

# Celebration Kids Policies and Procedures Handbook

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[celebrationchurch.com.au/kids](https://celebrationchurch.com.au/kids)

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## **MISSION STATEMENT OF CELEBRATION CHURCH**

Celebration Church exists to celebrate God, people & life - locally, nationally & globally.

## **VISION STATEMENT OF CELEBRATION KIDS**

We as Celebration Kids are passionate about knowing and loving Jesus and loving others, and through this, seeing the world around us transformed by the love of God. We are about training and teaching the next generation about Jesus, His Kingdom, and His word. We are about teaching the next generation to know who they are in Him and be empowered to do mighty exploits in His Name. We are passionate about the Holy Spirit, worship and being led by His presence. We as Celebration Kids are about having fun, as we grow and learn about Jesus.

## **PURPOSE OF THE HANDBOOK**

The purpose of this handbook is to provide clear instruction on the policies & procedures that must be followed when ministering to children at Celebration Church.

## **SCOPE**

- These procedures should be administered by pastors and leaders, and apply to all Celebration Kids Volunteers.
- It is the responsibility of all Celebration Kids Volunteers to provide an environment which nurtures the developing child and young person and protects them from harm, by following the guidelines for the safety of children and young people as outlined in the Celebration Kids Handbook.

## **PROGRAM AGE GROUPS**

Divide programs into the following recommended age groups, areas & supervision:

### **Under 1 year olds.**

*Where:* Parents Room/Mothers Room/Cafe

*Supervision:* Parents/Carers

### **Toddlers: 1 - 3 year olds.**

*Where:* Babies Room in Kids building

*Supervision:* 2 Adult Kids workers

### **Celebration Kids: 4 years old - Year 6.**

*Where:* Celebration Kids Room

*Supervision:* Celebration Kids Team

### **Further Program Breakdown may include:**

- Explorers: 4 years - Year 2
- Pioneers: Year 3 - 6

## **SUPERVISION**

- Ensure all children and young people are supervised at all times by approved Celebration Kids Volunteers.
- Recruit workers to be approved by following the procedure titled: "Recruitment And Selection For Child-related Roles".
- Limit access to Celebration Kids programs to approved volunteers only. Volunteers should always be visually identified i.e. Celebration Kids Volunteer T-shirts.
- Accompany visitors to programs (e.g. pastors from other churches) with an approved volunteer hosting them and ensuring the person overseeing the program is made aware.
- Report suspicious people in any children's program to the supervisor or Department Leader.
- Ensure all aspects of every Celebration Kids program are open to observation by parents/carers. A parent may visit or remain in the program their child is part of. They should not be acting as volunteers in the program. If they wish to be part of the team they must complete the policies & procedure training, have a valid WWCC, and be approved by a Celebration Church pastor. This is especially for our Babies program.
- Initiations and secret ceremonies are prohibited.
- Ask people who do not have a valid reason to be present at children's activities to leave the program. Celebration Church venue control, security or police may be contacted if such persons refuse to comply with any reasonable request to leave.

## **RECRUITMENT AND SELECTION FOR CHILD-RELATED ROLES**

- All Celebration Kids Volunteers are to complete a Volunteer Church Workers Declaration form, available at the church office. This application includes:
  - A Volunteer Code of Conduct Declaration.
  - Submitting a valid WWCC (Working With Children Check) number.
- All applicants are to disclose any relevant information regarding their past, their ability to fulfil the Volunteer Code of Conduct, or any relevant information that may affect the church's willingness to approve their application (e.g. criminal history or past accusations of any misconduct).
- The Volunteer Church Workers Declaration form is then reviewed by both department leaders & the Executive Pastor (or representative) to ensure they meet the requirement for a volunteer.
- If the applicant has been in Celebration Church for less than 3 years, two references must be provided. References may be contacted before approval.
- Once form is approved, the Kids Department Leader will be contacted by the Church Office to inform them they have a new volunteer that is approved and ready for induction and rostering.
- No Celebration Kids volunteer is permitted to serve in Celebration Kids without a written application approval and induction by Kids Department Leader (including Handbook, Safety Code & evacuation information).

## **RATIOS**

- Babies program (1 - 3 year olds) must have a minimum of 2 approved (over 18) Celebration Church Volunteers and a junior (under 18) to help with the running of the program. A parent may visit or remain in the program their child is part of. They should not be acting as volunteers in the program. If they wish to be part of the team they must complete the application process.
  - 1 Celebration Kids Volunteer (over 18) to 4 children.
- Our Kids program (4 years old - Year 6) must have a minimum of 2 approved (over 18) Celebration Church Volunteers and juniors (under 18) to help with the running of the program. Programs with more than 20 children should exceed the minimum of 2 approved (over 18) over 18 Celebration Kids Volunteers and observe the below ratio.
  - 1 Celebration Kids Volunteer (over 18) to 10 children.

## **CHECK-IN AND PICK-UP**

- Record children's attendance for all programs and events (of any size), by using the Celebration Check-In software.
- All children must be signed in and out by their parent/carer, unless another adult (over 18) has been nominated in writing (on a Celebration Kids Contact Information Form).
- Children in our Babies program must also be signed in at the Babies room so parents can communicate any needs of their child to the Kids volunteers, they must also sign their child out.
- Note: The Celebration Kids sign-in desk will be located in front of the entry to the Celebration Kids area (at the gate). In case of wet weather, the sign-in desk will move to the inside of both the Kids & Babies rooms at the front doors.

## **PERSONAL INTERACTIONS**

### **Code of conduct for working with children and young people:**

- Maintain a standard to never be alone when working with children and young people, always having another approved adult present. 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.
- Respect other people's feelings and privacy when engaging in physical contact of any kind. A Celebration Kids Volunteer should not kiss, touch or tickle children or other vulnerable people or do anything that has the potential to be sexual.
- Limit physical touch to safe zones such as upper arms or shoulders. Physical touch should be child-initiated, within appropriate boundaries and responded to appropriately according to the age and maturity of the child. For example, it is appropriate to pick up and cuddle a distressed 1-year-old, however, it is not appropriate for an eight (8) year old to sit on a volunteer's lap.
- Respect each other's privacy during times that require undressing, dressing or changing clothes. Celebration Kids Volunteers will set an example by protecting their own privacy in similar situations. A volunteer will not do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes. No worker will be alone in a room with a child or young person while any/either is changing.

- Receive parent/carer's permission if pastoral support is required for a child or young person. Pastoral support must take place in a church approved environment. Pastoral meetings are to be conducted by (only) approved Pastoral Staff, and in an open environment, within the view of another person.
- Do not visit a child or young person in their home unless approved by the senior or executive pastor, and accompanied by another approved worker and relative.

### **BATHROOMS, TOILETING AND NAPPIES**

- Do not change nappies. In case of a wet or soiled nappy the parent/carer of the child is to be contacted and asked to come and change it.
- Do not be involved in the toileting of any child. Volunteers are only permitted to walk children to the bathroom facilities but not to enter or engage with assisting the child. If assistance is required for a child to use the bathroom the parents/carer are to be contacted and retrieved to help their child.
- Workers should use separate bathroom facilities from children where possible, or only at times when children are not currently using the bathroom.
- Follow correct toileting procedures. Two approved adult workers must accompany children to the bathroom and are to check the bathroom is vacant of adults before children enter.
- Count how many children enter the bathrooms, then stand outside the toileting area and prevent adults from entering the area until all children have exited. Count the number of children again to ensure all are accounted for.

### **TRANSPORT**

- Transport children with two approved adult volunteers in the car and take them directly to and from arranged venues, without unplanned detours or making additional arrangements. All transport must be approved in writing by parent/carer of the child.

### **DISCIPLINING CHILDREN**

- If a child or young person does not abide by the rules set by Celebration Kids, or becomes an obstruction to the care of other children or volunteers, and may cause harm, the child will be removed and their parent/carer contacted. A plan for future events must be discussed with the parents/carers.
- If a child or vulnerable person is at risk of causing injury to themselves or others appropriate restraint may be applied to maintain duty of care to other attendees.
- At no time will a volunteer administer any form of physical, emotional, financial or mental discipline.

### **TRANSPARENCY**

- Prohibit initiations, hazing and secret ceremonies. All aspects of every program related to children, aged and vulnerable people will be open to observation by a parent/carer.
- Celebration Kids Volunteers have the right to ask people who do not have a valid reason to be present at such activities to leave. Police may be contacted if such persons refuse to comply with any reasonable request to leave.

## **COMMUNICATION AND MEDIA**

- Do not talk to a child under the age of 16 years over the phone without receiving parent/carer's permission. When calling, talk with the parent/carer first. If the child answers the phone, ask to speak to the parent/carer first. Do not make 'friends' or contact with any child under thirteen (13) years of age through social media or electronic communication.
- Be transparent in utilising all social media and electronic communication. Communicate in an accountable manner with children aged thirteen (13) years of age and over, regarding events and group meetings. Private messages that do not include a parent or ministry oversight in a group message should be avoided. Celebration Kids Volunteers must not send communication that attempts to hide their identity or represent the sender as someone else.
- Photos of children may be taken only by approved Celebration Church Media team during Celebration Kids programs for the purpose of promotions and marketing with the consent of their parent/carer (through registering for the program or event).
- Photos or videos of children are not to be taken, reproduced and/or distributed for any other purpose. Volunteers are not to transmit, download or store any communication that is: discriminatory or harassing, derogatory, obscene, sexually explicit or pornographic, defamatory, threatening, for any purpose that is illegal or contrary to this policy. In the case where such communication has occurred, it must be reported to the Safe Church Office.
- Protect a child's right to privacy when communicating or responding to pastoral situations. A child or young person's confidential information should be dealt with directly by the Celebration Kids Department Leaders or a Pastor and is not to be discussed with other volunteers.

## **HAZARDS**

- Celebration Kids Volunteers will protect children and young people from harm by providing adequate supervision and by completing a Safe Environment Audit Form (attached to Celebration Kids Checklist or available at the church office) prior to commencing a Celebration Kids event.
- If a hazard is found, a Supervisor is to fill out a Hazard Identification & Control Measures form available from the Church Office so a repair can be organised. If the Hazard is severe, notify the Kids Department Leaders or WHS Officer immediately.

## **FIRST AID**

- Celebration Church will provide appropriately stocked first aid kits and equipment suitable for the number of children and the type of event. These are available from the Church Office.

## **SAFE ENVIRONMENT**

- Consider the need for some workers to be trained in and dedicated as First Aid officers or if an external First Aid service should be provided, based on the size and duration of an event.
- Volunteers may treat minor first aid incidents within the program and may inform the parent at the conclusion of the program.
- Seek assistance from an onsite First Aid officer (or in the case of emergency call 000), and contact parent/carer immediately if the child requires medical attention.
- Report all incidents via an Incident Report at the Church Office as soon as possible after the event. An incident may be: a) an unplanned event that causes harm to people, property or the environment; or b) a near miss, which is an incident that does not cause harm to people, property or the environment but which under different circumstances could result in harm (that is, where there is a clear potential to cause harm).

## **ALLERGIES**

All parents/carers are to be asked if their child/children have any allergies or medical conditions. The following procedure is to be taken when an allergy of a child has been disclosed:

- The allergy must be recorded and communicated in writing, either on the Celebration Kids checklist, Celebration Kids Contact Information Form, or emailed to the Church Office. Information should include the child's name, DOB, what the allergy is, and required action if child comes into contact with allergen.
- A photo must be taken for identification purposes for future weeks in the Kids program.
- The photo is then to be printed with the name of the child and the allergy/actions that are required (e.g. if a child with an extreme allergy comes into contact with allergen, that an ambulance is to be called immediately) and attached to the front of the Celebration Kids Checklist for each service by the Events Supervisor.
- It is then the responsibility of the Kids team supervisor to ensure all team is aware of specific children with allergies.



## **SECURITY & VENUE CONTROL**

- Make sure there are approved team standing at the entrances to the Kids area during sign in, pick-up and when talking to parents/carers.
- Alert the Celebration Kids supervisor or Department Leader if a person that is not a parent/carer or approved pick-up/drop-off person is trying to enter the program. Do not let them into the program without verifying that they are authorised to enter. This should be done in a polite and pastoral manner by explaining that it is our priority to keep children and young people safe.
- If a person's attitude or behaviour becomes a concern, alert the program supervisor to assist or the Events supervisor on the day.
- If a child exits the room (runs/walks out of a Celebration Kids Program), a Celebration Kids Volunteer may use reasonable physical force to restrain the child, and keep them safe in the program. If this does occur, the program supervisor must be notified and a plan for future events be discussed with the parents/carers.

## **UNLOCATABLE CHILDREN**

If a child is unlocatable, follow each step until the child is located:

- Alert is raised that a child is unlocatable.
- If outside of a children's program, notify the Kids Department Leader, or a Pastor. If within a children's program notify the program supervisor or the Celebration Kids Department Leader.
- Announce the child's name within the program e.g. "Today's prize winner is" (If the child is in the room, this will generally encourage them out of hiding).
- Note the child's name, age, short description of their appearance, what they are wearing that day and last known location.
- Thoroughly search the program where the child should be located.
- Remain with the parent in one place (e.g. Kids welcome desk or church courtyard entrance), so that when the child is located they can be easily reunited.
- Avoid panic and keep the parent calm, reassuring them that we will do all we can to locate their child.
- The Celebration Kids Department Leader to organise a search for the child checking other Kids rooms, bathrooms and then church property.
- Alert the Events team.
- Ask parents to check if another parent or carer from the family has picked their child up.
- Check if the child has been checked-out on the system.
- Consider the need to contact Police if there are concerns for the child's safety or wellbeing due to location, length of time the child is missing, age and/or health concerns.  
Call Police on 000.
- Follow direction given by Police or Emergency services.
- Contact the ACC Safer Churches National Helpline **1800 070 511** (Monday – Friday 9am-5pm AEST).
- When child is located, inform those who were conducting the search that the child has been found.
- Complete Incident Report found in Church office.

**If a child is located who is separated from their parent/carer, follow each step until the child is united with their parent/carer:**

- Keep the child in one place (e.g. Celebration Kids welcome desk).
- Notify the Celebration Kids Department Leader. They may recognise the child and be able to locate or contact the parent. They can also provide safe care and comfort for the child until the parent is located.
- Ask the child for their name, age, parents name and if they know their parent's phone number.
- Search the church database for the parents' contact details and call their mobile phone.
- Offer the child a drink of water but refrain from feeding the child in case they have food allergies that you are not aware of.
- Check the child for identification bracelets, name tag or phone numbers in clothing.
- Alert any programs still in operation that a child has been located, then if a parent presents searching for their child they can be directed to the child's location.
- Alert the Events Team.
- If the service or program has concluded, with no parent presenting looking for their misplaced child, and the parent cannot be contacted or identified, contact the Safe Church Office who will help you decide if the Police should be called.
- When a child is located, inform those who were conducting the search that the child has been found.
- Complete Incident Report found in Church Office.

**CAMPS & OVERNIGHT STAYS**

Celebration Kids is not permitted to have any camps, overnight stays or sleepovers. If this changes, the Celebration Kids team will be informed and run through a "Camp & Overnight Stay" induction course, and a new policy will be written and added to this handbook.

**ALCOHOL, ILLICIT DRUGS**

Celebration Church does not allow or condone the consumption or possession of any alcohol or illicit drugs on Celebration Church grounds or during an activity. Any congregation member found to be under the influence of alcohol or illicit drugs is to be counselled and family contacted.

**MEDICATION**

Only administer medication when supplied by the parent or carer, with a consent form and in its original packaging.

**FEEDBACK AND COMPLAINTS**

- Handle feedback and complaints in a fair and transparent way.
- Make every effort to ensure feedback contributes to the further improvement of the program and that complaints are addressed. Celebration Church is committed to supporting parents and carers to protect children or other vulnerable people, and seeks to engage with parents and carers about the programs and services offered.

## INCIDENTS & REPORTING

Celebration Church is committed to providing a safe place for all people. The following framework is to show example of what things require an Incident Report (available at the church office) to be filled out.

- **Physical Injury/Incident.** If an incident occurs requiring a child to receive First Aid or medical attention, an Incident Form must be filled out to record what occurred. If a physical injury resulted due to a 3rd party or if it was witnessed by a 3rd party multiple Incident Forms should be submitted to best describe what happened.
- **Breach of any of Celebration Kids Handbook policies by a Volunteer.** e.g. If a volunteer is seen to be alone with a child or if a child discloses anything that shows a breach of policy by a volunteer.
- **Breach of any of Celebration Kids Handbook policies by a Child.** If a child is creating an unsafe environment for themselves, other children or Volunteers e.g. #1. Playing dangerously with other children; e.g. #2. If a child jumps onto the lap of a volunteer breaching the “Physical Interactions” section of this handbook.
- **Neglect or Abuse.** If a Volunteer at any point observes/has a child disclose any neglect or abuse that has occurred to them, an Incident Report must immediately be filled out and the Kids Department Leader of Safe Church Officer must be informed. A Safer Church Manual expert on “Types & Indications of Child Abuse” is available from the church officer and is given to all Volunteers during their induction training. This expert outlines indicators of neglect, physical abuse, emotional/psychological abuse, sexual abuse & witnessing domestic violence.
- **Advanced Reporting.** A “Child Protection: Risk of Harm” form may need to be submitted by a volunteer at the request of the Executive Pastor, Safe Church Officer or Board.
- **Organisational Reporting.** It is the legal responsibility of the Celebration Church Board to report all incidents to the appropriate external governing bodies. The Celebration Church Board may allocate the responsibility of reporting to the Executive Pastor or Safe Church Officer. The reporting may also be done by an approved representative of Celebration Church e.g. a Pastor or Demographic Leader.  
*External Governing Bodies Include: Safer Church Australia, Australian Christian Churches, Children’s Guardians, FACS, The Department of Communities and Justice, and Police.*
- No Celebration Church Volunteer or leader are permitted to keep an incident or disclosure to themselves. They must submit forms and notify the Kids Department Leader of any/all incidents and disclosures, no matter the child/person involved. If the incident that occurred involves the actions of the Celebration Kids Department Leader, the incident must be reported directly to the Executive Pastor and/or Safe Church Officer. If the incident that occurred involved the Executive Pastor and/or Safe Church Officer the incident must be reported directly to the Senior Pastors.