

**THE AUSTRALIAN AND NEW ZEALAND DIOCESE OF
THE RUSSIAN ORTHODOX CHURCH
OUTSIDE OF RUSSIA**

**CHILD-SAFE CHILD-FRIENDLY
POLICY**

All children and young people have the right to feel safe and to be safe all of the time.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	1

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Table of Contents

1. PREFACE.....	3
2. DEFINITIONS	4
3. DIOCESAN POLICY	5
4. DIOCESAN CODE OF CONDUCT FOR WORKING WITH CHILDREN AND YOUNG PEOPLE	6
5. CHARACTERISTICS OF A CHILD-SAFE CHILD-FRIENDLY CHURCH ENTITY	7
6. COMPONENTS OF A CHILD-SAFE CHILD-FRIENDLY ENVIRONMENT	8
7. FORMULATION OF INDIVIDUAL CHURCH ENTITY POLICIES & PROCEDURES	11
8. APPLICATION AND SCOPE OF THE POLICY	12
9. SUPPORTING DOCUMENTATION	13
Appendix 1: Our Child-Safe Child-Friendly Policy Statement	15
Appendix 2: Child-Safe Child-Friendly Church/Parish Report	17
Appendix 3: Child and Young People Risk Management Strategy	19
Appendix 4: Code of Conduct.....	23
Appendix 5: Child Safety Contact Person	25
Appendix 6: Selection, Screening and Training of Church Workers	27
Appendix 7: Application for Working With Children.....	28
Appendix 8: Procedure for Handling Disclosures, Suspicions of Harm or Complaints	29
Appendix 9: Complaint/Incident Record Form in Relation to Children & Young People	34

Document prepared by:



Prepared by the Governance Committee,
on behalf of the Diocesan Council
Very Rev. Dr Michael Protopopov, Chairman

Document approved by:

+ Metropolitan Hilarion



Ruling Bishop
His Eminence, Metropolitan Hilarion

Issue date: March 2013

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	2

PREFACE

The Diocesan Policy on Child-Safe Child-Friendly church environments is a statement of commitment on behalf of all of its Church entities, namely, parishes, missions, communities and chapels.

This document describes the necessary characteristics and components of a Child-Safe Child-Friendly Church environment to comply with both the legal and moral requirements and expectations.

The above are based on requirements and recommendations by the State and Territory Commissions for Children and Young People, the bodies that administer child safe environments in their respective areas. Each State and Territory in Australia, has differing legal and administrative requirements with respect to working with children and young people. Thus, it becomes the responsibility of each Deanery/Church entity to become familiar with the legal requirements of their States and Territories, and to ensure that their respective policies meet those requirements.

The Diocese and its Church entities have legal obligations under the various State and Territory Acts. Non-compliance can result in substantial penalties to both church entities and to individuals.

This Policy has a direct link to the Diocesan Policy & Procedure for Addressing Inappropriate Behaviour.

Organisations that work with children and young people have a special responsibility to ensure and enhance their safety, well-being and rights. The responsibilities include both legal and moral obligations. The Diocese is such an organisation.

To ease the burden on individual Church entities, the Diocese is providing guidelines and templates for most, if not all, components of a Child-Safe Child-Friendly church environment. Each Church entity is required to make use of these, to implement policies for their specific situations. They may be modified to some extent to suit local environments and the wish of their parishioners, so long as the changes do not compromise the Diocesan Policy on commitment, participation and zero tolerance.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	3

DEFINITIONS

1. ANZ - Australian & New Zealand.
2. **Child-friendly** means creating a trusting environment that values, respects and welcomes children and young people. This means children and young people feel confident to raise any problem or concern and know they will be listened to.
3. **Children** are those aged 0-12 years. **Young people** are those aged 13-18 years. The use of "children" and "young people" in this policy is a means to avoid patronising teenagers.
4. **Child-safe** means taking active measures to keep children and young people safe from physical, sexual or emotional abuse.
5. Church - ANZ Diocese of the ROCOR.
6. Church workers - men and/or women elected or appointed by parishes to assigned duties without payment.
7. Clergy – all bishops, priests, deacons, sub-deacons, readers.
8. Dean – A senior cleric appointed by the Ruling Bishop to have administrative oversight of all clergy in his Deanery.
9. Diocesan Employees – men and/or women contributing labour and expertise and who receive payment for their work, whether from the Diocese, a parish or church organisation.
10. Diocesan Officials - men and/or women elected or appointed to Diocesan positions.
11. Harm/Incident - Any detrimental effect of a significant nature on the child's physical, psychological or emotional well being caused by physical, psychological or emotional abuse or neglect or sexual abuse or exploitation.
12. Inappropriate behaviour - bullying, harassment, intimidation, sexual impropriety, aggression, humiliation or any other behaviour deemed to be demeaning or unacceptable in the light of the Gospel.
13. Monastics - men and/or women who have entered into a life of prayer and obedience to a monastic rule.
14. Parish Officials – men and/or women elected to Parish Councils, Sisterhood Councils, and Auditing Committees.
15. Parishioners- individuals who attend divine services at an ANZ Diocesan church, or other gatherings, including social occasions, associated with the life of the parish.
16. Rector - priest, abbot or abbess appointed by the Ruling Bishop to oversee a Parish, Monastery or Convent.
17. ROCOR - Russian Orthodox Church Outside of Russia.
18. Ruling Bishop - Bishop or Archbishop appointed by the Synod of Bishops of ROCOR with responsibility for all the parishes and church communities within his Diocese. He has authority over all the orders of clergy in the Diocese.
19. Volunteers – individuals contributing labour and expertise who receive no payment for that work, including altar servers, members of church choirs, youth leaders and Parish school teachers.
20. Vulnerable people - individuals who are at greater than normal risk of abuse. They may be receiving or may need community care services because of a disability, age or illness, and who may be unable to protect themselves against significant harm or exploitation.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	4

DIOCESAN POLICY

1. The ANZ Diocese of ROCOR is committed to ensuring that the safety, welfare and wellbeing of children and young people is maintained at all times during their participation in Church services and all other activities run or sponsored by each and every church entity in Australia under its control.
2. The ANZ Diocese of ROCOR aims to promote a safe environment for all children and young people and to assist all paid employees and volunteers, officials and members to recognise child abuse and neglect and follow the appropriate notification procedures when reporting any alleged abuse.
3. To this end, the ANZ Diocese of ROCOR will enforce zero tolerance of any behaviour that may threaten the safety of children and young people. Non compliance will hold the threat of dismissal or suspension, and a repeat will lead to dismissal, of any employee, official or volunteer found responsible.
4. All complaints will be taken seriously, treated with compassion and dealt with promptly, confidentially and with a transparent process.
5. All suggestions that could lead to improvements in maintaining the safe and friendly environment will be considered in the review process of the policy.
6. All children and young people have the right to feel safe and to be safe all of the time. Our goal is for the Diocese and each and every Church entity to function in an environment of "Zero Harm". To this end we believe that
 - a. All categories of harm can be prevented.
 - b. Diocesan management and that of each and every church entity is accountable for the safety of children and young people in their respective environments.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	5

DIOCESAN CODE OF CONDUCT FOR WORKING WITH CHILDREN AND YOUNG PEOPLE

This Code of Conduct outlines appropriate standards of behaviour from adults toward children and young people. It serves to protect children and young people and reduce any opportunity for harm to occur. It also assists staff and volunteers by providing them with guidance on how to best support children and young people and how to avoid or better manage difficult situations.

We will:

- follow and comply with Diocesan policies,
- treat children and young people with respect,
- model appropriate behaviour,
- listen to children and young people and take action to protect their wellbeing,
- report and act on any breaches of these standards of behaviour,
- comply with specific guidelines on physical contact with children and young people,
- respect the privacy of children and young people and their families.

We will not:

- seek to use children and young people in any way to meet the needs of adults,
- use prejudice, oppressive behaviour or language,
- initiate unnecessary physical contact with children and young people or do things of a personal nature that children and young people can do for themselves,
- develop "special" relationships with specific children and young people for our own needs,
- show favouritism through the provision of gifts or inappropriate attention,
- have one-on-one contact with children and young people outside of the Diocesan programs.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	6

CHARACTERISTICS OF A CHILD-SAFE CHILD-FRIENDLY CHURCH ENTITY

1. Proactive and preventative, rather than reactive. Recognise the need to go beyond the mandatory checks that the law requires and be aware of the community expectations and respond to these.
2. Recognises that when children and young people are safe and valued, that this will have an effect on all areas of their lives.
3. Acknowledges the harm done by all forms of abuse.
4. Actively decreases negative influences and enhances positive influences.
5. Has clear boundaries for behaviour within the church entity as enumerated in the Diocesan Policy & Procedure for Addressing Inappropriate Behaviour.
6. Has a commitment to the link between safety and participation. Children and young people are unlikely to speak about experiences of feeling unsafe if their participation is ignored or not valued.
7. Safety of children and young people is embedded into the culture of the Church entity.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	7

COMPONENTS OF A CHILD-SAFE CHILD-FRIENDLY ENVIRONMENT

The following diagram shows the components that are required for a Child-Safe Child-Friendly environment in each Church entity.



The required components of a Child-safe Child-Friendly Church entity are:

1. **ANZ Diocese Child- Safe Child-Friendly Policy .**
 - a. **This component upholds our obligation to a safe environment for children and young people** by outlining our commitment in maintaining the safety and wellbeing of our children and young people.
 - b. Supporting this policy is the **ANZ Diocese Inappropriate Behaviour Policy** (refer to Diocesan Administration Handbook).
 - c. Each Church entity is required to implement its own **Child-Safe Child-Friendly Policy Statement**. The local policy can reflect specific situations/environments so long as it does not compromise the Diocesan Policy on commitment, participation and zero tolerance. See Appendix 1 for a recommended template.
2. **Compliance.**
 - a. A **Working With Children Check (WWC)** (or its equivalent) is required by law in all States and Territories for all religious organisations.
 - b. To support the compliance procedure, all Church entities are required to keep a register of all persons identified in the **ANZ Diocese Working with Children Policy** that require a check and to send to the Diocese their **Child-Safe Child-Friendly Church/Parish Report** . See Appendix 2 for a recommended template.
3. **Situational Prevention and Management of Risks.**
 - a. Diocesan policy requires all Church entities to implement a **Risk Management Plan** as specified in the Diocesan Administration Handbook section 3.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	8

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

- b. Each Church entity is required to implement a **Child and Young People Risk Management Strategy**. All high risk activities and special events must be incorporated and addressed. See Appendix 3 for guidelines and a recommended template.
4. **Diocese/Parish Code of Conduct.**
 - a. This component is supported by **ANZ Diocese Inappropriate Behaviour Policy** as well as the **Diocese Code of Conduct for Working With Children and Young People**.
 - b. Each Church entity is required to implement a complementary **Code of Conduct for Diocesan Employees, Clergy, Church Workers and Volunteers**. See Appendix 4 for a recommended template. Each affected person is required to read and sign this declaration. Signed documents are required to be filed in a secure manner with Church records.
5. **Selection, Screening and Training of Child-Safe Contact Person and Volunteers.**
 - a. Governance Standards described in Metropolitan Hilarion's **Ukase No 1-23-11** are mandatory in supporting the process to be used in the selection and screening of Church workers.
 - b. Each Church entity is required to implement an appropriate process for the selection, screening and training of church workers. See Appendices 5, 6 & 7 for recommended guidelines and a template.
6. **Procedures for disclosures and complaints.**
 - a. Each Church entity is required to implement appropriate procedures. See Appendices 8 & 9 for recommended guidelines and template.
7. **Training**
 - a. Every person in an appointed position where they will be working face to face with a child or a young person must undergo training.
 - b. Each Church entity is required to adopt and display the communications logo recommended in Appendix 10. Additionally a communication process should be established with child and parent participation.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	9

Compliance with legal obligations under the various State and Territory Acts are not uniform. The highest common denominator requires:

- I. A statement of commitment.
- II. A code of conduct.
- III. Strategies for recruitment, selection and training.
- IV. Policies and procedures for handling disclosures and suspicions of harm.
- V. Policies and procedures for the occasions where there might be a breach of the child and young people risk management strategy.
- VI. A planning process for high risk activities and special events.
- VII. Working With Children Checks or police checks as stipulated by Diocesan policy, and
- VIII. Strategy for communication.

It is Diocesan policy that these are complied with by all Church entities across all Australian States and Territories.

Each Church entity is required to submit the Child-Safe Child-Friendly Implementation Checklist to the Diocese at the completion of their implementation of this policy. The required form can be downloaded from www.rocor.org.au

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	10

FORMULATION OF INDIVIDUAL CHURCH ENTITY POLICIES & PROCEDURES

1. Previous section describes the components necessary to comply with a Child-Safe Child-Friendly Church environment.
2. Appendices 1-10 provide sufficient guidelines and templates to implement individual Church entity policies and procedures.
3. The Diocesan website provides links to each of these Appendices.
4. It is important that compliance is always addressed with due diligence. Not knowing (ignorance of) the law is not acceptable in defence.
5. All policies and procedures should be considered as work in progress.
6. The Diocese will provide each Church entity with laminated copies of the communications logo in Appendix 10 for display in or around their premises.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	11

APPLICATION AND SCOPE OF THE POLICY

This policy applies to all members of the Church community throughout the ANZ Diocese of ROCOR - including clergy, Parish officials, Diocesan employees, Church workers, volunteers, parishioners and visitors.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	12

SUPPORTING DOCUMENTATION

State and Territory Acts/Laws :

Commonwealth

Crimes Act 1914

Australian Capital Territory

Working with Vulnerable People (Background Checking) Act 2011

New South Wales

Child Protection (Working with Children) Act 2012

Queensland

Working with Children (Risk Management and Screening) Act 2000

Victoria

Working with Children Act 2005

South Australia

Children's Protection Act 1993

Western Australia

Working with Children (Criminal Record Checking) Act 2004

Northern Territory

Care and Protection of Children Act 2007

Tasmania

Registration to Work with Vulnerable People Act 2013

Diocese

- <[link](#) to Diocesan Policy on Inappropriate Behaviour>

The following are links to checklists, templates and guidelines for use by church entities:

- <[link](#) to Our Child-Safe Child-Friendly Policy Statement>
- <[link](#) to Code of Conduct for Diocesan Employees, Clergy, Church Workers and Volunteers for Working With Children and Young People>
- <[link](#) to Child Safety Contact Person>
- <[link](#) to Complaint/Incident Record Form in Relation to Children & Young People>
- <[link](#) to Child-Safe Child-Friendly Church/Parish report>
- <[link](#) to Child and Young People Risk Management Strategy>
- <[link](#) to Selection, Screening and training of Church Workers>
- <[link](#) to Application for Working With Children>
- <[link](#) to Procedure for Handling Disclosures, Suspicions of Harm or Complaints>
- <[link](#) to Communications Logo>

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	13

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Contacts

Ruling Bishop:	Metropolitan Hilarion	anzdiocese@inet.net.au
Auxiliary Bishop:	Bishop George	anzdiocese@inet.net.au
VIC, SA, TAS & WA Dean:	Fr Michael Protopopov	0418 105 140
NSW Dean:	Fr Nikita Chemodakov	(02) 9604 7528
Queensland Dean:	Fr Gabriel Makarov	0416 308 338

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	14

Appendix 1: Our Child-Safe Child-Friendly Policy Statement

Title	This policy is called the [name of parish, mission, community or chapel] Child-Safe Child-Friendly Policy.
Introduction	<p>This policy focuses on the participation of children and young people in the life of our [name of parish, mission, community or chapel] and on making the [name of parish, mission, community or chapel] a safe environment for them.</p> <p>It supplements the <i>Policy and Procedure for Addressing Inappropriate Behaviour</i> and the <i>Child-Safe, Child-Friendly Policy</i> of the Australian and New Zealand Diocese of the Russian Orthodox Church outside Russia and provides guidance to [name of parish, mission, community or chapel] clergy, officials, volunteers, members and all involved in [name of parish, mission, community or chapel] life.</p>
Definitions	<p>For the purposes of this policy, ‘children’ are aged 0-12, and ‘young people’ are aged 13-18.</p> <p>Child-safe means taking active measures to keep children and young people safe from physical, sexual or emotional abuse.</p> <p>Child-friendly means creating a trusting environment that values, respects and welcomes children and young people. This means children and young people feel confident to raise any problem or concern and know they will be listened to. Experience shows that abuse most often occurs when children lack that confidence and trust.</p> <p>All references to the ‘parish’ [‘mission’, ‘community’ or ‘chapel’] and ‘parish life’ [‘mission life’, ‘community life’ or ‘chapel life’] are to [name of parish, mission, community or chapel] and its activities. References to ‘the Diocese’ and to ‘Diocesan policy’ are to the Australian and New Zealand Diocese of the Russian Orthodox Church outside Russia and its policies.</p>
The participation of children and young people in parish life	<p>Our parish [or ‘mission’, ‘community’ or ‘chapel’] wants children and young people involved in the life of the parish [or ‘mission’, ‘community’ or ‘chapel’] to have a safe, happy and spiritually beneficial experience.</p> <p>To this end, we welcome the appropriate participation of children and young people in parish life [‘mission life’, ‘community life’ or ‘chapel life’], and will plan ways that they can be involved.</p> <p>We will take into account the views of children and young people when making decisions that affect them.</p>
A positive environment for children and young people	<p>We will ensure that the parish [or ‘mission’, ‘community’ or ‘chapel’] church, hall and grounds [amend as appropriate] are places in which sources of physical harm to all are eliminated or positively managed.</p> <p>We will ensure that it is understood that in all parish [or ‘mission’, ‘community’ or ‘chapel’] and Diocesan activities inappropriate behaviour towards children and young people is unacceptable. This includes the conduct of children and young people towards one another.</p>

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	15

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Supporting our people who work with children and young people

We promote respect, fairness and consideration for parish [or 'mission', 'community' or 'chapel'] clergy, parish officials, church workers, and volunteers who work with children.

All new parish [or 'mission', 'community' or 'chapel'] clergy, parish officials, church workers, volunteers, and members will receive a copy of this policy, the *Diocesan Policy and Procedure for Addressing Inappropriate Behaviour* and Code of Conduct.

Clergy and volunteers

Our parish [or 'mission', 'community' or 'chapel'] is committed to ensuring that our clergy and our volunteers who work with children and young people are suitable to do so.

To this end, we will comply with [State/Territory] law and with Diocesan policy concerning *Working with Children Checks* and *National Criminal History Checks*.

Dealing with complaints

Each year the parish Annual General Meeting [or equivalent decision-making forum] will appoint two Child Safety Contact Persons, to receive and manage any complaints that a child or young person is at risk or has been treated inappropriately.

The Child Safety Contact Persons should be trusted parish [or 'mission', 'community' or 'chapel'] members who have a demonstrated rapport with children and young people and who have received appropriate training. [If appropriate: At least one of the Child Safety Contact Persons should be a fluent Russian speaker.]

Complaints will be managed in accordance with the *Policy and Procedure for Addressing Inappropriate Behaviour*, with the parish [or 'mission', 'community' or 'chapel'] Child Safety Contact Person[s] providing an intermediate step for dealing with complaints about harm or inappropriate behaviour towards children or young people. The parish [or 'mission', 'community' or 'chapel'] priest must be immediately notified of the complaint.

Communication

This policy will be discussed with all new parish [or 'mission', 'community' or 'chapel'] clergy, parish officials, church workers, volunteers, and parish members.

If applicable: A copy of this policy will be posted on our parish website and on a noticeboard in our parish hall. It will also be regularly mentioned in our parish newsletter.

A logo will be displayed at the entrance to the parish church, hall and grounds [amend as appropriate] that clearly communicates the fact that the parish [or 'mission', 'community' or 'chapel'] has a child-safe child-friendly policy. [Note: The church can use either the recommended logo or one of its own].

Copies of the *Diocesan Policy and Procedure for Addressing Inappropriate Behaviour* and *Child-safe, Child-friendly Policy* will be readily available.

We will hold information sessions for children and young people twice-yearly. These information sessions will be organised and facilitated by the Child Safety Contact Person[s].

Review

With the assistance of the Child Safety Contact Person[s], this policy will be reviewed by the Parish Council [or equivalent decision-making body] on an annual basis. Review of the policy will take into account comments and suggestions from children and young people, parish [or 'mission', 'community' or 'chapel'] clergy, parish officials, church workers, volunteers, and members, with a copy forwarded to the Diocesan office.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	16

Appendix 2: Child-Safe Child-Friendly Church/Parish Report

This report is to be completed and presented at the AGM, signed off by the Rector and submitted to the Diocese with your annual report.

Parish:

For the year:

Safety contact
person/s:

Date appointed:

SCREENING AND SELECTION OF PERSONNEL

Working with Children Check

Name	Position	WWC number	Expiry Date

TRAINING

The following people had undertaken training in Safe-child Safe-friendly Parish

Name	Position	Date

GROUP/S REGULAR ACTIVITIES

During the year the following activities were run on church property

Group/Activity	Meeting times	Age Group

During the year the following activities were run away from church property

Activity	Date	Age Group

During the year the following incidents were identified:

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	17

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Date	Reported by	Action taken

Recommended changes to parish practices and procedures:

Safety contact person:

Name:

Date:

Signed:

Rector (or equivalent):

Name:

Date:

Signed:

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	18

Appendix 3: Child and Young People Risk Management Strategy

General	<p>As part of the church entity's risk management strategy, it is important to remember that children and young people require a high level of risk management. Components of risk management strategy are the Child-Safe Child-Friendly policy, code of conduct, Working with Children checks compliance, training etc.</p> <p>Checklists may identify general risks that should always be considered, however, it is important to brainstorm with your church/parish council, safety contact person, etc., all potential risks that might result in harm to a child or young person. Workplace health and safety processes consider environment and equipment risks. However it is a requirement that the church/parish must assess and identify the risks associated with the child and youth. Risks for consideration are those that are physical, emotional, psychological and sexual in nature including the risks from:</p> <ul style="list-style-type: none"> • other children or young people; • someone outside the church organisation; • church workers and volunteer <p>Risk management plans for high risk activities and special events should be developed in collaboration with all concerned and documented, this involves identifying potential risks and taking steps to remove or minimise those risks.</p>
Risk Management Process for high risk activities and special events	<p>There are six steps to consider in the development of a risk management plan:</p> <ul style="list-style-type: none"> • describe the activity • identify the risk • analyse the risk • balancing/evaluating the risk • manage the risk • review
Describe the activity	<ul style="list-style-type: none"> • what is the activity and what are your objectives; • where is the activity going to take place - what environment factors need to be considered; • identify all concerned, church workers, parents, and children and young people involved in the activity; and • identify all elements of the event from beginning to end.
Identify the risks	<p>Other than common risks, the following sample questions are prompts that may identify potential risks of harm associated with the high risk activities and special events.</p> <p>How might harm occur?</p> <ul style="list-style-type: none"> • Running an activity where outside public has access to children • Church worker or volunteers spending long periods alone with a child or young person. • A volunteer providing transport to a child or young person. <p>Why might harm occur?</p> <ul style="list-style-type: none"> • Inadequate recruitment and selection practices of volunteers.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	19

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

-
- Incorrect instructions given to volunteers working with children or young people.
 - Not providing or insufficient training for volunteers.

When might harm occur?

- Inadequate adult supervision

Analyse the risk	Risk analysis is about quantifying and identifying the level of risk. Once a risk has been identified a rating is allocated (based on likelihood and potential consequences). The objective is to provide an assessment of each risk as Extreme, High, Moderate or Low.
Evaluate the risk	The purpose of risk evaluation is to make decisions, based on the outcomes of risk analysis. The level of risk will determine whether the high risk activity or special event is practical. When balancing the risk you should look at the potential for some risks to be minimised and control measures should be put in place.
Manage the risk	Risk management involves assessing the options in order to reduce the risk and the preparation and implementation of risk management plans.
Review	Reviewing controls and responsibilities can be useful for future planning and effective risk management plans.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	2013
Scheduled review date	2020	Page Number	20

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Risk Management Plan for High Risk Activity: _____

In addition to workplace health and safety processes a child and youth risk management strategy should analyse the risk of 'harm' to children and young people

Describe the Activity List the activity you provide	Identify the Risks What could go wrong?	Analyse the risk Use scale of Extreme/High/ Moderate/Low to describe risk level	Evaluate the risk Changes to reduce, modify, control or avoid risk	Manage the Risk By who and when?

Plan prepared by:		Date	
Prepared in consultation with:			
Communicated to:			
Other relevant information attached:	Comments:		
Note: Review risk assessment if an incident or significant change occurs.			

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Step 1:- Consider the Likelihood			Step 2: - Consider the Consequences		
What is the likelihood of the risk identified? Look at the descriptions and choose the most suitable likelihood.			What are the consequences of the risk occurring. What could reasonably happen or has happened. Look at the descriptions and choose the most suitable.		
Grade/ Measure	Likelihood	Description	Grade/ Measure	Consequence	Description
A	Almost Certain	Will occur regularly – day to day	1	Catastrophic	Incident will cause death or major permanent incapacitation.
B	Likely	Will occur on most occasions or circumstances	2	Major	Major injuries and long term disability requiring medical treatment and/or counselling
C	Possible	Will occur from time to time	3	Moderate	Significant injury requiring medical treatment and/or counselling
D	Unlikely	May occur but not regularly or often	4	Minor	Minor injury requiring medical treatment and/or counselling
E	Rare	Unlikely to ever occur	5	Insignificant	

Step 3:- Calculate the Risk							
1. Take step 1 and select the correct line							
2. Take step 2 and select correct column							
3. Circle/rate the risk where the two measures cross on the matrix							
Risk Rating Matrix							
Likelihood	Consequence						
	Grade		5	4	3	2	1
			Insignificant	Minor	Moderate	Major	Catastrophic
	a	Almost Certain	Moderate	High	High	Extreme	Extreme
	b	Likely	Moderate	Moderate	High	Extreme	Extreme
	c	Possible	Low	Moderate	High	High	Extreme
	d	Unlikely	Low	Low	Moderate	High	High
e	Rare	Low	Low	Low	Moderate	High	

Risk Rating

Extreme - Unacceptable Risk.

High – High Risk. Immediate action required and management attention required

Medium- Moderate risk. Management attention required

Low- Low Risk. Monitoring and management by routine procedures

Appendix 4: Code of Conduct

Code of Conduct for Diocesan Employees, Clergy, Church Workers and Volunteers for Working With Children and Young People

Statement of Commitment Our parish [or 'mission', 'community' or 'chapel'] wants children and young people involved in the life of the parish [or 'mission', 'community' or 'chapel'] to have a safe, happy and spiritually beneficial experience.

To this end, we welcome the appropriate participation of children and young people in parish [or 'mission', 'community', 'chapel'] life, and will plan ways that they can be involved.

Ultimately, regulations, guidelines, policies and procedures, whilst essential, are not a substitute for wise caution with an on-going attitude of care and concern for the protection of the vulnerable, especially children.

Who must comply? The Code of Conduct applies to all Diocesan employees, Clergy, Parish officials, church workers and volunteers.

Behaviour	Appropriate	Inappropriate
Language	<ul style="list-style-type: none"> Using encouraging/positive words and a pleasant tone of voice Open and honest communication 	<ul style="list-style-type: none"> Insults, criticisms or name calling Bullying, swearing or yelling Sexually suggestive comments/jokes
Relationships	<ul style="list-style-type: none"> Being a positive role model Building relationships based on trust Empowering children to share in decision making 	<ul style="list-style-type: none"> Spending excessive amounts of time alone with children Contact outside of working hours (either physical or via email/phone/facebook) Bullying, harassment, intimidation Grooming' children or young people
Physical Contact	<ul style="list-style-type: none"> Allowing for personal space Touching due to medical emergency or protecting from physical harm Non-threatening 	<ul style="list-style-type: none"> Violent or aggressive behaviour including hitting, kicking, slapping or pushing Kissing or touching of a sexual nature consistent with 'grooming'
Other	<ul style="list-style-type: none"> Appropriate attire/clothing for role Use of internet/mobile phone for work related purposes only 	<ul style="list-style-type: none"> Using alcohol or other substances before or during work Inappropriate clothing Sending inappropriate text or emails

I (print name): _____

have read the Policy and Code of Conduct for working with children, young people and other vulnerable people involved in (insert church entity name) activities. I understand my responsibilities in working with children and young people and will work within this policy and Code of Conduct.

If I breach this code in any way, for any reason, I must inform [insert] of my actions and the reasons for them.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	23

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Signed: _____
(signature)

Witness: _____

(signature)

Name of Witness:
(printname) _____

Date: ____/____/____

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	24

Appendix 5: Child Safety Contact Person

Role Description	
Parish	(name of church/parish)
Reports to	(name of Church/Parish Priest)
General	<p>Assist clergy, leaders and volunteers working with children, young people. Promote awareness of and adherence to the ANZ Diocese of ROCOR Inappropriate Behaviour Policy, Child-Safe Child-Friendly Policy Statement and Code of Conduct. Bring any Child-Safe Child-Friendly matters to the attention of the Church/Parish Council and youth leaders as necessary.</p>
Paperwork	<p>Assist the Church/Parish priest in ensuring proper Working With Children Checks are completed for every person as required by ANZ Diocesan Policy. Ensure a Code of Conduct sign-off sheet is completed by all those that are required to do so as per ANZ Diocesan Policy. Maintain a register of all volunteers involved in children and youth matters in a secure manner. Records should include:</p> <ul style="list-style-type: none"> • Name in Full • Address • Date of Birth • Position in parish • Date of commencement • Signed copy of Code of Conduct on record <p>Provide a complete register of persons working with children to the Diocesan Office.</p>
Training	<p>Liaise with those in leadership/pastoral roles to arrange for their attendance and training at information sessions yearly. Provide and updated list of people completing training to the Diocesan Office to ensure attendance is registered on data base. Records should include :</p> <ul style="list-style-type: none"> • Name in full • Date and Location of training • Name of Trainer
Reporting and Complaints	<p>If someone makes or considers making a report about a child related concern that arises in the course of the Parish's activities:</p> <ul style="list-style-type: none"> • Report to Rector, or Dean in his absence. <p>In the event of a complaint or concern regarding the behaviour of someone connected with the Parish:</p> <ul style="list-style-type: none"> • Contact Rector, or priest in his absence, who will advise on appropriate action in accordance with Inappropriate Behaviour guidelines and procedures for disclosing harm. • If criminal activity is suspected, ensure the police have been contacted. • File complaints and reports of investigations in a secure central file. • Liaise with Diocesan Council as necessary.
Keeping the Church/Parish informed	<p>Receive from the Diocese up to date information about Child-Safe Child-Friendly policy including:</p> <ul style="list-style-type: none"> ▪ Child-Safe Child-Friendly Code of Conduct ▪ Inappropriate Behaviour Policy ▪ Guidelines for recording and dealing with incidents.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	25

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Provide annually a short report to the Church/Parish Council detailing:

- The names of those who have completed Child-Safe Child-Friendly paperwork, training and Working With Children Check ,
- Any significant changes to legislation and Diocesan policies and the location of all policies and paperwork connected with a Child-Safe Child-Friendly Church/Parish.
- Activities that were run on church property
- Incidents that were identified

Confidentiality

Disclosure of personal and or sensitive data and information should be on a need to know basis with the full knowledge of the rector or equivalent.

Appendix 6: Selection, Screening and Training of Church Workers

General	In January 2011 Metropolitan Hilarion issued Ukase No 1-23-11 requiring a number of Governance standards to be introduced in the ANZ Diocese of ROCOR. One of the standards relates specifically to Working With Children (WWC) Checks and Police Checks (screening) of all ordained clergy. The Diocesan office oversees this requirement. All other church workers, paid and unpaid, in child related positions, must be screened as listed in the Diocesan WWC Policy.
Recommended guidelines for screening and selection	<p>In addition to these statutory screening requirements there are recommended guidelines for the engagement of volunteers and church workers who are to be involved with children. Every person in an appointed position where they will be working face to face with a child, a parish should ensure that:</p> <ol style="list-style-type: none"> 1. The applicant's identity is known or confirmed – Application for Working With Children (Appendix 9). 2. The role, task and expectations of the position are clearly stated – Child Safety Contact Person (Appendix 4). 3. The applicant is asked to disclose any matters which may affect their suitability to work with children. 4. Background reference checking is undertaken with at least one known person in the applicant's immediate past that has some knowledge of working with children. 5. When background checking, the role that the applicant is being considered for should be described. The referee should be asked: "Is the person suitable to work with children? Is there anything we need to know?" 6. A code of conduct has been read, signed and filed in a secure manner with parish records
Training	Every person in an appointed position where they will be working face to face with a child or a young person must undergo training in Child-Safe Child-Friendly Church/Parish policy.

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Appendix 7: Application for Working With Children

Personal Information

Full name		DOB	
Address			
Phone		Email	

Church Involvement

Length of attendance at Church?	Are you a member of the church?
---------------------------------	---------------------------------

List all previous involvement in church or voluntary organisations involving children and young people.

--

List any other qualifications or training applicable to children and young people.

--

Have you lived or worked overseas for more than 12 months in the last 5 years?	Do you consent to a criminal history check in these countries if deemed necessary?
--	--

Have you been convicted of child related offences that you need to disclose?
--

Are there any matters that should be disclosed which may affect your suitability to work with children?

Referees

Referee 1:

Referee 2:

*Working with Children Number:	Expiry date:
--------------------------------	--------------

Driver's Licence number or Passport	Expiry date:
-------------------------------------	--------------

*Note: This MUST be completed to be considered or accepted in any position involving children or young people

APPLICANT'S STATEMENT

The information contained in this application is correct to the best of my knowledge. I give consent for the (name of church/parish) to keep this information on file in confidence.

Signature & Date

ADMINISTRATION USE ONLY:

I confirm that I have completed the following in relation to the applicant:

☐ Working With Children current and clear ☐ Contacted the referees

Details of person - Full name: _____ Signed: _____ Date: _____

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	28

Appendix 8: Procedure for Handling Disclosures, Suspicions of Harm or Complaints

Policy	<p>All church workers and safety officers will receive training in identifying risks of harm and handling disclosures or suspicions of harm as soon as possible.</p> <p>All church workers and safety officers will report disclosed or suspected harm immediately to their Rector. The relevant Dean must be informed if the Rector is implicated in any way.</p> <p>All church workers and safety officers will report concerns and complaints as per the ANZ Diocese of ROCOR procedures in the Inappropriate Behaviour policy.</p>
Who must comply with this policy?	<p>The following people must comply with this policy:</p> <ul style="list-style-type: none"> Employees and volunteers Church workers Child Safety Contact Officers
Definitions of Harm	<p>Harm as defined under the <i>Child Protection Act 1999</i> as “any detrimental effect of a significant nature on the child’s physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child’s wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child’s presentation, functioning or behaviour”.</p> <p>Harm may be categorised in the following types:</p> <ul style="list-style-type: none"> physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school, and sexual abuse or exploitation, for example, sexual jokes or touching, exposing children to sexual acts or pornography or having sexual intercourse with a child or young person under 16 years of age (even if the child appears to have consented).
Disclosure of Harm	<p>A disclosure of harm occurs when someone, including a child, tells you about harm that has happened or is likely to happen. Disclosures of harm may start with:</p> <ul style="list-style-type: none"> “I think I saw...” “Somebody told me that...” “Just think you should know...” “I’m not sure what I want you to do, but...”
Suspicion of harm	<p>You can suspect harm if you are concerned by significant changes in behaviour or the presence of new unexplained and suspicious injuries.</p>

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	29

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Procedures to minimise harm to children and young people	<p>ANZ Diocese of ROCOR works to minimise harm to children and young people by acting in a manner that supports their interests and wellbeing, by:</p> <ul style="list-style-type: none"> • making sure that children know that it is their right to feel safe at all times • letting them know who is and who is not a church worker in the organisation • allowing them to be a part of decision-making processes • making sure they are safe by monitoring their activities and ensuring their environment meets all safety requirements • taking anything a child or young person says seriously and following up their concerns • letting them know there is no secret too awful, no story too terrible, that they can't share with someone they trust • encouraging them to tell safety officers of any suspicious activities or people, and • listening to children and young people and letting them know that safety officers are available for them if they have any concerns.
What complaints are reported?	<p>All complaints should be reported including</p> <ul style="list-style-type: none"> • Disclosure of harm • Inappropriate behaviour around children and young persons • Suspicion of abuse or harm to a child or young person
To whom should the complaint be reported?	<p>A child, young person or any church member can make a complaint or raise a concern directly to the Child Safety Contact Person (list name and mobile number) or the Rector.</p>
Child Safety Contact Person will take the following actions	<ul style="list-style-type: none"> • Listens to the person making the complaint • Documents the disclosure or complaint using the 'Complaint/Incident Record Form concerning Young Persons' • Reports immediately to the Parish Priest (list name and mobile number) • Reports as per Inappropriate Behaviour policy • Reports the to the relevant authorities if it is an allegation child abuse
Procedures for receiving a disclosure of harm	<p>When receiving a disclosure of harm the Child Safety Contact Person will,</p> <ul style="list-style-type: none"> • remain calm and find a private place to talk • give your complete attention and do not rush • don't promise that you'll keep a secret. Tell the person they have done the right thing in telling you but that you'll need to tell someone who can help keep them safe • only ask enough questions to confirm the need to report the matter; probing questions could cause distress, confusion and interfere with any later enquiries, and • do not attempt to conduct your own investigation or mediate an outcome between the parties involved. • advise the rector immediately of the disclosure

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	30

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Reporting guidelines for disclosures or suspicions of harm	<p>The Child Safety Contact Person will take the following actions immediately following a disclosure or suspicion of harm.</p> <p>Inform the Rector (if the allegation is against the Rector call the Dean in your state).</p> <p>Documenting a suspicion of harm:</p> <p>If you or others have concerns about the safety of a child, record your concerns using the 'Complaint/Incident Record Form concerning Young Persons' in a non-judgmental and accurate manner as soon as possible. If a parent explains a noticeable mark on a child, record your own observations as well as accurate details of the conversation. If you see unsafe or harmful actions towards a child in your care, intervene immediately, provided it is safe to do so. If it is unsafe, call the police for assistance.</p> <p>Documenting a disclosure of harm:</p> <p>Complete a 'Complaint/Incident Record Form concerning Young Persons' or record the details as soon as possible so that they are accurately captured. Include:</p> <ul style="list-style-type: none"> • time, date and place of the disclosure • 'word for word' what happened and what was said, including anything you said and any actions that have been taken, and • date of report and signature. <p>If you need to take notes as the person is telling you, explain that you are taking a record in case any later enquiry occurs.</p> <p>Reporting the disclosure or suspicion of harm to authorities:</p> <p>ANZ Diocese will not conduct its own enquiries in relation to the disclosure or suspicion of harm or try to come to an agreement between the parties involved. The person who receives a disclosure or suspects harm is to contact the relevant authority to ensure information provided is comprehensive and accurate.</p> <p>Report the matter to:</p> <p>Department of Communities (Child Safety Services) on Police Service (<i>provide local contact details</i>) on</p>
Reporting Obligations	Mandatory reporting as per federal and state laws
Actions following a disclosure	Support and qualified counselling will be offered to all parties involved.
Processes for those involved in the report	<p><i>The child or young person</i></p> <p>The children and young people involved should be offered appropriate counselling and support. Circumstances will dictate who should provide this.</p> <p><i>The person who made the report</i></p>

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	31

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Under Section 22 of the *Child Protection Act 1999*, a person who reports suspected child abuse is protected from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

Details of the person who made the report are to be kept completely confidential and will not be made available to the family of the child or young person, or the person against whom the allegation has been made.

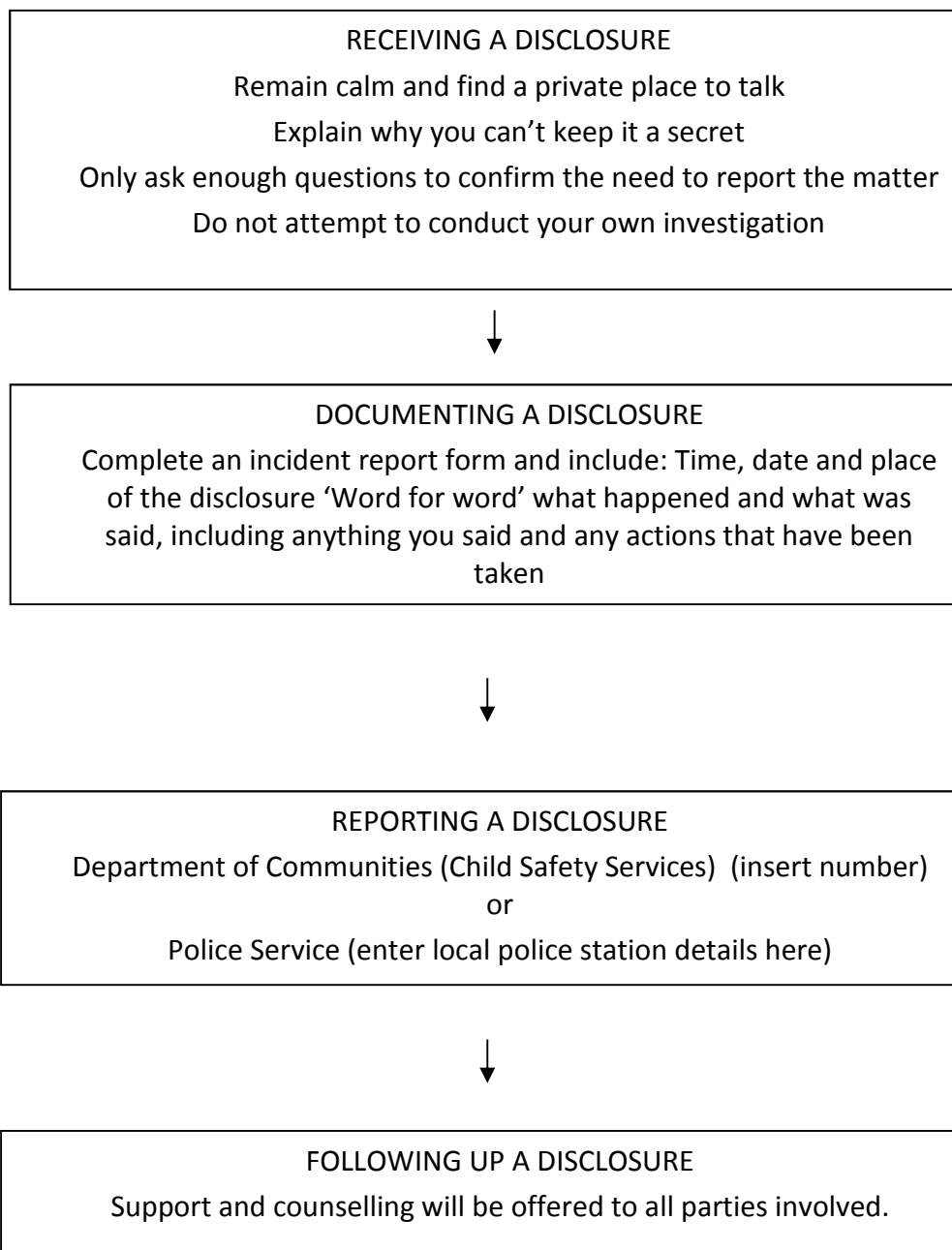
The person against whom the allegation has been made

If the person responding to the allegation of harm is a church worker you may need to review their duties. If they continue to interact/work with children, ensure that they are appropriately supervised at all times. You may want to seek legal advice as to the extent to which that person can carry out duties in the organisation. If the person is a parishioner, that person will be counselled and his ongoing behaviour monitored.

Review procedures	ANZ Diocese of ROCOR policy and procedures for handling disclosures or suspicions of harm are to be reviewed and assessed regularly to ensure that the organisation is continuing to provide a safe and supportive environment.
Confidentiality	In order to protect privacy and confidentiality, alleged incidents, reports or documentation of disclosures of harm must be kept confidential and secure, with access strictly limited and on a 'need to know basis'.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	32

Flowchart for Disclosure of Harm



Appendix 9: Complaint/Incident Record Form in Relation to Children & Young People

This form should be used to record a suspicion, allegation or disclosure of child abuse or a complaint of inappropriate behavior and/or misconduct.

Parish [mission/community/chapel]: _____ Incident Date: _____

Your name and position in the Parish [mission/community/chapel]: _____

Name of child or young person involved: _____

Name of person making the complaint: _____

Name of the person who the complaint is made against: _____

Other persons involved: _____

Nature of the complaint/concern – include: times, date, location and what happened (this can include observations of the child's behavior).

Details of any injuries and if the child received medical attention.

Accurately record what the child said when describing what happened.

Details of anyone who witnessed what happened.

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Does this complaint indicate the possibility of child abuse, i.e. physical abuse, sexual abuse, or neglect?
Yes/No If yes, provide details of your report to the **appropriate reporting organisation in your state.**

Person spoken to: _____ Reference no: _____ Date: _____

If you become concerned that a child or young person known to you is being abused or neglected, or is likely to be abused or neglected, the *policies on Inappropriate Behavior and Child-Safe, Child-Friendly church environment* are resources that can help you make a decision about whether to report. If in doubt, always report.

Immediate action taken:

If no action taken – reason:

If complaint relates to inappropriate behavior, details of internal discipline process followed:
(Make note of any support or counseling that was offered to the person against whom the complaint was made).

Provide details for discipline process:

Any follow-up required? Yes / No –reason:

Reported By :

Reported To :

Copy sent to Diocese _____ Yes/No Date _____ Time _____

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	35

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Name _____ Contact Phone: _____

Signature _____ Date _____

To be held confidentially in the church files and accessed only by Parish Rector or equivalent.

Working With Children - Reporting Obligations

You should remember that allegations of child abuse must be handled by professionals. Call the appropriate Department of Community Services if you suspect child abuse.

Check reporting obligations in your State/Territory.

Policy number	POL010	Version	1.02
Responsibility	Office	Approved by Ruling Bishop	
Scheduled review date		Page Number	36

THE AUSTRALIAN AND NEW ZEALAND DIOCESE

OF THE RUSSIAN ORTHODOX CHURCH OUTSIDE OF RUSSIA

Appendix 10: Logo and Communications Process



[Church Entity] is committed to ensuring that the safety, welfare and wellbeing of children and young people on our premises is maintained at all times.

Our employees, volunteers and any visitors are required to comply with a code of conduct, whereby only appropriate behaviour with respect to language, relationships, physical contact and general behaviour will be tolerated.