



HILLSONG CHURCH WORKING WITH CHILDREN & YOUNG PEOPLE HELP SHEET

Hillsong Church is strongly committed to the safety, protection and wellbeing of all children and young people from all forms of abuse and neglect. This is outworked through our safety procedures and policy. This information applies to all dealings with children and young people 0 - 18 years of age.

1. Code of Conduct

DO	Provide an environment which nurtures the developing child and young person and protects them from spiritual, emotional, physical and sexual abuse.
DO	Follow guidelines for the safety of children and young people as outlined in the Hillsong Children and Young People Safety Policy.
DO	Have another adult present when with a child or young person.
DO	Act on complaints of abuse (see Dealing with Complaints)
DO	Make sure all children and young people are supervised at all times by approved people.
DO	Provide parents with correct information regarding program start and finish times. Ensure that every child and young person is picked up safely.
DO	Report suspicious people in any children's or youth program to your oversight.
DO	Have pastoral meetings (approved people only) in an open environment, within the view of another person.
DO	Where applicable, as an approved leader, visually identify yourself. E.g. Hillsong Kids leaders wear t-shirt and name tag in programs.
DO	If counselling is required for a child or young person: a) Parents / Carers permission must be received b) Counselling must take place in a church approved environment. Department Heads should be made aware of this.

DO NOT	EVER be alone with a child or young person.
DO NOT	Take children or young people into a solitary or dark place.
DO NOT	Kiss, touch or tickle children or young people or do anything that has the potential to be sexual.
DO NOT	Visit a child or young person at home while the child or youth is alone.
DO NOT	Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes.
DO NOT	Change the nappy of a toddler. The parent or carer is to be contacted to change the wet or soiled nappy. Please note: This does not include Hillsong Child Care Centre, which abides by the requirements of the Australian Children's Education and Care Quality Authority.
DO NOT	Be involved in ablutions or toileting except with preschoolers and then only if done in an open way with another staff person or volunteer within sight and hearing. For primary school aged children, Hillsong Kids leaders (two people) to check the toileting area is vacant of adults before children enter, then stand outside the toileting area and prevent adults from entering area until all children have exited.
DO NOT	Drive or transport a child without at least one other adult in the car.
DO NOT	Talk to a child under the age of 16 years over the phone without receiving parental or carer's permission. When ringing, talk with the parents first. If the child answers the phone, ask to speak to parent/ carer first.
DO NOT	Develop any 'special' relationships with children or young people that could be seen as favoritism such as the offering of gifts or special treatment.
DO NOT	Allow or participate in anything done in a closed, secretive environment.

Most importantly:

1. Never be alone with a child or young person, always have another approved leader with you.

2. Make sure all children and young people are supervised at all times by approved people.

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2. Recruitment

Recruitment of staff /volunteers/ students working with children and young people

a) Hillsong Church will maintain a thorough and consistent recruitment, selection and screening process for any new staff, volunteers and students working directly with children and young people. (see section 2b)

b) Practice: this is done through the Hillsong Church Working with Children and Youth Check, reading & signing the Volunteer Student Declaration for NSW Campuses, relevant state Working with Children Check application form for Queensland & Victoria volunteers and staff, reference checks and a complete face to face interview with a pastor.

CHECKLIST FOR STAFF/STUDENTS/VOLUNTEERS

- Hillsong Church Working with Children and Youth Check.
- Read & sign the Volunteer Student Declaration for NSW Campuses, relevant state Working with Children Check application form for Queensland & Victoria volunteers and staff.
- Reference checks.
- Complete face to face interview with a pastor.

3. Disclosure of Abuse

a) Disclosure of abuse:

When to make a report?

You should make a report when you reasonably suspect that a child or young person is at risk of significant harm i.e. when you have current concerns about the safety, welfare and wellbeing of a child for any of the following reasons:

- The basic physical or psychological needs of the child or young person are not being met (neglect)
- The parents or caregivers have not arranged necessary medical care (unwilling or unable to do so)
- Risk of physical or sexual abuse or ill-treatment (physical or sexual abuse)
- Parent or caregiver's behaviour towards the child causes or risks psychological harm (emotional abuse)
- Incidents of domestic violence -a child is at risk of serious physical or psychological harm (domestic or family violence)

• If you have a concern about a child or young person do not investigate or take action on your own. Note the following information and raise the matter with your oversight:

- Details of the individual and child involved including date of birth and address.
- Time and Place
- Grounds for forming the belief that abuse has occurred (this information should be kept in a secure place)

b) Making a report:

1. Inform the Pastoral Care Department Head at your campus. Remember that anyone CAN make a report.
2. Complete an Allegation of Notification of abuse and write down the incident using the child or young person's own words if possible.
3. Together with the Pastoral Care Department Head make a report to your local government agency:

New South Wales	
Department of Community Services	132 111
Queensland	
Department of Child Safety Services	1800 177 135
Victoria	
Department of Human services (North & Western region)	1300 664 977

c) How you should respond to the child or young person if they disclose information to you:

- Listen carefully and reassure the child or young person that they have done the best thing in informing you
- Don't promise not to tell, but explain that you will need to report the matter and explain what will happen next
- Avoid asking too many questions.
- Do not investigate the matter yourself or try to contact the alleged perpetrator!
- Help the person to feel safe and comfortable.
- Debrief with the Pastoral Care Department Head at your campus.