

Australian College of Ministries (ACOM) offers a module in Non-Profit Governance as part of their Master of Church Leadership programme. This governance guide was developed by the 2018 cohort as a part of their facilitation experience.

GOOD PROCESS QUESTIONS FOR BOARDS TO ASK IN CRISIS OR CHALLENGE

- Is the matter criminal?
- Who is vulnerable in this situation? Victim support?
- Is the alleged perpetrator still on staff or in influence in our organisation?
- What risks need to be identified?
- What is being requested of us?
- Who are the stakeholders in this issue?
- What are the interests in this situation?
- Have we identified and articulated conflicts of interest?
- What pastoral care support do we need to provide our staff?
- What does our policy say on this? If there is no policy, then identify if there is an external policy precedent.
- Review current policy on this matter and recheck standards.
- Access external support mechanisms (insurer, legal, denominational support). Who do we need to contact and inform? What external assistance do we need to bring into this space?
- Who needs to know about this? Who will lead/chair through this process?
- Who will act as the endorsed public point of contact?
- What formal reporting is required? What should be submitted to the Board?
 - a. Was the report handled correctly?
 - b. Has confidentiality been adhered to?
 - c. Do we have records from the time of accusation (gather evidence with integrity)?
 - d. Creation of a support line/system to allow for other people to report on this issue.
- Is our budgetary allowance sufficient to oversee this process?
- What will the dispute/complaints resolution process look like?
- What do we need to know Biblically? What is the character of God in this issue?
- Separate pastoral responses from case management responsibilities.
- Post reflection: what does this event say about our culture?
- Debrief process in place for after the issue. Consider the assistance of an external facilitator.

GOOD PROCESS QUESTIONS FOR OPERATIONAL LEADERS TO ASK IN A CRISIS OR CHALLENGE

- Have I made adequate notes? Records?
- Are there records from the time of the (alleged) event?
- What care is being provided to that person?
- Who do we need to contact urgently after contact? Head office. Insurance. Legal.
- What care and support is needed for key people involved, in addition to the complainant?
- What care and support do I need?
- Debrief process in place?
- What is the complainant looking for? Inform? Action? Redress? Support?
- Who are the stakeholders? Brainstorm a list. Eg. Members, board.
- What are our interests? Pastoral? Protections?
- What are the risks for our organisation in this event?
- Who needs to know? Who do we report to? Communicate to?
- What needs to be communicated to whom? When do they need to know it?
- What is the nature of confidentiality around the issue?
- Is there a policy relevant to this situation? Is there a policy precedent somewhere? Procedures? Policy – what to do. Procedure – how to. Keep it brief.
- What is my specific role? You cannot manage them all. Board to direct?
- Who will be the case manager? Who handles this whole process?
- Who are the responsible entities?
- What external support is needed? Denominational level? Groups? Care? Agencies?
- Do we need to exercise mandatory reporting? Police involvement?
- Who will be the media liaison? Community liaison?
- Are there any conflicts of interest present?
- Do we need legal help? With whom? Nature?
- Is this a criminal issue?
- Is this person in danger?
- Who is the appropriate liaison for the complainant?
- What does the board need to know? Documented? Reported?
- What is our perspective? Biblically? Character of God? Our values?
- What other relevant information do we know?
- Budgetary allocation?
- Debrief and formal review after the process; review and adjust practices.