



# Online and smart phone usage guidelines

## For people in ministry roles

The following guidelines are to assist all people who work with young people and all people who are in positions of authority within the PCV. Where the phrase “young person” or “young people” is used it is always defined as a person or people under 18 years of age. This advice provides useful general guidance in regards to online and smart phone communication (i.e. all electronic communication).

In cases where ministry outcomes are in part effected through the use of social media then it is recommended that particular practice guidelines pertaining to that ministry are developed and clearly communicated to the leaders. The SCU is available for assistance in establishing such particular guidelines.

### Safe Church

The Safe Church Code of Conduct states at point 1: “As a person in a position of authority within the church you must always be concerned about the integrity of your position, likely perceptions of the church and the wider community, and the need to acknowledge the real or perceived power given to you as a result of holding this position. You should avoid situations where you are vulnerable to temptation or where your conduct may be construed to be a breach of this Code of Conduct. You will make yourself familiar with the provisions of Safe Church - PCV.”

This point has application to your use of all electronic communications as a person of authority or person working with young people in the PCV.

### Basic Principles

There are three basic principles when having any type of conversation with a young person:

- 1) Remember God is listening:
  - The ‘God test’ – is this conversation honouring God?
  - The ‘parent test’ – if this young person’s parents were listening/reading this, would they feel comfortable with this conversation?
- 2) Seek transparency in conversations with young people and do not converse where you can’t be observed by others.
- 3) Don’t get in deeper than you can handle – if issues arise that are greater than your ability or in an area of your weakness refer the young person to others who are better equipped to deal with it. When in doubt, ask for help.

Online and smart phone communications can create an intense, relational situation because of the ease of access, the comfort of distance and its unobserved nature. A relationship can be developed far more quickly than was possible before online communication was common. Therefore, the church considers talking with young people online and via smart phone to be exactly the same as talking to them face to face. **The same code of conduct for leaders interacting with young people face to face applies to all types of online and smart phone communication.**

### **Specific conduct guidelines:**

#### Facebook/Twitter/Instagram/blogs/websites

If your church ministry or organisation establishes any of the above social media platforms as a method of communication within the group this is the best place for leaders to converse with members of the group as all conversations may be held in public. Ensure there is no option for private conversations to take place on this facility.

Best practice is for leaders not to be individual friends on social media with young people within the church or organisation. This is due to the risks inherent in private relationships which may develop over social media. These risks affect both young people and leaders.

However it is recognised that leaders may be individual friends on social media with young people where the relationship is pre-existing or established via other connections, for example they may be related or may have formed the friendship via knowing each other external to the leader/group member relationship. In circumstances where leaders are individual friends with young people on social media leaders are at all times to adhere to the basic principles above.

#### SMS Text messaging/emails

Best practice is to only use the above methods of communication as a “one-way” avenue for communicating within the group. Make it clear to all members of the group that while SMS texts/emails will be used for communication leaders will not reply individually to any response from group members, unless a matter of urgency arises and in every case, with a fellow leader copied in on the reply. Give parents the option of always being copied in on any communication from the ministry or organisation leaders and add those parents to the contacts list.

**When sending group emails always remember to send any email to yourself first and put all contacts into the blind copy (BCC) field to ensure you do not distribute email addresses without permission. Always copy in fellow leaders. Follow the same privacy protocols if using SMS texts to do mass communication within the group.**

#### Phone/Skype/FaceTime/Messaging Apps/In-game messaging

In the main seek to avoid where possible individual contact with young people via online and smart phone communication. Aim to have 100% of communication to young people via group communication. Should a need arise to use phone/Skype/FaceTime you should be accountable – always get parental permission **before** you talk with a young person over the phone and tell a co-leader that you are conversing with a young person by phone. If using Skype or FaceTime again always get parental permission **before** you talk with a young person using this facility. Ensure both you and the young person are using this form of communication in an open area where people can see you or there are others present, e.g. not alone in your room.

Do not use Messaging Apps or in-game messaging to communicate individually with children or people under your pastoral care in your Church role.

**In the case where an inappropriate message or image is sent to a leader by a child or a person under pastoral care/leadership via any online or smart phone communication, whether publicly or privately, the leader should not reply under any circumstances. Do not delete the image or message. The leader must immediately notify the ministry or organisation leader that this has occurred. The ministry or organisation leader may then contact the SCU for advice on how to proceed.**

#### Cyber bullying and image based abuse

Sadly, there is an increase in the prevalence of cyber bullying and image based abuse targeting both adults and children in Australia, mostly via social media. Both State and Federal parliaments have begun to address this societal problem through legislation and the provision of assistance to Australians via the Office of e-safety – [www.esafety.gov.au](http://www.esafety.gov.au)

If you become aware of cyber bullying or image based abuse within the church context visit [www.esafety.gov.au](http://www.esafety.gov.au) and contact SCU for assistance and reporting.

*This information is available at [www.safechurchpcv.org.au/resources](http://www.safechurchpcv.org.au/resources)*

#### **General Advice:**

- Online and smart phone communications breed relationship that feels like a deeper level of intimacy than would occur in normal communication between people, in less time than it would take face-to-face
- This is why online and smart phone communication has significant potential risk involved for all users in a ministry setting
- People can find themselves “getting in deeper” than they intended and struggle to exercise self-control or healthy boundaries when they engage in online and smart phone communications with people the minister to
- It is not unusual for people to find they have over-stepped appropriate boundaries almost without realising
- Don’t be embarrassed if this happens to you – simply stop, do not delete the messages or images but instead seek help from a trusted senior leader and speak up sooner rather than later about what has happened
- Remember – there are sexting laws in Victoria which make certain types of electronic communication criminal – don’t be unaware of this!
- Adhering to these guidelines will help minimise risk
- Always seek transparency in online and smart phone activities
- Practice online and smart phone behaviour that demonstrates a true witness to the Christian faith
- In ministry, as much as possible, adopt an approach that uses electronic communication as a ‘broadcast’ communication tool to a group rather than an individual
- If a situation develops online that you need advice or guidance about **call the Safe Church Unit 0499 090 449**