

Safe Church training - Online resources and support

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	Churchwide	Tim Ross Manager of the Professional Standards Department psd@lca.org.au (08) 8267 7300

LCA/NZ website resources	To register for Safe Church training: Professional Standards training page
	Professional Standards training model: Safe Church training overview
	Professional Standards Department: www.lca.org.au/psd
	LCA policies and procedures: www.lca.org.au/policies
	Standards of Ethical Behaviour brochure and video: www.lca.org.au/seb
	LCA Safety Management Online (SMO): http://lca.smo.org.au

LCA/NZ support	LCA Learning Hub (supersedes Congregational Leadership Training)
	Church Worker Support Department (08) 8267 7300
	LCA/NZ Expertise: Churchwide (08) 8267 7300
	District Office contact details

LCA/NZ complaints To make a complaint, an individual can use any of the following methods:	Phone: 1800 644 628 (Australia) 0800 356 887 (New Zealand)
	Email: complaints@lca.org.au
	Mail: Confidential PO Box 519 Marden SA 5070 Australia

Reporting abuse – contact information

If child is in immediate danger, call 000.

ACT	Child and Youth Protection Services (24 hours)		1300 556 729
	Police (non-emergency)		13 14 44
NSW	Department of Communities and Justice (24 hours)		13 21 11
	Police (non-emergency)		13 14 44
QLD	Department of Children, Youth Justice and Multicultural Affairs (9am-5pm, M-F)	Brisbane	1300 682 254
		Central QLD	1300 703 762
		Far North	1300 684 062
		Ipswich	1800 316 855
		North Coast	1300 703 921
		North QLD	1300 706 147
		South East	1300 679 849
		Darling Downs	1300 683 390
	Outside business hours		1800 177 135
Police (non-emergency)		13 14 44	
SA	Department for Child Protection (CARL – 24 hours)		13 14 78
	Police (non-emergency)		13 14 44
NT	Territory Families (24 hours)		1800 700 250
	Police (non-emergency)		13 14 44
TAS	Department of Health and Human Services, Child Protection Intake		1800 000 123
	Police (non-emergency)		13 14 44
VIC	Department of Health and Human Services (8.45am-5pm, M-F)	North division	1300 664 977
		South division	1300 655 795
		East division	1300 360 391
		West division: rural & regional	1800 075 599
		West division: metropolitan	1300 664 977
	Outside business hours		13 12 78
Police (non-emergency)		13 14 44	
WA	Department for Communities, Child Protection and Family Support (9am – 5pm, M-F)	Business hours	1800 273 889
		Outside business hours	1800 199 008
	Police (non-emergency)		13 14 44
NZ	Oranga Tamariki - Ministry for Children		0508 326 459
	Nga Pirihimana O Aotearoa – Police (non-emergency)		105

External support

Australia

These services are staffed by professionally qualified and experienced counsellors. They are not employees of the Church.

1800 Respect – 24/7 telephone and online crisis counselling, information and referral for anyone in Australia who has experienced or been impacted by sexual assault, domestic or family violence. Staffed by trauma specialist counsellors.

T 1800 737 732

W www.1800respect.org.au/

Adults Surviving Child Abuse – National professional phone counselling, information and support for adult survivors of child abuse with referral database of experienced professionals and agencies. Provides workshops for survivors, family members, partners and friends.

T 1300 657 380

W www.asca.org.au

Bravehearts – Specialist case management, counselling and telephone counselling for child and adult survivors, non-offending family members and friends. Services include counselling, support engaging with Royal Commissions, preparation of written statements, attending private sessions and public hearings.

T 1800 272 831

W <https://bravehearts.org.au/>

Child Wise – Training and organisational capacity building on child abuse prevention

T 1800 991 099

W www.childwise.org.au/

In Good Faith Foundation – Provides independent advocacy, case work, referral and support to aid recovery for victims, their families and communities responding to clergy, religious and lay abuse.

T 03 9326 5991

W <http://igff.org.au/>

Kids Helpline - 24/7 helpline for children and young people

T 1800 55 1800

W <http://kidshelpline.com.au/>

Lifeline – 24/7 crisis support and suicide prevention

T 13 11 14

W www.lifeline.org.au/

Relationships Australia – Relationships Australia is a leading provider of relationship support services for individuals, families and communities. They aim to support all people in Australia to achieve positive and respectful relationships.

P 1300 364 277

W www.relationships.org.au

Elm Place – Elm Place is the home of support services to people whose lives have been affected by institutional and out-of-home care as children specifically, Forgotten Australians, former Child Migrants, the Stolen Generations and people affected by the Royal Commission into Institutional Responses to Child Sexual Abuse.

P 08 8223 4566

W <https://elmplace.org.au/>

Suicide Call Back Service – 24/7 counselling for people 18 years and over who are suicidal, caring for someone who is suicidal or people bereaved by suicide.

T 1300 659 467

W www.suicidecallbackservice.org.au/

New Zealand

These services are staffed by professionally qualified and experienced counsellors. They are not employees of the Church.

Lifeline Aotearoa – 24/7 crisis support and suicide prevention

T 0800 543 354 or text 'Help' to 4357

W www.lifeline.org.nz

Youthline – Assistance and support for children and young people, as well as their families

T 0800 376 633 or text 234

W www.youthline.co.nz

What's Up – For 5 to 18 year olds. Phone counselling is available Monday to Friday, 12 noon – 11pm and weekends, 3pm – 11pm. Online chat is available from 3pm–10pm seven days a week, including all public holidays.

T 0800 942 8787

W www.whatsup.co.nz

Kidsline – 24/7 helpline for children and young people

T 0800 54 37 54

W www.kidsline.org.nz

External resources



<https://communitydirectors.com.au/advice-guides/child-safety-toolkit>



www.humanrights.gov.au/national-principles-child-safe-organisations

Royal Commission into Institutional Responses to Child Sexual Abuse:

www.childabuseroyalcommission.gov.au

- Recommendations of Final Report: <http://www.childabuseroyalcommission.gov.au/>
- Volume 6 of the Final Report: Making Institutions Child Safe: www.childabuseroyalcommission.gov.au/making-institutions-child-safe

Childwise: www.childwise.org.au - many fact sheets and booklets available:

- [What is Child Abuse? Poster](#)
- [Speak Up – Understanding and responding to child abuse](#)
- [Wise Up to Sexual Abuse](#)
- [Yarning Up](#) – A guide about child sexual abuse for Aboriginal and Torres Strait Islander parents and carers

NAPCAN (National Association for Prevention of Child Abuse and Neglect) brochures:

<http://www.napcan.org.au/napcan-brochures>

Kids Helpline: <https://kidshelpline.com.au/>

Office of the eSafety Commissioner website: www.esafety.gov.au/ - online safety resources

- Parents Guide: www.esafety.gov.au/parents

BullyingNoWay.gov.au - <https://bullyingnoway.gov.au/>

Bravehearts: <https://bravehearts.org.au/what-we-do/education-and-training/>

- What is grooming? <https://bravehearts.org.au/what-is-grooming/>

Australian Institute of Family Studies - <https://aifs.gov.au/cfca/publications/australian-child-protection-legislation>

States and territories

ACT	Community Services: https://www.communityservices.act.gov.au/ocyfs/keeping-children-and-young-people-safe
NT	Child Safety: https://nt.gov.au/emergency/child-safety
NSW	Office of the Children’s Guardian: https://www.kidsguardian.nsw.gov.au NSW Mandatory Reporter Guide: https://reporter.childstory.nsw.gov.au/s/mrg
QLD	Department of Children, Youth Justice and Multicultural Affairs: https://www.cyjma.qld.gov.au/protecting-children/about-child-protection
SA	Child Safe Environments: https://dhs.sa.gov.au/services/community-and-family-services/child-safe-environments Department of Health Services - Mandatory notification information booklet (PDF): https://dhs.sa.gov.au/_data/assets/pdf_file/0003/82659/cse-mandatory-notification-information-booklet-2019-dhs-update.pdf
TAS	Department of Communities: https://www.communities.tas.gov.au/children
VIC	Child safety, including information about state child safe standards that are mandatory: https://ccyp.vic.gov.au/child-safety Childwise booklet: Victoria: Speak Up - Understanding and responding to child abuse
WA	Safer WA for Children and Young People: https://www.wa.gov.au/government/safer-wa-children-and-young-people