

HILLSONG CHURCH STANDARD OPERATING PROCEDURE			
<b>DOCUMENT TITLE:</b>	MONITORING WORKERS		
<b>DOCUMENT ID:</b>	5-3-003	<b>VERSION:</b>	1.1
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## 1. PURPOSE

- 1.1. The purpose of this procedure is to provide clear instruction to managers on the monitoring of Workers in the workplace.
- 1.2. The effective monitoring of Workers is an important part of the Safe Church Framework, ensuring Workers understand and adhere to the instructions provided and identify any issues that which may affect their ability 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 monitoring those Workers who they oversee, and report on any suspicion, of, or allegations, incidents, or potential breaches in policy or practices to the Safe Church Office.
- 2.2. The intended users of this procedure includes those who have responsibility for the management of Workers.

## 3. DEFINITIONS

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 person 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.
Grievance	Any type of problem, concern or complaint related to a Worker's work or work environment. It can be any act, behaviour, omission, situation or decision impacting on a Worker that the Worker thinks is unfair or unjustified.
Harm	Harm is any detrimental effect of a significant nature on the person's physical, psychological or emotional well-being. It is immaterial how the harm is caused. Harm can be caused by physical, psychological or emotional abuse or neglect; or sexual abuse or exploitation. Harm may result from a single act, omission or circumstance; or a series or combination of acts, omissions or circumstances.
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.
Record/s	An account kept in writing or some other permanent form.
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, contractors, sub-contractors, agents, consultants, temporary staff, or otherwise, defined under relevant legislation.

## 4. PROCEDURE

### 4.1. Sources of Instruction for Workers

4.1.1. All Managers and Workers are required to understand and maintain access to the instructions applicable to their role.

4.1.2. The various sources of instruction, include:

- Policies
- Codes of conduct
- Training manuals
- Procedures
- Tools and templates (e.g. checklists)
- Emails or memos
- Notice boards (i.e. physical or online)
- Team meetings
- In person communication.

4.1.3. All Managers should ensure that their Workers establish and maintain access to the instructions required. Examples of this includes ensuring attendance at team meetings and requesting acknowledgments to emails.

4.1.4. All Managers should choose the appropriate method to communicate their instruction effectively.

Note: efficient methods of communication, such as SMS, are not always the most effective.

### 4.2. Responsibility for Monitoring Workers

4.2.1. At the completion of the recruitment and selection process, new Workers are assigned to a Manager.

4.2.2. Managers are responsible to monitor those Workers who they are assigned.

4.2.3. To assist with their responsibility, Managers may have one or more 'Team Leaders' to assist in the supervision of Workers.

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

#### 4.3. Responding to Performance Issues or Concerns

4.3.1. Managers monitoring Workers must act when they observe an activity or behaviour of Workers in the workplace which is inconsistent with instructions or agreed codes of conduct.

4.3.2. When determining the appropriate course of action, consideration should be given to the nature or severity of the inconsistent activity or behaviour.

4.3.3. For concerns or disclosures of harm or the risk of harm, such as child sexual abuse, the Safe Church Office must be notified immediately. Refer to 5-3-012 Receiving a Concern or Disclosure of Harm procedure for more details.

4.3.4. For wilful or serious breaches of instruction or codes of conduct which are unrelated to harm the Manager must proceed with disciplinary action, as described in 5-3-018 Discipline and Termination procedure.

Note: Team Leaders are not permitted to conduct disciplinary action on behalf of a Manager.

4.3.5. For matters which are not serious and unrelated to harm the Manager should engage with the Worker to discuss the issue. In handling the issue, the Manager should ensure the following outcomes are achieved:

- The issue/s is clearly explained by the Manager
- The appropriate act or behaviour is explained
- The Workers acknowledges the issue and confirms that they understand the change/s required.

4.3.6. During, or at the conclusion, of handling of an issue the Worker may raise one or more grievances, which should be resolved as described in 5-3-004 Grievance Handling.

#### 5. RELATED WORK INSTRUCTIONS

DOCUMENT ID:	WORK INSTRUCTION TITLE:

#### 6. RELATED PROCEDURES

DOCUMENT ID:	PROCEDURE TITLE:
5-3-004	Grievance Handling
5-3-012	Receiving a Concern or Disclosure of Harm
5-3-018	Discipline and Termination

**7. RELATED RECORDS**

<b>DOCUMENT ID:</b>	<b>TITLE:</b>	<b>MIN PERIOD RETAINED:</b>
5-5-003	Receiving a Concern or Disclosure Form	30 years