

HILLSONG CHURCH STANDARD OPERATING PROCEDURE			
DOCUMENT TITLE:	RECEIVING A CONCERN OR DISCLOSURE OF HARM		
DOCUMENT ID:	5-3-012	VERSION:	1.7
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SPONSORED BY:	KEITH AINGE	FRAMEWORK REF:	SAFE CHURCH

1. PURPOSE

- 1.1. The purpose of this procedure is to provide clear instruction on how to receive a concern or disclosure of harm, and how to respond once the information is received.

2. SCOPE

- 2.1. The effective receipt of a concern (i.e. including allegations) or disclosure of harm is the responsibility of all Workers.
- 2.2. The intended users of this procedure include all Workers.

3. DEFINITIONS

Allegation	An assertion that someone has done something wrong, often with little or no proof.
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.
Concern	An observation or suspicion of harm, with limited or no understanding its nature or cause.
Disclosure	The action of making new or secret information known.
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.
Workers	All those who are, or were at any relevant point in time, employees of Hillsong and all persons performing work, or facilitate activities, 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.
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4. PROCEDURE

4.1. Responsibilities of all Hillsong Workers

4.1.1. The Safe Church Policy explains all Workers are responsible to:

- Co-operate with any reasonable policy or procedure of the Hillsong Executive Management, or undertaking relating to health or safety at the workplace that has been notified to Workers
- Effectively identify and immediately report any known or perceived instances, disclosures or concerns of harm to the Safe Church Office, in accordance with the Safe Church policy
- Maintain the confidentiality of information, in particular information associated with disclosures of harm, subject to compliance with all relevant legislation.

4.2. Common sources of Safe Church Concern or Disclosure

4.2.1. Common sources of concerns or disclosures may include:

- A child or young person
- A staff member, volunteer or student
- A church congregation or community member
- When you observe something yourself.

4.3. Receiving a Concern or Disclosure from Another Person

4.3.1. Listen to the person raising the concern or disclosure and take it seriously, by observing the following points:

- Listen carefully
- Use a calm and reassuring tone
- Allow them to tell their story in their own way, using their own words
- Reassure them it is not their fault, and it was right to tell someone
- If appropriate, explain that it is part of your role to inform the Safe Church Office who will be able to assist those have been harmed or are at risk of harm
- Avoid probing for additional information or investigating the matter yourself
- Avoid asking leading questions (that is, questions that contain or suggest answers)
- Avoid making assertions of the likelihood, accuracy or seriousness of the situation
- Avoid negative comments or pass judgement about the subject of the allegation
- Avoid making expressions of disbelief, shock or disapproval

- Remember the person reporting may still care deeply for the alleged perpetrator they are making the allegation against.
- 4.3.2. Assess if the person is in immediate risk of death or serious harm, and if so contact the emergency services hotline triple zero (000).
- 4.3.3. Record key information regarding the concern or disclosure in a written format, if possible, using the form 5-5-005. Key information will include such details as:
- The personal details of the alleged victim, such as name, address, contact number, age, and Church campus or program they are involved in
 - The identity of the alleged perpetrator
 - The nature of the alleged harm or risk of harm
 - When and where harm is said to have occurred
 - The time and place where the allegation was received.
- 4.3.4. Preserve any available evidence to the person making a disclosure. If the person making the disclosure is the alleged victim, and the alleged harm has occurred less than 72 hours prior, then:
- Advise them to not to shower or wash themselves or change clothes, if the disclosure indicates that a medical examination may be required.
 - Make notes of the injuries described by the victim (without probing), and any visible injuries.
 - Respond to instructions given by the Police, other Government Agency, or the Safe Church Office.
- 4.3.5. Support the person raising the concern or disclosure, by observing the following points:
- Help the person to feel safe and comfortable
 - Avoid promising not to disclose the allegation or disclosure
 - Explain that you will need to report the matter and what will happen next
 - Explain you will need to notify the Safe Church Office
 - Explain that the Safe Church Office will then notify Community Services and / or the Police, where appropriate
 - The Safe Church Office will also tell the parent/guardian, where appropriate.

4.4. After Receiving the Disclosure

- 4.4.1. Inform your oversight that a person has made a disclosure, so that you can be released from your current duties to follow up the matter.
- 4.4.2. If there is reasonable suspicion that a person has been or is suffering abuse, you must contact the Safe Church Office immediately. For contact by phone use the Safe Church Office Helpline.
- 4.4.3. Follow reasonable instruction provided by the Safe Church Office, which may include contacting directly Community Services or the Police.

4.4.4. Do not disclose to any other person (including team members) the name of or any identifying information about the alleged victim, the alleged perpetrator, or the person who reported the allegation.

4.4.5. Under no circumstances try to contact the alleged perpetrator or any other known associates. By doing so you may prevent natural justice for all parties involved in the allegation, and cause further harm to the alleged victim and / or perpetrator.

4.4.6. The Safe Church Office will arrange follow up support to you, including provision of any counselling services, if required.

5. RELATED WORK INSTRUCTIONS

DOCUMENT ID:	WORK INSTRUCTION TITLE:

6. RELATED PROCEDURES

DOCUMENT ID:	PROCEDURE TITLE:

7. RELATED RECORDS

DOCUMENT ID:	TITLE:	MIN PERIOD RETAINED:
5-5-005	Receiving a Concern or Disclosure Form	30 years