

HILLSONG CHURCH STANDARD OPERATING PROCEDURE			
DOCUMENT TITLE:	RISK MANAGEMENT FOLLOWING A CONCERN		
DOCUMENT ID:	5-3-014	VERSION:	1.4
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1. PURPOSE

1.1. The purpose of this procedure is to provide clear instruction on how to assess the risk of harm that a Worker poses to Hillsong-Related People, at the three distinct periods of time which are:

- once an allegation is made
- during an investigation
- at the conclusion of an investigation.

2. SCOPE

2.1. Within the Safe Church Framework there is particular responsibility for risk management placed on the Head of Agency, the Safe Church Office, and their Investigators.

2.2. The intended users of this procedure will include the Head of Agency, Head of Safe Church Office, Safe Church Office, Investigators, and Head of Human Resources.

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 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.
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.
Hillsong-Related People	Includes any person who participates in a Hillsong service, program, activity or event; including Workers.
Vulnerable Person	Any person who is or may be in need of additional or special care by reason of age, health (physical / emotional), special intellectual needs, disability or disadvantage.

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. Use of Procedure

4.1.1. This procedure should be used in conjunction with 5-3-013 Planning and Conducting an Investigation.

4.1.2. For risks not related to an allegation against a Worker refer to the risk assessment procedure in myHillsong.com.

4.1.3. When applying the risk management process, the objective is to ensure that:

- appropriate support is being provided for the person who has been the subject of the harm
- appropriate support is being provided for the person who is the subject of the allegation
- appropriate support is being provided for the other relevant parties (e.g. parents, carers, employees, volunteers, etc.)
- the Worker whom is the subject of the allegation is treated fairly and afforded procedural fairness
- actual or potential conflicts of interest are addressed
- confidentiality of all parties involved has been maintained
- the risk of the same person re-offending and / or the same offence re-occurring has been minimised.

4.2. Initial Risk Assessment

4.2.1. The risk assessment is to be performed during the initial response to an allegation or disclosure. Refer to section 4.2.4. of procedure 5-3-013 Planning and Conducting an Investigation.

4.2.2. When performing an initial risk assessment use the form 5-5-006 to complete the assessment.

4.2.3. The first step in the preparation of the assessment is to complete Section 1: 'Case & Preparer Details'. Each of the fields need to be completed properly to ensure proper records are being kept and in the correct case file.

Note: only the case number should be used to identify the matter, and no information should be recorded to help identify the person whom the allegation has been raised against or the victim.

- 4.2.4. The next step is to complete section 2: 'Suitability to Continue Duties During an Investigation Assessment', capturing observations to the following key questions:
- What is the nature of the allegation(s) and are they considered serious?
 - Does the Worker have a discipline history?
 - What is the nature of the discipline issues and are they considered serious?
 - Would a sustained finding of the allegation(s), along with any other discipline history, be likely to result in serious disciplinary action (including termination) of the Worker under the Discipline and Termination policy?
 - Does the allegation involve a child or other vulnerable person?
 - Does the Worker work in a child-related role or have direct access to children or other vulnerable persons?
 - Does the Worker have adequate supervision and support if their current role was to remain unchanged?
 - Can the Workers current role be adequately modified to enable them to continue?
- 4.2.5. During the completion of section 2, 'Yes or No' responses to these questions should be captured, and the decision path followed to determine the Workers suitability to continue duties during an investigation.
- 4.2.6. Once the decision path is completed, the 'Assessment' should be recorded documenting the suitability of the Worker to continue current duties in the current role, or if changes are required.
- 4.2.7. The 'Other Actions' section (i.e. 3) is where other treatments or actions should be listed for actioning during the risk assessment process. This should include actions such as:
- if Community Services and / or the Police are involved, confirm with them that the proposed action can be taken without interfering with their own investigations
 - to consult with the HR Manager if the matter involves a concern against an employee
 - to consult with Australian Christian Churches (ACC) if the matter involves a concern against an ACC accredited person
 - notify the insurer if the concern is against a Hillsong Worker or if the incident is said to have occurred at a Hillsong campus or event.
- 4.2.8. Section 4 titled 'Communication' is used to document key communication required to be undertaken regarding the treatments and actions.
- 4.2.9. The 'Validation' at section 5 must be completed by the risk assessment preparer and reviewed by the Head of Safe Church Officer.
- 4.2.10. The outcome of the initial risk assessment including risk treatments, other actions, and communication needs to be recorded in the investigation plan referred to in section 4.3.4, 5-3-013 Planning and Conducting an Investigation.

4.3. Risk Management During Investigation

- 4.3.1. During the investigation the risk management process should continue.
- 4.3.2. The initial risk assessment, along with risk treatments, actions and communication should be re-assessed as any new information becomes available. When doing this, a copy of the original assessment should be retained before it is updated.
- 4.3.3. Any other emerging risks that are identified during the investigation should be analysed and evaluated before prescribing treatments.

4.4. Risk Management at Investigation Conclusion

- 4.4.1. Once an investigation is complete and a finding is made, a review of the investigation and risk assessment should be conducted to ensure that all relevant risks have been considered and addressed.
- 4.4.2. Any further actions should be added to the risk assessment and actioned before closing the investigation.

4.5. Record Keeping

- 4.5.1. Records of the assessment of risk and all supporting documentation should be kept in line with the procedure 5-3-019 Keeping Records.

5. RELATED WORK INSTRUCTIONS

DOCUMENT ID:	WORK INSTRUCTION TITLE:

6. RELATED PROCEDURES

DOCUMENT ID:	PROCEDURE TITLE:
5-3-013	Planning and Conducting an Investigation
5-3-019	Keeping Records

7. RELATED RECORDS

DOCUMENT ID:	TITLE:	MIN PERIOD RETAINED:
5-5-006	Risk Assessment Following a Concern Form	30 years