



NEW STAFF & VOLUNTEERS

MANUAL + INDUCTION



Dear Staff / Volunteer Candidate,

Our church is committed to providing places, services and programs that promote health and safety, and model the love of Christ to all whom we have contact with, particularly children, young people and vulnerable adults.

Your role as a leader and/or team member, whether paid or voluntary, is vital to ensuring that commitment is a reality at NewHope.

This manual contains policies and procedures that you are not only required to know and understand, but that you agree to operate by in the ministry you're entrusted with.

Psalm 133 talks about how amazing it is when God's people are united in worship and cause. Unity in worship and cause is just as important in practical expressions as it is in spiritual expressions.

Uniting around the vision of being a safe church requires us to unite around the practices of being a safe church. I believe that as we honour Jesus in these ways, He will entrust us with greater levels of ministry impact both within NewHope and beyond.

Thank you for considering becoming a team member at NewHope. It's a joy to serve alongside you and our church family as a whole.

David O'Connor
Lead Pastor



APPLICATION / DOCUMENT CHECKLIST

ESSENTIALS

- Read + Sign** Your Ministry Role Description
- Read** NH Safe Church Policy
- Read + Sign** NewHope Code of Conduct
- Complete + Sign** Screening Questionnaire (Under-18 or Adult version)

FOR REFERENCE

- Read** NH Procedure for Staff and Volunteers
- Read** NH Procedure for Conflict Resolution
- Read** NH Procedure for Handling Complaints
- Read** NH Procedure for Responding to Child Protection Concerns

FOR CHILD-RELATED ROLES

- Apply** for a Working With Children Check (18+ only)**
- Book + Complete** online Creating Safe Spaces Online Module (16+ only)**
- Book** Creating Safe Spaces Workshop (16+ only)**

**Only apply for WWCC / complete Creating Safe Spaces if you haven't previously

Once you have read and completed each of the items above, please submit the following documentation to safechurch@newhope.family

- Signed Code of Conduct
- Completed and signed Screening Questionnaire
- Working With Children Check for verification (O18's only)
- Certificate for Creating Safe Spaces Online Module Certificate (O16's only)
- Signed Ministry Description

We are legally required to verify and store these documents confidentially.



Instructions for Working With Children Check + Creating Safe Spaces Online Module

Because children and young people are involved and participate in almost every aspect of NewHope Church, all staff and volunteers are legally required to obtain their Working With Children Check (WWCC) and complete the online module of Creating Safe Spaces (CSS) prior to commencing their ministry role.

Completion of the CSS Workshop is required within 9-months after commencement of your ministry role.

OBTAINING YOUR WWCC (Volunteers 18+)

- Apply online at www.service.nsw.gov.au/transaction/apply-working-children-check
- Visit a Service NSW Centre to verify your identity after applying online

CSS ONLINE MODULE (Volunteers 16+)

- Visit <https://creatingsafespaces.org.au/courses/> and purchase Creating Safe Spaces Online Training (NewHope will reimburse upon request)
- Login to your account on the www.creatingsafespaces.org.au website (Your account would have been set up when you purchased the course)
- Scroll down on the 'My Account' page and click the 'Creating Safe Spaces' course link
- Work your way through the course and upon completion view and download / save your certificate as a PDF



STAFF / VOLUNTEER INDUCTION

1. Site Information

NewHope's ministries and events happen on sites that we rent or have been given permission by the owner to utilise for our church's ministries. We are called to be good stewards of the sites and facilities upon which we operate. Our expectations of all staff and volunteers are:

- To consider the safety of themselves and others at all times
- To take good care of facilities and equipment
- To always leave facilities better than we found them
- If in doubt about anything, err on the side of caution and/or seek advice from a ministry leader, staff member or pastor
- Report any incidents, risks, hazards or near-misses that you witness or become aware of
- Encourage others in an appropriate way, including children and young people, to treat facilities and equipment with care and respect

2. Safety Information

Much of what we do is simple in nature, but we encourage all team members to keep workplace health and safety in mind as we run events, services and other ministry programs.

- Never do anything that puts another person at risk of harm or injury
- Familiarise yourself with the site's emergency exits, emergency equipment (e.g. fire extinguisher, first aid kit) and evacuation plan
- Practice safe lifting techniques, or if an item is too heavy ask for assistance or the appropriate equipment
- Report any incidents, risks, hazards or near-misses that you witness or become aware of

Safety is every team member's responsibility, whether paid or unpaid.



3. Equipment Information

The following are basic guidelines for the use of equipment:

- Never use equipment you are unfamiliar with, without appropriate assistance or supervision
- If in doubt, err on the side of caution and seek assistance
- Never use equipment the facility has deemed should not be used
- Take special care when using tools or electrical equipment
- Consider the access children and young people may have to equipment and take necessary steps to avoid risks (e.g. hot water urns)

4. Code of Conduct Review

We encourage all staff and volunteers to nurture their own relationship with God and healthy relationships with others.

Our expectation is that church-life and ministry would be conducted in full accordance with the Code of Conduct (section 2). These expectations include upholding and contributing to our church being a safe place for children, young people and vulnerable adults. They also include acting in a Biblical and Christlike manner - with honesty, purity, good faith and integrity.

Every person is on their own God-ordained life story and journey. We're here to support your growth, so please feel safe and confident to disclose to your NewHope Pastor any issues you feel relevant to the Code of Conduct and the expectations outlined within it.

5. Ministry Role Review

Every ministry role is different and it's important that each team member understands their role, who their support / supervisor is, and guidelines for that specific area of ministry. Take time now to discuss these and ask questions with the person running your induction.



6. Conflict Resolution Procedure Review

Conflict of varying degrees is a part of just about all relationships. At NewHope we desire to resolve conflict between people in a pastoral and restorative manner, rather than through a formal complaint handling procedure. /it's worth noting that a complaint handling procedure is also available should a conflict or matter require that.

Please take some time now to review the church's Procedure for Conflict Resolution, and discuss or ask any questions that may arise.

7. Complaint Handling Procedure Review

On occasions a conflict, matter or breach of the Code of Conduct may be significant enough to warrant a complaint being made. The procedure of complaint handling exists to ensure that these matters are dealt with fairly and effectively.

Please take some time now to review the church's Procedure for Handling Complaints, and discuss or ask any questions that may arise.

8. Responding to Child Protection Concerns Procedure Review

If you have a concern that an incident involving a child or young person has occurred, you must respond according to this procedure. Concerns or incidents may involve:

- A child abuse offence
- Child sexual abuse
- Sexual misconduct involving a child
- Serious neglect of a child
- A child at risk of significant harm

The church, its staff and volunteers are under legal obligations to report such incidents and concerns. Some of these obligations apply to the organisation and some apply to individual staff and volunteers.



It is vitally important that every staff and volunteer at NewHope comply with the Child Protection Concerns Procedure at all times. Failure to do so may be a criminal offence.

This procedure is extensive and well supported by the church's pastoral staff as well as the NSW/ACT Baptist Association.

The Creating Safe Spaces online training + workshop is designed to give you a good understanding of these concerns, incidents and the correct procedure to follow. It's important that every team member complete the online training (prior to commencement) + workshop (within 9 months). This training must be renewed every 3 years to stay informed and equipped as legislation and obligations change.

Please take some time now to review the church's Procedure for Child Protection Concerns, and discuss or ask any questions that may arise.

9. Ongoing Support and Assistance in Ministry

Our commitment is to support every team member in both life and ministry. Help and support are always available.

- Personal / Pastoral - contact your NewHope Pastor
- Ministry-related - contact your Ministry Team Leader or any Staff Member

Concerns, incidents or feedback can be communicated to the appropriate person by following the church's procedures as provided (www.newhope.family/policies). If in doubt, the NewHope Pastor or Chairperson are always available and their contact details are available at www.newhope.family/contact

Welcome to the NewHope Team! Thank you for taking the time to complete this process. Our prayer is that you enjoy and experience effective ministry in the role/s in which you serve.