CrossCulture Church of Christ Inc.

ABN 12 128 608 147

Safe Church Handbook (Version 3.0: February 2026)

Safe Church Handbook

Version 1.0 – Adopted by CrossCulture Church of Christ Annual General Meeting (AGM) on 20th May 2018

Current version is updated based on members' review of the handbook.

Evaluation, Review and Update

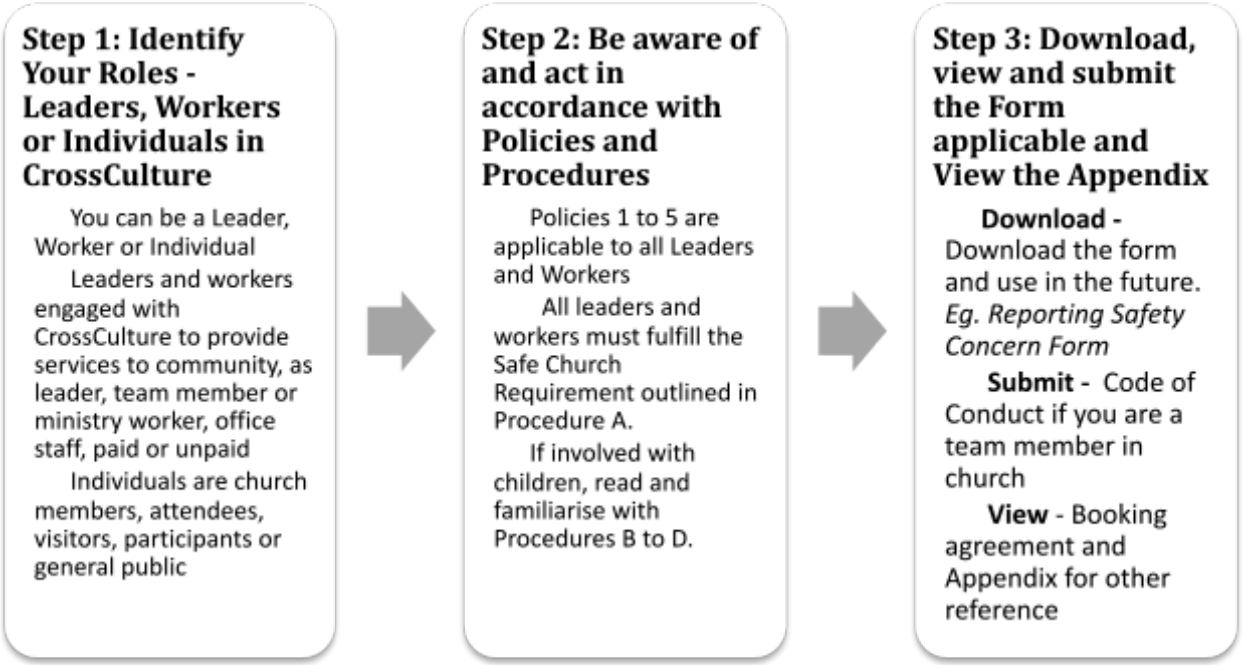
This document is marked with the date of adoption by CrossCulture Church of Christ Inc. Evaluation of the Safe Church Handbook will take place regularly with a view to making revisions or a decision about their usefulness. The church will provide opportunity for members to contribute to the review of this handbook.

HANDBOOK DIRECTORY

Safe Church

CrossCulture Church of Christ Inc. (we/ us/ our/ CrossCulture/ the Church) actively reaches out to the community through Sunday services, ministry programs, events and life group meetings. We strive to create an environment in our church where every program, ministry and mission affiliated with us is a safe place for everyone to grow in Christ, especially children and vulnerable people. Hence, the **Safe Places** is the concept we adopted to help us achieve this goal. We are focusing on three components – **Safe People, Safe Program and Safe Place.**

This handbook is used to compile relevant policies and documents to help us to achieve a Safe Church. To navigate this handbook, use the guideline below and refer to the Policies, Procedures and Forms with the relevant page number and the Appendix for the web reference link.



POLICIES

No.	Title	Description	Policy applies to	Page No.
1	Safe Places Policy	Safe Places Policy is the umbrella policy for CrossCulture's safety commitment. This will be the primary policy agreed upon by all leaders and workers.	Leaders and Workers	5
2	Child Safety Policy English	Child Safety Policy forms a minimum acceptable standard of child safety (under 18 years old), applicable to all workers working with children.	Leaders and Workers	9
3	Child Safety Policy Mandarin	Same policy as no.2 but in Mandarin version.	Leaders and Workers	9
4	Privacy Policy	This policy describes how we manage any personal information we have about you.	Leaders, Workers and Individuals	10

5	Church Safety & Reporting Policy	This policy details how CrossCulture approaches complaints or negative feedback or incidents received from individuals and the process we adopt to resolve the complaints.	Leaders, Workers and Individuals	14

PROCEDURES

No.	Title	Description	Policy applies to	Page No.
A	Recruitment, Screening and Training Procedures	This procedure outlines the Safe Church requirement to recruit, screen and train CrossCulture workers, whether it is a paid role for ministry workers, or unpaid roles as Team Members.	Leaders and Workers	17
B	Child Safety Reporting Procedures – English	Follow this Procedure when child safety concerns arise. This Procedure was provided by CCVT to its affiliates to comply with Victorian Child Safety legislation.	Leaders, Workers and Individuals	23
C	Child Safety Reporting Procedures – Mandarin	Same procedure as no.B but in Mandarin version.	Leaders, Workers and Individuals	23
D	Reportable Conduct Scheme for CrossCulture	This procedure outlines CrossCulture's response in line with Reportable Conduct Scheme. This procedure is to be used together with Procedure B & C to fulfill our obligation under Reportable Conduct Scheme for child safety.	Leaders, Workers and Individuals	27

FORMS

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b	Church Safety and Reporting Form	**Fill in** this form to document any incidents (injuries or accidents or complaints or maintenance issues) that happen in church.	Leaders, Workers and Individuals	30
c	Team Member Expression of Interest form	**Submit** this form if interested to serve/Team Member in any ministry in CrossCulture.	Leaders, Workers and Individuals	31
d	Code of Conduct	**Submit** the Code of Conduct required of the team members/Team Members serving in ministry in CrossCulture.	Leaders, Workers and Individuals	31
e	Discussion/ Interview Questions	(For Leaders Only) **View** this form template to design questions to ask the Team Members who are interested in serving in your ministry.	Leaders	31
f	Church Booking Agreement	**View** the booking agreement when you make booking to use the venue in church premises. Booking only allows for Leaders and Workers in church.	Leaders and Workers	32

g	Leaders and Workers Checklist	**View** the checklist required from the office when you require key access to venue in church premises. Booking only allows for Leaders and Workers in church.	Leaders and Workers	32

APPENDIX

No.	Title	View the link for documents
i.	CrossCulture Constitution	CrossCulture CoC Constitution version 7
ii.	Investigation Guide under Reportable Conduct Scheme	For the Investigation Procedure, go to: CCYP Investigation Guidelines Example of an investigation plan: investigation plan
iii.	Risk Management Plan	Risk Management Plan
iv.	Strategies to promote participation of children	Strategies to Promote Participation of Children
v.	Reportable Conduct Scheme	For more information on Reportable Conduct Scheme, go to: CCYP Website about Reportable Conduct Scheme What is Reportable Conduct? Reportable Conduct Information Sheet
vi.	Victoria's Compulsory Child Safe Standards	For more information on compliance with the standards, go to: What is the Child Safe Standards?
vii.	Code of Practice	Code of Practice

CONTACT US

Our contact details are as follows:

Safety Contact Person
CrossCulture Church of Christ
194 Little Lonsdale Street
Melbourne VIC 3000
Phone: (03) 9623 9199
Email: admin@crossculture.net.au

For handbook-related enquiries, reviews, and feedback, please email the lead author at volunteer@crossculture.net.au

POLICIES

SAFE PLACES POLICY

Policy Number: 1

Policy Date: 02 AUGUST 2024

CCVT Safe Places Policy

安全场所政策 CCVT Safe Places Policy Mandarin

1. PURPOSE OF THE POLICY

CrossCulture Church of Christ Inc. (we/ us/ our/ CrossCulture/ the Church) aims to be building communities of hope and compassion and developing leaders to lead them, where each place of ministry and mission affiliated with us is a safe place for everyone to grow in their discipleship of Jesus and in their relationship with one another. The purpose of this policy is to set out CrossCulture's position in relation to safety, including the expectations that CrossCulture has of our workers.

2. DEFINITIONS

Abuse : Abuse and neglect includes but is not limited to:
- Physical Abuse
- Emotional Abuse
- Family Violence
- Sexual Abuse
- Grooming
- Neglect

Child : a person who is under the age of 18 years (*The Commission for Children and Young People, Victoria*).

Vulnerable People **:** Individuals who may be considered to be susceptible to abuse or exploitation based on factors such as their health status (physical or mental), age, grief, previous experience of abuse, social isolation or financial hardship. In this sense vulnerability can be temporary or permanent.

Leaders : Individuals who are in leadership positions in CrossCulture. This includes the Pastors, Elders, Life Group Leaders and Ministry Leaders who are appointed officially and dedicated by the congregation.

Workers **:** Individuals who are engaged with CrossCulture to provide services to the community, including church office, Sunday service, ministry program or other events held by CrossCulture. This term also includes both paid and unpaid workers including office staff, ministry workers, core group members and Team Members who help in any program run in the name of CrossCulture. They are usually seen as representing CrossCulture during the program or events.

3. WHO THIS POLICY APPLIES TO

This policy applies to all leaders and workers, including pastors, elders, leaders, coordinators, office staff, Team Members, students or anyone appointed to paid or unpaid roles working in CrossCulture. This policy also applies to workers who are appointed to positions on ministries or activities run in the name of the CrossCulture.

4. STATEMENT OF COMMITMENT

4.1 Commitment To Safety

CrossCulture is committed to be a safe church for all people who engage with us. The Safe Church is a term for the concept we adopted by focusing on three elements – Safe People, Safe Program and Safe Places.

4.1.1 Safe People

We are committed to the inclusion and empowerment of all people, and believe that all people have the right to have their views and opinions valued, especially on matters that directly affect them. We actively work to create a culture of safety and employ transparency, accountability, and risk management practices to prevent abuse from occurring. CrossCulture has a zero-tolerance for abuse and will report all allegations and concerns of safety of children, adults and vulnerable persons to the appropriate authority.

4.1.2 Safe Program

We are committed to conduct activities in a respectful manner with clear boundaries and rules to ensure that the participants can engage in the program safely. We actively work towards creating safe and age-appropriate program in accordance to Biblical principles and will report any safety concerns prior to commencing any programs.

4.1.3 Safe Places

We are committed to create a safe environment for any activities conducted within CrossCulture premises by putting in measures for effective incident management and emergency procedures to ensure security and safety of all activities held in church premises.

4.2 Commitment To Child Safety

CrossCulture is committed to supporting children and young people by providing an environment that is physically, emotionally and spiritually safe. CrossCulture adopts the *Victoria's Child Safe Standards (Appendix vi)*. The *Child Safety Policy (Policy 2&3)* is intended to help CrossCulture achieve our commitment to protect the children and young people.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously as per the *Child Safety Policy (Policy 2&3)*, including following our legal and moral obligations to contact authorities when we are concerned about a child's safety.

5. PROCEDURES

CrossCulture employs strategies to embed an organisational culture of safety, including through effective recruitment, screening, supervision and training of all workers and clear reporting procedures for any safety concerns raised.

5.1 Recruitment:

We develop selection criteria and advertisements for all workers, including people appointed to paid or unpaid ministry roles, which demonstrate our commitment to safety. The *Recruitment, Screening and Training Procedure (Procedure A)* provides further information on the relevant screening, training and supervision for all workers in CrossCulture. The Safe Church Requirement is the principle adopted by

CrossCulture to ensure that we fulfill and meet the minimum safety standards and this requirement is adhered to by all leaders and workers in CrossCulture.

5.2 Screening:

We carry out thorough background checks of people in both paid and unpaid roles to ensure their eligibility and suitability for the role. CrossCulture utilises Working with Children Check (WWCC) Victoria for the screening of the workers, for both employees and Team Members.

All people aged 18 and over who work with children under the age of 18 in any capacity, either unpaid or paid roles are required to obtain a Working with Children Check Victoria prior to commencing involvement in that role. In CrossCulture, all workers in the Children and Youth Ministry, either paid or unpaid, are required to have a valid Working with Children Check (WWCC) Victoria prior to commencing the role. For details in the screening procedure and what is required under the Safe Church Requirement, refer to the *Recruitment, Screening and Training Procedure.*

5.3 Supervision:

We are committed to the ongoing supervision of our workers through the provision of:

- Adequate physical and spiritual ministry support and accountability for all leaders and workers.
- A commitment to develop all leaders and workers.
- A Code of Conduct which clearly states expectations of appropriate behaviour and consequences for breaching the Code.
- A well-communicated process for conflict resolution and handling of complaints.

The Code of Conduct outlines our expectation for appropriate behaviour for our workers. The minimum standard of the code is found in the *Code of Conduct (Form e)* which is to be signed by all Team Members who help in the church.

The process for conflict resolution and handling of complaints is governed by the *Incident Reporting Policy (Policy 5)* that outlines our process in handling complaints regarding Safe Church.

5.4 Training:

We have specific policies, procedures and training in place that support our leaders and workers to achieve our commitment to providing Safe Church.

As a minimum training requirement, the Chairperson of the Board of Elders, Senior Pastor, Safety Contact Person, Safe Church Admin, Ministry Leaders for Children and Youth Ministry must attend the National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop.

All people involved in ministry must undergo ministry-specific training suitable for their roles. CrossCulture Safe Church Training will cover child safety, including *Victoria's Child Safe Standards* and how to report any concerns in line with *Child Safety Policy*.

5.5 Responding To Complaints And Concerns or Incidents:

We work to ensure all staff involved in our program know what to do and who to tell if they are concerned about any behaviour towards themselves or others. For any safety issues, report them to the Safety Contact Person by writing it to admin@crossculture.net.au Everyone can report using the *Reporting Safety Concern Form (Form b)* and if any abuse or injury occurs where the emergency service is alerted, please follow the process in the *Incident Reporting Policy (Policy 5b).*

Every individual must:

- Take personal responsibility for their own safety, as well as the safety of others.
- Carry out responsibilities in accordance with their position description and Code of Conduct expected of their roles.

- Raise any issues of concern with Safety Contact Person (call church office on 0396239199) and relevant authority (call police on 000 if there is immediate danger).

5.6 Reporting Child Safety Concerns:

> ⚠ **A child is anyone who is under 18 years of age.**

If the issue is pertaining to child safety and involves a child, the concerns must be reported in accordance with the *Child Safety Reporting Procedure (Procedure B & C).*

Apart from the reporting obligation outlined in the *Child Safety Reporting Procedure,* all leaders and workers also need to be aware of the Reportable Conduct Scheme administered by Commission for Children and Young People (CCYP). The Victorian Reportable Conduct Scheme seeks to improve organizations' responses to allegation of child abuse and neglect by their workers and Team Members and CrossCulture is subject to this scheme starting 1 January 2018.

This scheme requires CrossCulture to report all reportable conducts to CCYP, in addition to reporting to relevant authorities. Refer to *Reportable Conduct Scheme for CrossCulture (Procedure D)* for more guidelines on reporting Reportable Conducts and what constitutes Reportable Allegation.

6. PRIVACY

We have safeguards and practices in place to ensure any personal information is protected in accordance with the Australian Privacy Act 1988 and CrossCulture *Privacy Policy (Policy 4).*

7. RISK MANAGEMENT

We take a proactive, risk management approach to safety and expect all our leaders and workers to do the same. We are committed to become a safer place through the provision of guidance and resources, and encourage all workers to seek assistance from the Safety Contact Person. *Risk Management Plan (Appendix iii)* provides further information on planning a safe event. Churches of Christ VIC/TAS (CCVT) will assist with safety issues at our invitation, or at CCVT's instigation if necessary.

8. CONTACT US

Safety Contact Person
CrossCulture Church of Christ
194 Little Lonsdale Street
Melbourne VIC 3000
Phone: (03) 9623 9199
Email: admin@crossculture.net.au

9. AUTHORIZATION

Authorised by	Safety Contact Person
Drafted by	Safe Church Admin
Current Version	3
Version Date	July 2025

CHILD SAFETY POLICY

Policy Number: 2 & 3

Policy Date: 20 May 2018 (Reviewed July 2025)

Please click the link and view the full Child Safety Policy signed and adopted by CrossCulture here. Both English and Mandarin copies are available:

Policy 2: CrossCulture Child Safety Policy - English

Policy 3: CrossCulture Child Safety Policy - Mandarin

This is Churches of Christ in Victoria and Tasmania Inc (CCVT)'s policy regarding the safety of children and youth provided to affiliates of CCVT. This policy applies to all Communities of Hope and Compassion affiliated with CCVT, and forms a minimum acceptable standard of safety. This Policy has been developed to meet Victorian minimum standards.

Excerpt from Child Safety Policy:

INTRODUCTION

Churches of Christ in Victoria and Tasmania Inc (CCVT) is committed to being a safe place for all people who engage with us including children, young people, and vulnerable adults. We believe that CCVT will be doing better at building Communities of Hope and Compassion and developing Leaders to lead them when each place of ministry and mission affiliated with CCVT is a Safe Place for everyone to grow in their discipleship of Jesus and in their relationships with one another.

We are affiliated with CCVT, and are committed to being a safe place for children in accordance with this policy.

OUR COMMITMENT TO CHILD SAFETY

We are committed to child safety because it is integral to our mission. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and Team Members. We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse. All allegations and safety concerns will be treated very seriously and consistently with our policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

We are committed to preventing child abuse and identifying risks early, and removing and reducing these risks. We have comprehensive policies and procedures for recruiting and managing our people, both staff and Team Members.

We are committed to regularly train and educate our staff and Team Members on child abuse risks. We support and respect all children, as well as our staff and Team Members. We are committed to the cultural safety of Aboriginal children, and of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children living with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff and Team Members to achieve these commitments.

If you believe a child is at immediate risk of abuse phone 000

PRIVACY POLICY

Policy Number: 4

Policy Date: 1 June 2020 (Reviewed July 2025)

CrossCulture Church of Christ (we/ us/ our/ CrossCulture/ the Church) respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988, the Privacy Amendment Act (Private Sector) 2000 and any similar state or territory legislation applicable to the Church. We collect your personal details to administer your relationship with the Church, to provide any personal ministry and to provide you with information on Church events and ministries.

This policy describes how we manage any personal information we have about you.

1. PURPOSE OF THE POLICY

CrossCulture is committed to protecting the privacy and confidentiality of personal information for all members, visitors, staff, Team Members, workers, leaders and individuals in the way information is collected, stored and used. This Policy outlines how we deal with your personal information as to our legal obligations and rights to that information. If we agree with you to use or disclose any of your personal information in ways which differ to those stated in this Policy, the provisions of that agreement will prevail to the extent of any inconsistency.

2. DEFINITIONS

Consent : Consent means voluntary agreement to some act, practice or purpose.

Personal information : Personal information means information or an opinion (including information or an opinion forming part of a database) about an individual (Office of the Federal Privacy Commissioner, 2001). It may include information such as names, addresses, bank account details. The use of personal information is guided by the Federal Privacy Act (1988).

Individual : means any person such as a church attendee, visitor, contractor or a member of the public.

Leaders : Individuals who are in leadership positions in CrossCulture. This includes the Pastors, Elders, Life Group Leaders and Ministry Leaders who are appointed officially and dedicated by the congregation.

Workers **:** Individuals who are engaged with CrossCulture to provide services to the community, including church office, Sunday service, ministry program or other events held by CrossCulture. This term also includes both paid and unpaid workers including office staff, ministry workers, core group members and Team Members who help in any program run in the name of CrossCulture. They are usually seen as representing CrossCulture during the program or events.

3. WHO THIS POLICY APPLIES TO

This policy applies to leaders, workers and other individuals primarily for the purpose of providing personal ministry to those individuals, to administer their engagement with the CrossCulture and

ministries (including any ministry work or Team Member activities) and to provide information about the Church's events and ministries.

4. PRINCIPLES OF THIS POLICY

This policy will set out how we manage your information. It sets out:

- What information we collect and hold
- How we collect, hold and use your information
- Why we collect, hold, use and disclose your information
- How you can access and correct your information
- How you can complain about the handling of your personal information.
- Our policy on electronic communication and online security

CrossCulture is committed to ensure that information is handled with responsibility and in an ethical manner in line with Australian Privacy Principles.

5. POLICY DETAILS

5.1 What information we collect and hold

The main types of information that the church collects are name, contact details and pastoral history. Our records also include household details, date of birth, details of events, services and Team Member activities in which the person has participated.

5.2 How we collect your information

We collect most of the information directly from individuals. The information are collected:

- When individuals attend event or meeting in the Church
- When individuals personally provide the information to the Church office staff, leader or Team Member
- When individuals fill in the contact details when visiting the Church
- When individuals fill in the contact form when visiting Church website

5.3 How we hold your information

We hold your information in our offsite filing system in a cloud software. We take all reasonable steps to ensure that personal information held is protected from:

- Misuse, interference and loss
- Unauthorised access, disclosure or modification. Access to the software is only given to authorised staff who require to use your information for the purpose for which it was collected.

When we no longer require personal information (including when we are no longer required to keep records relating to you), we take reasonable steps to ensure that it is destroyed or deidentified. Computer records are archived securely.

5.4 How we use your information

The Church does not disclose personal information to external individuals or organisations without consent. Only Church staff, leaders and selected Team Members access the information in order to use it for the purposes for which it was collected. The circumstances when we might disclose this information include:

- When required by law
- When it is necessary for the purpose for which the information was collected such as providing booking details to a conference organisation
- When it is necessary or desirable to protect the personal safety or welfare of the individual or another person
- When a change in the Church's organisational structure makes it necessary

In line with *Child Safety Policy (Policy 2&3)*, if it becomes apparent that a criminal abuse and a reportable misconduct may have occurred to the child, we are morally and legally obliged to report and disclose the information to all relevant authorities, including police and Commission of Children and Young People (CCYP). The safety of the children remains the utmost priority. We are committed to provide support to the affected parties and will assist in investigating the situation with the relevant authority.

Like most organisations, from time to time the Church may use contractors who could have access to personal information on our systems, such as IT technicians. Any contractors who have access to personal information relating to the church attendees are required to adhere to the Privacy Act and may not retain this information or use it for any unauthorised purpose.

5.5 Why we collect, hold, use and disclose your information

For Church Attendees, the Church collect and hold your personal information in order to:

- Administer the records of your relationship with Church
- Assist the Church in providing services to you

For Church Leaders and Workers, the Church collect, hold and use your personal information to:

- Conduct necessary screening and background check to assess your suitability to perform your role
- Match your skills to particular activities in the Church

For all other individuals, the Church collect, hold and use your personal information to:

- Respond to your queries
- Contact and communicate with you by calls or email to follow up with you
- Feedback and complaints to assist the Church in operating and improving its services
- Communicate information and invitations to future events, worship services, services, events or current issues
- Assist in internal administrative, promotional and planning requirements
- Compile and report statistics, with all the relevant personal and/or proprietary information de-identified prior to the completion of such statistics.

The Church is committed to protect your personal information. Your personal information will not be disclosed without your consent except in the circumstances outlined in 5.4.

5.6 How you can access and correct your information

You may request access to personal information we hold about you by writing to the Church at the address below (see “Contact Us” below). Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you access it (eg emailing or mailing it to you).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request correction of that information by contacting us.

5.7 How you can complain about the handling of your personal information

If you have any questions, concerns or complaints about this Policy, or the handling of your personal information, please contact CrossCulture Church (see “Contact Us” below). You can also contact us if you believe that the Privacy of your personal information has been compromised or is not adequately protected.

Once a complaint has been lodged, we will respond to you as soon as possible. We will aim to deal with your complaint at the time of your complaint.

5.8 Electronic Communication and Online Security

We have a public website: www.crossculture.net.au which is available to anyone. There is no personal data stored on this site unless specific permission has been sought and given to provide specific personal information such as individuals who have opted to use the contact form or digital connect form to leave their personal information for future communication.

You may opt out of receiving any communications from the Church at any time. If you wish to do this, please make all requests to us (see "Contact Us" below).

6. CONTACT US

Any questions about this policy, or any complaint regarding treatment of your privacy by the Church, should also be made in writing to the address below.

Our contact details are as follows:

Safety Contact Person
CrossCulture Church of Christ
194 Little Lonsdale Street
Melbourne VIC 3000
Phone: (03) 9623 9199
Email: admin@crossculture.net.au

7. MISCELLANEOUS

This policy represents our policy as of 1 July 2020. The Church may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on the Church in any way. From time to time we may regard it as necessary or desirable to act outside the policy. The Church may do so, subject only to any statutory rights you have under the *Privacy Act 1988* or other applicable legislation.

8. AUTHORISATION

Authorised by	Safety Contact Person
Drafted by	Safe Church Admin
Current Version	Draft 1
Version Date	1 June 2020

CHURCH SAFETY & REPORTING POLICY

Policy Number: 5

Policy Date: 29 July 2025

1. PURPOSE OF THE POLICY

The purpose of this policy is to detail how CrossCulture Churches of Christ (we/ us/ our/ CrossCulture/ the Church) approaches incidents at CrossCulture reported by individuals, church members and the general public.

2. DEFINITIONS

Individual : means any person such as a church attendee, visitor, contractor or a member of the public.

Leaders : Individuals who are in leadership positions in CrossCulture. This includes the Pastors, Elders, Life Group Leaders and Ministry Leaders who are appointed officially and dedicated by the congregation.

Workers **:** Individuals who are engaged with CrossCulture to provide services to the community, including church office, Sunday service, ministry program or other events held by CrossCulture. This term also includes both paid and unpaid workers including office staff, ministry workers, core group members and Team Members who help in any program run in the name of CrossCulture. They are usually seen as representing CrossCulture during the program or events.

3. WHO THIS POLICY APPLIES TO

This policy applies to leaders, workers and other individuals who are engaged with CrossCulture for its service provided.

4. PRINCIPLES OF THIS POLICY

CrossCulture is committed to and will uphold the following principles in applying this policy:

Culture: Our aim is to serve members and the public to the best of our ability. We accept that we are not perfect. We value incident reports and feedback as a means of identifying and understanding how we can do things better.

Principles: Our incident reporting and feedback system is modelled on biblical principles, including humility, fairness, accessibility, responsiveness, efficiency and integration.

People: Our incident handling staff will be skilled and professional.

Process: Our incident reporting process involves five stages - acknowledgment, assessment, investigation, review, and improvement to prevent future occurrence.

Analysis: We review information about incidents as part of a continuous process of review and improvement.

The outcome of this policy is that CrossCulture seeks to ensure that all parties are aware of their obligations in regard to incident handling and to comply with this policy to ensure that incidents are handled in a professional and God- honouring way.

5. POLICY DETAILS

5.1 Culture

We are committed to achieving our Mission and Vision, to know Christ, grow in Christ and proclaim Christ through communities of hope and compassion. We are equally committed to doing so in the best way possible, and without concern or hurt for any of the people we deal with. We know that despite our best efforts, we are not perfect and that sometimes we could do better.

Accordingly, we value constructive criticism and feedback and recognise that effective incident reporting will benefit our reputation and those we seek to serve. We affirm that incident reporting can highlight weaknesses in our programs, policies and activities, and stimulate us to improve what we do.

5.2 Principles

Our incident and feedback reporting system is modelled on principles of fairness, accessibility, responsiveness, efficiency, genuineness, and fairness.

All incidents will be directed to the Safety Contact Person or any person appointed by them. Each incident will be assessed on its own merits.

As far as possible confidentiality and privacy will be maintained, and we will be transparent in reporting back results to you as quickly as reasonably possible. Any anonymous reports will have their anonymity respected. It is our aim to resolve all incidents as quickly and efficiently as possible. For example, if they can be resolved over the phone at the time they are made, we will do so.

We will not victimise or treat any person negatively because they have made a report. There is no financial charge for making a report.. If you have special needs (e.g. non English speaking background or a physical impairment), please let us know and we will do our best to assist you.

You may initiate a report by scanning a QR code and filling relevant details in the form. If you wish to make your report or provide feedback anonymously, it will still receive our genuine attention, although of course we will be unable to report back or seek further information which may be able to assist us in dealing with any issue. We are happy to deal directly with you, or through a parent, guardian, friend or adviser.

5.3 People

We take complaints and feedback seriously. All complaints will be handled by our Safety Contact Person. In matters of great significance, we may outsource the handling of an incident to an external adviser or consultant, to whom we will give complete co-operation as much as we legally can.

5.4 Process

Our standard incident handling procedures are as follows (although we reserve the right to approach a complaint more flexibly if we think it will achieve a more just and efficient outcome):

1. Acknowledgement - We will acknowledge each complaint promptly, ideally within 2 business days.
2. Assessment - We will assess the complaint and assign its priority.
3. Investigation - We will contact you to discuss the incident. In doing so we will inform you of the relevant facts we have identified and ask you to comment and/or give us any other relevant information you may have. We will then discuss with you how we propose to resolve the incident. If we were wrong or have acted inappropriately, we will apologise. If you are satisfied

with our proposed solution to resolve the incidents, please let us know so the incident will then be filed and recorded.

4. Review - If you are not satisfied with the proposed resolution, Safety Contact Person will review the position, and we will contact you appropriately. If you are still not satisfied, and we believe that there are genuine issues involved, we may suggest an externally facilitated mediation.
5. Improvement to prevent future occurrence - We will act on any systemic issues that are identified as a result of the incident or feedback. With that, we hope that a similar occurrence that gives rise to the incident will not happen again.

5.5 Analysis

We appreciate that incident reporting can provide an insight into our programs and services, and may show that they are not working as well as they might. We will use information brought to light by any incidents and feedback to improve our service to our stakeholders by:

- highlighting service failings that need to be remedied; and
- revealing problems and trends that can be acted on by management.

We will address any significant issues at Pastors and Elders level which are revealed by our incident reporting procedures.

6. CONTACT US

Our contact details are as follows:

Safety Contact Person
CrossCulture Church of Christ
194 Little Lonsdale Street
Melbourne VIC 3000
Phone: (03) 9623 9199
Email: admin@crossculture.net.au

7. AUTHORISATION

Authorised by	Safety Contact Person
Drafted by	Safe Church Admin
Current Version	Draft 1
Version Date	29 July 2025

PROCEDURES

RECRUITMENT, SCREENING AND TRAINING PROCEDURES

Procedure Number: A

Procedure Date: 1 June 2020

1. PURPOSE OF THIS PROCEDURE

This section outlines recruitment, screening and training procedures for leaders and workers in CrossCulture Church of Christ (we/ us/ our/ CrossCulture/ the Church) who the *Safe Places Policy (Policy 1)* applies to.

Under the Safe *Places Policy*, all leaders and workers will undergo recruitment, screening and training procedures to ensure that they fulfill the safety standard in CrossCulture. The Safe Church Requirement forms the minimum safety standards of CrossCulture which is built on Victorian minimum standards and must be agreed and adhered to at all times to demonstrate our safety commitment.

2. DEFINITIONS

Leaders : Individuals who are in leadership positions in CrossCulture. This includes the Pastors, Elders, Life Group Leaders and Ministry Leaders who are appointed officially and dedicated by the congregation.

Workers **:** Individuals who are engaged with CrossCulture to provide services to the community, including church office, Sunday service, ministry program or other events held by CrossCulture. This term also includes both paid and unpaid workers including office staff, ministry workers, core group members and Team Members who help in any program run in the name of CrossCulture. They are usually seen as representing CrossCulture during the program or events.

Safe Church Requirement **:** The background check and other screening documents required from leaders and workers in CrossCulture to fulfill the minimum safety standard outlined in Safe Church Policy. They are required to achieve this requirement prior to commencing their roles.

3. BACKGROUND CHECK

CrossCulture uses Working with Children Check (WWCC) Victoria as one of the essential tools in the screening process during recruitment procedure which is followed by interviews after. It helps protect children from physical and sexual harm by screening people's criminal records and professional conduct and preventing people who pose an unjustifiable risk to children from working with or caring for them.

A WWCC is valid for five years. It is transferrable between employers or Team Member organisations as it remains the property of the individual. A WWCC is different from a Police Check because WWCC cardholders are monitored on an ongoing basis for any new relevant offenses or adverse professional conduct reports from prescribed professional bodies. New charges, convictions of findings relevant to the WWCC will instigate a re-assessment of the person's eligibility to hold a card.

All leaders and workers in CrossCulture are required to apply WWCC. Go to **www.workingwithchildren.vic.gov.au** to fill in the online form. Please nominate or add CrossCulture as one of the organizations so that a copy of WWCC will be sent to the church office for record-keeping.

4. LEADERS

4.1 Pastors

Pastors are appointed and interviewed based on employment contracts developed for each portfolio in line during recruitment when a need for pastor arises. All pastors will have to agree on *the Safe Church Policy* of CrossCulture Church of Christ prior to commencing the role.

For screening requirements, the pastors will provide a copy of their background check to the church office. They are required to undergo not only Working with Children Check for Employees, but also Police Check prior to commencing the role. The Code of Conduct expected of pastors are clearly described in their employment contract and should be adhered at all times.

All pastors are also required to attend a National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop for training. Refresher training is required every 3 years in line with the *Safe Church Policy*.

Safe Church Requirement for Pastors:
1. Employment Contract **2. Consent to the Safe Church Policy** **3. Code of Conduct** **4. Police Check** **5. Working with Children Check for Employees** **6. National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop**

4.2 Board of Elders

Elders are appointed based on *CrossCulture Church of Christ's constitution (Appendix i)* with further explanation on the appointment *(Clause 10)* and endorsement procedures (*Clause 22*).

For screening requirements, the elders will provide a copy of their background check to the church office. They are required to undergo Working with Children Check for Team Members. The qualities expected as members for the Board of Elders are clearly described in their appointment procedures in the constitution and should be adhered to at all times. The Board of Elders must agree to act in accordance with the *Safe Places Policy*. A Chairperson from the Board of Elders will also be appointed among the members of the board during the first meeting for the ensuing year.

The Chairperson of the Board of Elders, who is also acting as Head of Organisation is required to attend a National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop for training. Refresher training is required every 3 years. All other elders will be required to attend Safe Church Training conducted in house which covers the Safe Church components required from the workers in CrossCulture.

Safe Church Requirement for Board of Elders:
1. Appointment and Endorsement Procedure (Clause 22 in CrossCulture Constitution) **2. Consent to the Safe Church Policy** **3. Working with Children Check for Team Members** **4. National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop – *For Chairperson of the Board of Elders***

5. **Safe Church awareness – *For all other members from Board of Elders***
6. **Police Check**

4.3 Ministry Leaders

All Ministry Leaders are required to undergo an interview prior to commencing their roles. Pastors or members from the Board of Elders who are overseeing the ministry will interview the leaders. In the interview, the leaders will have to provide character references and agree to the *Safe Places Policy*. The pastors will also provide a clear description of the role interviewed and explain the Code of Conduct expected of the leaders.

All Ministry Leaders are required to undergo a background check by applying Working with Children Check (WWCC) prior to commencing the role. They can apply for WWCC for Team Members if they are not paid for their leadership roles. For paid ministry leaders, they can apply for WWCC for employees and the WWCC cost can be reimbursed.

The Ministry Leaders from Children and Youth Ministry are required to attend a National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop for training. Refresher training is required every 3 years. All other ministry leaders will be required to attend Safe Church Training in house which covers the Safe Church components required from the workers in CrossCulture.

Safe Church Requirement for Ministry Leaders:

1. **Interview Procedure**
2. **Consent to the Safe Church Policy**
3. **Code of Conduct**
4. **Working with Children Check for Team Members or for Employees if paid workers**
5. **National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop – *For Children and Youth Ministry Leaders***
6. **Safe Church awareness – *For all other Ministry Leaders***

4.4 Life Group Leaders

All Life Group Leaders are required to undergo an interview prior to commencing their roles. Life Group Leaders are pastored by the Life Group Ministry Team (LMT), headed by the Pastor and Ministry Leader overseeing the LMT. LMT Pastor and Ministry Leader will interview the Life Group Leaders appointed The Life Group Leaders will agree to the *Safe Places Policy* and Code of Conduct.

All Life Group Leaders are required to undergo a background check by applying Working with Children Check (WWCC) for Team Members prior to commencing the role. All Life Group Leaders will be required to attend Safe Church Training in house which covers the Safe Church components required from the workers in CrossCulture.

Safe Church Requirement for Life Group Leaders:

1. **Interview Procedure**
2. **Consent to the Safe Church Policy**
3. **Code of Conduct**
4. **Working with Children Check for Team Members**
5. **Safe Church awareness**

5. WORKERS

5.1 Office Staff

All office staff in CrossCulture Church of Christ are interviewed after application for the job. During the interview process, Admin Manager will provide an employment contract with a clear position description. The staff must adhere to the *Safe places Policy* and the Code of Conduct upon signing the employment contract.

There are regular meetings for all staff to raise any concern and/or provide feedback regarding Safe Church. Any safety concerns can be raised during the staff and pastors' meeting and will be discussed to provide a solution to the issues. Adequate spiritual and mental support will be provided to staff whenever possible.

Safety Contact Person, who is also the Admin Manager and the Safe Church Admin who is appointed by Safety Contact Person are also required to attend a National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop for training.

Safe Church Requirement for Office Staff:
1. Employment Contract **2. Consent to the Safe Church Policy** **3. Code of Conduct** **4. Working with Children Check for Employees** **5. National Council of Churches of Australia (NCCA) Safe Church Awareness Workshop – *For Admin Manager and Safe Church Admin*** **6. Safe Church awareness – *For all other office staffs***

5.2 Core Group Members

Core Group Members are Team Members who are appointed by the Ministry or Life Group Leaders to help run their ministry program. They are given some level of leadership in their ministry or life group.

For this role, they are usually selected from the Team Members or Life Group members after displaying certain characters that are suitable to lead. They will need to sign the Code of Conduct before agreeing to be a Core Group Member in the ministry.

All Core Group Members are required to undergo a background check by applying Working with Children Check (WWCC) for Team Members. They will also be required to attend Safe Church Training in house which covers the Safe Church components required from the workers in CrossCulture.

Safe Church Requirement for Core Group Members:
1. Code of Conduct **2. Working with Children Check for Team Members** **3. Safe Church awareness**

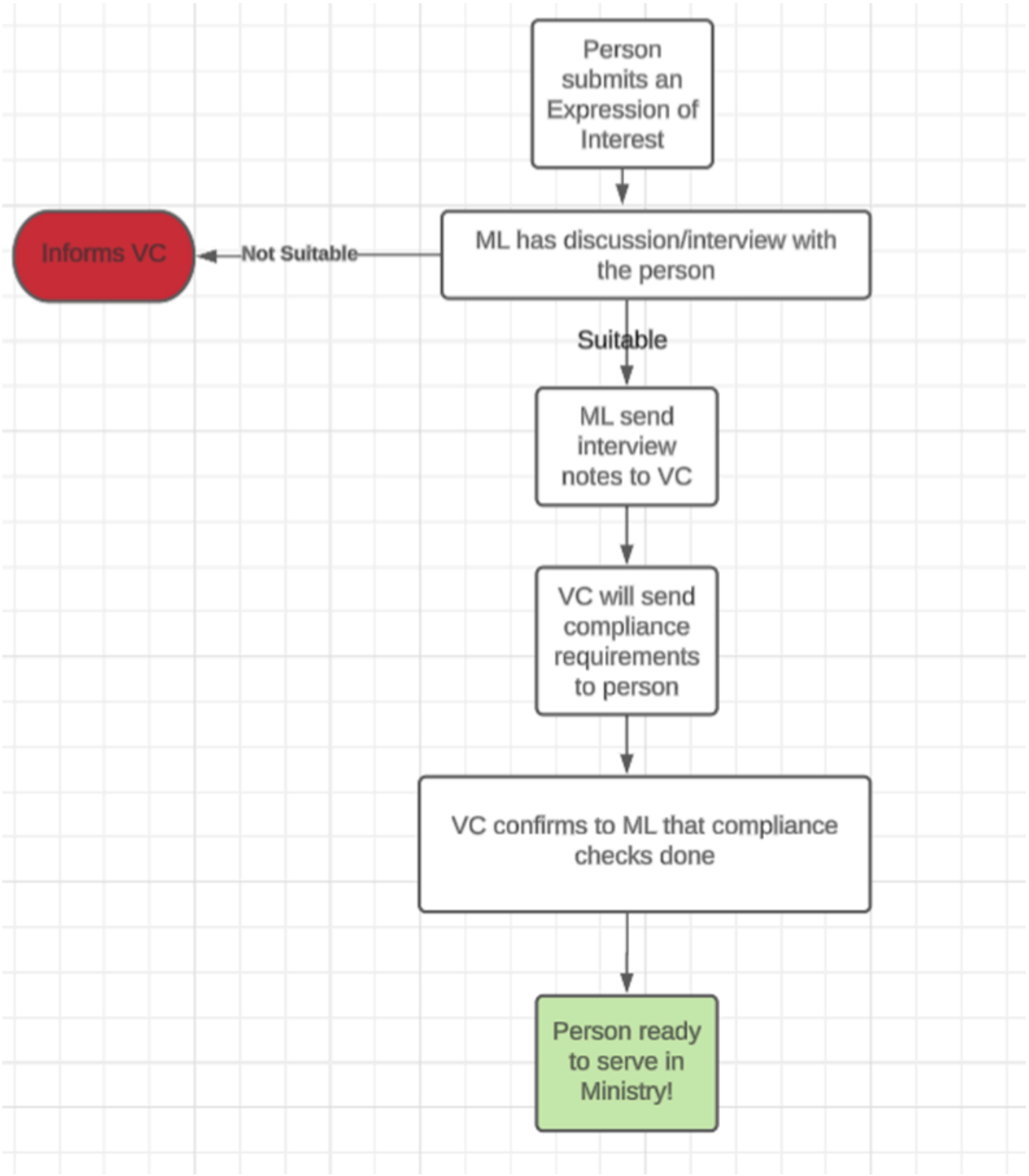
5.3 Team Members

Team Members are individuals who assist the Ministry Leader or Office Staff to run or facilitate the ministry events, Sunday services or any programs held in the name of CrossCulture. They can be on a casual basis for once-off event or on a regular basis to commit regularly on a weekly, fortnightly or monthly basis. Most Team Members in CrossCulture are regular members. As a rule of thumb, regular

members are defined as Team Members who help out in the ministry or events more than 2 times in a year.

5.3.1 Recruitment for New Team Members

The following procedure is for anyone wishing to Team Member at CrossCulture on a regular basis:



ML	Ministry Leader
VC	Team Coordinator

Team Member

- This would be someone who is working in a permanent capacity in a ministry on an on-going basis, doing work on behalf and for the church. A person who is "rostered" to serve in the ministry
- This person must follow the Team Member recruitment process as set out in the flowchart and must complete **all** the compliance requirements

Casual Team Member

- This would be someone who helps out in the ministry on a one-time, non on-going basis
- They would **not need** to complete the compliance requirements but a record must be kept in the Ministry database of when the person helped (start and end dates and event name)

Exception to casual Team Member- If a person is serving on a casual basis, say 2-3 times in a year for different events then they can still be considered a casual Team Member. However it is recommended they sign a code of conduct document. This would be at the discretion of the ministry leader.
(If they serve/help in any capacity with children and youth even on a casual basis then they would also need the safe church awareness and Working with children check along with code of conduct)

Safe Church Requirement for Regular Team Members:
1. Interview Procedure **2. Code of Conduct** **3. Working with Children Check for Team Members** **4. Safe Church Awareness**
Safe Church Requirement for Casual Team Members:
1. Record in Ministry database

1. MULTIPLE ROLES IN ORGANISATION

For anyone who holds multiple roles in CrossCulture, the stricter Safe Church Requirement will apply. As an example, if a Team Member is a Ministry Leader and a regular Team Member serving in other ministries, the Safe Church Requirement for Ministry Leader will apply. As a rule of thumb, the Leaders' Safe Church Requirement will precede the Workers' Safe Church Requirement if an individual holds multiple roles in CrossCulture.

2. PERSON IN CHARGE

Team Coordinator will be the person responsible to ensure the effective implementation of this procedure. For any enquiries related to leaders and workers' recruitment and screening procedure, please contact Team Coordinator at serving@crossculture.net.au

3. AUTHORIZATION

Authorised by	Safety Contact Person
Drafted by	Safe Church Admin
Current Version	3
Version Date	October 2025

CHILD SAFETY REPORTING PROCEDURE

Procedure Number: B & C

Procedure Date: 1 June 2020 (Reviewed July 2025)

Please click the link and view the full Child Safety Reporting Procedure signed and adopted by CrossCulture here. Both English and Mandarin copies are available:

Procedure B: Child Safety Reporting Procedure - English

Procedure C: Child Safety Reporting Procedure - Mandarin

Follow this Procedure when child safety concerns arise to maximise transparency and protect all parties. This Procedure was provided by Churches of Christ in Victoria and Tasmania Inc (CCVT) to its affiliates to comply with Victorian Child Safety legislation.

Excerpt from Child Safety Reporting Procedures:

PROCEDURE

Please refer to the attached flowchart for a summary of the procedure, and contact the Safe Places Coordinator at any stage for assistance on 03 9488 8800.

1. Call emergency services 000 if there is immediate danger

Remove any immediate threat if possible, and call 000.

2. Listen to any concerns being raised

If you are under 18, and a child starts to talk with you about behavior which sounds concerning because it may indicate child abuse, ask a leader or the Safety Contact Person for help.

If you are over 18, interact with the child as follows:

- support the child and reassure them that telling someone was the right thing to do
- emphasise that what occurred was not their fault
- stop questioning the child and witnesses if the conduct described is likely to constitute criminal conduct
- consider whether expert assistance is needed to support a child to communicate their concern or disclosure (for example, disability expert, language or cultural interpreter)
- limit questioning; ask only open questions
- undertake to do something in response to what the child has said and, where appropriate, explain what will be done and the expected time frame
- don't make promises that cannot be kept, including that the information will remain confidential; tell the child who will be told and why
- document the conversation using the child's exact words as far as possible

If in doubt, ask a leader or the Safety Contact Person for help.

3. Write up the concern

Make notes straight away, using the relevant form. If the form isn't immediately available, make a note of the following:

- information that has led to concerns about the child's safety (e.g. physical injuries, behaviour)
- the source of this information (e.g. observation of behaviour, report from child or another person)
- the actions taken as a result of the concerns (e.g. consultation with Safe Places Coordinator, report to Child Protection)

4. Report to police if you have a reasonable belief of child sexual abuse

Who has to make a report to police?

If you are 18 or over, you are personally obliged to report to police if you have a reasonable belief that a person who is 18 or older has committed or attempted to commit a sexual offence against a child who is under 16, unless:

- reporting would endanger someone other than the perpetrator; or
- all of the information has already been reported to policy by someone else.

A 'reasonable belief' is formed if a reasonable person in the same position would have formed the belief on the same grounds. It is not the same as having proof, but is more than mere rumour or speculation.

A 'reasonable belief' might be formed when:

- a child states that they have been sexually abused;
- a child states that they know someone who has been sexually abused (sometimes the child may be talking about themselves);
- someone who knows the child states that the child has been sexually abused; or
- signs of sexual abuse leads to a belief that the child has been sexually abused.

If in doubt, you can contact the CCVT Safe Places Coordinator or the police for guidance, but you have to make your own decision about whether to report to the police or not.

How to make a report to police

To make a report to police when there is no immediate danger, contact your nearest Sexual Offences and Child Abuse Investigation Team (SOCIT). Numbers are available on the Victoria Police website here.

Alternatively contact your local police station. You can find the relevant number at www.police.vic.gov.au.

Notifying others

You must also complete the relevant form, and give this to your Safety Contact Person and to the CCVT Safe Places Coordinator.

You should respect everyone's privacy and not discuss your concerns with anyone else, except confidentially if you need to seek support yourself.

If in doubt about how to provide or obtain appropriate pastoral support, seek guidance from the CCVT Safe Places Coordinator.

5. Report to your church's Safety Contact Person or contact the CCVT Safe Places Coordinator

All concerns about abuse including suspected or potential abuse must be reported to the church's Safety Contact Person, and the CCVT Safe Places Coordinator. If the Safety Contact Person is suspected of inappropriate behaviour, seek guidance directly from the CCVT Safe Places Coordinator rather than raising your concerns with the Safety Contact Person.

6. Follow up to ensure the child is protected

If you are an adult in a responsible position in the church you must follow up to make sure that appropriate action has been taken to protect the child, or risk committing an offence.

7. What about mandatory reporting?

A mandatory reporter is only required to make a report to DHS if your concern arises while you are acting in your capacity as a mandatory reporter. For example, a practicing psychologist who notices concerning behaviour at church would not have to make a report to DHS under the mandatory reporting legislation but would otherwise have to follow steps 1 – 6 of this Reporting Procedure.

Likewise, you do not need to make a report if you can prove that you honestly and reasonably believed that all of the grounds for your belief have already been reported.

Who is a mandatory reporter?

Under the Act Children, Youth and Families Act 2005 (Vic) people in these roles are mandatory reporters: registered medical practitioners, nurses, midwives, registered teachers and early childhood teachers, school principals, police officers, some staff of children's services, registered psychologies, youth justice officers, and youth parole officers.

Youth, social and welfare workers may also be mandatory reporters. If in doubt, check with the CCVT Safe Places Coordinator.

Do I have to make a report?

If you are a mandatory reporter you must make a report if the child is under 17 and you have formed a belief on reasonable grounds that the child is in need of protection, that is:

- the child has suffered or is likely to suffer, significant harm as a result of physical injury or sexual abuse, AND
- the child's parents have not protected, or are unlikely to protect the child from that harm.

A belief is based on reasonable grounds that criminal child abuse has occurred when all known considerations or facts relevant to the formation of a belief are taken into account and these are objectively assessed. Circumstances or considerations may include the source of the allegation and how it was communicated, the nature of and details of the allegation, whether there are any other related matters known regarding the alleged perpetrator.

Note that you are only required to make a report to DHS if your concern arises while you are acting in your capacity as a mandatory reporter. For example, a practicing psychologist who notices concerning behaviour at church would not have to make a report to DHS under the mandatory reporting legislation but would otherwise have to follow the other expectations in this Reporting Procedure.

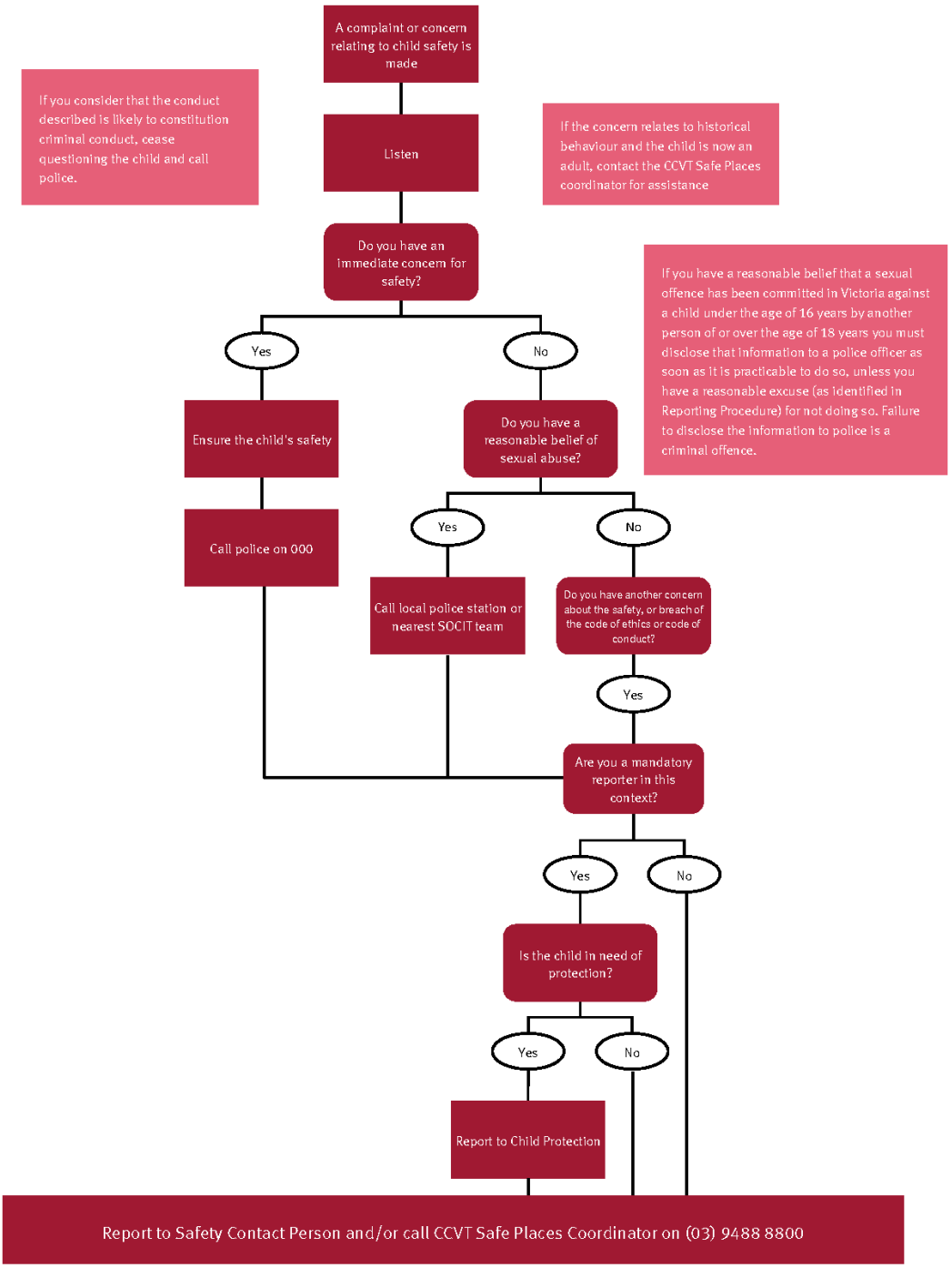
You do not need to make a report if you can prove that you honestly and reasonably believed that all of the grounds for your belief have already been reported.

How to make a report

Refer to the DHS guide to making a report to child protection or CHILD First.

When to make a report

You must make a report as soon as practicable after forming the belief and after each occasion on which you become aware of any further grounds for the belief.



Following a report, an investigation may need to be conducted. Churches must not investigate allegations of abuse without first seeking guidance from CCVT via the Safe Places Coordinator on (03) 9488 8800. If you are an adult in a responsible position in the church you must follow up to make sure that appropriate action has been taken to protect the child, or risk committing an offence (failure to protect). Ensure pastoral care is appropriately provided at all stages.

REPORTABLE CONDUCT SCHEME FOR CROSSCULTURE

Procedure Number: D

Procedure Date: 1 June 2020 (Reviewed July 2025)

1. INTRODUCTION

Reportable Conduct Scheme is a scheme established by the Child Wellbeing and Safety Act (2005) and it seeks to improve how organisations identify and respond to allegations of child abuse and neglect by their workers and Team Members. These allegations are called reportable allegations. The types of reportable allegations are described in the definitions.

This scheme is administered by Commission of Children and Young People (CCYP) which is an independent statutory body that promotes improvement in policies and practices affecting the safety and wellbeing of Victorian children and young people. It has a particular focus on vulnerable children and young people.

CrossCulture Church of Christ (we/ us/ our/ CrossCulture/ the Church is subject to the Victorian Reportable Conduct Scheme starting 1 January 2018 which is set out in Phase 2 Schedule 4 of the Child Wellbeing and Safety Act 2005 and the Child Wellbeing and Safety Regulations 2017. This scheme requires CrossCulture to report all reportable conducts to CCYP.

2. PURPOSE OF THIS PROCEDURE

This section outlines CrossCulture Church of Christ's response in line with Reportable Conduct Scheme. This procedure does not seek to duplicate investigations into workplace allegations for worker or Team Member misconduct. For all safety concerns for adults above 18 years old and other complaints about safety, the *Church Safety and Reporting Policy (Policy 5)* applies for worker or Team Member misconduct which outlines procedures to investigate concerns which sometimes do not involve reportable allegation.

For child safety concern involving any child below 18 years old, this scheme will come in effect and will be carried out together with *Child Safety Reporting Procedure (Procedure B&C)* which outlines other reporting obligation. For example, if an allegation involves reportable allegation that might be criminal (including family violence), the matter should be immediately reported to Victoria Police in addition to the Commission being notified.

3. DEFINITIONS

Reportable Allegation : A 'reportable allegation' means any information that leads a person to form a 'reasonable belief' that a person has committed reportable conduct. The Act sets out the five types of reportable conduct, which are:

- sexual offences (against, with or in the presence of, a child)
- sexual misconduct (against, with or in the presence of, a child)
- physical violence (against, with or in the presence of, a child)
- behaviour that is likely to cause significant emotional or psychological harm
- significant neglect.sexual offences (against, with or in the presence of, a child)

For more information about each of the above types of reportable conduct refer to the Commission's Information Sheet 2 – 'What is Reportable Conduct?' found at Appendix.

Child	**:** a person who is under the age of 18 years (*The Commission for Children and Young People, Victoria*).
Individual	: means any person such as a church attendee, visitor, contractor or a member of the public.
Leaders	: Individuals who are in leadership positions in CrossCulture. This includes the Pastors, Elders, Life Group Leaders and Ministry Leaders who are appointed officially and dedicated by the congregation.
Workers	**:** Individuals who are engaged with CrossCulture to provide services to community, including church office, Sunday service, ministry program or other events held by CrossCulture. This term also includes both paid and unpaid workers including office staff, ministry workers, core group members and Team Members who help in any program run in the name of CrossCulture. They are usually seen as representing CrossCulture during the program or events.
Head of Organisation	**:** The Reportable Conduct Scheme imposes new obligations on heads of organisations that are within the scheme. The Head of Organisation for CrossCulture is the Chairperson from the Board of Elders.

4. PROCEDURES

4.1 Reporting Your Concern

Any individual can report a child safety concern. All leaders, workers and individuals are expected to report any safety concerns involving children under the program held by CrossCulture. If you receive any safety concerns from a child, you MUST report. You have a moral and legal obligation to report any child abuse under the with *Child Safety Reporting Procedure* and the Reportable Conduct Scheme if the misconduct falls under Reportable Conduct.

Use *Reporting Concern Form for Child Safety (Form a)* to detail your concern and disclosure. All safety concern will be directed to Safety Contact Person at admin@crossculture.net.au

4.2 Reporting to Head of Organisation

If the misconduct falls under Reportable Conduct, the Safety Contact Person will reach out to you to seek further information and obtain consent to report to Head of Organisation within 3 business days. One of the pastors from the Pastoral team will be involved to provide pastoral care to affected parties, should you require.

4.3 Reporting to Commission of Children and Young People

The Head of Organisation must notify the Commission within **3 business days** of becoming aware of a reportable allegation.

The Commission will carefully consider each allegation that it receives under the Reportable Conduct Scheme. Based on the information available, the Commission may decide to:

- give the organisation responding to the allegation support and guidance
- check that the organisation is handling the allegation in a timely manner
- refer a substantiated allegation to Working With Children Check or a professional accreditation body.

4.4 Head of Organisation to appoint independent investigator to investigate the reportable allegation

4.4.1 Investigation Process

A police investigation into any matter takes priority over a reportable conduct investigation, and may require an organisation's investigation to be put on hold until the police investigation is complete. Heads of Organisation should consult with Victoria Police before beginning an investigation to gain their advice and find out if police are, or will be, conducting an investigation.

Once police clearance has been given, the investigation process will be initiated by Head of Organization who will advise on the Commission and person who reported on who is undertaking the investigation, either internal or external investigator. The investigation process usually involves information gathering gathered from a number of key sources:

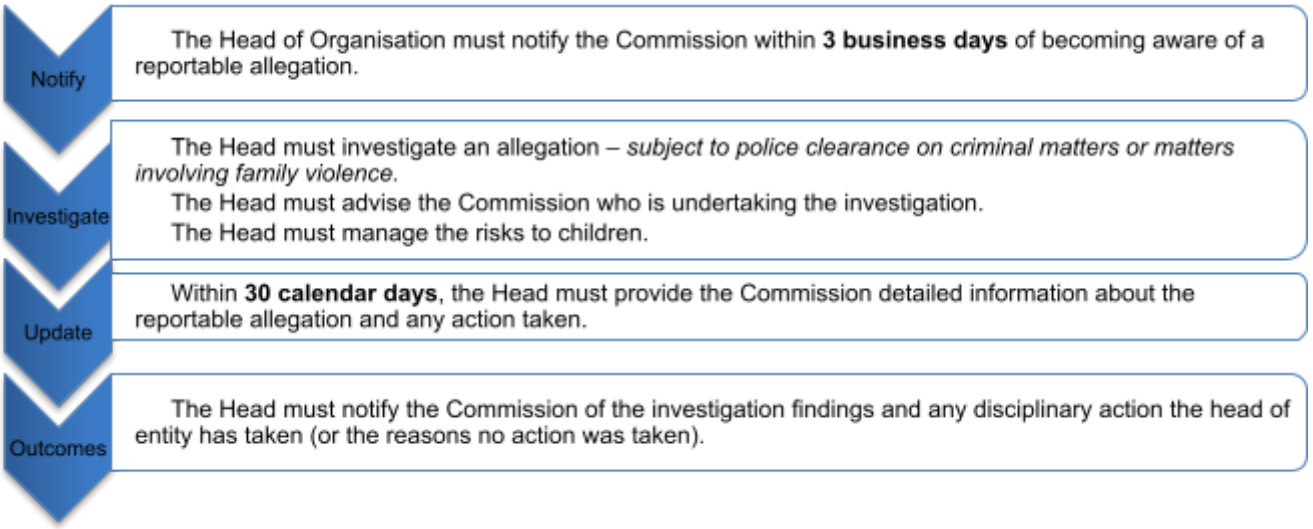
- Physical Evidence – documents such as policies, procedures, records of employment, roster, emails that can provide vital evidence. Objects such as mobile phones and computers or photographic records can also provide as physical evidence.
- Direct evidence – Speaking with people including witnesses, other staff members and the person the allegation has been made against to gather their direct observations, experience and recollection of events or actions.
- Specialist knowledge – Information from people with specialist knowledge such as a medical practitioner may be relevant to an investigation.

Refer to *CCYP investigation Guide (Appendix ii)* for more information.

4.4.2 Investigation Outcome

The investigation outcomes should be summarized into an investigation report. The investigation report should document the terms of reference of the investigation, together with how the investigation was undertaken, what evidence and information was obtained, what conclusions were made and, if applicable, any recommendations for consideration. The report should be provided to the Head of Organisation to inform a decision as to whether appropriate disciplinary or other action has to be taken. An example of the report can be found in *Appendix ii*.

A snapshot of a Head of Organisation's obligations under reportable conduct



4.5 You will be updated with the investigation outcome

If you are the reporter in the Church, you must follow up to make sure that appropriate action has been taken to protect the child. You can obtain the investigation report from the Head of Organization if the conduct falls under 'reportable conduct' and an internal investigation has been initiated.

You must make sure that appropriate action is taken to remove the risk to the children. If you are not satisfied with the Church's response, you can refer the case to CCYP by:

- Telephone: 8601 5281
- Email: childsafestandards@ccyp.vic.gov.au

You can also contact CCVT Safe Places Coordinator through the CCVT Office on 03 9488 8800.

FORMS

REPORTING CONCERN FORM FOR CHILD SAFETY

Form Number: a

Form Date: 1 June 2020

Please click the link and download the Reporting Concern Form for Child Safety. You can also fill the form with Adobe Reader PDF and print as PDF to send to the Safety Contact Person. If you have any concerns regarding a child (defined as someone below the age of 18), please report your concern using this form and send to the Safety Contact Person at admin@crossculture.net.au

Form a: Reporting Concern Form for Child Safety

NOTE: While it is advisable to use this form to guide you in your reporting, should the form is not available at your time of reporting, we welcome you writing any concerns in emails or call.

CHURCH SAFETY AND REPORTING FORM

Form Number: b

Form Date: 18 February 2026

Please scan the QR code and submit the Church Safety and Reporting Form. You can also fill the form as a hard copy and submit to the Safety Contact Person. This form is used if you are a witness of an incident or you have contacted any emergency services (ambulance, fire or police) because an injury has occurred.

Form b: Incident Report Form

TEAM MEMBER EXPRESSION OF INTEREST FORM

Form Number: c

Form Date: 18 February 2026

This form is a web link and is used if you want to express your interest in serving in ministry in CrossCulture.

Form c : Team Member Expression of interest

TEAM MEMBER CODE OF CONDUCT

Form Number: d

Form Date: 29 July 2025

This form is a web link and is used to agree to the code of conduct and safe church awareness statement.

Form d: Code of Conduct and Safe Church Awareness

DISCUSSION/ INTERVIEW QUESTIONS

Form Number: e

Form Date: 18 February 2026

(FOR USE BY MINISTRY LEADERS ONLY)

This form is an edited word file that allows ministry leaders to modify the question to interview and screen Team Members. The non bold fonts are questions that are subject to change based on ministry's need but the black bold fonts are questions that MUST be included in the interview. This form also outlines the possible questions that can be asked for anyone who is interested in serving in CrossCulture. **Form e: Discussion/Interview Questions (For drafting - Leaders access only)**

CHURCH BOOKING AGREEMENT

Form Number: f

Form Date: 1 June 2020

(FOR VIEW BY LEADERS AND WORKERS ONLY)

This booking agreement is embedded in the booking process when a leader or worker books the Church venue using Planning Center Calendar for their ministry events or life group meeting. Please note that all leaders and workers who book the Church's venue must agree to this agreement before proceeding to book. All bookings are subject to office's approval. To request booking, read through the agreement, email reception@crossculture.net.au and obtain pastor's approval for your event.

Form h: **CrossCulture Booking Agreement**

LEADERS AND WORKERS CHECKLIST

Form Number: g

Form Date: 1 June 2020

(FOR VIEW BY LEADERS AND WORKERS ONLY)

This checklist is required for all leaders and workers who requested key fob and key access to church venue. Once booking is made, the church office will arrange for key access. All leaders and/or workers who coordinate for the event in the Church premises are required to fill in this checklist and sign.

Form i: Leaders and Workers Checklist

APPENDIX

No.	Title	View the link for documents
i.	CrossCulture Constitution	CrossCulture CoC Constitution version 7
ii.	Investigation Guide under Reportable Conduct Scheme	For the Investigation Procedure, go to: CCYP Investigation Guidelines Example of an investigation plan: investigation plan
iii.	Risk Management Plan	Risk Management Plan
iv.	Strategies to promote participation of children	Strategies to Promote Participation of Children
v.	Reportable Conduct Scheme	For more information on Reportable Conduct Scheme, go to: CCYP Website about Reportable Conduct Scheme What is Reportable Conduct? Reportable Conduct Information Sheet
vi.	Victoria's Compulsory Child Safe Standards	For more information on compliance with the standards, go to: What is the Child Safe Standards?
vii.	Code of Practice	Code of Practice

CONTACT US

Our contact details are as follows:

Safety Contact Person
CrossCulture Church of Christ
194 Little Lonsdale Street
Melbourne VIC 3000
Phone: (03) 9623 9199
Email: admin@crossculture.net.au

For handbook-related enquiries, reviews, and feedback, please email the lead author at serving@crossculture.net.au