

REDKIDS MINISTRY HANDBOOK.

THE RED DOOR COMMUNITY CHURCH



// version 10 . January 2025

01. Section A

WELCOME WHO ARE WE

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We believe that children are so worthy of dedicated teaching, discipleship and leadership. We are excited that you are keen to serve as a part of the team that helps facilitate this. We hope that this handbook clearly explains who we are, what we do and why. If you have any queries about anything at all, please don't hesitate to call us.

You have joined a dynamic area of service. You are about to influence many lives. God is doing great things in our children's lives and as a Team Member it is such a privilege to do this together.

Let us challenge you to make every effort to connect with the children in a very relational manner. Our primary objective is not to teach them biblical "knowledge" but to introduce them to a biblical lifestyle – to help form heart attitudes, motives, actions and dreams. Our mission is to introduce them to the living God. We don't just want to tell stories or bring information about God. We want them to know Him and love Him. You're not on your own – we are a team. Our leadership will intentionally give you opportunities to upskill and refine your ability to minister to our precious children. Take the time to learn new skills, hear God's voice and get to know the kids. As you do, you will notice God doing some great things in their lives. Like any area of service there will be some hard times, but overall, we think you will enjoy your time with us, as you see God work in your life and the lives of the children. Our heart is to be considered 'best practice', and as a Children's Ministry, we've gone to great lengths to align our practices with the Australian 'National Principles for Child Safe Organisations'. We commit to continually improve and we invite you to speak into this space to help us achieve a wonderfully warm, safe and empowering environment for the next generation to thrive in their relationships with God and with each other.

Can't wait to serve with you!

Welcome aboard as we reach and train the next generation.

Adam & Dale Meredith
Senior Ministers . The Red Door Community Church
23 January 2025

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**MAY THE RED DOORS
OF THIS CHURCH AND MAY THE
LIVES OF THE PEOPLE OF THIS CHURCH
BE A MARKER OF HOPE AND REFUGE TO
ALL BROKEN, LOST, HURTING, SEEKING,
BEAUTIFUL PEOPLE. BROKEN LIVES MADE
BEAUTIFUL. A CITY MADE WHOLE.
A PLAGUE OF BROKENNESS
DESTROYED BY GRACE .
JESUS.**

02. Section A

REDKIDS OUR FOCUS

VISION	OUR PURPOSE . WHY WE EXIST MAKING DISCIPLES OF JESUS AND HIS KINGDOM MATTHEW 6:10, 28:19 To see His kingdom come and His will done on earth as it is in heaven by making disciples.
MISSION	WHAT WE ALL PARTICIPATE IN REDEMPTION ROMANS 1:16 People saved into the Kingdom of God through the power of the Gospel. RESTORATION ISAIAH 61:1-3 Lives restored, healed, transformed and made whole. RELEASE EPHESIANS 2:10, 4:12-13 People equipped and released into the work God has for them to do.
STRATEGY	OUR WORKING THEORY OF TRANSFORMATION BE WITH JESUS AND BECOME LIKE JESUS JOHN 15:5 I am the vine; you are the branches. Whoever abides in me and I in him, he it is that bears much fruit, for apart from me you can do nothing.
VALUES	AT THE CORE OF OUR CULTURE RELIANT JOHN 15:4 Prayer, Trust, Dependence REAL 2 CORINTHIANS 12:9 Authentic, Transparent, Honest RELATIONAL ACTS 2:46 Serve, Give, Love
CALLING	OUR DISTINCT CALLING <ul style="list-style-type: none">• Unity across the broader body of Christ• Creative expressions of the Gospel• Planting churches beyond our walls
PROMISE	THE PROMISE OF GOD UPON WHICH WE REST 2 CHRONICLES 7:15-16 From now on I'm alert day and night to the prayers offered at this place. Believe me, I've chosen and sanctified this Temple that you have built: My Name is stamped on it forever; my eyes are on it and my heart in it always.

03. Section A

WHAT DISCIPLESHIP AT RED DOOR LOOKS LIKE OUR STRATEGY

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3.1 DISCIPLE. Of first importance is that our children know and love Jesus. Before anything else, RedKids is to be a place where our young people meet Jesus and experience His transforming presence through the teaching of the Word, through worship, prayer and through relationship with leaders and with one another.

Our RedKids discipleship strategy is the same as our church-wide strategy - refer section 2.

3.2 ENGAGE . We want children to enjoy their time as they engage in the different aspects of RedKids. Therefore we seek to make our environment fun and engaging for them.

We try and do the following to make sure RedKids is engaging and a place of fun and joy:

- Design programs specifically that children can relate to.
- Provide an atmosphere where children can enjoy each other and begin to build friendships with age-appropriate activities and trained volunteers.

3.3 PROTECT. Parents have a realistic expectation that their children will be safe with us. We want children to enjoy their time with us free from emotional or physical distress.

To make RedKids safe we need to:

- Always be aware that something could happen, without being paranoid. Complacency is the worst enemy of safety.
- Adhere to all policies - it is important that no one on the team uses personal discretion when it comes to our safety policy.

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04. Section A

PEOPLE OF CHARACTER VALUES

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Our desire is that the members of our RedKids Team represent the core values of our church culture - refer section 2.

AT THE CORE OF OUR CULTURE

RELIANT JOHN 15:4

Prayer, Trust, Dependance

REAL 2 CORINTHIANS 12:9

Authentic, Transparent, Honest

RELATIONAL ACTS 2:46

Serve, Give, Love

LOVE. We love God, we love each other, and we love ourselves, because He first loved us. We come with an expectant heart that God's love will work its way through us to others.

HONOUR. We aim to honour and respect the children and families that we've been blessed with, which in turn honour's God. We honour each other which means we are committed and reliable. All leaders are to be people who seek to honour God with their whole lives, Monday to Sunday.

HUMILITY. Just as Jesus did not come to be served but to serve, we willingly and patiently seek the good of others over our own.

ENGAGE. Get involved! Engage in the program, with the children, with each other, and with God! A teachable spirit is a must, and a willingness to give things a go.

DEPENDANCE. This church belongs to God not us, so we are dependent on Him through prayer to see His will done.

FLEXIBLE. We are spontaneous, able to adjust course quickly, without fuss.

WORK ETHIC. We are not afraid of hard work, and we operate with a 'can do' attitude.

SELF AWARE. We are not afraid to be vulnerable, acknowledge our weaknesses, to say sorry and forgive.

RESILIENT. We have crucial conversations, communicating truth in love.

RESOURCEFUL. We are creative in finding solutions to challenges.

TEACHABLE. We are quick to receive feedback with a teachable spirit.

SENSE OF HUMOR. We don't take ourselves too seriously.

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05. Section A

AS A REDKIDS MINISTER I COMMIT TO COMMITMENT

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5.1 Be a Family Member of The Red Door Community Church.

5.2 Have undergone the screening process and obtain a Working With Children Check (WWC) and a National Police Check (does not apply to volunteers less than 18 yrs old).

5.3 Be rostered for a RedKids Team on rotation which includes arriving at least 1.5 hour before church for briefing, prayer and setup.

If you are unable to make a rostered service, please arrange a swap from the team list and advise the Children's Pastor of the pending swap. If you are unable to arrange one, please advise the Children's Pastor with as much notice as possible.

5.4 Be a regular attender at our church services and committed to a HouseChurch.

5.5 Be a part of a three-month trial period as a Team Assistant. This means you will have limited responsibilities as you learn the ropes and we get to see you in action. Remember individual circumstances may dictate that we are flexible with this probationary period.

5.6 Attend regular training sessions specific to your area of service.

5.7 Live a life that is completely transparent in all areas, with a willingness to be held accountable to a lifestyle that reflects the gospel, leading a life lived with integrity.

5.8 Pray for our children, their families and our Children Ministry as a whole.

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REDKIDS GATHERINGS AREAS OF MINISTRY

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To enable us to minister to our children, we have divided the Children's Ministry up into the following seven areas. Each area has slightly different needs according to the age of the children attending.

6.1 TODDLERS (CONFIDENTLY WALKING TO PRE-KINDERGARTEN)

Toddlers usually involves lots of fun and free play, with craft activities as well as teaching. Worship music is playing during the service. The theme for the service will incorporate a story, worship with musical instruments and a prayer time.

6.2 LITTLE PEOPLE (KINDERGARTEN TO PRE-PRIMARY)

Little People incorporates free play and craft activities, as well as utilising various age specific teaching methods to present the theme of the day. These can include skits, storytelling, puppets, object lessons and other highly visual ideas. We incorporate worship every week and we feel that music is a powerful tool to enrich the children's understanding of their relationship with God.

6.3 PRIMARY (SCHOOL YEARS 1-6)

Primary exists to teach children godly principles and biblical truths to help build a solid Christian foundation in their lives. This is done in an age-appropriate manner that is fun, relevant, exciting and life-transforming. Programs include worship, small groups, fun activities and productions.

6.4 STOMPING GROUND (SCHOOL YEARS 5-6 . SUNDAY AFTERNOONS ONLY)

Stomping Ground gives our preteens an opportunity to learn more challenging things and go a bit deeper in the Word. It also gives them a preview of what Youth will be like by joining in pre-games, worship and some teaching.

6.5 REDKIDS HOST TEAM

The Host Team's primary role is to assist the Children's Ministry to be a welcoming and safe environment. They are the first point of contact and the gatekeepers of our Children's Ministry.

6.6 SUPPORT TEAM

The Support Team's purpose is to provide additional support for children in our program. This encompasses children with mental and physical additional needs through to children who are simply having a bad day.

6.7 PARENT HELP

Roster of families with children who regularly attend Redkids.

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NOTHING IS MORE FUN THAN TO SERVE GOD WITH THE PEOPLE YOU LOVE. NOTHING! TO TRULY KNOW JESUS IS TO KNOW JOY. THIS IS A PLACE OF DEEP JOY, RAUCOUS LAUGHTER AND GREAT REJOICING. SO DON'T TAKE YOURSELF TOO SERIOUSLY AND PLEASE DON'T FORGET TO DANCE!



7.1 CHILDREN'S PASTOR

The Children's Pastor is responsible for the Children's Ministry group, including the Team Members.

Responsible for:

- Maintaining a register and monitor that all Team Members' Working With Children's Checks (WWCC) are up to date and valid.
- Identifying and developing relevant and effective curriculum for each of the Children's Ministry areas.
- Overseeing the identification, recruitment and training of all Team Members.
- Overseeing the orientation of new Team Members.
- Ensuring any changes to this Policy is communicated to Team Members and proper records of this communication occurring are kept.
- Ensuring frequent refresher training for Team Members is provided and proper records of this occurring are kept.
- Identifying and purchasing equipment that helps facilitate the purpose of The Red Door Children's Ministry.
- Overseeing the process and resources involved in the check-in and check-out procedures.
- Communication with Team Leaders of any needs or concerns.
- Ensuring all new Team Members undergo proper screening as per this Policy.
- Working alongside Red Door staff team, keep up to date with current legislation and ensuring compliance to this legislation.
- Actively encourage the reporting of abuse and ensure full compliance to the Vulnerable People's Policy regarding reporting and escalating any feedback.
- Ensuring the appointed First Aiders have current certificates.
- Understand the Action Plans for children who have them, medical or additional.
- Work with church staff to ensure rooms, resources and equipment are maintained and safe.

7.2 REDKIDS ADMIN LEADER AND HOST TEAM

RedKids Admin Leader oversees the RedKids Host Team, and is responsible for all administrative tasks that relate to the area of Children's Ministry ensuring admin duties run smoothly and so releasing the Children's Pastor/s from these duties.

The Host Team is the first point of contact for families and the gatekeepers of our Children's Ministry.

Responsible for:

- Welcoming families.
- Managing check-in and check-out.
- Managing room lists/numbers.
- Managing visitors to the area.
- Assist rooms with toilet runs.
- Assist with First Aid.
- Notifying parents when required.
- Maintaining regular communication with rooms.
- Ensuring the check-in foyer is always manned – preventing checked-in children from leaving and unapproved people from entering.

7.3 TEAM LEADER

Each room on a Sunday will have a Team Leader, who oversees the individual room. This person is also a Team Member. The title reflects that this role is about looking after the people within your team, not just a room or program.

Responsible for:

- Allocating jobs to Team Members.
- Ensuring all safety procedures are followed within the room.
- Knowing the program and being ready to lead it.
- Leading or participating in Worship.
- Room set-up, reset and pack-down.
- Checking children in and out of the room; sharing with parents what has happened for their child/ren during the session.
- Up-front teaching.
- Reporting needs and concerns to the Children's Pastor.
- Being active and involved in the life of The Red Door Community Church (i.e. Love Attack, Family Camp, HouseChurch, Prayer meetings, etc.).
- Ensuring the Team Members use phones and other devices for Children's Ministry relevant or emergency use. Only Team Leaders are permitted to use devices for

7.4 SUPPORT TEAM

Our heart is for every child to be loved, accepted, included and known in RedKids. Our Support Team has a specific focus on any child needing additional support. Additional support could be any child who has physical, mental or emotional needs. Our goal is to work with parents and guardians to cater RedKids towards each child's individual support plan.

Responsible for:

- Be available across all rooms in RedKids.
- Collaborate with Team Leader to understand the needs of children in attendance.
- Understand the Action Plans for children who have them, medical or additional.
- Be familiar with the RedKids additional needs resources.
- Be ready to work 1on1 or in small groups. The aim is for all children to feel included in the appropriate RedKids program.

7.5 TEAM MEMBER

Team Members are the volunteers in a room who have completed the three-month probationary period. They are tasked with performing roles in the service as directed by the Team Leader, aiding in the set-up and pack-down of rooms and interacting with the children.

ADULT (18+) Responsible for:

- Being primarily responsible for engaging with the children in a fun and safe manner.
- Following the directions as given by the Team Leader on the day.
- Assisting room set-up, reset and pack-down.
- Helping facilitate running small groups.
- Running games and activities.
- Ensuring children are behaving in an appropriate manner, utilising the behaviour management plan including the 3-step warning procedure.
- Engaging in praise and worship with energy and enthusiasm.
- Assisting with the teaching section of the service as directed by the Team Leader.
- Follow the Toileting procedure relevant to your room.
- Leading the play areas and ensure safety procedures are adhered to.
- Checking children in and out according to our procedures. Any decisions regarding situations that are extraordinary must be referred to the Team Leader who may escalate it to the Children's Pastor.
- Accessing a phone or other device only for Children's Ministry relevant or emergency use. These are not to be used for photography/filming. More explanation under "8.15 Photography/Filming".

7.5 TEAM MEMBER CONTINUED...

TEAM ASSISTANT

Those who are serving in RedKids who are within the 3-month probationary period.

Responsible for:

- Being primarily responsible for engaging with the children in a fun and safe manner.
- Following the directions as given by the Team Leader on the day.
- Assisting room set-up, reset and pack-down.
- Helping facilitate running small groups.
- Running games and activities.
- Engaging in praise and worship with energy and enthusiasm.
- Follow the Toileting procedure relevant to your room.
- Leading the play areas and ensure safety procedures are adhered to.
- Accessing a phone or other device only for Children's Ministry relevant or emergency use. These are not to be used for photography/filming. More explanation under "8.15 Photography/Filming".
- Encouraging (not enforcing) children to behave in an appropriate manner.

TEENAGERS (-18)

Under 18 Team Members' roles are similar to that of the adult Team Member; however, they will have some limitations. *

Responsible for:

- Being primarily responsible for engaging with the children in a fun and safe manner.
- Following the directions as given by the Team Leader on the day.
- Assisting with the pack-up and pack-down of the rooms.
- Assisting with the running of small groups.
- Helping to run games and activities.
- Encouraging (not enforcing) children to behave in an appropriate manner.
- Engaging in praise and worship with energy and enthusiasm.
- Accessing a phone or other device only for Children's Ministry relevant or emergency use. These are not to be used for photography/filming. More explanation under "8.15 Photography/Filming".

* Limitations to -18 roles include

- -18's do not take duty of care of children but in fact come under the duty of care of Team Leader/Members but are not counted towards room capacity ratios.
- May not be involved with the check-in or check-out process.
- May not assist children in the toilet.

7.6 PARENT HELP

Parent who has a child in the room and is rostered on to help support leaders and children.

Responsible for:

- Engaging with the children in a fun and safe manner.
- Following the directions as given by the Team Leader on the day.
- Assisting room, reset and pack-down.
- Engaging in praise and worship with energy and enthusiasm.
- Encouraging (not enforcing) children to behave in an appropriate manner.

Limitations to Parent help role

- May not be involved with the check-in or check-out process.
- May not assist children in the toilet.
- Phones not to be used while in RedKids

Please note: A parent volunteering in the same activity in which their child participates, can claim the parent volunteer exemption, (ie. they do not need a WWCC).


**THE POWER OF
TRANSPARENCY IS FAR
GREATER THAN THE POWER
OF PERFECTION. WE BRING
OUR BROKEN BEST TO ALL
THAT WE DO. WE SEEK TO
BRING HONOUR AND GLORY
TO GOD BY BEING EXACTLY
WHO HE MADE US TO BE. WE
DO NOT SEEK THE PRAISE
AND APPROVAL OF MAN. WE
SERVE GOD ONLY. THIS IS A
PERFORMANCE FREE
ZONE.**



At The Red Door Community Church, the spiritual, physical, mental and emotional safety of our children, families and volunteers is imperative.

- We believe that the children should be in a safe environment whilst they are attending our programs.
- We believe that parents should be able to leave their children in our care in the knowledge that they will be safe.
- We believe that our teams should be able to minister to children in an environment free from emotional and physical hazards.
- We believe that our volunteers should be safe as they voluntarily minister to our children.

With respect to these values, and in the context of Australia's 'National Principles for Child Safe Organisations' listed below, we have put the following procedures in place. Please familiarise yourself with them and ask the Children's Pastor to elaborate on anything you don't understand.



National Principles for Child Safe Organisations

- 1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.**
- 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.**
- 3. Families and communities are informed and involved in promoting child safety and wellbeing.**
- 4. Equity is upheld and diverse needs respected in policy and practice.**
- 5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.**
- 6. Processes to respond to complaints and concerns are child focused.**
- 7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.**
- 8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.**
- 9. Implementation of the national child safe principles is regularly reviewed and improved.**
- 10. Policies and procedures document how the organisation is safe for children and young people.**

8.1 OUR LEGAL DUTY OF CARE

Whenever a Children's Leader-child relationship exists, the Leader has a special duty of care. This is defined as follows: "A Leader is to take such measures as are reasonable in the circumstances to protect a child under the Leader's charge, from risks of injury that the Leader should have reasonably foreseen." As part of that duty, Leaders are required to supervise children adequately. This requires not only protection from known hazards, but also protection from those that could arise (that is, those that the Leader should have reasonably foreseen) and against which preventative measures could be taken. Adapted from Victorian Churches of Christ.

Crèche care or similar aims to provide safe, hygienic, well managed, quality care for short periods while parents engage in an activity. A crèche is only available to the participants in the group's activities and only for the duration of the activities. During this time organisations, groups and their employees have a duty of care to the children accepted into the crèche. Taken from Family and Children Health Services WA.

8.2 RECRUITMENT GUIDELINES

All Children's Ministry Team Members have been through the following process.

- New Team Member is a Family Member of Red Door,
- Completed the Volunteer Application Form,
- Provided the names of at least two referees (non-family members),
- Completed the screening process, including an interview,
- Applied for a Working with Children's Check (WWCC),
- Applied for a National Police Certificate,
- Received a copy and agreed to adhere to this Children's Ministry Handbook,
- Received a copy and agreed to adhere to the Vulnerable Persons Policy,
- Submit to a probationary period.
- Provided with a RedKids T-shirt and name tag to be worn when serving (at the end of your season serving in RedKids, please return your t-shirt to the Childrens Pastor).

We value the safety of our children and their families highly and so before being able to serve in a rostered capacity the above process will be completed. Red Door prohibit the employment or engagement of any person with prior convictions relating to violent or sexual related offences of children or vulnerable adults.

8.3 IDENTIFICATION OF TEAM MEMBERS

All Children's Ministry Team Members are considered as 'safe people' to our families. To clearly identify our RedKids Team they are required to wear a team t-shirt and name tag whilst on duty. Parent help to wear tag that states 'Parent Help' or vest. Stomping Ground team members to wear name tag at all times. Parent helpers in Stomping Ground to wear tag that states 'Parent Help'.

8.4 SUPERVISION

A Team Member will not begin admitting children into their room without appropriate support. After children have been accepted into the room the Team Leaders will maintain the appropriate ratio of carers to children (see Room Capacity for supervision ratios below at 8.6).

All volunteers and staff are required to follow the check-in and check-out procedure at 8.8.

Our 'golden rule' is that no Team Member is to be alone with any child anywhere at any time unless it's their own child. Therefore, it is important that no child is left alone under the supervision of only one Team Member. Similarly, supervision ratios need to be maintained throughout the service. Please do not leave the room if the ratio will be compromised and instead contact the Host Team to access what you need outside of the room or

Supervision is deemed to start when the Team Members take charge of the child at the door and finishes when the parent collects their child from the room or when the Host Team and a staff member return the child to the parent/guardian.

8.5 VISITORS TO THE PROGRAMS

All Parent Visitors must report to the Team Leader of the room and wear parent tag. All adult visitors (who do not have children in the program) must report to the Children’s Pastor to obtain a “Visitor Tag”. This tag must be worn whilst that visitor is in any of the programs. Please note that any visitors to the room do not count towards room supervision ratios except for their own children and are not responsible for any aspect of the program or supervision beyond looking after their own child/ children while in the room. They should be informed of our Golden Rule, that they are not to be alone with any child anywhere at any time other than their own child(ren).

8.6 ROOM CAPACITY

Please note in order to open a room a minimum of 2 Team Members are required.

The following room capacities and supervision ratios are the legal ratios for a Creche or temporary care like a church given by the Department of Local Government and Communities. Document available at (page 13), <https://dlgc.communities.wa.gov.au/Publications/Documents/Setting-up-a-Creche.pdf>

AGE GROUP	REDKIDS ROOM	PREFERRED REDKIDS RATIO & CAPACITY	GOVERNMENT RATIO & CAPACITY
0-24 MTHS			1:4
25-35 MTHS	TODDLERS	1:4 . MAX 20 KIDS	1:5 . MAX 30 KIDS
3 YRS & KINDY	LITTLE PEOPLE	1:8 . MAX 30 KIDS	1:10 . MAX 35 KIDS
PRE-PRIMARY & OVER	PRIMARY & STOMPING GROUND	1:10 . MAX 70 KIDS	1:13 . MAX 84 KIDS
PARENT HELPS	ALL ROOMS	1:4 AND MAX ABOVE	-

8.7 TOILETING

When children need to use the toilets, they are to be accompanied by at least two adult Team Members (contact the RedKids Host Team if you need additional Team Members to maintain supervision ratios). The Team Member must contact Host team to inform them that they are doing a toilet run. A Team Member may assist a child in a cubicle if asked to by the child; however, the cubicle door must remain open while assistance is given. All children must have washed their hands before leaving the toileting area.

8.7.1 TODDLERS & LITTLE PEOPLE

When a child needs their nappy changed, we contact their parent to care for their child – we don’t change nappies. Children capable of using the toilet will likely need some extra help, this is fine to provide, refer to the above policy 8.7.

8.7.2 PRIMARY ZONE

Unit 6 has a toileting area of its own. Children can attend these by themselves with permission from a Team Member. If a child requests assistance in the toileting area this should be provided by a Team Member in sight and knowledge of another Team Member with doors adjoining program area kept open (refer to the above 8.7). All children must have washed their hands before leaving the toileting area.

8.7.3 STOMPING GROUND

Children can attend these by themselves with permission from a Team Member. If a child requests assistance in the toileting area this should be provided by a Team Member in sight and knowledge of another Team Member with doors adjoining program area kept open (refer to the above 8.7). All children must have washed their hands before leaving the toileting area.

8.8 CHECK-IN AND CHECK-OUT PROCEDURE

The check-in and check-out procedure may seem like a small part of the service, but it is incredibly important that we adhere to the following procedures, to ensure the safety of our children.

Check-in and check-out is to be performed by a Team Member or Team Leader only at the entrance to each room. All children entering our programs must be given a sticker and have the sticker placed in a visible location on their clothing. They need to be accompanied by a parent/guardian to the room entrance, who will also need to be given sticker that contains the matching code to the child's sticker. Should any parent/guardian try to check their child into a room without a sticker, please refer them to the Children's Pastor or Host Team.

With check-out, children can only leave with an adult holding a sticker with the code matching their sticker. Please check both stickers and remove the child's sticker before they leave the room. If the child has lost their sticker, or if the adult does not have one, please contact for the RedKids Host Team or ask the Children's Pastor or allocated staff member to assist. They are the only members who are authorised to allow any child pick-up without a sticker. This is a 'no-exception rule', even if you know the family personally.

This rule is to keep the children safe from any potential unauthorised pick-ups. It also keeps you safe as a volunteer. Should an incident occur, the responsibility will fall to the staff member.

For Stomping Ground at the 5pm service, children are checked in electronically but there is no stickers provided to children or parents because of the older nature of this age group. Children are handed back to parent/guardian by the Stomping Ground leader at the end of the service.

8.9 INTERACTING WITH CHILDREN

For primary school aged children only appropriate body touches are acceptable (i.e., side-on hugs). Children are never permitted to sit on a leader's lap. For children under 5 years of age, the leader's knee is considered appropriate.

If a child shows any discomfort with acceptable physical touch (i.e., hand on a shoulder) then it must be discontinued at once. However, when a child is endangering themselves, others, or equipment, then reasonable force may be used to restrain them. Reasonable force is the minimum required for any situation. This force would be imposed for the sake of safety. A child must never be wilfully intimidated, verbally, or non-verbally, at any time during their time in our care.

8.9.1 INTERACTING WITH CHILDREN WHO HAVE ADDITIONAL NEEDS

We recognise that all children are different and have varying needs. Some children have mental or physical additional needs, and it is our goal to cater for them and include them in our community as best we can. We aim to have our RedKids Support Team available to assist and care for these children in particular. Our Support Team will also aim to be available to any child who needs extra support on the day due to whatever life's circumstances they're experiencing.

8.10 INFORMING CHILDREN OF THEIR RIGHTS

We want the children in RedKids to feel empowered to speak up for themselves especially when it comes to keeping themselves or others safe. On a regular basis and in age-appropriate ways our Team Leaders will explain our RedKids rules. In summary our rules are based upon respect. Respecting themselves, respecting each other, respecting our leaders, respecting our space and equipment and of course respecting God. The kids will be informed that if they ever feel like someone is disrespecting them in any way, either in RedKids or throughout the week, that our RedKids team are safe people that they can talk to about it.

8.11 FEEDBACK

We value the voices of our community, young people and adults alike – we want each person to have a positive and safe experience. Should a child, parent or RedKids Team Member observe any issues, areas of concern or have any constructive feedback, please discuss these with your relevant Team Leader and or fill out a Feedback Form. When a Feedback Form is completed and actioned, we will also respond to that person with actions taken. As always, the Children’s Pastor and Senior Ministers are available if you would prefer to discuss with them.

In addition, RedKids will actively seek the participation of our children, parent’s and broader church family regarding the reviewing of our policies, procedures and practices annually.

8.12 REPORTING SUSPECTED ABUSE

As a church we are committed to be a safe place for vulnerable people. To help create that safe environment we aim to purposefully up-skill our Team Members on the indicators of harm or distress, (Refer to document “indicators of harm & distress in children”).

If an employee or volunteer forms a reasonable suspicion that a child has been abused (physical, sexual, emotional, or neglect), this should be reported to the Safe Church Officer immediately (or via email at sco@thereddoor.cc). On no account should this be discussed amongst the team or with anyone else.

CHILD ABUSE IS INTOLERABLE AND MUST BE DEALT WITH PROMPTLY.

Any person can report a reasonable suspicion via the Redkids and Youth Feedback and Disclosure Form. This form will be available at the entrance to unit 5 in the Redkids registration area on the wooden benches and at our information station. Once completed, it can be deposited in the secure red-letter post box in the foyer of the auditorium or in the secure red letter post box in the entrance to unit 5.

Reasonable suspicions can also be reported verbally to the Safe Church Officer or the Chairperson of the Board.

8.13 INCIDENT/INJURY MANAGEMENT

Nominated First Aiders will be available each week.

If a child sustains an injury (however minor) an Incident/Injury Report Form must be filled in, signed by the parent/guardian, and reported to the Children’s Pastor. Incident/Injury Report Forms are available at RedKids Host Team.

Contact appointed First Aiders to assess the situation and to administer First Aid, if required. If First Aid is needed, the parent/guardian is to be contacted immediately. See our Vulnerable Person’s Policy for more details.

8.13.1 SERIOUS MEDICAL CONDITIONS

If a child has any form of serious medical condition such as anaphylactic reactions or acute asthma, parents/guardian's must provide a current management plan signed by their doctor before RedKids can accept duty of care. If no plan is available, the parent/guardian is welcome to attend so the duty of care remains with them. Each child's Medical Management Plan including anything they need (e.g. EpiPen, asthma reliever medication, face mask and spacer) is to be handed over at the room's check-in to be placed in the Medical Tub or each child is welcome to carry medication on their person (e.g., EpiPen) when the child's plan suggests doing that.

8.13.2 ADMINISTERING MEDICATION

Team Members are not permitted to administer medication outside of a child's Medical Management Plan. Parents are welcome to remain in the program to administer what their child needs.

8.14 LOCKDOWN PROCEDURE

A lockdown would be called for the purpose of ensuring our checked-in children's and team's safety in the case of someone or something threatening it (e.g., a person acting violently on the premises).

In this rare situation the Children's Pastor, a Staff Member or RedKids Leadership is to take control of the lockdown. First, make the announcement that the RedKids is in a lockdown situation confirming each room has been made aware of the lockdown situation in a clear yet calm manner.

All Team Members and children are to remain and/or proceed indoors, and follow lockdown procedures:

1. Lock all doors and windows.
2. Keep all children inside, away from the windows.
3. Take the children, the attendance sheet folder and the Medical Tub (containing emergency medication, e.g. Epi Pens, Asthma Medication etc) with you.
4. Ensure leadership has called POLICE: 000; or other Emergency Services, if required and instructed by the Responsible Person.
5. No other phone calls are to be made as to not create panic. All phones to be put away (room leaders to communicate this to parent and visitors in the room).
6. Person in charge to notify Sunday Service Co-Ordinator via phone call.
7. Follow directions from Controlling Team Member/Staff Member.
8. An "All Clear" announcement from the controlling Team Member/Staff Member will end the lockdown.
9. Controlling Team Member to notify parents as soon as possible after the lockdown is clear, via announcement in Church.

8.15 PHOTOGRAPHY/FILMING

Parents should be advised if the Children's Pastor is intending to film or photograph their children at any service and given the opportunity to sign an opt-out register. The opt-out register is available at the check-in area if they do not want their child to be involved. Footage taken is to remain on site for use in services at The Red Door Community Church. All filming remains the intellectual property of the church and therefore is only to be used for church-approved uses.

8.16 VIDEO OR MEDIA USE IN PROGRAMS

Video's websites or any media shouldn't be used without being first vetted by the Children's Pastor. Any time media (movies, websites, apps, video clips etc.) that has been given a classification rating will be shown to the children, the rating will be made known to the parents/guardians via a sign displayed at check-in and or email. Parents may then choose whether their children can participate in the program. Other media shown to children will always be of a ministry-based nature, benign, and only used for teaching specific program content.

8.17 HOME OR HOSPITAL VISITS

Personal visits to children's homes or to a hospital should always be made with two Team Members present and with the full knowledge and authority of the Children's Pastor prior to the visit. Personal visits to children by a Team Member, where the only contact or relationship with that child is by virtue of that child attending a Children's Ministry program, could be misconstrued as inappropriate, so please inform the Children's Pastor if a friendship is formed between a Team Member and a child's family, in the interest of transparency and accountability.

8.18 TRANSPORT

Parental permission must be granted in writing prior to a child being transported in any vehicle. The only exception is in cases of emergency.

8.19 BREACHES OF CHILDREN'S MINISTRY GUIDELINES

Any wilful or accidental disregard of any of the intentions for safe ministry contained within this handbook will receive a verbal correction in the first instance. A second breach of a similar nature will attract a verbal warning and a written notification that the breach has occurred with suggestions for future improvement. A third breach will result in the Team Member involved being asked to step down from the team.

Any serious breach, where it has been deemed that a child's wellbeing (physical, emotional or sexual) has been compromised will result in the Team Member being stood down immediately. Pastoral care will be given to the child, their family, and the Team Member concerned, and if necessary, relevant authorities will be informed.

8.20 FOOD IN OUR PROGRAM

The only food regularly served in our program is Milk Arrowroot biscuits and rice crackers, along with water. Our Primary Room does not include a snack time. Parents/guardians are asked at registration to advise on any allergies. This information can be found on the child's sticker label. These need to be checked prior to commencing serving food at snack time. Children may bring their own water bottle into the room but not additional snacks. If other foods are to be served/smelled/touched etc as a part of the program, Team Leaders must notify parents/guardians of this using a sign displayed at check in and verbally checking with parents whether there are any children unable to participate.

REDKIDS BEHAVIOUR MANAGEMENT

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Our desire is to accept every child possible into our programs, and to make sure that our environment is positive and safe for them. We have particularly large numbers of children in our programs, and our management policy considers the safety and positive learning environment of the whole group. With this in mind, we have formed the following behaviour management policy.

This policy is based on the premise that children respond best to encouragement and reward for good behaviour, rather than constant admonishment. Behaviour management happens best when the volunteers have taken time to build caring relationships with the children. We desire that all our Team Members be encouraging, positive and affirming to the children in our care.

While this value is held high, we know that even in the best of relationships, unacceptable behaviour occasionally occurs. Also, we consistently and gratefully see many visitors attending our programs, children with whom we have had little or no time to connect with relationally, and who would come with varying models of what they deem to be acceptable behaviour. Therefore, it is important to adhere to the following parameters regarding our behaviour management policy. This is fair for all, and it helps to establish order and security, which is particularly important when dealing with large numbers of children.

9.1 PHYSICAL DISCIPLINE IS STRICTLY NOT ALLOWED

Children are not to be berated, yelled at, or intimidated verbally or physically. If a child is displaying aggressive, dangerous, disruptive, or disrespectful behaviour – then we apply the ‘Three Step Warning Procedure’ (detailed below). It is vital that the Team Leader steps in as soon as they see inappropriate behaviour to ensure that a safe environment is always maintained. Team Leaders need the Team Members and helpers to bring disruptive behaviour to their attention quickly so that it can be dealt with promptly.

9.2 EXPECTATIONS

At the beginning of the primary program, the behaviour expectations and ‘Three Step Warning Procedures’ are explained to the children. This should be done in a fun, yet clear way. We expect older children to co-operate and be responsible for their behaviour and for themselves.

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REDKIDS BEHAVIOUR MANAGEMENT

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Making the requirements and boundaries clear to the children empowers them to make good choices and takes the pressure off the leaders to be responsible for choices that only the individual child can make. If, as a last resort, a child must leave the program because of unacceptable behaviour, it will in most cases be because that child chose consistently to not curb their inappropriate actions. Sometimes it will be because a child has little capacity to control their own behaviour.

Our volunteers are not equipped for controlling such behaviour, particularly since they are not empowered with any disciplinary tools, other than those that require co-operation and goodwill from the children.

Toddlers and Little People's will apply this concept of correction, co-operation, and consequence, in an age-appropriate fashion. Ultimately, if a child continues with distracting or disruptive behaviour, or their actions put others at risk, their parent/guardian will be asked to remove them from the program.

9.3 '3 STEP WARNING PROCEDURE' EXPLAINED

1. Get the child's attention, and then give a clear verbal warning to stop the inappropriate behaviour. Let them know that this is their first warning, and the next warning will mean that they will be made to sit out of the group. Avoid having this conversation publicly or from the front of stage, as our intention is not to embarrass or intimidate.

2. If the child fails to respond to this warning, separate the child from the other children under the supervision of a Team Member. The Team Member should speak to the child and explain that if they continue to behave inappropriately, they will be removed from the program and put in the care of their parent / guardian.

It is important at this stage to speak to the child on a pastoral level and ascertain if there are reasons for the child's behaviour, especially if it is out of character for them. Also, suggest to the child, practices that lead to positive and responsible behaviour. That way, should they choose to curb wrong behaviour, they will better understand the behaviour that is expected and how to head in that direction.

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REDKIDS BEHAVIOUR MANAGEMENT

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3. If the child ignores this warning, the Team Leaders will need to call in the Host Team Member to contact the parent/guardian to remove their child from the room. The Children's Pastor is called in at this stage to assist. A child is never sent out of the room without first contacting a parent/guardian to collect their child and completing the check-out procedure.

If a pattern of bad behaviour develops, the parents may be asked to keep the child with them for a specified time.

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