

Child Safe Policy and Procedures

Soul Survivor NSW Inc.

(Last updated 10 April 2020)

1. INTRODUCTION

1.1. Statement

Soul Survivor NSW Inc (also known as Soul Survivor NSW/ACT), whose offices are located at Northside Baptist Church, Crows Nest, NSW and ministers throughout NSW and ACT, is committed to providing a safe and secure environment for all its delegates, leaders, youth groups and particularly to children and vulnerable people. The Child Safe Policy & Procedures (“the Policy”) aims to reduce the risk of abuse occurring, and to ensure that a caring and appropriate response is taken should abuse occur.

1.2. Scope

The Policy applies to:

- All ministries authorised by or under the control of Soul Survivor NSW/ACT, including any ministries undertaken at the Soul Survivor Offices, soul.conference venue, or any other location.
- All staff, volunteers, interns, and team members within Soul Survivor NSW Inc or those engaged by Soul Survivor NSW Inc.

1.3. Authority

This Policy was adopted for use by the Soul Survivor NSW/ACT Board on 18 April 2019 (and last updated 10 April 2020). The Soul Survivor NSW/ACT Board is committed to implementing the Policy and training our leaders and teams in its content and application.

1.4. Definitions

Child / any person under the age of 18.

Abuse can consist of one or more of, but not restricted to, the following:

Physical Abuse / Any non-accidental physical injury resulting from practices such as: hitting, punching, kicking (marks from belt buckles, fingers), shaking (particularly babies), burning (irons, cigarettes), biting, pulling out hair. Alcohol or drug administration.

Sexual Abuse / Any sexual act or threat to perform such upon another person. It occurs when a person uses their power and authority to take advantage of another’s trust to involve them in sexual activity. It does not necessarily involve genital contact but is any act which erodes the sexual boundary between two persons. It may appear consensual, but the validity of consent is negated by the power differential.

Emotional abuse / The attitude or behaviour of one person which is directed at another person or, the creation of an emotional environment which erodes a child's development, self esteem and social confidence. Behaviours may include: devaluing, ignoring, rejecting, corrupting, isolating, terrorising or domestic violence in the child's presence.

Neglect / Characterised by the failure to provide for the child's basic needs. Any serious omission or commission which jeopardises or impairs a person's development.

Volunteers / Any unpaid person over the age of 16 who is invited by the team to assist them in their ministry.

Team / Any person (paid or unpaid) over the age of 18 who is responsible for the control and safety of members placed in their care whilst holding a formal position in a recognised ministry of Soul Survivor NSW/ACT. Any person paying the 'team rate' to attend soul.conference. All team are considered mandatory reporters.

Delegates / Any person, including children, who attends or participates in Soul Survivor NSW/ACT ministries.

Youth Leaders / Any leader or pastor in charge of a youth group that attends as the supervisor of their youth group. These leaders and pastors are required to comply with their own denominations child protection policy and are not the responsibility of Soul Survivor NSW/ACT.

Event / Any activity that is organised, facilitated and promoted by Soul Survivor NSW/ACT, whether occurring on a one-off or ongoing basis.

Key Ministry Area (KMA) / Any organised activity that is authorised by Soul Survivor NSW/ACT. These include, but not limited to soul.conference, soul.teams, calledtolead, soul.justice, the.roadie, Flourish and Young Adults Re:treat.

Ministry Leader / The person recognised and authorised by Soul Survivor NSW/ACT as the head of a key ministry area.

Staff / Anyone employed by Soul Survivor NSW/ACT.

2. EXTERNAL POLICIES

We seek to comply with the child protection policies governing the mainstream denominations of the Australian church and with the Child Safe Standards identified by the Royal Commission into Institutional Responses to Child Sexual Abuse. The Policy is not intended to replace or conflict with these policies, but instead to operate in conjunction with them.

These policies include, but are not limited to:

- NCCA The Safe Church Network (Anglican, Orthodox, Catholic, Lutheran, Salvation Army, Uniting Church, Church of Christ);

- Creating Safe Spaces (Baptist); and
- Towards Safe Places (ACC).

Youth leaders attending Soul Survivor NSW/ACT events and key ministry areas will be given notice that they are required to operate in accordance with their denominational standards, and will be given an information sheet about this policy.

3. POLICY REVIEW

The Policy will be reviewed annually by the Director of Soul Survivor NSW/ACT.

The Director will inform the staff leaders of key ministry areas when the date of review will occur, and any changes recommended by the ministries should be submitted in writing to the Director for consideration one month before the review date.

Any proposed changes will be submitted to a subsequent Soul Survivor NSW/ACT Board meeting for approval before being implemented.

Church or youth pastors, families and other Soul Survivor NSW/ACT stakeholders in the community may provide feedback in relation to the Policy in writing for consideration by the Director of Soul Survivor NSW/ACT at any time.

4. OBLIGATIONS

4.1. Spiritual

The core beliefs of Soul Survivor NSW/ACT require us to treat all people with love and dignity and to care for those who are less powerful and in need of nurture and protection.

4.2. Legal

Soul Survivor NSW/ACT and its team are subject to Federal and State legislation and principles established through common law.

4.3. Ethical

Some actions that may be not be regarded as abuse, but are unacceptable behaviours for Soul Survivor NSW/ACT team. These include:

- Inappropriate conversation of a sexual nature;
- Coarse language, particularly if of a sexual nature;
- Suggestive gestures or remarks;
- Jokes of a sexual nature;
- Inappropriate touching;
- Inappropriate literature (e.g. M, MA, R or X rated material used with young children). Speakers will be briefed on appropriate clips to use and will be required to consult with staff if the clip is higher than PG rating; and
- Acts of violence committed by team in the course of an activity.

The age of the individual is recognised as one of the determining factors in deciding what is acceptable and unacceptable behaviour. Ministry Leaders will ensure that high standards of conduct are maintained at all times.

5. SELECTION AND SCREENING

Any team involved in an activity within Soul Survivor NSW/ACT must be carefully selected and screened. Prior to team commencing child-related ministries, the following precautions will be taken:

- Candidate team members will in most cases be delegates of Soul Survivor NSW/ACT, have regularly attended Soul Survivor events for at least one year, and have been a member of a local church for at least six months (with a reference to be provided from that church). In the exceptional circumstance where the candidate team member has not been attending Soul Survivor NSW/ACT events for at least one year, the Director of Soul Survivor NSW/ACT will provide the required references as set out below to the Soul Survivor NSW/ACT Board, along with a recommendation that the candidate be accepted as a team member, for the Board's approval.
- Candidate team members will complete an application form which requests details of relevant past experience, positions held, details of two referees and permission to contact them (see Appendix 1). Candidate team members will also sign and agree to abide by the Soul Survivor NSW/ACT Code of Conduct (Appendix 2).
- Referees nominated by candidate team members will be contacted and spoken to by an experienced and responsible member of the Soul Survivor NSW/ACT staff, using an agreed set of questions which have been drafted by Soul Survivor NSW/ACT. The questions will seek to establish the candidate team member's suitability for the role or position and the conversation will be documented and retained on file.
- Short listed candidate team members will be interviewed by an experienced and responsible member of the Soul Survivor NSW/ACT staff prior to being accepted as team.
- A Working with Children Check (NSW) which complies with the legislative requirements of NSW will be requested and received prior to the team member commencing their proposed role. In the case of ACT team members, both a Working with Children Check (NSW) and a Working with Vulnerable People Check (ACT) are required.
- Where Soul Survivor NSW/ACT has identified that a candidate team member has previously been convicted of a violent or sexually related offence, they cannot, under any circumstances, be considered for child related ministries. Due to the nature of Soul Survivor NSW/ACT ministry to youth and young adults, these offences preclude the candidate team member applicant from serving in all ministries of Soul Survivor NSW/ACT.

6. TRAINING

All team will be issued with a copy of the Policy and receive training in the content and application of the Policy, reporting procedures and the associated legal requirements.

All team will undertake further education on child/delegate protection to comply with the child safety requirements of The Safe Church Network. This training will be offered internally through a Safe Church Network trainer. This training will be offered at various points throughout the year, one session specifically at least one month before each April soul.conference to accommodate the influx of team and volunteers at this time.

Training from other church denominations will be accepted in lieu of the Safe Church Network training if listed in Section 2 of this policy.

Team will keep up to date with the “refresher” child safety training requirements (as set out by the organisation offering the accepted child safety training). Where a Team member has previously completed an accepted child safety training, but has not completed their “refresher” requirements as at the date of soul.conference, the Team member may still serve on the soul.conference team provided the team member is booked to undertake the “refresher” training within six months and with the approval of the Director.

7. A SAFE ENVIRONMENT

7.1. General

- A sign-in sheet will be at all Soul Survivor NSW/ACT events with the full name and contact details of all present documented.
- Team have the right to ask people who do not have a valid reason to be present at child-related activities to leave. Police may be contacted if such persons refuse to comply with any reasonable request to leave.
- “Safe people” to whom children/delegates can speak to about any concerns they may have will be announced during all overnight Soul Survivor NSW/ACT events. “Safe people” will include the respective youth leaders for children/delegates in attendance and Soul Survivor NSW/ACT staff. Additional “safe people” may be determined by the Director of Soul Survivor NSW/ACT.
- Incidents of abuse are unlikely to take place in front of another person and the presence of a witness can assist in clarifying questionable allegations. For this reason, two team members will always be present when working with or supervising children.
- Team will not visit children in their homes unless a parent is present or another team member accompanies them.

- When transporting children, team should never be alone with a child in the car. Where this is not practical, team will take children directly to and from arranged venues and will not spontaneously detour or make additional arrangements.
- Children and delegates have a choice as to whether they participate in activities which are conducted as part of Soul Survivor NSW/ACT events. In particular, delegates at soul.conference have a choice as to whether they participate in organised projects and supervision will be provided for delegates who choose not to participate.
- The importance of friendships and support from peers is recognised. However, initiations and secret ceremonies are prohibited. All aspects of every child-related program will be open to observation by parents/guardians.
- A staff member will regularly review posts on Soul Survivor NSW/ACT's social media pages to check for offensive, inappropriate or unsafe content.

7.2. Prayer and Pastoral Care

- All pastoral care is to be carried out within sight of another team member or within a public space. Pastoral care is defined as discussions of a sensitive nature e.g. resolving conflict, prayer, counselling regarding a loss etc.
- Team will be authorised to pray for or "lay hands" appropriately, only after being trained at a "praying for people" seminar at soul.conference and given a sticker for their name badge. When a team member has not attended soul.conference, supplemental training will be conducted before the team member is released to pray for others.

7.3. Risk Assessments and Mitigation

- A risk assessment will be conducted by a staff member prior to each overnight Soul Survivor NSW/ACT event. The risk assessment will be documented and submitted to the Director of Soul Survivor NSW/ACT at least 5 days prior to the commencement of the event.
- Complaints made in relation to health and/or safety at Soul Survivor NSW/ACT events, and reports of serious injuries, will be reviewed and addressed by the Director. Where deemed appropriate, the Director will provide an anonymised report to the Soul Survivor NSW/ACT Board for discussion of appropriate steps to be taken to mitigate future risk.

7.4. Equity and Diversity

- The value of equity is upheld and the diverse needs of children/delegates are taken into account. Soul Survivor NSW/ACT actively attempts to anticipate the diverse circumstances of children/delegates and respond to any additional vulnerabilities.

- Soul Survivor NSW/ACT pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disabilities and children from culturally and linguistically diverse backgrounds.

7.5 Privacy

- Adults and children are expected to respect each other's privacy during activities that require undressing, dressing or changing clothes. Team will set an example by protecting their own privacy in similar situations. No team member will be alone in a room with a child whilst either is changing.
- The privacy of all children/delegates will be respected in accordance with the Soul Survivor NSW/ACT Privacy Policy (Appendix 3). All records containing personal information of children/delegates will be kept secure and images of children/delegates will not be used in promotional material without prior consent of the child and their parent/guardian.

8. DISCIPLINING CHILDREN

It is not the responsibility of Soul Survivor NSW/ACT or its team to discipline a child. If a child does not abide by the rules set down by team, or is an obstruction to the care of other children, or may cause harm to other children, the child will be removed from the activity and referred back to their youth leader or youth pastor. The youth pastor or youth leader of that child will then be responsible for referring the child to their parent or guardian. If the child is not registered as part of a youth group, Soul Survivor NSW/ACT will contact the child's parent or guardian directly. Any incident will be recorded in a log book with the names of those involved, and a brief witness statement.

At no time will a team member administer any form of physical, emotional or mental discipline.

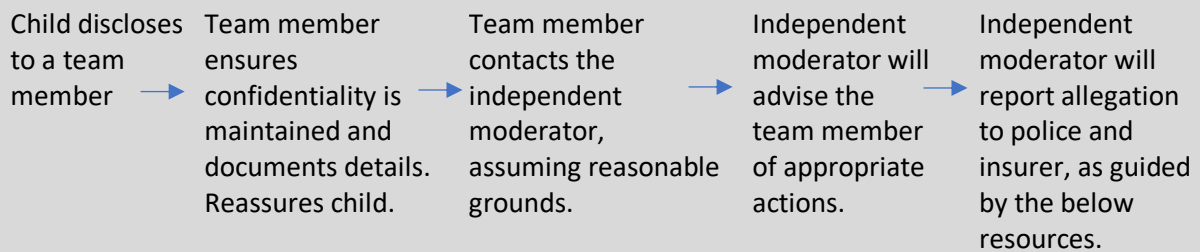
9. REPORTING PROCEDURES

An independent person ("an independent moderator") will be appointed by Soul Survivor NSW/ACT with the specific duty of dealing with any allegations that arise in relation to child safety. The independent moderator is listed below, and their contact details will be readily available to all team members.

Name: Matthew Gelding
 Phone: (02) 8086 2166 / 0403 358 455
 Email: matt@soulsurvivornsw.org.au
 Post: PO Box 474, Frenches Forest NSW 1640

If the allegation involves the Director of Soul Survivor, the team who receives the allegation in relation to child safety should report the allegation to the co-chairs of the Soul Survivor NSW/ACT Board.

Reporting and escalation procedures for handling allegations of abuse are as follows:



The independent moderator will utilise the Decision Tree forming part of the Mandatory Reporter Guide (www.childstory.nsw.gov.au) to assist them in determining the appropriate actions and reports to be made. The independent moderator may also seek additional guidance from the Child Protection Helpline.

The independent moderator will keep a record of the outcome of the Decision Tree (and any other resources accessed), and any reports made to FACS, police and/or Soul Survivor NSW/ACT's insurer.

If there are reasonable grounds to suspect a child has been, or is suffering abuse, the police and Soul Survivor NSW/ACT's insurer should be contacted immediately.

NSW Police (Chatswood):	(02) 9414 8499
NSW Police Assistance Line:	131 444 (24 hours)
ACT Police (Civic HQ):	(02) 6256 7777
ACT Care & Protection Services:	(02) 1300 556 728 (24 hours)
Anscar/EA Insurance:	(03) 9890 6851

Reasonable grounds can be assumed when:

- A child discloses that he or she has been abused, and/or
- Someone close to the child (e.g. sibling, relative, close friend) discloses on behalf of that child. The police will also be notified if a child discloses an incident of abuse that has occurred somewhere other than a Soul Survivor NSW/ACT event.

If a disclosure of abuse is made, the person who receives the disclosure will maintain appropriate pastoral care to the one making the disclosure. This will include:

- Treating each allegation seriously and not attempting to deny the allegation or minimise its impact on the alleged victim. The matter should not be swept under the carpet. The alleged victim should be assured that the matter will not be kept secret, and it may need to be reported.
- Not pushing the child to disclose details of the alleged assault or attempting to investigate the allegation.
- Assuring the child that they are understood, that their disclosure is being taken seriously, that what happened is not their fault and that they are correct in disclosing the incident.

- Reporting the abuse to the police and Soul Survivor NSW/ACT's insurer.
- Not making contact with the alleged perpetrator. If that team member is already providing counsel to the alleged perpetrator, it may be advisable for another person to assume this responsibility for the duration of any investigation.
- Maintaining confidentiality.
- Any disclosure by a child or reports of suspected abuse, and the details of the subsequent investigation will be documented promptly and the documents will be held in a secure location where a breach of privacy cannot occur.

Soul Survivor NSW/ACT reserves the right to carry out disciplinary procedures in accordance with the constitution of Soul Survivor NSW/ACT. Where an allegation is made against a team member or volunteer, the accused team member or volunteer will be removed from ministry pending the outcome of all investigations.

10. ALCOHOL AND DRUGS

The consumption of alcohol by team members will not happen where a child is present. Illegal drugs at Soul Survivor NSW/ACT venues or during its events or activities by any team member is not allowed or condoned.

Any child/delegate found to be under the influence of alcohol or illegal drugs is to be engaged in a pastoral conversation and the parents/guardians contacted so that the child/delegate can be returned home immediately.

On soul.teams and during soul.conference, it is the responsibility of the supervising youth leader to contact the child's parents/guardians.

Any child required to take prescription medication during a Soul Survivor NSW/ACT event will provide a letter from their parents/guardians to the youth leader of their church and during soul.conference, the parent/guardian will also indicate this on the submitted registration form.

11. FAMILY AND COMMUNITY INVOLVEMENT

Open dialogue with stakeholders is valued. Church or youth pastors, families and other Soul Survivor NSW/ACT stakeholders in the community may provide feedback to the Director of Soul Survivor NSW/ACT in relation to any event or key ministry area at any time.

Parents/guardians will be informed of soul.conference rules and the Child Safe Policy and Procedures at the time of receiving confirmation of their child's registration for soul.conference. Parents/guardians will be provided with the Child Safe Policy and Procedures at the time of receiving confirmation of their child's registration for all other overnight Soul Survivor NSW/ACT events.

Policies regarding child safety will be available on the Soul Survivor NSW/ACT website.

Appendix 1

Soul Survivor Team Application Form

FULL NAME:

DOB:

CONTACT NUMBER:

EMAIL:

CHURCH:

DURATION OF TIME AT CHURCH:

POSTAL ADDRESS:

RESIDENTIAL ADDRESS (if different from above):

POSITION APPLYING FOR (Please circle):

SOUL.CONFERENCE TEAM / SOUL.TEAMS / SOUL.WORLD / STAFF / CALLEDTOLEAD /
ROAD.TEAM (ACT) OTHER: _____

LIST YOUR PAST EXPERIENCE IN YOUTH WORK/MINISTRY?

LIST ANY RELATED POSITIONS HELD IN YOUTH WORK/MINISTRY?

PLEASE LIST TWO PERSONAL REFEREES (not to be family relatives, and must have known the applicant for at least 3 years)

Appendix 2

Code of Conduct

Soul Survivor Culture Code of Conduct for Team Members

As part of the Soul Survivor team who ministers to many different denominations and ages, and particularly young people, many look to you for their cues on how to behave, who to become like, and as a model of Christ-like leadership. You are not only representing yourself, you are representing Jesus and this organisation Soul Survivor.

We want you to be a person and a leader who is a passionate follower of Jesus, empowered by the Spirit to be active in the ministry of the Kingdom of God advancing. That's the reputation we want to hear about the way you live your life.

Perception is a very real thing and we want to do all we can in Christ together, to live a life above reproach and put no stumbling block in anyone's way.

1 Timothy 3 v1 – 10, - what a Christian leader looks like - above reproach, set apart Romans 14 v1-21 - we do not live for ourselves, we look out for the other, no stumbling blocks Ephesians 4 v25 - ch 5v20 - community behaviour, filled with the Spirit.

Our desire is that you will grow to be this kind of a leader and go on from us to grow even more in Christ and inspiring others to do great gospel actions with Jesus.

Relational Kingdom way of relating to one another

We look out for one another and approach one another when something doesn't seem 'right'.

We expect that if Team members have conflict or concerns about other team members, that they would first address with the person/s involved.

We expect that if you cannot resolve the issue/s or if you feel out of your depth with resolving or raising concerns, that you would seek advice and help from the Director or Board member.

When mediation is required, the Director will find some outside professional help.

Drugs

We have a zero tolerance policy for the use of illegal substances for team members of Soul Survivor.

Social Media

Team Members of Soul Survivor are closely followed by the young people and the leaders we serve. We expect that Team Members consider the implications of what they post and how it is perceived to those that follow you. We expect that your Social Media life is aligned to this culture. Keep in line with Safe Spaces training.

Alcohol

The consumption of alcohol by team members will not happen where a child is present. Illegal drugs at Soul Survivor NSW/ACT venues or during it's activities is not allowed or condoned by any team member.

Language

We expect as Team Members your language will be life giving, encouraging and pure. Swearing, sexual innuendo and racial slurs are not acceptable as team members of Soul Survivor.

Appendix 3

Privacy Policy and Procedures

1. INTRODUCTION & OBLIGATIONS

Through our activities and events Soul Survivor NSW Inc recognises the importance of privacy for all individuals involved whether it be our volunteers, registered participants, staff or visitors. We recognise the right of people to keep their personal information private.

This Privacy Policy shows how we treat the information we collect and hold. We follow the guidance of the Australian Privacy Act 1988 (<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>) as well as leading event organisations in the industry as we deal with personal information. According to the Privacy Act due to the size of Soul Survivor NSW/ACT as an organisation, we are exempt from cloud storage conditions. However, due to our commitment to keeping your information secure, the following policy outlines the precautions we will take with information you provide us.

These are the Privacy Policy & Procedures of Soul Survivor NSW Inc and were adopted for use by the Soul Survivor NSW/ACT Board on 17th September 2014.

2. COLLECTING INFORMATION

In the course of events and activities, Soul Survivor NSW/ACT may collect participant's general information to help with the effective and safe running of activities. The information we collect may include some sensitive information such as health information, which will be relevant to providing that particular activity. Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may not be able to appropriately respond to your needs.

3. USING THE INFORMATION

We will use your information for the purpose of that activity or event you are disclosing information for. We may also use your personal information to email or mail you our newsletters or promotional material for current and future events. In all major events we will provide you with the option to tell us not to send you further information. You are also able to unsubscribe at any point to stop receiving communication from us.

In some cases we may need to disclose sensitive information about you to a third party to be able to provide services you have requested. However we will not provide your information to 3rd parties for the purpose of advertising or marketing. Example 1: A caterer contractor to provide your special dietary requirements Example 2: A first aid provider to be able to supply their first aid kit with suitable equipment in case of an emergency.

4. STORING THE INFORMATION & SECURITY

Our major information databases for storing your personal information for soul.conference are offline. The only information that is stored in online databases is your Name, Email Address, Church and Date of Birth. This is stored on a secure MailChimp server for the purpose of emailing you with newsletters and future event information. Soul Survivor NSW/ACT accepts no responsibility for the security of information you send to or receive from us over the internet or for any unauthorised access or use of that information.

Your information on our databases is only accessed by staff or team members for which it is necessary in order to provide services to you e.g. contacting you, ordering meals, first aid, contacting parent or guardian.

5. ACCESSING YOUR PERSONAL INFORMATION

If you have any questions or would like to contact us to determine what personal information we have on file for you or would like to amend that information our details are:

EMAIL: info@soulsurvivornsw.org.au

PHONE: (02) 8086 2166

POST: PO BOX 474 Frenchs Forest, NSW 1640

Child Safe Policy and Procedures – Soul Survivor Conference Online Addendum

Soul Survivor NSW Inc.

(10 April 2020)

1. General

- 1.1 Soul Survivor NSW Inc (also known, and hereafter referred to, as Soul Survivor NSW/ACT) aims to provide a youth ministry that is safe, transparent and accountable. Soul Survivor NSW/ACT seeks to model the love of Jesus, build a strong youth ministry community, and continue to encourage young people in their faith.
- 1.2 The Child Safe Policy and Procedures – Soul Survivor Conference Online Addendum (“the Online Addendum”) is an addendum to Soul Survivor NSW/ACT Child Safe Policy and Procedures (“Child Safe Policy and Procedures”). The Online Addendum should also be read in conjunction with the Soul Survivor NSW/ACT privacy and media policies. These policies are all available on the Soul Survivor website.
- 1.3 The Online Addendum sets out additional safeguards applicable to the Soul Survivor Conference Online. All requirements of the Child Safe Policy and Procedures continue to apply.
- 1.4 The Online Addendum seeks to comply with the child protection policies governing the mainstream denominations of the Australian church, set out in Clause 2 of the Child Safe Policy and Procedures, and with the Child Safe Standards identified by the Royal Commission into Institutional Responses to Child Sexual Abuse.
- 1.5 The Online Addendum will be communicated to Soul Survivor NSW/ACT staff (“Staff”), the Soul Survivor Conference Online team (“SSCO Team”) and subscribers prior to the commencement of Soul Survivor Conference Online.
- 1.6 Soul Survivor has invited and encouraged all persons, including children, intending to attend Soul Survivor Conference Online to subscribe online. Subscribers are required to provide their full name and contact email address. However, as Soul Survivor Conference Online is a public event that will be live streamed and posted on social media platforms (including the Soul Survivor NSW/ACT website, Facebook, Instagram and YouTube), the event may be attended by persons who have not subscribed.

2. Communication

- 2.1. All official communication regarding Soul Survivor Conference Online between Staff and subscribers will be by email and public posts on Soul Survivor’s official Facebook and Instagram accounts.
- 2.2. To maintain and respect parental involvement, promote child safety and minimise risk, Staff and SSCO Team will strive for minimal direct communication with children during the Soul Survivor Conference Online.
- 2.3. All direct communication should be limited to conveying information about Soul Survivor Conference Online and basic encouragement.

- 2.4. Where direct communication is necessary, Staff and SSCO Team must ensure that all communication (including text messages, social media messages, emails and photographs) are beyond reproach and cannot be misconstrued.
- 2.5. If a child reaches out to a member of Staff or the SSCO Team through a telephone call, the call should be limited to answering direct questions regarding Soul Survivor Conference Online and ended quickly. The child should be encouraged to be in the presence of their parent/guardian during the telephone call.
- 2.6. If a child reaches out to a member of Staff or the SSCO Team in a private forum (either online or via text message), the communication should be limited to answering direct questions regarding Soul Survivor Conference Online and ended quickly. If there is a need for further communication, the child's Youth Leader or another member of Staff should be brought into the communication. An effort should be made to have all persons in the communication be of the same gender.
- 2.7. Screenshots of all direct private communications (text messages, online messaging applications) should be uploaded to a secure electronic storage folder maintained by Soul Survivor NSW/ACT and accessible by the Director. The screenshots should include the time, date, and duration of the communication, as well as the names of the persons involved in the communication and the circumstances. Records of telephone calls with children, noting the above information, should also be stored in this folder. This folder will be monitored by the Director during Soul Survivor Conference Online.
- 2.8. Under no circumstances should members of Staff or SSCO Team communicate with a child using any disappearing messaging services (e.g. Snapchat, Messenger secret conversations).

3. Social Media

- 3.1. Soul Survivor NSW/ACT has a public Facebook page and Instagram accounts, which are accessible to Staff. Children are encouraged to interact with Soul Survivor NSW/ACT using its public social media accounts for any communication, including private messages (rather than contacting members of Staff or SSCO Team via their personal social media accounts).
- 3.2. If a child privately messages a member of Staff or SSCO Team through their personal social media account, the communication should be moved to a public forum as soon as practicable. If there is a need for further communication using the member for Staff or SSCO Team's personal social media account, the child's Youth Leader or another member of Staff should be brought into the communication. An effort should be made to have all persons in the communication be of the same gender (see 2.5 above).
- 3.3. Members of Staff and SSCO Team should not initiate "friending" or "following" children online with whom they interact solely as a part of their work or involvement with Soul Survivor NSW/ACT using their personal social media accounts.
- 3.4. The Soul Survivor NSW and Soul Survivor ACT Instagram accounts may "follow back" children who have initiated "following" the Soul Survivor NSW or Soul Survivor ACT Instagram accounts. Children are welcome to refuse the request.

- 3.5. Members of Staff and the SSCO Team may “Like” content posted by children and respond to comments made by children on Soul Survivor NSW/ACT’s public social media accounts. The Soul Survivor NSW/ACT public social media accounts may also “Like” content posted by children and comment on posts made by children on the child’s own social media account. Material posted by children on their own social media accounts will not be shared or re-posted on Soul Survivor NSW’s public social media accounts without prior permission from the child and their parent/guardian.
- 3.6. Subscribers and other attendees will be invited to post content (including photos and/or videos) on Soul Survivor NSW/ACT’s Facebook page on their own social media using the hashtag “#soulonline2020”. It is noted that this content may then be viewed by members of the public. If a parent of guardian raises concerns regarding the content, Soul Survivor NSW will take steps to remove the content and/or the hashtag.
- 3.7. Members of Staff and the SSCO Team must not contribute to any communication or content that:
- constitutes unlawful discrimination;
 - is bullying, harassing, threatening or derogatory;
 - is obscene, sexually explicit or pornographic;
 - attempts to hide the identity of the sender or represent the sender as someone else;
 - or
 - is defamatory.
- 3.8. Soul Survivor reserves the right, and will take proactive steps, to delete any content, comments or similar made on Soul Survivor NSW’s social media accounts that are offensive, inappropriate, unsafe, not suitable for children and/or in conflict with Soul Survivor NSW values.
- 3.9. Should Soul Survivor NSW Inc register other social media accounts in the future (e.g. TikTok) these same requirements and guidelines will apply.

4. Pastoral Care

- 4.1. Members of Staff and SSCO Team will not provide pastoral care to children during Soul Survivor Conference Online. Rather, members of Staff and SSCO Team will inform the child’s parent/guardian and/or Youth Leader should the need for pastoral care arise.

5. Feedback

- 5.1. As set out in Clause 11 of the Child Safe Policy and Procedures, *“Open dialogue with stakeholders in the community may provide feedback to the Director of Soul Survivor NSW/ACT in relation to any event or key ministry area at any time.”*
- 5.2. Subscribers will be informed of the available feedback channels prior to and during Soul Survivor Conference Online. This information will also be available on Soul Survivor NSW/ACT’s website.

6. Complaints

- 6.1. If a child, parent or guardian, Youth Leader, pastor or other member of the community is concerned about the behaviour of a member of Staff or the SSCO Team, or any aspect of Soul Survivor Conference Online, they are encouraged to contact the Director, Matthew Gelding (matt@soulsurvivornsw.org.au).
- 6.2. If the concern relates to the Director, the person should contact a member of Staff who should report the allegation to the co-chairs of Soul Survivor NSW/ACT's Board of Directors (info@soulsurvivornsw.org.au).

7. Privacy

- 7.1. The privacy of all children will be respected in accordance with the Soul Survivor NSW/ACT Privacy Policy. All records containing the personal information of children will be kept secure and images of children will not be used in promotional material without prior consent of the child and their parent/guardian.