

HILLSONG CHURCH STANDARD OPERATING PROCEDURE			
DOCUMENT TITLE:	DISCIPLINE AND TERMINATION		
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1. PURPOSE

- 1.1. The purpose of this procedure is to provide clear instruction on the discipline of Workers which may result from an incident or risk of harm, or breach of policy or procedures.
- 1.2. This procedure should be read in conjunction with the Hillsong Discipline and Termination Policy.

2. SCOPE

- 2.1. It is the responsibility of all Hillsong Workers 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.
- 2.2. It is the responsibility of Campus Pastors and Managers to monitor 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.
- 2.3. The intended users of this procedure include those who have responsibility for the management of Workers, and are authorised to performance manage Workers, including affecting disciplinary action.

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.
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. Grounds for Discipline

4.1.1. The first step is to identify instances involving Workers that are considered grounds for disciplinary action to be taken.

4.1.2. Grounds for disciplinary action include:

- Unsatisfactory performance – in the responsibilities specific to the role
- Unacceptable conduct – in terms of the relevant codes of conduct
- Wilful or serious misconduct – refer to 4.1.3.

4.1.3. Wilful or serious misconduct may include failings to:

- take reasonable care of the health and safety of others or themselves
- respect people's individual rights
- abide by reasonable instruction
- act on concerns raised regarding people's well-being
- follow the law in relation to reporting of harm
- maintain the private and confidential information of Hillsong-Related People.

4.2. Determine Who Is Authorised

4.2.1. Once the instance has been identified the Manager should confirm who the most appropriate person to address the issue is.

4.2.2. For matters that constitute harm or a risk of harm involving all Workers, the Safe Church Office should first be notified. The Head of Safe Church will determine if the matter is likely to be considered reportable conduct, how it should be investigated, and by who. If the Worker is an employee, the Head of Safe Church must consult with the Head of HR before determining how to proceed. The Manager should wait for instruction from the Safe Church Office before proceeding.

4.2.3. For matters unrelated to harm which involve Hillsong employees, the Head of Human Resources (HR) should first be notified. The Head of HR may also choose to refer the matter to the Safe Church Office, or how else it should be investigated. The Manager should wait for instruction from the Head of HR before proceeding.

4.2.4. For matters involving a person in Executive Management, either the Head of Safe Church Office or HR will consult with the Head of Agency to determine who will act as the manager in this procedure to determine appropriate disciplinary action.

4.2.5. For matters involving the Senior Pastor or Head of Agency, either the Head of Safe Church or HR should consult with the Chair of the Hillsong Board Audit and Risk Committee (who is an independent person not employed by Hillsong) who will act as the manager in this procedure to determine appropriate disciplinary action.

4.2.6. For all remaining matters, which should be unrelated to harm and involving Workers who are volunteers or contractors, the overseeing Campus Pastor or Manager is the appropriate person to discipline the Worker.

4.3. Investigate

- 4.3.1. Depending on the circumstances it may be necessary to conduct an investigation into the incident and/or allegations.
- 4.3.2. Investigation may involve collecting relevant data and interviewing relevant witnesses, such as the Worker's co-workers or supervisors, or even customers and suppliers with whom the Worker has had contact.
- 4.3.3. If at any point during the investigation it is considered necessary to refer the matter to the Head of HR or Safe Church Office, the Manager should do so immediately.
- 4.3.4. If at any point during the investigation it is considered inappropriate for the Worker to continue, the Manager, in consultation with the Head of HR or Head of Safe Church Office, may suspend the Worker from duty pending completion of the investigation.

4.4. Disciplinary Interview

- 4.4.1. If on the basis of the investigation, the Manager believes that there is a concern to be answered by the Worker, the Worker may be asked to attend a meeting to discuss the issue(s) of concern.
- 4.4.2. The following steps for a disciplinary interview should be followed:
 - The Worker will be given advance notice of the meeting and what will be discussed at the meeting.
 - The Worker will be given a reasonable opportunity to have a support person present at the meeting.
 - At the meeting the issue(s) of concerns will be put to the Worker, including any evidence upon which those concerns are based.
 - The Worker will be given an adequate opportunity to respond to the concerns.
 - The Manager will consider the Worker's response and make any further enquires or investigations that may be necessary.
 - After making any further enquiries or investigations which may be necessary and after consideration of the response or explanation of the Worker, the Manager will determine whether the concern(s) have been proven.
 - If it is determined that all or some of the concerns are proven, the Manager will make a decision on what, if any, disciplinary action is appropriate.

4.5. Disciplinary Action

- 4.5.1. In determining the need for, and level, of disciplinary action, the Manager should give consideration to:
 - the seriousness of the poor performance/misconduct
 - the response or explanation given by the Worker
 - the Worker's history and record
 - whether there are appropriate and reasonable alternatives to termination.

4.5.2. For instances requiring informal disciplinary action, the responses available to the Manager includes:

- Redirection
- Retraining
- Redeployment
- Counselling.

4.5.3. Where the Workers conduct constitutes wilful or serious misconduct, formal disciplinary action is required, that would include one of more of the following:

- Verbal warning / counselling
- Written warning
- Suspension
- Termination of employment or contract.

4.5.4. If the decision is to terminate the Worker's involvement the Safe Church Office must be notified. The Safe Church Office will determine if reporting is required to one, or more, government agencies, which may require further investigation. The Safe Church Office will also amend the Worker's status in the Worker database (i.e. MyHillsong).

4.6. Documentation

4.6.1. Managers should make notes of all their actions and discussions with a Worker before and during the disciplinary process.

4.6.2. If disciplinary action is taken against a Worker, a file note should be placed on the Worker's personnel file containing a summary of the nature of the concern(s), the outcome of any investigation undertaken, and the disciplinary action taken.

4.6.3. The Worker should be asked to sign the file note as an acknowledgement that they understand and agree to its contents. If the Worker refuses to sign the file note, this should also be recorded on the file note along with the reason for the Worker's objection if this is provided.

4.6.4. Copies of warning letters should also be placed on the Worker's personnel file.

4.6.5. Access to any Worker's personnel file or other relevant documents should be given to the Safe Church Office or Head of HR, if requested.

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: