

| HILLSONG CHURCH STANDARD OPERATING PROCEDURE | | | |
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| DOCUMENT TITLE: | INDUCTION AND TRAINING | | |
| DOCUMENT ID: | 5-3-002 | VERSION: | 1.1 |
| PREPARED BY: | KIRK MORTON | DATE APPROVED: | JUNE 2016 |
| SPONSORED BY: | KEITH AINGE | FRAMEWORK REF: | SAFE CHURCH |

1. PURPOSE

- 1.1. The purpose of this procedure is to provide clear instruction to Managers on the induction and training of volunteer Workers in the workplace.
- 1.2. The effective induction and training of volunteer Workers is an important part of the Safe Church Framework, ensuring Workers obtain access to and understand to the instructions required to perform their duties safely or effectively.

2. SCOPE

- 2.1. Within the Safe Church Policy, Campus Pastors and Managers are directly given the responsibility of ensuring all Workers who they oversee undergo initial and ongoing safety training as required for their specific role and level of responsibility.
- 2.2. The intended users of this procedure includes those who have responsibility for the management of volunteer Workers.

3. DEFINITIONS

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| Child/Children or Young Person/People | Hillsong considers a Child or Young person to be a person under the age of eighteen (18) years. |
| Child-Related Worker | A Worker involved in providing services that are directed towards a Child or Young person (whether in whole or in part), or conducting activities that may involve a Child or Young person (whether in whole or in part), and includes the supervision of Child-Related Workers, irrespective of whether they actually work with Children or Young people, because of their overarching supervisory duties. |
| Hillsong/Hillsong Church | Hillsong Church Limited (ABN: 37 002 745 879) and all its related entities operating within Australia. |
| Monitor | Observe, and act on, the activity or behaviour of Workers in the workplace which is inconsistent with instructions or agreed codes of conduct. |
| Workers | All those who are, or were at any relevant point in time, employees of Hillsong and all persons performing work at the direction of, or on behalf of Hillsong. This includes directors, committee members, volunteers, HILC students, self-employed, contractors, sub-contractors, agents, consultants, temporary staff, people undertaking practical training as part of an educational or vocational course (other than as a school student undertaking work experience), or otherwise, defined under relevant legislation. |

4. PROCEDURE

4.1. Responsibility for Inducting and Training Volunteer Workers

- 4.1.1. At the completion of the recruitment and selection process, new Workers are assigned to a Manager.
- 4.1.2. Managers are responsible to induct and train those Workers who they are assigned.
- 4.1.3. To assist with their responsibility, Managers may nominate a 'Team Leader' to assist with the induction of Workers who will be under their supervision.

Note: Some of the duties of a Manager may be delegated to a Team Leader, but the responsibility for those duties cannot.

4.2. Performing an Induction

- 4.2.1. The Manager, or nominated supervisor, is required to facilitate the induction of new Workers.
- 4.2.2. Before commencing the induction, the Manager should confirm that the Worker has completed the recruitment and selection process, and is approved to commence their duties (e.g. approved for WWC).
- 4.2.3. The induction process should be completed prior to the Worker commencing their normal duties.
- 4.2.4. The induction process may be completed before, during or after the operation of a program or service.

Note: If the induction is completed during a program or service, the Worker should not be considered 'on duty', and not included in the calculation of required adult to child ratios.

- 4.2.5. During the induction the following points should be explained as a minimum:

- Other key personnel and team
- The goals and focus of the area they are working in
- The specific duties of the role
- Team expectations (incl. codes of conduct)
- Call times and locations
- Who to talk to for questions
- Receiving a concern or disclosure of harm
- Reporting an incident
- Providing safe environments
- Access to first aid
- How to respond to an emergency
- Any other points relevant for the specific role or area of ministry.

- 4.2.6. For the induction of volunteers who are Child-Related Workers the form 5-5-010 must be completed and returned to the Safe Church Office.
- 4.2.7. Once the induction is complete the Manager is to commence the process of monitoring, as described in procedure 5-3-003 Monitoring Workers.

4.3. Ongoing Safety Training

- 4.3.1. The Manager is responsible for ensuring that their volunteer Workers participate in Safe Church Office facilitated training.
- 4.3.2. Advanced notice of upcoming relevant training events should be provided to all Workers who they are responsible for.
- 4.3.3. The Manager should identify any other programs or events on or near the dates of training events and, where possible, reschedule.
- 4.3.4. The Manager should encourage Workers to attend the upcoming training provided by the Safe Church Office by promoting it with their team at each opportunity.
- 4.3.5. When necessary, the Manager should remind their Workers that their role as a volunteer is predicated on the participation in Safe Church Office training.
- 4.3.6. If required, the Manager should help volunteer Workers identify alternative training dates or locations to ensure their participation.
- 4.3.7. For those who did not attend a training event, the Manager is required to follow up the Worker and confirm when they will be completing the training.
- 4.3.8. Where required, the Manager should provide any identified limitations or issues with the training provided, and notify the Safe Church Office to enable improvements.

5. RELATED WORK INSTRUCTIONS

| DOCUMENT ID: | WORK INSTRUCTION TITLE: |
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6. RELATED PROCEDURES

| DOCUMENT ID: | PROCEDURE TITLE: |
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| 5-3-001 | Recruitment and Selection of Child Related Roles |
| 5-3-003 | Monitoring Workers |
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7. RELATED RECORDS

| DOCUMENT ID: | TITLE: | MIN PERIOD RETAINED: |
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| 5-5-010 | Induction of Child-Related Workers Checklist | 5 Years |
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