

Response Category	Scenario's	Minimum Actions required
<p>1 URGENT Action within 4 hours</p>	<ul style="list-style-type: none"> Advice received of a 'criminal' act involving children or adults, including but not limited to sexual abuse, domestic violence, fraud, theft, etc 	<ul style="list-style-type: none"> If it is a staff or volunteer within the church, their direct people leader is to call them in ASAP and suspend from all duties until a full investigation is completed. Any relevant authority, ie: DHS, Victoria Police, etc is to be contacted and a mandatory report made so the issue can be investigated independently If it relates to a person outside of church, the next of kin is to be contacted (if it is a child under 18 and it won't place the child in further danger) A meeting is to take place, they are to be advised of the issue, and pointed in the direction of the relevant authorities Discuss with the victim and the family the options around ongoing pastoral counselling, or that of professional counselling and psychological services
<p>2 Action within 24 hours of notification</p>	<ul style="list-style-type: none"> Death of a church member or active attendee and / or their immediate family Near death of a church member or active attendee due to a serious illness, medical condition or accident Notification of a terminal illness of a church member or active attendee 	<ul style="list-style-type: none"> Phone call from their overseeing Pastor to ascertain details and support required Pastoral visit by their overseeing Pastor (or their nominated representative) Pastoral presence by the overseeing Pastor (or their nominated representative) at the funeral. <u>NOTE – This is to be at the pastors discretion</u> Generic email notification sent to all pastoral and admin staff for awareness and so cards, flowers etc can be arranged Their Life Group Leader is to be notified for another layer of pastoral support A meal organised via "Food for Friends" team for the immediate family only if required or requested Pastoral counselling offered at the church offices or professional counselling advised if required
<p>3 Action within 72 hours of notification</p>	<ul style="list-style-type: none"> News of a potential serious illness of a church member or active attendee Loss of job for the family 'bread winner' of a church member or active attendee Birth of a child of a church member or active attendee Major Operation or surgery of a church member or active attendee Loss of an extended family member of a church member or active attendee 	<ul style="list-style-type: none"> Phone call from their overseeing Pastor to ascertain details and support required Pastoral visit by their overseeing Pastor (if requested) <u>NOTE – This is to be at the pastors discretion</u> Generic email notification sent to all pastoral and admin staff for awareness and so cards, flowers, etc can be arranged for the relevant scenarios Their Life Group Leader is to be notified for another layer of pastoral support A meal organised via "Food for Friends" team for the immediate family only if required or requested Pastoral counselling offered at the church offices or professional counselling advised if required
<p>4 Action within a week of notification</p>	<ul style="list-style-type: none"> Minor Operation or surgery of a church member or active attendee Marriage / relationship issues of a church member or active attendee Emotional Issues, addictions, church related issues, verbal and / or emotional abuse, of a church member or active attendee Food assistance requested Accommodation assistance requested 	<ul style="list-style-type: none"> Phone call from their overseeing Pastor to ascertain details and support required Their Life Group Leader is to be notified for another layer of pastoral support A meal organised via "Food for Friends" team for the immediate family only if required or requested Pastoral counselling offered at the church offices or professional counselling advised if required Refer to Community Care for a potential food hamper if they qualify or Whittlesea Community Connections on 9401 6666 for accommodation

Pastoral Operations Response Matrix