



GETAWAY LEADERS MANUAL

2017

Purpose:

Equipping people to become Christ Centred Relational Leaders

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Emergency Procedures

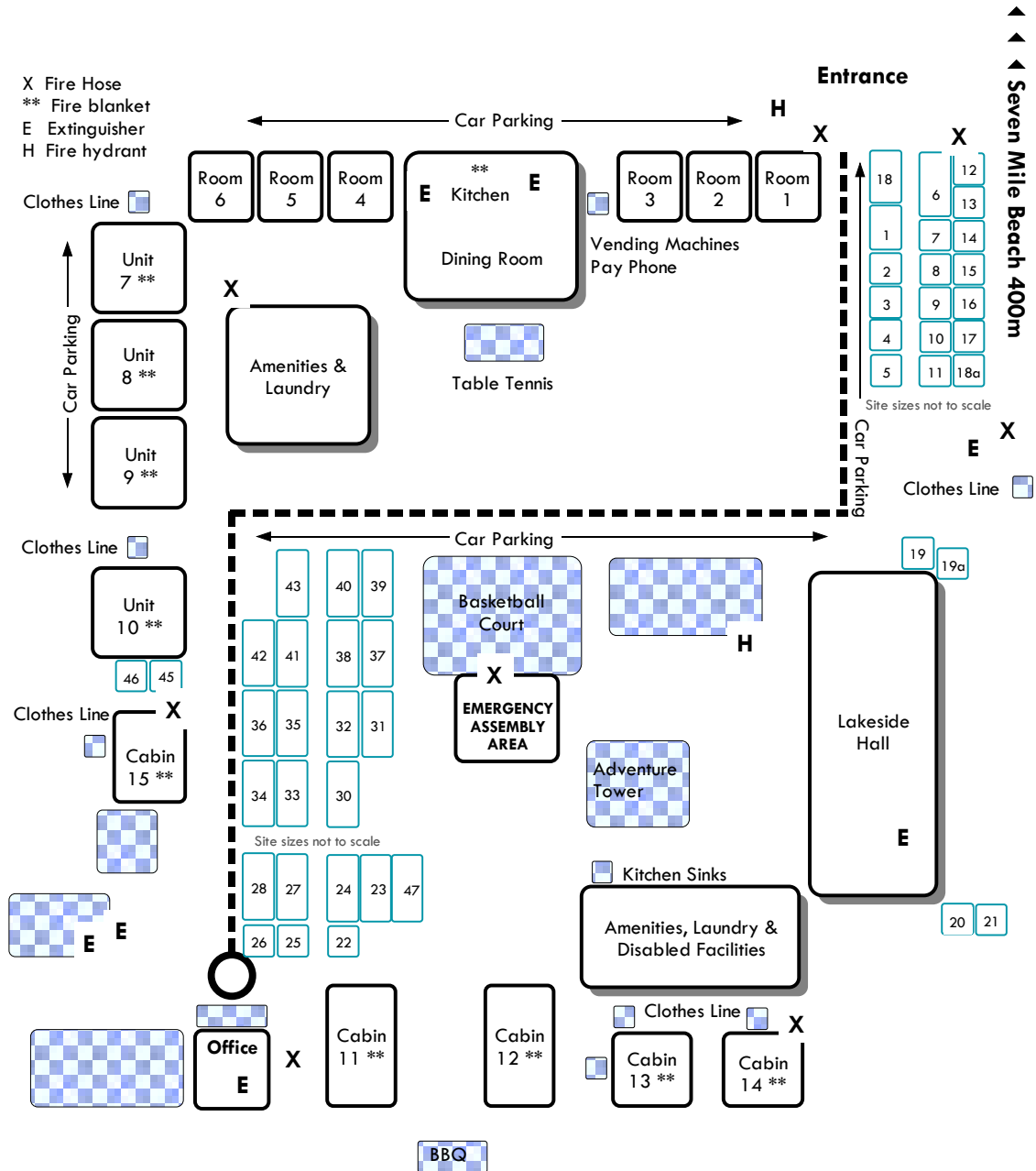
Emergency Assembly Area

Is located between the Adventure Tower and Basket Ball Court (see Site Map)

Action In The Event Of Flipcharts

Are located by the doors in each building. In case of any listed incidents you can flip to the relevant page and find out what to do. In the event of any emergency notify Elim staff.

Site Map



Wallis Lake



Mission and Purpose

CAMP ELIM MISSION STATEMENT

Camp Elim's mission is –

- ➔ *To accentuate our natural environment*
- ➔ *To provide resources for purposeful recreation e.g. Food, activities, equipment*
- ➔ *To develop and conduct educational training and courses designed to promote the spiritual, moral, intellectual and physical wellbeing of people of all ages;*
- ➔ *To provide a beautiful venue where people grow closer together in Temporary Community*
- ➔ *To strive for excellence in all programmes and activities.*

Purpose of Getaway

Lions Club:

The Lions Clubs sponsor 36-48 disadvantaged kids aged around 10-13 to spend a week away from home where they can enjoy themselves, and learn about turning anger and hatred into love and kindness.

Camp Elim:

Our purpose at Getaway is to not only provide a fantastic week of fun, food, and life tools, but also to teach and show them the love of God.

Getaway is a three-fold ministry, not only to the campers, but is also a ministry to the leaders and Lions Club. Our target outcomes are as follows:

1. Provide a safe and fun week for the campers, where they get to enjoy life and learn about God's love
2. Train and equip Christian Leaders to become servants of God who are able to lead not only at Getaway camps, but in Church, School, Work, and their own family.
3. Be a witness to the Lions Clubs and local community, showing them that Christianity is real and a vital part of this world.

Who is Getaway for?

Believe it or not, Getaway is not here for you. Getaway is for the campers that the Lions Clubs send, therefore everything is designed for their benefit and not yours. This means that you may miss out on seconds for chicken wraps, you may miss out on that delicious chocolate pudding which always seems to be one bowl short, you may be stuck playing ping pong when you'd rather be playing soccer. It is important not to lose focus on why you are here.

Leadership Structure

The leadership team for Getaway is made up of many people filling many different roles all working together so that the camp runs smoothly and properly.

Leadership Style

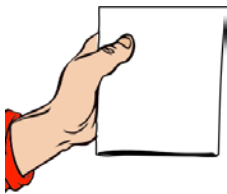
The Leadership style for Getaway is Christ Centred Relational Leaders.

This is achieved by putting Christ in the centre of everything, the reason why we are here is to bring God glory. Leaders are not to be 'lording' it over the campers, rather they will be spending every minute they can with the campers and investing time in them.

Junior Leaders will be looking at how to become Relational Leaders while Senior Leaders will be looking at becoming Christ Centred.

This style is the key to being a successful leader and making an impact in the child's life. A major area of leadership is role-modelling God's love, mercy, and grace.

Your Purpose



What is your purpose and goal for Getaway, why are you here and what do you want to achieve? Knowing why you are here helps define the driving force behind your actions. Are you here because you want to hang out with your friends? Maybe you want to have a ride on the emotional roller-coaster? Perhaps you want to spend time with the kids and give them a better life?

Understanding the reason why you are here will also help you know what you need to change so that you can become a more Christ centred relational leader.

Meet the Team

Role Overview

Pre Camp Roles

God: God

HA!

Manager: Alfie

Believes in Servant Leadership and is there to help. He is motivated to see lives changed, yours and the kids. He also is the one managing Camp Elim. Because of this, he has Duty of Care for Getaway and all those involved. Ultimately the manager is the one in charge of Getaway at the end of the day as they have the most responsibility.

Ministry Coordinator: Matt Low

The Camp Coordinator essentially is the person who makes sure that camp happens, they are the central person who all communication goes through. During camp they will still have a few extra responsibilities but they should be a role similar to Captain, Parent, or Uncle/Aunt. They need to be in a role where they are in charge as they are the ones organising and running camp.

Planning Group: Matt, Tiana, Carly, Adam, Raymond, Charlotte, Ellen, Chelsea, Evie

The Planning Groups role is to help the Camp Coordinator make decisions and changes to the camp. They are a group of people who have experience in Getaway and have proven themselves to go above and beyond for camp, this will mainly be captains, parents, uncle/aunts, head leaders, etc.



Camp Roles

Captain – Runs the program and activities, are up front telling everyone what to do

Shadow – Is a Captain in training, who is learning the ropes.

Parent – Provides the love and maturity. Deals with camper issues, provides relational support

Uncle/Aunt – Supports the Parents

Cousin/Minion etc. – Supports the Captains

Nurse – Saves peoples lives... provides first aid and takes care of medications

Techno – Ensures technology is working, puts together photos etc.

Head Leader – Is the point of contact for the team, finds out info from coordinator and passes it onto other leaders.

Senior Leader – Experienced leaders who have proven they can take care of the campers.

Junior Leader – Has finished the Trainee program and is gathering experience before becoming a Senior Leader

Trainee – New leaders who have no experience in Christian leadership, who are placed into the Leaders In Training Program so that they can be equipped before being thrown into leadership, once they are assessed as a suitable leader they are placed as a Junior Leader

Other Roles – Because Getaway is always changing and the leaders are changing, roles are created and removed based on Supply and Demand.

Knowing Each Other

One of the most important part of leadership is knowing who is following you and who is supporting you. As a relational leader, it is important to get to know the campers and what they love.

FIVE WAYS TO LOVE

People are loved in different ways, you may feel loved by touching someone but when you receive a gift, you couldn't care less. Another person may think touching is simply an exchange of sweat yet if you made their bed for them then they would be friends for life. It is vital to love everyone in every way. There have been 5 ways identified to love, which are the following:



1. **Touch-** lots of non-sexual ways, shake hands, wrestle, light punch, pat on back, side hug, and high fives.
2. **Words-** Some examples are: I like you, you are amazing, I have never known someone as clever as you at..., you are really great, you are so good at.... In all situations remember to tell the truth, in a positive way. Do not lie and say something like "you are the fastest person to ever exist".
3. **Time together-** Spend a long time listening to them, ask meaningful questions, don't interrupt.
4. **Gifts-** Lots of small things, a poem, an apple, stick of gum, but never say 'don't worry I've got tons...'
5. **Service-** Make a bed, wash dishes, see what jobs they need/want to do and do them.
6. **Food?** *Tasty, design, physical need, quality/quantity; represents desire to meet other physical, emotional, mental, spiritual needs.*



On the following page, fill out the test for your own benefit and see how you love to be love

LOVE LANGUAGE TEST

Circle one letter of each pair.

C I like to receive notes of affirmation. E I like to be hugged.	E I like to be touched as friends and loved ones walk by. B I like it when people listen to me and show genuine interest in what I am saying.
B I like to spend one-to-one time with a person who is special to me. D I feel loved when someone gives practical help to me.	D I feel loved when friends and loved ones help me with jobs or projects. C I really enjoy receiving gifts from friends and loved ones.
C I like it when people give me gifts. B I like leisurely visits with friends and loved ones.	A I like for people to compliment my appearance. B I feel loved when people take time to understand my feelings.
D I feel loved when people do things to help me. E I feel loved when people touch me.	E I feel secure when a special person is touching me. D Acts of service make me feel loved.
E I feel loved when someone I love or admire puts his or her arm around me. C I feel loved when I receive a gift from someone I love or admire.	D I appreciate the many things that special people do for me. C I like receiving gifts that special people make for me.
B I like to go places with friends and loved ones. E I like to high-five or hold hands with people who are special to me.	B I really enjoy the feeling I get when someone gives me undivided attention. D I really enjoy the feeling I get when someone does some act of service for me.
C Visible symbols of love (gifts) are very important to me. A I feel loved when people affirm me.	C I feel loved when a person celebrates my birthday with a gift. A I feel loved when a person celebrates my birthday with meaningful words.
E I like to sit close to people whom I enjoy being around. A I like for people to tell me I am attractive/handsome.	C I know a person is thinking of me when he or she gives me a gift. D I feel loved when a person helps with my chores.
B I like to spend time with friends and loved ones. C I like to receive little gifts from friends and loved ones.	B I appreciate it when someone listens patiently and doesn't interrupt me. C I appreciate it when someone remembers special days with a gift.
A Words of acceptance are important to me. D I know someone loves me when he or she helps me.	D I like knowing loved ones are concerned enough to help with my daily tasks. B I enjoy extended trips with someone who is special to me.
B I like being together and doing things with friends and loved ones. A I like it when kind words are spoken to me.	E I enjoy kissing or being kissed by people with whom I am close. C Receiving a gift given for no special reason excites me.
D What someone does affects me more than what he or she says. E Hugs make me feel connected and valued.	A I like to be told that I am appreciated. B I like for a person to look at me when we are talking.
A I value praise and try to avoid criticism. C Several small gifts mean more to me than one large gift.	C Gifts from a friend or loved one are always special to me. E I feel good when a friend or loved one touches me.
B I feel close to someone when we are talking or doing something together. E I feel closer to friends and loved ones when they touch me often.	D I feel loved when a person enthusiastically does some task I have requested. A I feel loved when I am told how much I am appreciated.
A I like for people to compliment my achievements. D I know people love me when they do things for me that they don't enjoy doing.	E I need to be touched every day. A I need words of affirmation daily.

Total Number of A's _____, B's _____, C's _____, D's _____, E's _____

- A: WORDS OF AFFIRMATION
- B: QUALITY TIME
- C: RECEIVING GIFTS
- D: ACTS OF SERVICE
- E: PHYSICAL TOUCH

Which love language received the highest score?

This is your primary love language. If point totals for two love languages are equal, you are “bilingual” and have two primary love languages. And, if you have a secondary love language, or one that is close in score to your primary love language, this means that both expressions of love are important to you. The highest possible score for any single love language is 12.

We all need all of them just some are more meaningful. This test will teach you about yourself as well as give ideas how to identify and exemplify actions

Excerpted from *The Five Love Languages, Singles Edition* ©2009. Reproduction and distribution for use, personal and/or professional (workshops, organizations, churches, nonprofits, small groups, etc.), are permitted provided the profiles are distributed free of charge.

Personality Types

There are four main personality types that people have. Some may only have one, while others may have up to all four. While it is very useful to know what the different personality types are, you must keep in mind that every person is unique and it should not be assumed that they are a certain personality. The four personality types are as follows:

Playful

People with this personality type tend to be more of a lively, sociable, carefree, talkative, and pleasure-seeking type of person. They may be warm-hearted and usually are optimistic. They can make new friends easily, be imaginative and artistic, and often have many ideas. They can be flighty and changeable; thus playful personalities may struggle with following tasks all the way through and be chronically late (except that they will ALWAYS make it to 7am meetings) or forgetful.



Powerful

This personality type tends to be egocentric and extroverted. They may be excitable, impulsive, and restless, with reserves of aggression, energy, and/or passion, and try to instill that in others.

They tend to be task-oriented and are focused on getting a job done efficiently. They can be ambitious, strong-willed and like to be in charge. They can show leadership, are good at planning, and are often practical and solution-oriented. They appreciate receiving respect and esteem for their work.

Precise

This personality type may appear serious, introverted, cautious or even suspicious. They may be focused and conscientious. They often prefer to do things themselves, both to meet their own standards and because they are not inherently sociable. They are task-oriented and focus on quality rather than time.



Peaceful

People with this personality may be inward and private, thoughtful, reasonable, calm, patient, caring, and tolerant. They seek a quiet, peaceful atmosphere, and be content with themselves. They tend to be steadfast, consistent in their habits, and thus steady and faithful friends.

Relational Leadership

Building relationships is vital in the role of a leader or support at Getaway. Even minions and cousins need to develop relationships with the campers to some extent.

Open Questions Vs Closed Questions

Open questions are questions where the answer is more than just yes or no, the answer should involve sentences and can provide more information to ask more open questions. Although open questions are extremely useful to start conversations and to keep them going, they shouldn't be too broad. Some closed questions can also be useful to start a conversation, such as "Do you like sport?" Although the answer is yes or no, it can be followed up with a more open question.

HOW TO BUILD A RELATIONSHIP WITH A CAMPER

Overview:

Relationships are the heart of the ministry of Camp Elim. We need to be open and accepting of all campers as individuals. Campers will need individual time with their leaders and other staff to open up their lives and to feel special. Our philosophy in a nutshell is "Christianity is better caught and taught". Without solid relationships it is impossible to make our philosophy a reality in camp.

The Heart of the matter:

- Spend individual time with each camper.
- Use their name - often.
- Use compliments and rewards generously.
- Listen, listen, listen.
- Do not be shocked by what they say or do.
- Use their love languages, all of them.
- Let them know you are a real person. Tell them about your background, your failures and frustrations. Do not feel a need to tell all of the details of your shortcomings.
- Be willing to apologize and ask forgiveness if necessary.
- See through their behaviour to who they are and what they are really telling you.
- Give them responsibility and a part of the decision making process, i.e. "What would you like to do?"
- Be available.
- Ask questions - the more open ended the better, i.e. - How do you feel about...? What would you do if ...?

Expectations of a Leader

- No dating. You are there for the campers, not to hang out with your 'special' friend.
- No phones. Your focus should be on the campers and not on your phone, plus it will tempt and remind the campers about their own phones.
- No meds. All medication will be handed in to the Nurse at the beginning of camp.
- No clumping. This goes with the no dating policy.

Although Getaway is a really great place to date (I mean talk about the parenting training) and hang out with your friends (after all, you are spending a whole week with them), leaders are sponsored by Elim and the churches to be there for the campers. Because of this, the campers always come first. We are not asking you to avoid your friends completely, rather, you need to include the campers in everything you do (except for showering and toileting of course) and ensure no camper is being left out.

- You lose games they always win. In saying that, lose in such a way that they feel good about winning. For example, they only win by one point, you won a couple of rounds but they won the championship.
- Use the love languages, all of them, a lot.
- Always be positive, put on a persona, no water too cold or beach too sandy. Be just as excited the last day as the first, but be real. Don't make up a personality, if you are a peaceful person, don't try to be playful.
- You need to be firm with the campers but you don't need to be the bad guy. Mum and Dad or other support people can be the bad guys to the campers.

- Use the glue games between sessions for continuity and boredom and confusion busters e.g. ninja, basketball, pony, Basketball in a line, footy, soccer, Hey Ellen can you show me how to get down?... Also what are you good at? Cartwheels, guitar etc...
- Let them catch you reading your Bible,
- 6:30 am prayer and share time in Lakeside, optional but highly encouraged to attend. Unless you arrive at the mandatory 7:00am meeting late, this 6:30 prayer and share time is mandatory.
- 7:00 am start leaders meeting – in Lakeside. NOT 7:01am. THIS IS MANDATORY, if you're late then you'll have to come to the 6:30 prayer and share time. Seriously, if you're not there before 7:00 you will need to come at 6:30am, I don't know how to make this anymore clear, you need to be there before 7:00am.
- No controversy, love all the kids.
- No camper is to be alone, no leader should be anywhere that a camper is not, unless organised by captains.
- You lose games
- no water is ever too cold
- never too much sand
- you are always positive
- Rules in each cabin, cabin name?
- Leaders keep room tidy. This is important, as mess can upset people. Therefore leaders should set the example by keeping their belonging tidy.

Getaway Procedures

Points

Our Teams competition helps keeps the kids focused on working together. We reward all aspects of living in community. Also motivates for good behaviour.

Point's values are:

- Gold Stars (250) points for tidy beds each morning.
- Grey rings 250 points
- Orange rings 500 points
- Black rings 1000 points
- White rings 1000 points

Who gives out points:

- Captains. (Keeper of the pointsss. The Captains are the main ones giving out points for participation)
- Head Leaders (Have points to give out to their team and other teams for teamwork.)
- Uncle/Aunt (Gives out stars each morning for clean rooms and tidy beds.)
- Support team (Hands out points for manners and good behaviour.)

There are points for almost everything e.g.:

- ✓ Participating in Team chants
- ✓ First Team lined up/seated
- ✓ The first quiet table
- ✓ Tidy Beds
- ✓ Tidy rooms
- ✓ Good manners
- ✓ Helpfulness
- ✓ Caring
- ✓ Honesty
- ✓ Clean Tables
- ✓ Climbing to the top of the Adventure Tower (and whatever Bob or Rodney think is appropriate)
- ✓ Catching balls while swinging on the giant swing.
- ✓ Participation in Team Challenges
- ✓ Treasure Hunt activities
- ✓ Canoeing – collection of letters from the lake in the shortest time and puzzle solution
- ✓ Most and funniest photos of the whole team together on the bush walk.
- ✓ Sand Sculptures
- ✓ Foil Sculptures
- ✓ Camp Concert Items
- ✓ Anything else that rewards positive behaviours

Points are NOT used for:

- ✗ A way to get a child to stop misbehaving (I'll give you 500 points if you stop hitting me)
- ✗ A way to get the camper to work (I'll give you 250 points if you clean this table)
- ✗ A way to get them to do what you want (I'll give you 1000 points if you do the chicken dance while wearing a pink tutu)

No points deducted for bad behaviours

FAT Leaders

Leaders need to be Faithful, Available, and Teachable. This is what a FAT leader is. So what does that look like?

Faithful – A good leader does the tasks they've been assigned, they are trustworthy and can be relied upon to do what needs doing without being supervised.

Available – A good leader makes themselves available to do whatever needs doing, even if they don't want to do it.

Teachable – A good leader is always willing to learn, no matter how much they already know, and are willing to learn from anyone, not just their superiors.

Acting out/behaviours

People are trying to get their needs met, and their love languages spoken.

When a person is acting out/not behaving well, here are a few questions to use –

1. What are you doing?
2. What are you supposed to be doing? (If they don't know or get it wrong, restate what they are supposed to be doing.)
3. Can I help you with that?

If they are not able to focus or are hitting out at people, it's often a sign of deeper issues (often nothing to do with camp itself). Sometimes it can be dealt with, but sometimes you will be tied up with the activity and the needs of the rest of the group. That's OK. Grab a Camp parent, Captain, Aunt, or Uncle and take some time later to see how they are on that issue.

How to make a difference:

- Reward positive attitudes.
- Do not make idle threats; they're a waste of breath!
- Never physically discipline anyone.
- Don't leave campers unattended. This week is for them not you.
- Speak with love.
- Stay positive about a person even if they have acted out.
- Get help from another leader/Camp parent/Captain/Aunt/Uncle.
- Speak separately to campers with a problem, not airing their issues in front of the group.
- Remember you will get tired.

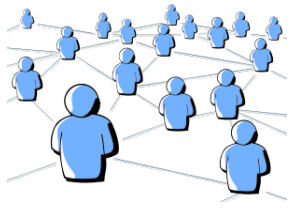
SNIPPETS ON ODD AND ADHD

A specialist in difficult behaviour's said that an important thing for a child with ODD ADHD is to know the boundaries. As a team the leaders will all need to be very clear on the Camp Elim rules and not get soft on any rule at all. Everyone needs to be equally strong in keeping the rules and they need to be explained well to all the campers so every child knows what they are.

She said that a child like this will find the smallest loop hole and make it a huge hole ... And the loop hole, she guessed, would be the leader that is a bit soft and is willing to give in a little on a rule.

She also said to never say please ... Which I must admit I don't even do in the classroom. Please implies that there is a choice. You say "you need to wash your dishes thank you", The "thank you" lets them know through implication that it is expected and you're thanking them in advance for what you know they are going to do.

AFTER CAMP.



Social Media

It is important that any communication with campers is kept in the open. Therefore we recommend that you do not add any campers as friends on social media or be involved in any private messages between yourself and them. There will be a group on Facebook created where people can share photos and make group posts, this will only be for campers and leaders who were at this camp, and parents of that person.

Youth Groups

Youth groups are a great way for the campers to meet other Christians who can help them in their life. Encourage the campers to find a church that has a youth group and start attending.

1 CORINTHIANS 13: 1-7 (CAMP LEADERS PARAPHRASE)

by David Burrows

If I as a leader could speak like one of the great preachers, or even if I should be as eloquent as an angel, but don't have that heart deep love for the camper to whom I am speaking, I'm just a blaring trumpet in a kids' band or a kitchen cook banging on a pot to make symphonic music.

Or, if I could foretell the future events in the lives of these campers and really understand the answers to the deep questions the campers ask, and if I could have such great trust in God that I could move mountains just like Jesus said was possible, but really don't have a sincere love for those to whom I am supposedly ministering - I'm not a great person, actually, I'm nothing, I'm less than the smallest or most rebellious camper.

And if I give away everything I own to the poor campers who come, and if I completely wear myself out or should die in saving a young life - if I should do all this without love for my campers, it is of absolutely no profit to me - there is no reward in heaven and God is not praising me.

What is Love at camp?

Love is putting up with the slow camper, because he just can't do it any better, or perhaps has never been motivated to try.

Love is looking for the little extra nice things to do or to say to those God has given me in my cabin. When I love my campers, I'm not jealous when they prefer one another's company to mine - I'll just rejoice at the good friendships they are making.

Because I love these campers, I'll not brag about my abilities or education or past experiences - I'm more interested in them and what they have experienced.

Love is speaking to a camper on his level and avoiding the pedestal relationship.

Even though they are younger than I, love is treating them with good manners and courtesy, love is sharing my life and perhaps my things, love is a calm word and an orderly response to campers clamouring for my attention at the same time, love is not keeping track of the wrongs that campers do - because I've forgiven them.

Love is being unhappy when one of my campers wrongs another, and love is rejoicing when the truth is known.

One of the great things about love is that I can overlook the multitude of faults that each camper has, because my attention is centred on the good things.

Love means I can really trust that camper (even though I'm prepared in case he doesn't come through). Love gives me a vision of all that this child can be with what God has given him.

Lastly, love keeps me going till the end of camp so that every camper of mine receives the very best of me to the last day.

13:1-7 - If I speak in the tongues of men and of angels, but have not love, I am only a resounding gong or a clanging cymbal. If I have the gift of prophecy and can fathom all mysteries and all knowledge. And if I have a faith that can move mountains, but have not love, I am nothing. If I give all I possess to the poor and surrender my body, to the flames, but have not love, I gain nothing, Love is patient, love is kind, It does not envy, it does not boast, it is not proud. It is not crude, it is not self-seeking, it is not easily angered, it keeps no record of wrongs. Love does not delight in evil but rejoices with the truth. It always protects, always trusts, always hopes, and always perseveres.

THE HARD STUFF – Child Abuse

Although this will be covered by the managers child safety talk, it is useful to review.

RESPONDING TO A CHILD OR YOUNG PERSON WHO DISCLOSES ABUSE

The reality is that, when you are committed to caring, you will encounter kids with problems beyond your level of expertise or experience. Like ADHD, ODD, Asperger's etc...

One of these problems is child abuse. This section of the manual is written to prepare and guide you should a suspicion or allegation of child abuse arise. Our commitment is to care for kids and in notification of child abuse; the child involved is our greatest concern.

Child abuse is a very emotive and involved issue. Inevitably individual reputations are at stake and discussion of an unproven incident of abuse needs to be handled very carefully. This is why in this section; abuse is consistently qualified as only a suspicion or allegation.

It is **not** our role to prove or investigate abuse.

FORMS OF ABUSE

1. **Emotional abuse** – “Any act by a person having the care of a child that results in the child suffering any kind of significant emotional deprivation or trauma. Children affected by exposure to family violence would also be included in this category.” ^
2. **Neglect** – “Any serious act or omission by a person having the care of a child that, within the bounds of cultural tradition, constitutes a failure to provide conditions that are essential for the healthy physical and emotional development of a child.” ^
3. **Physical abuse** – “Any non-accidental physical act inflicted upon a child by a person having the care of a child.” ^
4. **Child sexual assault** – “Any act by a person having the care of a child that exposes the child to, or involves the child in, sexual processes beyond his or her understanding or contrary to accepted community standards.” ^

^ Above information from: Child Abuse and Neglect Statistics (<https://aifs.gov.au/cfca/publications/child-abuse-and-neglect-statistics>, Commonwealth of Australia, CC BY 4.0), Accessed 18/2/17.

5. **Witnessing family violence** where the child themselves are not physically abused, usually results in emotional abuse and neglect.

Abused children or young people may experience more than one of the forms listed above.

If you are concerned about a campers safety or wellbeing, you must advise the manager. An incident report will be completed, and if there are reasonable grounds of abuse then the authorities will be notified.

CHILD ABUSE

1. Don't be put off if the allegation involves another team member. You must do something about reporting suspected alleged abuse, especially when a child speaks to you about abuse.
2. When a child or young person discloses abuse, directly or indirectly, most people experience an emotional reaction. They may feel repulsion, disbelief, confusion and sadness. These feelings may quickly change into anger, fear, shock and a desire to protect. These reactions are quite natural and reveal that you are human.
3. If, however, you reveal such feelings to the child or young person it may well be counter-productive. They perhaps already feel guilt, powerlessness, confusion and most likely fear. When another adult, like you, reveals their feelings, they may decide it's too risky to say anything more. In other words, your initial response may close the door on helping the abused child or young person. Stay calm, and be unshockable.

Some practical recommendations -

- Don't make promises you can't keep
- Don't drill the child for information
- Make it clear that it's not the child's fault
- Thank the child for telling you
- You need to listen carefully to whatever details they volunteer. However, questions must be kept to a minimum and be open questions rather than closed ones. It's important you don't speak for the child or young person, or put words in their mouth
- **Don't** attempt "therapy" or counselling
- You are there to listen and comfort the child, not to investigate the allegation
- Don't get the child to repeat themselves

When you sense that more conversation will only give details of the alleged abuse you should close the part of the conversation that relates to the alleged abuse with something like:

"I'm glad you have told me. You have done the right thing."

"We need some help. There are special people who will help us work out what to do."

If the child or young person has no more to say you must accept that. Let the conversation take a natural course from this point. Whatever the circumstances try to avoid leaving them in a distressed state.