 - working through any issues the Leader seeks guidance in
 - praying regularly with the Leader
 - iv. Ensure the Leader is fulfilling the goals of the Ministry and following strategies previously determined.

33. Ministry Leaders

- 33.1 Ministry Leaders who have direct contact with children or young people of NHCC are required to complete Safe Ministry Check Training Course and have a current Working With Children Check.
- 33.2 Ministry Leaders are to uphold the NHCC Code of Conduct at all times.
- 33.3 The Ministry Leader is responsible to the Elder responsible for the Ministry.
- 33.4 The Leader will have the following responsibilities:
- i. planning, organising and assisting in the coordination of the Ministry
 - ii. encouraging and training suitable leaders to be a part of the Ministry team
 - iii. identifying and training a suitable replacement leader to take over the responsibilities when the time arises
 - iv. fostering the spiritual growth of people including discipling through individual relationships
 - v. visiting contacts made in association with the work and endeavouring to form a link between the homes of the people and the church
 - vi. reporting to the Church of the work carried out, needs for prayer and assistance required. This should occur each quarter to the Elders and in writing to the Annual General Meeting.
 - vii. attending appropriate training programs
 - viii. organising regular team meetings to review previous activities, plan for the coming activities, train the team, assess how the goals are being achieved and discuss any particular issues that might arise for the team
 - ix. following the procedures outlined in the *NHCC Safe Ministry Policy* when responding to a report of abuse or neglect.
- 33.5 In the event that there is reason to believe there is an immediate risk to a person, the Leader will inform a member of the NHCC Safe Ministry Contact Committee as soon as possible.

34. Team workers

- 34.1 Team workers who have direct contact with children or young people of NHCC are required to complete Safe Ministry Check Training Course and have a current Working With Children Check.

- 34.2 Team workers are to uphold the NHCC Code of Conduct at all times.
- 34.3 Team workers are responsible to the Leader and ultimately to the Elders.
- 34.4 Team workers will have the following responsibilities:
 - i. assisting the Leader in planning, organising and leading the Ministry
 - ii. being committed to attend each activity, except in cases of emergency or by prior arrangement
 - iii. attending the regular team meetings
 - iv. working as a team with the other team workers and the Leader
 - v. building a trusting, reliable friendship with fellow teammates, encouraging them in their spiritual growth through living as an example of Christ, mentoring and teaching
 - vi. inform the Leader of any situation or information that could impact on the life of an individual person or the group
 - vii. following the procedures outlined in the *NHCC Safe Ministry Policy* when responding to a report of abuse or neglect.

35. Appropriate boundaries between Leaders and participants

- 35.1 Leaders who have direct contact with children or young people of NHCC are required to complete Safe Ministry Check Training Course and have a current Working With Children Check.
- 35.2 Leaders are to uphold the NHCC Code of Conduct at all times.
- 35.3 Leaders significant influence over people participating in their ministries, particularly children and youth, and must guard against misuse of that power.
- 35.4 Leaders are expected to maintain a professionalism in their behaviour toward participants and each other at all times. This includes during official activities and also during casual contact.
- 35.5 Leaders are role models at all times and are to consider the behaviour they are modelling.
- 35.6 Ministry specific rules are to be enforced reasonably and consistently at all times without favouritism.
- 35.7 Female Leaders are to counsel females and male Leaders are to counsel males as much as possible. If a situation requires cross gender counselling another person must be present, remain in a visible and accessible place. Leaders are not to be alone in a closed room with participants.
- 35.8 When driving people home, female Leaders should take females and male Leaders take males.
- 35.9 Leaders should avoid situations where they are alone with a person from the opposite gender. This is to protect both the participant and the Leaders from compromising situations and allegations.
- 35.10 Leaders are advised not to touch people in any way that could be misconstrued or misunderstood.
- 35.11 Many of the people attend church and have contact with the Leaders outside of the official activities. In these situations Leaders are expected to act in a responsible and protective way.

36. Management Team meetings

- 36.1 The Management Team must meet together on a regular basis.
- 36.2 The purpose of these meetings is to:
 - i. review and evaluate previous activities
 - ii. plan for future activities
 - iii. determine responsibilities for organising and preparing activities
 - iv. provide training for the team workers and to reflect on practices
 - v. review goals and determine how effectively they are being achieved
 - vi. share and discuss any issues that could affect the team unity
 - vii. be made aware of any potential problems that could arise and determine the best way to prepare for, or confront them

- viii. determine the best strategies for discipling and developing people
- ix. discuss any potential safety issues or dangerous situations
- x. pray for the team and for the NHCC community.

37. Decision making process

- 37.1 The team workers and the Ministry Leader will determine the goals for each quarter.
- 37.2 The Ministry Leader will discuss these with the Elder responsible for the Ministry to ensure they fit into the Mission and Vision of the Church.
- 37.3 The opinions and feelings of the people will be taken into consideration during the decision making process.
- 37.4 The team workers will consult with the people before planning and programming and, where practical and possible, will involve the people in the implementation of the goals.
- 37.5 The Ministry Leader will endeavour to involve the people in the planning and programming of activities.
- 37.6 NHCC members will be given opportunity to feedback their feelings and perceptions about the Ministry. This may be through surveys, questionnaires, discussion groups or personal conversations with the Leaders.

L. Grievances and complaints

38. Handling grievances and complaints

- 38.1 Participants and Leaders all have the right to make a complaint about any person or situation that they feel should be addressed.
- 38.2 The procedure for managing a grievance or complaint within the NHCC community is as follows:
 - i. If a person has a complaint with another person, they should first do their best to resolve it.
 - ii. If a situation is creating a disturbance to the group, a Leader will assess the situation.
 - iii. If the situation can be resolved immediately, the Leader can mediate to bring resolution.
 - iv. If the outcome is unsatisfactory, or one person cannot approach the other directly, then they should approach a Leader. If it is within the Leaders capabilities, the Leader can mediate to bring resolution.
 - v. If the outcome is unsatisfactory or inappropriate, the person should bring the complaint to the Ministry Leader.
 - vi. The Ministry Leader will then investigate and seek to resolve the situation. The Ministry Leader may include another person to assist if that is deemed necessary. The Ministry Leader will also report back to the complainant and let them know of the outcome.
 - vii. The Ministry Leader will inform the Elder responsible for the Ministry of the complaint and the procedures undertaken to rectify the situation if an investigation was necessary.
 - viii. If the outcome is still unsatisfactory, the person should approach the Elder responsible for the Ministry. The Elder will then check with the Ministry Leader as to the outcomes and take necessary steps to resolve the issue. The Elder may include one or more other Elders to assist in the process. The Elder will also report back to the complainant and let them know of the outcome.
 - ix. If the outcome is still unsatisfactory, it will be addressed by all the Elders. The Elder responsible for the Ministry will then report the outcomes back to the complainant.
 - x. The Ministry Leader may notify the persons family if appropriate and, if of a serious nature involving violence, the police may be notified. The Ministry Leader will report any such incidents to the Elder responsible for the Ministry.

- 38.3 Once a complaint is received, it will be acted upon as quickly as is practically possible, but no longer than three days.
- 38.4 Details of complaints and any actions taken will be recorded using the Record of Complaint Form (see Appendices).
- 38.5 Upon making a complaint, the complainant must then allow the due process to be followed without interfering in the situation.
- 38.6 If a complaint is being reported for a second time it should be given in writing as well as verbally.
- 38.7 A person is entitled to have an independent person with them if they choose during an interview regarding a complaint that has been made.
- 38.8 All discussions and interviews regarding a complaint must be treated confidentially and not be discussed with anyone not directly involved in the situation. Gossip is to be avoided at all times.

39. Conflict between Leader and a participant

- 39.1 It is the responsibility of the Leader to ensure that conflict between the Leader and the participant is dealt with in a professional, non-threatening manner.
- 39.2 Conflict of any sort that is not resolved, will be brought to the Ministry Leader's attention.
- 39.3 After becoming aware of conflict, the Ministry Leader should:
- i. Initiate the mediation process by speaking individually to the participant and the Leader about the conflict and ask them to meet together.
 - ii. Mediate at a joint meeting of those in conflict and allow all parties to air their feelings. Give each the opportunity to speak.
 - iii. Seek clarification of each person's goal regarding the conflict.
 - iv. Define the problem in mutual terms.
 - v. Generate alternative solutions.
 - vi. Allow participants to agree on a solution.
 - vii. Evaluate the implementation of the agreed solution strategy.
 - viii. If the conflict continues, escalate the matter to include the Elder in charge of the Ministry and restart the mediation process.
 - ix. Reinforce, and if necessary, write up the agreement or any plan of action and how and when to evaluate it.
- 39.4 Resolution strategies should be communicated with the participants concerned.

40. Conflict between Leaders

- 40.1 Conflict between Leaders is not to be discussed with the participants.
- 40.2 Leaders must work as a team while working on the ministry program.
- 40.3 Leader disagreements are never to be evident in front of the people who may be attending.
- 40.4 After becoming aware of conflict, the Ministry Leader should:
- i. Initiate the mediation process by speaking individually to Leaders about the conflict and ask them to meet together.
 - ii. Mediate at a joint meeting of those in conflict and allow all parties to air their feelings. Give each the opportunity to speak.
 - iii. Seek clarification of each person's goal regarding the conflict.
 - iv. Define the problem in mutual terms.
 - v. Generate alternative solutions.
 - vi. Allow participants to agree on a solution.
 - vii. Evaluate the implementation of the agreed solution strategy.

- viii. If the conflict continues, escalate the matter to include the Elder in charge of the Ministry and restart the mediation process.
- ix. Reinforce, and if necessary, write up the agreement or any plan of action and how and when to evaluate it.

41. Conflict between a Team Worker and a Ministry Leader

- 41.1 Conflict between Team Worker and the Ministry Leader is not to be discussed with the whole team.
- 41.2 The aggrieved Team Worker or Ministry Leader should approach the other person first to try to resolve the conflict.
 - i. If the situation can be resolved immediately, do so.
 - ii. If the outcome is unsatisfactory, or the Team Member cannot approach the Ministry Leader directly, then the Team member should approach the Elder responsible for the Ministry.
 - iii. The Elder responsible for the Ministry will then investigate and seek to resolve the situation.
 - iv. The Elder responsible for the Ministry may include one or more other Elders to assist if that is deemed necessary.
 - v. The Elder responsible for the Ministry will report back to the complainant and let them know of the outcome.
 - vi. If the outcome is still unsatisfactory, it will be addressed by all the Elders.
 - vii. The Elder responsible for the Ministry will then report the outcome back to the complainant.
- 41.3 After becoming aware of conflict, the Elder responsible for the Ministry should endeavour to mediate to bring resolution. The procedure shall be the same as that for conflict between leaders.

M. Disciplinary procedures

42. For a Ministry Leader

- 42.1 If the Ministry Leader is not fulfilling duties sufficiently, or a complaint is made about them and the complaint is substantiated, the Elder responsible for the Ministry and one or more other Elders will begin disciplinary procedures.
- 42.2 The Elders will take into consideration any extenuating circumstances that the Ministry Leader raises concerning the situation and any other contributing factors that may be raised.
- 42.3 If Disciplinary procedures are considered necessary, the following procedure will apply:
 - i. The Elders must inform the Ministry Leader that they are about to receive a verbal warning. There must be a warning given about a warning so that the Ministry Leader can invite a support person who can advocate on their behalf to be present at the first meeting.
 - ii. A warning should include a clear statement of the Elders' specific concerns, the expectations regarding a resolution and a time frame for resolution.
 - iii. If the Elders still have concerns, a second warning is issued in writing. The Ministry Leader should be asked to sign that warning. If they refuse, this should be documented formally.
 - iv. The Elders can again discuss the matter with the Ministry Leader. A final warning, given in writing shall be issued and a copy sent to all appropriate parties. The process of signing the warning should be repeated as in part iii above.
 - v. If the Elders are not satisfied with the outcome, then the Ministry Leader will be removed from their position without further warning.

43. For Team Workers

- 43.1 If a Team Worker is not fulfilling their duties sufficiently, or a complaint is made about them and the complaint is substantiated, the Ministry Leader and the Elder responsible for the Ministry will begin disciplinary procedures.
- 43.2 The Ministry Leader and Elder will take into consideration any extenuating circumstances that the Team Worker raises concerning the situation and any other contributing factors that may be raised.
- 43.3 If disciplinary procedures are considered necessary, the following procedure will apply:
- i. The Ministry Leader and Elder must inform the Team Worker that they are about to receive a verbal warning. There must be a warning given about a warning so that the Team Worker can invite a support person who can advocate on their behalf to be present at the first meeting.
 - ii. A warning should include a clear statement of the Ministry Leader's and Elder's specific concerns, the expectations regarding a resolution and a time frame for resolution.
 - iii. If the Ministry Leader and Elder still have concerns, a second warning is issued in writing. The Team Worker should be asked to sign that warning. If they refuse, this should be documented formally.
 - iv. The Ministry Leader and Elder can again discuss the matter with the Team Worker. A final warning, given in writing shall be issued and a copy sent to all appropriate parties. The process of signing the warning should be repeated as in part iii above.
 - v. If the Ministry Leader and Elder are not satisfied with the outcome, then the team worker will be removed from their position without further warning.

44. For all Workers

- 44.1 If any Worker is involved in an incident that is subject to a Police investigation that Worker and any others involved will be asked to stand down from any duty during the investigation. This action will be invoked at the Elders discretion.

Appendices

Appendix A – [Safe Ministry Policy](#)

Appendix B – [Fire Safety and Evacuation Procedures](#)

Appendix C – Forms

1. [Volunteer interview record](#)
2. [Referee check for volunteers](#)
3. [Record of complaint](#)
4. [Incident report form](#)
5. [Accident report form](#)
6. [Transport form](#)
7. [General permission form](#)
8. [Permission form for off-site activity](#)
9. [Risk assessment form](#)

VOLUNTEER INTERVIEW RECORD

This form is to be used by the Ministry Leader when interviewing a potential Ministry Team member.

SECTION A – Contact information

Ministry Leader name			
Volunteer name			
Street address			
Suburb		Postcode	
eMail address			
Phone number			
Emergency contact			
Emergency contact phone number			

SECTION B – Ministry role

Area of ministry			
Brief description of proposed ministry role			
Person to whom the volunteer will report			
Level of commitment required: times, frequency, preparation			
Has the volunteer completed the Safe Ministry Check Training Course?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Has the volunteer completed a Working With Children Check?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required	WWCC Number	
Agreement with NHCC Statement of Faith – provide a copy	<input type="checkbox"/> Yes <input type="checkbox"/> No		

SECTION C – Personal information

What does the volunteer believe is their spiritual gift?			
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What are the volunteer's areas of passion?				
What is the volunteer's personality style?				
Educational background				
Current occupation				
Hobbies, skills, interests				
Previous experience				
Does the volunteer hold a current driving license?	<input type="checkbox"/> Yes	Class	Number	Expiry date
	<input type="checkbox"/> No			
Do you have any physical limitations or are you under any course of treatment that might limit your ability to participate in this ministry?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Explanation if Yes		
The name of two referees (not connected by family) who we might contact				
Name 1		Phone number		
Name 2		Phone number		

SECTION D – Signatures

Ministry Leader name	Signature	Date
Volunteer name	Signature	Date

Please provide this completed form to the Elder in charge of the Ministry.

REFEREE CHECK FOR VOLUNTEERS

This form is to be used by Ministry Leaders when interviewing referees for a potential Ministry Team member.

SECTION A – Referee 1

Ministry Leader name		Date	
Volunteer name			
Referee 1 name		Phone number	
Relationship to <Volunteer name>			
How long have you known <Volunteer name>?			
What position is/was <Volunteer name> holding?			
What duties does/did <Volunteer name> carry out?			
What can you tell me about <Volunteer name>'s general conduct and work ethic?			
What skills and personal qualities does <Volunteer name> possess?			
What would you say are <Volunteer name>'s:			
• spiritual gifts?	• areas of passion?	• personality style	
What area of ministry would you say <Volunteer name> would fit best in?			

Are you aware of any unsatisfactory aspects of performance which are relevant to the area of Ministry for which they are being considered?
Would you have any hesitation in recommending this person? Please explain.

SECTION B – Referee 2

Referee 2 name		Phone number	
Relationship to <Volunteer name>			
How long have you known <Volunteer name>?			
What position is/was <Volunteer name> holding?			
What duties does/did <Volunteer name> carry out?			
What can you tell me about <Volunteer name>'s general conduct and work ethic?			
What skills and personal qualities does <Volunteer name> possess?			
What would you say are <Volunteer name>'s:			
• spiritual gifts?	• areas of passion?	• personality style	

What area of ministry would you say <Volunteer name> would fit best in?

Are you aware of any unsatisfactory aspects of performance which are relevant to the area of Ministry for which they are being considered?

Would you have any hesitation in recommending this person? Please explain.

Please provide this completed form to the Elder in charge of the Ministry.

RECORD OF COMPLAINT

SECTION A – Complaint details

Name of person responding		Date	
Name of complainant		Date received	
Address line 1			
Address line 2		Phone number	
Date of complaint			
Complaint received by			
Complaint made by	<input type="checkbox"/> Phone <input type="checkbox"/> In person <input type="checkbox"/> Email (attached) <input type="checkbox"/> Letter (attached) <input type="checkbox"/> Other		
Subject of complaint			
Details of the complaint. Attach additional pages if required.			

SECTION B – Information to be given to the complainant

1. Reassure complainant that all complaints are treated confidentially and that they will suffer no loss of service because they have made a complaint.
2. Explain the complaints procedure.
3. Remind the complainant that they have the right to use an advocate of their choice.
4. Thank the complainant for their complaint and explain that complaints are valuable in helping to maintain and improve the service.
5. Complaints are to be handed on to an Elder and followed up according to the NHCC grievance policy.

SECTION C – Response

Comments from the person responding to the complaint	
Proposed action	
Outcome	
Follow-up	

SECTION D – Signature

Name	NHCC Role
Signature	Date

Please provide this completed form to the Elder in charge of the Ministry.

INCIDENT REPORT FORM

SECTION A – Leader details

Name of Leader filing report			
Incident date		Incident time	
Incident location			
People present			

SECTION B – Participant details

Name of participant		Age		Gender	
Parent/Guardian name					
Address line 1					
Address line 2		Phone number			

SECTION C – Incident details

<p>Details of the incident (please be as detailed as possible - attach extra sheets if needed). Include what happened, who was involved, what led up to the incident.</p>	
Was the incident reported?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, to whom?	
Was further action required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If yes, what action was taken and by whom?</p>	

Who was contacted?
Date and time contact was made.
What was the response?

SECTION D – Signatures

Leader name	NHCC Role	
Signature	Date	Time
Received by Elder name	Date	Time
Signature		

Please provide this completed form to the Elder in charge of the Ministry.

ACCIDENT REPORT FORM

SECTION A – Leader details

Name of Leader filing report			
Accident date		Accident time	
Accident location			
People present			

SECTION B – Participant details

Name of participant		Age		Gender	
Parent/Guardian name					
Address line 1					
Address line 2		Phone number			

SECTION C – Accident details

Nature of injury	
Details of the accident (please be as detailed as possible – attach extra sheets if needed). Include what happened, who was involved, what led up to the accident.	
Was the accident reported?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, to whom?	
Was first aid required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what treatment was given and by whom?	

Was further medical treatment required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what treatment was given and by whom?		
Was the emergency contact informed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Who was contacted?	Date of contact	Time of contact
Known history of present illness		
Known allergies		
Known medications		
Last known meal		
Noted changes in participant's condition		

SECTION D – Further actions

Was there any equipment, objects or other people involved in this accident?

What actions or lack of actions or conditions had the greatest impact on the accident?

SECTION E – Signatures

Leader name	NHCC Role	
Signature	Date	Time
Received by Elder name	Date	Time
Signature		

Please provide this completed form to the Elder in charge of the Ministry.

TRANSPORT FORM

This form is to be completed by drivers with responsibility for providing transportation during an activity.

SECTION A – Applicant

Driver's name				
Street address				
Suburb		Postcode		
eMail address		Phone number		
Does the applicant hold a current driving license?	<input type="checkbox"/> Yes	Class	Number	Expiry date
	<input type="checkbox"/> No			
I have sufficient driving experience: 3 years minimum and I am not on my L's or Red P's.				<input type="checkbox"/> Yes <input type="checkbox"/> No
I have restrictions on my license: eg Green P's, suspended license				<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please specify				

SECTION B – Witness

License sighted by	Signature	Date

SECTION C – Declaration

- I have completed Safe Ministry Check requirements for compliance to the NHCC Safe Ministry Policy.
- I will not drive a child will alone.
- I will drive carefully and follow all road rules. (Approval will be revoked if inappropriate behaviour is witnessed at any time in your vehicle)
- I will provide a registered, roadworthy vehicle.
- I will ensure that all passengers wear a seat belt.
- I will not drive under the influence of alcohol or drugs, or permit smoking within the vehicle.
- I have a good driving record. Specifically, I have not committed traffic offences in the recent past which might reasonably preclude me from transporting participants. I will discuss this with my team leader prior to offering myself to drive if unsure.
- The information provided on this form is correct and indicates my commitments to the safety and welfare of those for whom I am responsible.

Signature		Date	
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Please provide this completed form to the Leader in charge of the Ministry.

GENERAL PERMISSION FORM

SECTION A – Participant details

Name		Date of birth		Gender	
Address					
Suburb		Postcode			
How would you like us to communicate events with you and your child?				<input type="checkbox"/> Parent only <input type="checkbox"/> Parent and child	
Participant's email <small>(optional)</small>		Participant's phone <small>(optional)</small>			
School		School Year			

SECTION B – Parent/guardian details

Parent/guardian name		Parent/guardian phone	
Address <small>(if different from above)</small>			
Suburb		Postcode	

SECTION C – Health information

Doctor		Doctor phone	
Medicare number		Card reference number	
Private insurer		Membership number	
Can your child swim?	<input type="checkbox"/> No <input type="checkbox"/> Reasonably <input type="checkbox"/> Strong	Date of last tetanus shot	
Allergies/ medication/ special diet/ activity restrictions/ behavioural issues			<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide additional details			

SECTION D – Restrictions

Is there anyone who is legally restricted from seeing your child?		<input type="checkbox"/> Yes
		<input type="checkbox"/> No
Name/Details		
Photos/videos of my child may be displayed and used to promote the group.		<input type="checkbox"/> Yes
		<input type="checkbox"/> No

SECTION E – Additional notes

SECTION F – Permission

My signature below indicates:

- ✓ My willingness to permit my child to participate fully in the children’s/youth ministry of NHCC.
- ✓ That I give my permission, in the case of a medical emergency, to the doctor chosen (either by the Church authorities or other persons supervising or administering the activities), to secure proper treatment for and/or order hospitalisation, injection, anaesthetic or surgery for my child as named. I understand that every effort will be made to contact me prior to instituting such procedures.

Signature		Date	
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The NHCC Leadership Team of the youth group will treat the information contained confidentially. This information may be shared with a third party when it concerns medical health or care of the individuals listed. If you wish to access this information or have any queries in relation to the manner in which we handle your personal information, please do not hesitate to contact us.

Please provide this completed form to the Leader in charge of the Ministry.

PERMISSION FORM FOR OFF-SITE ACTIVITY

SECTION A – Activity details

This form is to be completed by the activity organiser.

Activity name					
Activity description					
Date of activity		Start time		Finish time	
Venue					
What to bring					

SECTION B – Participant details

Participant name				
Parent/Guardian name		Phone		
Emergency contact		Phone		
Additional information for the Leaders				
Transport	<input type="checkbox"/> I will transport my child/student to the venue but would like someone to transport them home <input type="checkbox"/> I will transport my child/student to and from the venue <input type="checkbox"/> I would like my child/student to be transported to and from the venue			

SECTION C – Permission

<p>My signature below indicates:</p> <ul style="list-style-type: none"> ✓ My willingness to permit my child to participate fully in the activity outlined above. ✓ That I give my permission, in the case of a medical emergency, to the doctor chosen (either by the NHCC Leader or other persons supervising or administering the activities), to secure proper treatment for and/or order hospitalisation, injection, anaesthetic or surgery for my child as named. I understand that every effort will be made to contact me prior to instituting such procedures. 			
Signature		Date	

Please provide this completed form to the Leader in charge of the activity.

RISK ASSESSMENT FORM

This form is to be completed by the event/activity organiser.

SECTION A – Event/Activity details

Organiser's name					
Event/Activity name					
Event/Activity purpose and description					
Date of event/activity		Start time		Finish time	
Venue					
Has venue been checked for safety hazards and is it deemed suitable for event/activity?				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Event/Activity leader name				Contact number	
Event/Activity leader instructions					
Event/Activity leader/participant ratios	Are ratios required?		Are modifications to ratios required?		Recommended ratios 1:3 for 0-1 year olds 1:5 for 2-6 year olds 1:8 for 7-12 year olds 1:15 for 13-17 year olds
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Describe reasons for modifications to ratios eg special needs, behavioral issues, high risk activities, high risk venues					
Estimated group size					
First Aid coordinator name				Contact number	
First Aid qualification				Has first aid kit been checked and included?	<input type="checkbox"/> Yes <input type="checkbox"/> No

SECTION B – Participation details

Has a permission form, outlining the event/activity and associated requirements, been issued to participants? <small>Refer to Policies and Procedures to access the Permission Form for Off-Site Activities or General Permission Form</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
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Does the event/activity involve transport?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Have all required Transport Forms been completed by designated drivers and attached? <small>Refer to <i>Policies and Procedures</i> to access the <i>Transport Form</i></small>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Required equipment to be brought by participants	

SECTION C – Risk assessment

Use this risk assessment matrix as a guide to assess the inherent risk level.

Risk Matrix						
Consequences	Likelihood					
		Rare	Unlikely	Possible	Likely	Almost Certain
	Major	Moderate	High	High	Critical	Critical
	Significant	Moderate	Moderate	High	High	Critical
	Moderate	Low	Moderate	Moderate	High	High
	Minor	Very low	Low	Moderate	Moderate	Moderate
	Insignificant	Very low	Very low	Low	Moderate	Moderate

Use the table below to identify and assess risks to the safety, health or wellbeing of participants engaged in a NHCC event or activity, and specify how these risks will be managed and minimised.

Add rows to the table below as needed.

Activity	Hazard identified	Risk	Elimination/control measures
		<input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Very low	
		<input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Very low	
		<input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Very low	

Activity	Hazard identified	Risk	Elimination/control measures
		<input type="checkbox"/> Critical <input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Very low	

SECTION D – Evaluation

<p>My signature below indicates that, having considered the risks within this activity and determined a risk management plan to minimise those risks, I consider this to be an appropriately safe program to conduct.</p>			
Name			
Signature		Date	

Please provide this completed form to the Leader in charge of the Ministry organising the event/activity.

VENUE HIRE FORM

SECTION A – General Information

Fees

Events that are hosted by New Heights Christian Church (NHCC) members and attendees but are not open as a whole church event will incur a \$100 booking fee.

Hire Rates

Item	Cost
Initial deposit	\$200
Time	
Up to 2 hours	\$50
Each additional hour or part thereof	\$25

Inclusions

- Tables and chairs to seat 120 people
- Refrigeration space
- Industrial kitchen including an industrial dishwasher
- Crockery, cutlery and glassware for approximately 120 people
- Air-conditioning
- A kitchen briefing if requested

Additional costs

Item	Cost
Industrial Kitchen For food or beverage preparation	\$100
Dry cleaning of tablecloths	To be paid by hirer
Villa / Shed	\$20 per hour or part thereof
Sound and/or projector Only available if a member of NHCC is available to operate the equipment	\$50
Grounds only	\$15 per hour or part thereof

Conditions of Hire

- Hirers must remove any rubbish.
- Hirers must return all chairs and tables to where they were found unless otherwise instructed.
- The venue must be left in the condition it was found.
- If the venue requires cleaning after the event a \$100 fee will be charged.
- Venue must be vacated by midnight.
- All breakages and damage must be paid for in full.

Insurance

- Alcohol may not be consumed on NHCC premises unless the hirer is covered by their own insurance policy.
- NHCC events that are alcohol free are covered by our insurance policy if the hirer is a member of NHCC.
- If the hirer is *not* a member of NHCC, evidence of private insurance for the event on NHCC premises must be provided.
- Further information regarding these conditions can be obtained by contacting our Church by [email](mailto:admin@newheights.org.au).

Payment Details

BSB: 062-801

ACCOUNT NUMBER: 1025 6479

REFERENCE: Please include your name as the reference

SECTION B – Event Details

Event date		Event duration	
Purpose of event			

SECTION C – Hirer details

Name of hirer	
Phone	
Email address	

SECTION D – Anticipated Costs

Item	Cost
Booking fee (NHCC attendees only)	
Venue hire	
Industrial Kitchen	
Villa / Shed	
Sound and/or projector	
Name of NHCC member who will operate the equipment	
Grounds	
Anticipated total	

SECTION E – Agreement

My signature below indicates: <input checked="" type="checkbox"/> I have read and agree to the fees, hire rates, terms and conditions of hire as stated above <input checked="" type="checkbox"/> I have paid the initial deposit.			
Signature		Date	

Please email this completed form to admin@newheights.org.au.