

# **CITIKIDZ**

## **INDUCTION HANDBOOK**

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# SERVING THE NEXT GENERATION!

Congratulations!

You have heard the call and have decided to join with us in serving the next generation. It is both a privilege and a responsibility to shape the next generation, and a fully rewarding and captivating mission to be a part of.

As leaders in the Young People's Department of Citipointe Church we play such a vital role in building and shaping the next generation in the ways of God so they can impact their world now and in the years to come for good and for God. It is so important that we live our lives above reproach – both publicly and privately.

Young people will do what we do, not only what we say. Therefore, we must lead by example (walking the talk) – in the way we interact with people, conduct ourselves and how we react to the things that go on around us.

This handbook contains the foundational information that each team member must be familiar with in order to contribute to effectively in their role.

We look forward to join arms with you in the Citikidz world!

Ps Sam and Karolina Gunsser

# CITIPOINTE STANDARD

## CITIPOINTE VISION

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To unmistakably influence our world for good and for God (Titus 2:14)

## CITIPOINTE VALUES

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### **1. WITH GOD NOTHING IS IMPOSSIBLE**

Don't ever give up. Always expect a breakthrough. Find God and we find a way. (Luke 1:37)

### **2. EVERY BELIEVER IS CALLED TO ENGAGE**

To engage God, others, the Church and the world we need to be connected and serving. Our lives need to be somebody else's answer. (Acts 2:42-47, Eph 4:11-12)

### **3. IT'S NOT OK**

Every person is important and valuable. We can't do everything, but we can do something and this we must do. (James 4:17, Ps 72:4)

### **4. GENEROSITY PASSION AND PURPOSE CHANGE THE WORLD**

Everybody can make a difference if we live our lives on purpose, for His purpose. We should live with great passion – prepared to give; investing time, talent and treasure. (2 Cor 9:6-8, John 3:16)

### **5. DO LIFE IN SUCH A WAY**

... that glorifies God, brings greatness to His Church, and value to every individual (Matt 5:16)

## CITIPOINTE VOLUNTEER CHARACTER GUIDELINES

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- I have read the Citipointe Vision and Values above and am excited about our purpose, vision and actions. I also agree with our core values and I will do my best to live by them.
- I will be generous in my giving both financially and in my commitment to carrying out my responsibilities.
- I will be at church regularly and I will encourage others to do the same. I see the importance of being planted in the House of God.
- I am willing to serve and therefore willing to learn.
- I am open to being disciplined, mentored and corrected, so that I can grow and be all that God wants me to be.
- I will give respect and honour to those whom God has placed over me.
- I will keep myself in control and remain pure according to the Word of God.
- I will not be known for any of the following:
  - Immorality
  - Jealousy
  - Lack of Control
  - Impurity
  - Drunkenness
  - Causing Disunity
  - Strife
  - Dishonesty
  - Addictions

“...And all things like these” (Galatians 5:19-21)
- I will use wisdom in all that I say and do. I want to lead by example.
- I will bring ‘Glory to God’, ‘Greatness to the Church’ and ‘Value to the Individual.’

# CITIKIDZ LEADERSHIP INFORMATION

## LEADERSHIP TEAM CHARACTERISTICS

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We believe that a Citikidz worker should lead an exemplary life that flows out of a thriving relationship with Jesus Christ. We understand that no one is perfect and the team is made up of imperfect people. Therefore, the following list is a set of characteristics that Citikidz team members passionately aspire towards.

### CHARACTER & INTEGRITY

Build integrity into your personal world by:

- Cultivating a critical and intimate relationship with Christ, the Father and the Holy Spirit
- Seeking whole-heartedly after the things of God (Matt 6: 33)
- Maintaining a pure temple through sexual purity by abstaining from pornography, masturbation and sex outside marriage (1 Cor 6: 18-20).
- Placing high priority on valuable input, such as a mentor, reading books, listening to podcasts, expanding skills sets and education (Prov 4: 7).

Maintain an upright reputation by:

- Conducting Relationships, Sexuality, Language and Dress code in a manner that is above reproach (if in doubt, it's probably inappropriate) (Titus 1 & 2).
- Maintaining a high standard of friends and acquaintances (Ps 1: 1-2).
- Abstaining from inappropriate social settings and activities (eg. parties and drunkenness)
- Managing personal finances to pay tithes, control debt and make investments (Is 32: 8; Malachi 3:10; Luke 16: 10-13)
- Employ Self Control & Self Discipline at all times in every circumstance.
- 1 Tim 4: 12-16; Gal 5: 16-25

### TEACHABILITY

- Is willing to lay down their personal agenda (Luke 16: 12; Titus 1:7).
- Has the ability to separate correction from rejection (Heb 12: 6).
- Will instinctively respond quickly to recommendations of senior leadership (1 Tim 5: 17).
- Is committed to personal growth through the constructive input of Senior Leadership.
- Has ongoing evident and positive personal growth in mindsets and attitudes (1 Tim 4:15).

### SACRIFICE

- Makes faith steps in sowing sacrificially in their time, talent and treasure (1 Chron 21: 20-24; Nehemiah 4: 21 day and night for 30 years).
- Sees their consistent investment into the next generation as an honour and a privilege.
- Understands the difference between an offering and a sacrifice (Cain & Abel Gen 4: 1-12; Ananias & Sapphira Acts 5: 1-10)
- Does not complain about their investment, nor harbor resentment about it.
- Has a Faith & Expectancy about their input over a taxing weekend.
- Chooses to be a "Son" of the house not a "Slave" to it and understands that the only difference is a posture of their heart.

## **NON-NEGOTIABLES WITHIN OUR PROGRAMMING**

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The following are non-negotiable elements that we work into our services (all age appropriate):

- Praise & Worship
- Opportunity for generosity – Tithes & Offerings
- Message – simple, interactive, short, impacting, relevant to the age group and leave the kids with personal application
- Prayer
- Fun!

## **GAMES // DARES // SKITS**

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Games and skits must be in line with the Citipointe Duty of Care (featured later)

Games and skits must also promote the following standards:

- Constructive
- Inclusive – not singling out any person or group of people
- Contained
- Engaging to the age group
- God-honouring

## **LEADERSHIP ATTENDANCE**

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### **MONTHLY COMBINED TEAM MEETINGS**

Citikidz and Citiyouth teams meet together once each month in A2 at the Carindale Campus at 7pm (upcoming dates will be advised at your consultation). These nights are vital training nights and a chance to hear from Ps Sam & Karolina Gunsser and guest speakers. For the whole team, these nights build community and help us deliver an excellent weekly program to the young people of Citipointe Church.

### **CITIPOINTE ONE NIGHTS**

All Citipointe Leaders and Volunteers are invited to the Corporate ONE Nights, which take place throughout the year. These are Church-wide training and culture-building events hearing from Citipointe Pastors and guest speakers.

### **LEADERSHIP LIFE GROUPS**

Each team leader will host a regular Life Group for their team/s. Your program leader will make you aware of the frequency of those meetings and invite you along to these life group meetings.

**DRESS CODE**

The following is the Citikidz dress code across all services and programs:

MALES	FEMALES
<ul style="list-style-type: none"> <li>• Citikidz Polo Shirt – clean &amp; ironed</li> <li>• Full length blue jeans</li> <li>• Shoes and socks– clean, fully enclosed sneakers - converse and vans are acceptable</li> <li>• No thongs or other open footwear</li> <li>• No exposed underwear</li> </ul>	<ul style="list-style-type: none"> <li>• Citikidz Polo Shirt – clean &amp; ironed</li> <li>• Full length blue jeans</li> <li>• Shoes and socks– clean, fully enclosed sneakers - converse and vans are acceptable</li> <li>• No thongs/shorts</li> <li>• No exposed skin at bust/waist/underwear – white/black under shirt if needed</li> </ul>
<p><b>SUMMER UNIFORM</b>            The option of the following summer uniform is only permitted from December 1<sup>st</sup> till March 1<sup>st</sup></p> <ul style="list-style-type: none"> <li>• Citikidz Polo Shirt – clean &amp; ironed</li> <li>• Knee-length or ¾ Blue Denim or Black Shorts – clean, ironed, no tears</li> <li>• Shoes and socks – clean, fully enclosed sneakers</li> <li>• No thongs or other open footwear</li> </ul>	
<p><b>WINTER UNIFORM</b>            Following is a cooler weather uniform option:</p> <ul style="list-style-type: none"> <li>• Citikidz Polo Shirt – clean &amp; ironed</li> <li>• Full length blue jeans – clean, ironed, no tears</li> <li>• Shoes and socks – clean, fully enclosed sneakers</li> <li>• White/black long sleeve under-shirt is acceptable</li> <li>• No jackets or jumpers in winter as these cover the Citikidz print on the back and make Citikidz workers unidentifiable to children and parents</li> </ul>	

*Citikidz Polo Shirts are \$25 each and can be purchased on a Sunday.*

*We have found that not only do uniforms within Kids Ministry make it easy for children and parents to distinguish who the leaders are, they also give parents greater confidence when dropping off their children.*

# POLICIES & PROCEDURES

As you can probably imagine, caring for children requires precise processes in order to maintain the utmost in safety for the child and accountability for the workers. This section outlines in detail the HOWs and WHATs that protect you and the child you are working with. Please pay special attention to the following sections.

## REGISTRATION STICKERS

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Each child at Registration is given a sticker with their name and a security number on it. Their parents will also receive a security sticker with a matching number. When the child is picked up, at the exit door the parent must show their security tag that matches their child's sticker. Without this the child cannot be collected to ensure they are being collected by their parent/guardian.

## TOILETING

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### Munchkins

- Under no circumstances are Citikidz workers to change nappies (parents must come down and change children). Inform the Program Leader if you notice a child who needs a nappy change, who will then send up the child's registration tag number to the sound desk of the service their parent attends.
- Toilet trained children must be accompanied by a female leader who stands outside. Leave the top door open at all times, but give them privacy. If the child asks you, you may provide assistance with clothing ONLY – no touching or helping to wipe a child.

### Adventureland

- Must be accompanied to the Munchkins toilet (the playground passage) by a leader of the same sex or a female leader (no male leader with female children). Leave the top door open at all times, but give them privacy. Children at this age should be able to go themselves, so there is no need to help with clothing. Again, no touching or helping to wipe a child.

### XLR8

- Two leaders must accompany children of the same sex to the Chapel toilets. One leader must enter first, check the toilets are empty and there is nothing suspicious in the toilets, while the other stays outside with the child. Both leaders then accompany the child into the toilets, but not into the cubicle (hang back and let them go to the toilet), then escort them back to the Chapel.

## **CORRECTION & DISCIPLINE**

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- We design our programs to be high energy, fun-filled, and engaging. From time to time though, all children will misbehave.
- Never raise your voice in an angry tone towards any of the children (see Citipointe Duty of Care). Instead try and use positive correction (re-direct them to something positive). If this does not change the child's behaviour take them aside and explain calmly and lovingly why that behaviour is not good and what good behaviour would be. "Things to remember" or "Rules" are given at the beginning of each service. Make sure that you talk to the child and remind them of what they were told constructively and lovingly.
- In an extreme circumstance such as a child hitting other children or leaders or other uncontrollable behaviour – see your Program Leader as the child may need to be removed by their parents for the duration of the morning.

## **FIRST AID**

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- In every Team there is 1 or more people that have current First Aid certificates – they should always be the ones to administer first aid.
- In the event of a minor accident/injury/incident, notify your Program Leader, tend to the child (i.e. bandaid), and notify the parents after the service.
- In the event of more serious injury (one that requires medical assistance or even an ambulance), immediately notify your Program Leader who will contact Ps Sam Gunsser immediately! Take these instances very seriously.
- FOR ALL INCIDENTS MINOR OR MAJOR, YOU MUST FILL IN A **CITIPOINTE INCIDENT REPORT FORM** (LOCATED IN YOUR **PROGRAM FOLDER**).

## **ALLERGIES**

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- There are a number of children within Citikidz who have allergies and some are quite severe and potentially life threatening (e.g. Anaphylactic)
- Allergies are easily identifiable on the children's registration tags – take note when any type of food is around or when giving out sunscreen to kids. There is also an updated list each week in your **Program Folder** of all Kids allergies and parents contact details.
- In case of a reaction you must notify your Program Leader, who will refer to this form and call the parent on their mobile, while sending someone to place the child's number on the service screen that their parent attends as well. We are not to administer medication (such as an Epi-pen) unless otherwise communicated in writing by the parent upon dropping their child off to the Program (the First Aid person must always be the one to administer any medication).
- FOR ALL INCIDENTS MINOR OR MAJOR, FILL IN A **CITIPOINTE INCIDENT REPORT FORM** (LOCATED IN YOUR **PROGRAM FOLDER**). YOUR PROGRAM LEADER WILL NOTIFY PS SAM GUNSSER OF ANY ALLERGIC REACTIONS IMMEDIATELY!

# DUTY OF CARE

This section is the LEGAL Duty of Care document the all Citipointe Staff and Volunteers adhere to.

## CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE

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1. Always exude a behaviour which is godly, friendly, outgoing and approachable
2. Always provide a safe and secure environment through managing risk and ensuring protection
3. Always maintain clear and appropriate boundaries in all relationships with children and young people
4. Never meet with children or young people in private living areas, nor any place or time that would tend to cause confusion about the nature of the relationship
5. Never be alone with children or young people at anytime in any of the following areas including: private residence, sleeping facilities, hotel room, locker room, dressing facility, closed room or other similar isolated area
6. In the course of a Committee of Management member's, staff member's, volunteer's or student's position or responsibilities of working with children/young people a child/young person should never be invited or allowed to visit their home unless it is a church organised activity with the express permission of the child's parent or guardian. In such organised activities the leaders of the activities must comply with all Citipointe *Working with Children* policies, procedures and regulations. Where a Committee of Management member, staff member, volunteer or student has a child who has a friend/friends they would like to invite over to their home or where they are asked to child-mind for a family of the church – the Committee of Management member, staff member, volunteer or student must use absolute discretion in allowing either of these situations to take place. In doing so they must seek the direct permission of their child's friend's parent/guardian. And, in such cases it is expected that the Committee of Management member, staff member, volunteer or student will still abide by Citipointe's *Working with Children* policies, guidelines and code of conduct as if it were part of their position and responsibilities of working with children/young people \*\*
7. Always dress appropriately when interacting with children and young people
8. Never administer any medication of any form without the permission of the parent or guardian
9. Never engage in inappropriate conversations with children or young people of a sexual or immoral nature including innuendos
10. Never speak to a child or young person in a way that is abusive or demeaning
11. Never touch a child or young people in a way that could be construed as inappropriate affection or in any way sexual, nor should they be touched for disciplinary measures (except restraint if the child is in danger or in danger of injuring another)
12. Never allow a child or group of children or young people to be left unattended
13. Always respect, protect and enhance the dignity, potential, creativity and enthusiasm of children and young people
14. Always look for ways to develop and inspire belief in the God-given potential in children and young people
15. Always maintain a spirit of excellence and build an environment which fosters growth and development

# BLUE CARDS

According to the Commission for Children and Young People, all volunteers and certain paid employees who work with children or young people in the following categories of employment must apply for a 'blue card'. Volunteers are classified as "a person employed by another person or organisation who is not paid or other than being reimbursed for out-of pocket expenses".

- residential facilities (includes Residential College)
- schools
- childcare
- churches, clubs and associations providing services mainly directed towards or involving children
- counselling and support services
- private teaching, coaching, tutoring
- education programs conducted outside of schools
- child accommodation services including homestays
- religious representatives
- sport and active recreation
- school crossing supervisors

All Committee of Management members, staff, students and volunteers will receive notice from the Commission when their Suitability Card is due for renewal. It is the responsibility of the individual to ensure that this is attended to promptly to avoid suspension from duties. If a person obtained a Suitability Card through another Organisation and their affiliation is still with the Organisation renewal of the Suitability Card should be made through that Organisation. If the initial application was made through Citipointe, then the renewal should be made back through Citipointe.

A Volunteer whose application for a blue card is rejected must immediately inform the Department Head(s) and must either cancel their nomination for volunteering or if they are a current volunteer and they must tender their resignation from volunteer work in the Department(s) effective immediately.

*If you have ever been convicted of a child related offence, you cannot volunteer with us or any other organisation. The Commission of Children and Young People will issue you with a fine of \$50,000 or 5 years imprisonment for signing, trying lodging a Blue Card Application, or volunteering without a Blue Card.*

# PRIVACY POLICY

Citipointe Staff and Volunteers have access to the personal details of Citipointe members, visitors and other parties associated with Citipointe Church.

This information is not for public access and is covered by strict privacy policy and legislation.

Any material containing personal details such as phone numbers, addresses, pastoral care issues must be handled in the following manner:

- Cannot be stored in hard copy format
- Must be disposed of in the "Secure Document Destruction" bin located in the photocopy room, or shredded, immediately after use
- Cannot be handed out to any other person without the direct permission of the individual involved
- Unused Addressed labels, attendance lists, member information reports and the like are not to be filed away, left on any desk or thrown into a regular bin. These types of documents must be destroyed by placing in the "Secure Document Destruction" bin, or shredded, immediately after use.
- Access and Passwords to Citipointe databases must only be used by authorized personnel and never given out or shared with any other person

*This means that all personal information (from our Church database) is to be kept private at all times. What you see on the database when making calls should never be passed on to anyone else – even if they are a fellow leader or church member and most certainly not passed onto anyone outside the Church!*

# NOW WHAT?

You've made it! You're now up-to-speed on the basics of what it takes to serve in the Citikidz Department of Citipointe Church.

From this point on you only need to take care of the following things:

- Complete the Online Induction Quiz and the Online Personal Profile
- Fill out and sign a Citipointe Volunteer agreement in the presence of a Citikidz team leader
- Apply for a Blue Card. If you already have one, your team leader will need to register your number in the Citipointe Database for our records.
- Choose and commit to a team in Citikidz
- Find out and lock into your diary the dates for Combined Team Meetings, Citipointe ONE Nights and your Leadership Life Groups
- Purchase a Citikidz Polo shirt for your uniform.

# WHO'S WHO

## CONTACT US

322 Wecker Road, Carindale QLD 4152

PO Box 2111, Mansfield QLD 4122

E: [kids@citipointechurch.com](mailto:kids@citipointechurch.com)

P: 07-3343-8888


W: [www.citipointechurch.com](http://www.citipointechurch.com)

Facebook.com

>> Citikidz Brisbane

## SAM & KAROLINA GUNSSER

### CITIKIDZ PASTORS

 **AIMEE LIONS ([alions@citipointechurch.com](mailto:alions@citipointechurch.com))**  
**PA TO PS SAM & KAROLINA GUNSSER**  
**CITIKIDZ ADMINISTRATOR**