

Statement by Hillsong Church Limited - 17 February 2017

Introduction

- 1 This statement is provided by Hillsong Church Limited (**Hillsong Church**) in response to the following request set out in the letter from the Royal Commission Solicitor of the Royal Commission into Institutional Responses to Child Sexual Abuse (**Royal Commission**) to Hillsong Church dated 10 January 2017 (**10 January 2017 Letter**):

It would assist the process of the public hearing if... Hillsong Church provides a written statement that sets out how your institution has addressed, or proposes to address, each of the elements of a child safe institution. Please address each element with reference to policies, procedures, guidelines or other documents of Hillsong Church which supports the response to each of the elements.

- 2 This statement is prepared jointly by the following staff of Hillsong Church, in consultation with other Hillsong Church staff and advisors:
- (a) Kirk Morton, Risk and Compliance Coordinator;
 - (b) Keith Ainge, Head of Safe Church Office; and
 - (c) George Aghajanian, General Manager.
- 3 The 10 January 2017 Letter sets out, and encloses a copy of the document prepared by the Royal Commission entitled 'Creating Child Safe Institutions' (**Publication**) dated July 2016.
- 4 Hillsong Church welcomes the Publication and the 'elements of a child safe institution' set out in that document. This statement is structured to set out how Hillsong Church has addressed, or proposes to address, each of the elements of a child safe institution as set out in the Publication.
- 5 Unless specifically referred to otherwise, the information in this statement is a summary of the information and documents already provided under notices to produce C-NP-1811, and C-NP-1996 (together, the **Notices to Produce**). Documents already produced by Hillsong Church under the Notices to Produce are referred to using the document identifiers issued by the Royal Commission by email to Prolegis Lawyers dated 18 January 2017.
- 6 The information in this document and the supporting documents are provided on the basis that letters patent from Her Excellency the Governor of New South Wales declared section 17 of the Royal Commission Act 1923 (NSW) to apply, and the letter patent from Her Excellency the Governor General do not exclude section 6 DD of the Royal Commission Act 1902 (Cth) as it applies to any document produced or answer given to any question to the Royal Commission.
- 7 The documents produced in compliance with the Notice to Produce C-NP-1996 contains sensitive information, including names of minors and other persons, and matters the subject of the making of reports under the *Children and Young Persons (Care and Protection) Act 1998 (NSW) (Act)* in unredacted form. This information was provided on the basis that Hillsong Church is compelled by the Notices to Produce to produce those documents, and the Notices to Produce comprise a 'lawful excuse' within the meaning of section 254(1)(e) of the Act.

Element 1: Child safety is embedded in institutional leadership, governance and culture.

- 8 The Hillsong Church board of directors has ultimate governance responsibility for child safety in the institutional leadership, governance and culture of Hillsong Church. Child safety is embedded in the leadership, governance and culture of Hillsong Church through the current Safe Church Policy (**Safe Church Policy**). A copy of the Safe Church Policy has been produced at **HIL.0001.010.0008**.
- 9 The Safe Church Policy is part of a suite of documents setting out procedures, codes of conduct and manuals called the Safe Church Framework (**Safe Church Framework**) which embed child safety in the leadership, governance and culture of Hillsong Church. A copy of the Safe Church Framework documents has been produced at **HIL.0001.010.0001**.
- 10 Hillsong Church is a constituent church of the Australian Christian Churches, and accordingly:
- (a) is required to adopt the ACC Child Protection Policy, a copy of which is at **HIL.0001.010.0176**, or use it as a minimum standard. This requirement is set out at section 3 at **HIL.0001.010.0178** of **HIL.0001.010.0176**. The Safe Church Policy and the Safe Church Framework exceed the minimum standard of that document; and
 - (b) is required in section 7 at HIL.0001.010.0183 of HIL.0001.010.0176 to adopt the '*approved Child Protection Practice Guidelines... or an alternative guideline that is at least consistent...*'. The Safe Church Policy and the Safe Church Framework exceed the minimum standard of those guidelines.
- 11 In addition to the institutional policy, procedures, codes of conduct and manuals set out in the Safe Church Framework, Hillsong Church publically commits to child safety and leaders champion a child safe culture, as demonstrated by:
- (a) publication of the Safe Church Framework overview statement on its website at <http://hillsong.com/australia/safechurch/>, a copy of which has been produced at **HIL.0001.010.0001**.
 - (b) Element 4 of the Safe Church Framework overview a copy of which is at **HIL.0001.010.0004** of **HIL.0001.010.0001**, entitled 'Risk Management'.
 - (c) publication of a statement on its website at <http://hillsong.com/policies/hillsong-children-and-young-people-protection-statement/> entitled 'Hillsong Children and Young People Protection Statement', a copy of which has been produced at **HIL.0001.010.0189**.
 - (d) publication of a statement on its website at <http://hillsong.com/policies/corporate-governance/> entitled 'Hillsong Corporate Governance', a copy of which has been produced at **HIL.0001.010.0190**.
 - (e) publication of annual reports, the most recent of which is the Hillsong Church 2015 Annual Report (**2015 Annual Report**) which may be accessed on its website at <http://hillsong.com/policies/annual-report-australia/>. A copy is **enclosed**. That document has previously not been produced. We refer to paragraph 9 of the letter from Prolegis Lawyers to the Royal Commission dated 30 September 2016, a copy of which has been produced at **HIL.9999.004.0001**.
- 12 As part of the continuing efforts of Hillsong Church to enhance the procedures within the Safe Church Framework, the following activities are currently taking place relevant to Element 1 in the Publication:

- (a) implementing a software tool to automate the risk assessment approval process, with the capability of converting risk assessments into safe work practices. The software is currently being trialled by the Safe Church Office and Hillsong departments, with the intention of broader implementation to all departments by November 2017.

Element 2: Children participate in decisions affecting them and are taken seriously.

- 13 The Safe Church Framework provides the operational procedures and guidelines to enable children to participate in decisions affecting them and that they are taken seriously under the Safe Church Policy.
- 14 The documents within the Safe Church Framework enables Hillsong Church to meet each of the outcomes within Element 2.
- 15 The entirety of the Safe Church Training Manual a copy of which is found at **HIL.0001.010.0014** is directed at enabling these outcomes and to ensure that staff and volunteers have standard processes to follow in respect of being attuned to signs of harm and facilitating child friendly ways for children to communicate and raise their concerns. Some of the ways in which the Safe Church Framework specifically addresses the outcomes of this element as set out in the Publication are:
 - (a) chapter 2 of the Hillsong Church Safe Church Training Manual a copy of which is found at **HIL.0001.010.0014**, entitled 'Protecting Vulnerable People'. We refer specifically to the content of Subsection B entitled 'Self-awareness and self-protection' at **HIL.0001.010.0023**.
 - (b) chapter 4 of the Hillsong Church Safe Church Training Manual a copy of which is found at **HIL.0001.010.0014**, entitled 'Safe Programs'. We refer specifically to the content of Subsection A(c) entitled 'Emotional and spiritual environments' at **HIL.0001.010.0056**.
 - (c) the Hillsong Church Standard Operating Procedure - Receiving a Concern or Disclosure of Harm, a copy of which is at **HIL.0001.010.0115**, which provides: *'clear instruction on how to receive a concern or disclosure of harm, and how to respond once the information is received'*.
 - (d) The Hillsong Church Standard Operating Procedure - Planning and Conducting an Investigation, a copy of which is at **HIL.0001.010.0119**, which provides: *'a clear instruction of how to plan for and conduct an investigation, once a concern or allegation has been received'*.
 - (e) the Hillsong Church Standard Operating Procedure - Caring for People Following a Disclosure, a copy of which is at **HIL.0001.010.0138**, which outlines: *'the steps to be taken in caring for the victim of an incident of harm, as well as caring for the accused and others who are affected by an incident'*.
- 16 The 2015 Annual Report at pages 16-22 describe the initiatives and programs of Hillsong Church for children, including participant attendance numbers. Prevention information is provided verbally to children at the commencement of Youth and Kids camps in the context of the expected behaviour during event.

Element 3: Families and communities are informed and involved.

- 17 The Safe Church Framework provides the operational procedures and guidelines to enable families and communities to be informed and involved. Attendance at Hillsong Church programs and initiatives are entirely voluntary, and accordingly assume the involvement of families and communities.

- 18 The documents within the Safe Church Framework enable Hillsong Church to meet each of the outcomes within Element 3.
- 19 The 2015 Annual Report at pages 16-22 describe the initiatives and programs of Hillsong Church for children in the context of promoting family and community involvement.
- 20 Some of the ways in which the Safe Church Framework specifically addresses the outcomes of this element as set out in the Publication are:
- (a) Chapter 4 of the Safe Church Training Manual, entitled 'Safe Programs'. We refer specifically to the content of Subsection A(c) entitled 'Emotional and spiritual environments' at **HIL.0001.010.0056**.
 - (b) the Hillsong Church Standard Operating Procedure - Receiving a Concern or Disclosure of Harm, a copy of which is at **HIL.0001.010.0075** and **HIL.0001.010.0115**, which provides that '*The Safe Church Office will also tell the parent/guardian, where appropriate*' at 4.3.
 - (c) the Hillsong Church Standard Operating Procedure – Planning and Conducting an Investigation, a copy of which is at **HIL.0001.010.0119** which states the following issue to consider during the information gathering process at 4.6.2 on **HIL.0001.010.0123**: '*For matters involving a child, where appropriate, advise the parent or carers of any involved child that an allegation has been made and/or seek their permission to interview their child, if appropriate*'.
- 21 In respect of promoting two-way communication with families and communities so that they have a say and are informed about the operations and governance of Hillsong Church, we repeat paragraph 10 above.
- 22 As part of the continuing efforts of Hillsong Church to enhance the procedures within the Safe Church Framework, the following activities are currently taking place relevant to Element 3 in the Publication:
- (a) The Head of Safe Church Office will be participating in a series of parent meetings in 2017 to provide information and invite feedback regarding the Safe Church Policy, shared responsibilities, role of the Safe Church Office, and other practical support for parents and carers.
 - (b) Those responsible for facilitating family mid-week 'connect groups' are also provided information and coaching on a quarterly basis. At the last event, held on the 31 January 2017, approx. 3,300 attendees were present. During the meeting a 20 minute presentation was made by the Head of Safe Church regarding the volunteer code of conduct, role of the Safe Church Office and how to be informed and involved in its work.
 - (c) an information brochure is being developed to be made available to families, based on the content of the Safe Church Framework overview documentation **HIL.0001.010.0001**.

4. Equity is promoted and diversity respected.

- 23 The Safe Church Framework provides the operational procedures and guidelines to enable equity to be promoted and diversity respected.
- 24 The documents within the Safe Church Framework enables Hillsong Church to meet each of the outcomes within Element 4.
- 25 Some of the ways in which the Safe Church Framework specifically addresses the outcomes of this element as set out in the Publication are:

- (a) Chapter 4 of the Safe Church Training Manual, entitled 'Safe Programs'. We refer to the content of Section A entitled 'Safety In Programs' at **HIL.0001.010.0050** which states that '*Consideration is given to the participants' ages and cultural backgrounds*'.
- (b) Chapter 4 of the Safe Church Training Manual, entitled 'Safe Programs'. We refer to Subsection A(c) entitled 'Emotional and spiritual environments' at **HIL.0001.010.0056**. Specifically, Subsection A(c)(4) entitled 'Respect Diversity' which provides:
- 'People may come to church programs with a variety of cultural norms and expectations. We need to be aware of the expectations and taboos that may exist in the cultural settings in which we minister. Consider activities that may cause a problem culturally for those involved... Value the different cultural traditions and heritages of Australian indigenous and other cultural groups in our churches when it comes to matters of child-raising and parenting.'*
- (c) the Hillsong Church Standard Operating Procedure - Receiving a Concern or Disclosure of Harm, a copy of which is at **HIL.0001.010.0115**, which provides: '*clear instruction on how to receive a concern or disclosure of harm, and how to respond once the information is received*'.
- (d) the Hillsong Church Standard Operating Procedure – Planning and Conducting an Investigation, a copy of which is at **HIL.0001.010.0119**, which provides that the planning process should: '*Identify and address any cultural issues and any special needs of relevant parties*' at 4.4.6.
- (e) the Hillsong Church Standard Operating Procedure – Caring For People Following A Disclosure, a copy of which is at **HIL.0001.010.0138**, which provides that '*At all times, the victim should be treated with courtesy, compassion, cultural sensitivity and respect for the victim's rights and dignity*' at 4.1.2.
- 26 The 2015 Annual Report also contains references that demonstrate the outcomes of this element as set out in the Publication:
- (a) pages 10-11 of the 2015 Annual Report records that Hillsong Church: '*reflects the cultural diversity of its community*', including extension services '*formed around CALD (Culturally and Linguistically Diverse Communities)*' and language interpretation.
- (b) page 16 of the 2015 Annual Report records that:
- (i) '*Children who attend Hillsong Church reflect Australia's variety of demographics, nationalities and family environments*'.
- (ii) Hillsong Church: '*strives to create safe, fun and educational environments for children to make positive social connections, develop character, learn practical life skills and cultivate spirituality*'.
- (c) page 17 of the 2015 Annual Report refers to a statistic obtained from the Australian Bureau of Statistics that: '*approximately 7% of Australian children have some type of disability*'. Hillsong Church's Treasure Chest program is: '*tailored towards those with special needs who require extra support and care*'. The programs cater for any child with a physical, learning or intellection disability.
- 27 As part of the continuing efforts of Hillsong Church to enhance the procedures within the Safe Church Framework, an information brochure is being developed to be made available

to families (and children), based on the content of the Safe Church Framework overview document at **HIL.0001.010.0001**.

5. People working with children are suitable and supported.

- 28 The Safe Church Framework provides the operational procedures and guidelines to require that people working with children are suitable and supported under the Safe Church Policy.
- 29 The documents within the Safe Church Framework requires Hillsong Church to meet each of the outcomes within Element 5.
- 30 A core purpose of the Safe Church Framework itself is directed specifically at the outcomes of this element. Some examples include:
- (a) Chapter 3 of the Hillsong Church Safe Church Training Manual which is found at **HIL.0001.010.0045 of HIL.0001.010.0014**.
 - (b) Element 5 of the Safe Church Framework overview a copy of which is at **HIL.0001.010.0004 of HIL.0001.010.0001**, entitled 'Recruitment & Selection'.
 - (c) Element 6 of the Safe Church Framework overview a copy of which is at **HIL.0001.010.0005 of HIL.0001.010.0001**, entitled 'Training and Monitoring'.
 - (d) Clause 6.3 of the Safe Church Policy a copy of which is at **HIL.0001.010.0011 of HIL.0001.010.0008** and at **HIL.0001.010.0065**.
 - (e) The Hillsong Church Standard Operating Procedure - Recruitment and Selection for Child-Related Roles, a copy of which is at **HIL.0001.010.0091**, the purpose of which is: *'to provide clear instruction on formal recruitment and screening processes for Workers in child-related roles'*.
 - (f) The Hillsong Church Standard Operating Procedure – Induction and Training, a copy of which is at **HIL.0001.010.0097**, the purpose of which is: *'to provide clear instruction to Managers on the induction and training of volunteer Workers in the workplace'*.
 - (g) The Hillsong Church Standard Operating Procedure – Monitoring Workers, a copy of which is at **HIL.0001.010.0099**, the purpose of which is: *'to provide clear instruction to managers on the monitoring of Workers in the workplace.'*
 - (h) The Hillsong Church Standard Operating Procedure – Discipline and Termination, a copy of which is at **HIL.0001.010.0141**, the purpose of which 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.'*
 - (i) The Hillsong Church Standard Operating Procedure - Receiving a Concern or Disclosure of Harm, a copy of which is at **HIL.0001.010.0115**, which provides: *clear instruction on how to receive a concern or disclosure of harm, and how to respond once the information is received'*.
 - (j) The Hillsong Church Standard Operating Procedure - Planning and Conducting an Investigation, a copy of which is at **HIL.0001.010.0119**, which provides: *'a clear instruction of how to plan for and conduct an investigation, once a concern or allegation has been received'*.
 - (k) the Hillsong Church Standard Operating Procedure - Caring for People Following a Disclosure, a copy of which is at **HIL.0001.010.0138** which outlines: *'the steps to be taken in caring for the victim of an incident of harm, as well as caring for the accused an others who are affected by an incident'*.

- (l) The Hillsong Volunteer Code of Conduct, a copy of which is at **HIL.0001.010.0158**.
 - (m) The Hillsong Volunteer Workers Declaration, a copy of which is at **HIL.0001.010.0159**.
 - (n) The Hillsong Working with Children and Young People Code of Conduct, a copy of which is at **HIL.0001.010.0160**.
 - (o) The Hillsong Church Forms & Supporting Documents – Induction for Child-Related Workers Checklist, a copy of which is at **HIL.0001.010.0175**.
 - (p) The copy of the declaration made on behalf of Hillsong Church under clause 13(a) and 13(b) of the *Child Protection (Working with Children) Regulation 2013 (NSW)* submitted to the NSW Office of the Children’s Guardian dated 4 September 2015, a copy of which is at **HIL.0001.010.0193**.
- 31 The 2015 Annual Report also contains references that demonstrate the outcomes of this element as set out in the Publication:
- (a) At page 18, a summary of the policy position regarding child safety is set out under the heading ‘Child Safety’.
 - (b) At page 19, the numbers of:
 - (i) new recruitment and screening processes completed; and
 - (ii) training and events engaged in.

6. Processes to respond to complaints of child sexual abuse are child focussed.

- 32 The Safe Church Framework provides the operational procedures and guidelines to require that Processes to respond to complaints of child sexual abuse are child focussed under the Safe Church Policy.
- 33 The documents within the Safe Church Framework requires Hillsong Church to meet each of the outcomes within Element 6.
- 34 Some of the ways in which the Safe Church Framework specifically addresses the outcomes of this element as set out in the Publication are:
- (a) the following parts of the Hillsong Church Safe Church Training Manual, a copy of which is found at **HIL.0001.010.0014**:
 - (i) Chapter 2, subsection D entitled ‘Responding to Concerns’ at **HIL.0001.010.0028**.
 - (ii) Chapter 4 entitled ‘Safe Programs’. We refer specifically to the content of Subsection A(c) entitled ‘Emotional and spiritual environments’ at **HIL.0001.010.0056** and subsection D entitled ‘Responding to Incidents’.
 - (b) The Hillsong Church Forms & Supporting Documents - Safe Church Office Procedure Flow Diagram, a copy of which is at **HIL.0001.010.0114**.
 - (c) The Hillsong Church Standard Operating Procedure - Receiving a Concern or Disclosure of Harm, a copy of which is at **HIL.0001.010.0115**, which provides: *‘clear instruction on how to receive a concern or disclosure of harm, and how to respond once the information is received’*.
 - (d) The Hillsong Church Standard Operating Procedure - Planning and Conducting an Investigation, a copy of which is at **HIL.0001.010.0119**, which provides: *‘a clear*

instruction of how to plan for and conduct an investigation, once a concern or allegation has been received'.

- (e) The Hillsong Church Standard Operating Procedure - Risk Management Following a Concern, a copy of which is at **HIL.0001.010.0127**, which provides: *'clear instruction on how to assess the risk of harm that a Worker poses to Hillsong-Related People, at the distinct periods of time once an allegation is made; during an investigation ; and at the conclusion of an investigation'*.
 - (f) The Hillsong Church Standard Operating Procedure - Making a Finding of Misconduct or Abuse, a copy of which is at **HIL.0001.010.0131**, which provides for a: *'clear instruction on how a finding should be made, what findings are available, and where findings should be reported'*.
 - (g) The Hillsong Church Standard Operating Procedure - Reporting a Finding of Misconduct or Abuse, a copy of which is at **HIL.0001.010.0134**, which provides: *'clear instruction, once a finding has been made, on when and how to report findings of harm, including misconduct or abuse'*.
 - (h) the Hillsong Church Standard Operating Procedure - Caring for People Following a Disclosure, a copy of which is at **HIL.0001.010.0138** which outlines: *'the steps to be taken in caring for the victim of an incident of harm, as well as caring for the accused an others who are affected by an incident'*.
 - (i) the Hillsong Church Standard Operating Procedure - Discipline and Termination, a copy of which is at **HIL.0001.010.0141**, which provides: *'clear instruction on the discipline of Workers which may result from an incident or risk of harm, or breach of policy or procedures'*.
 - (j) the Hillsong Church Standard Operating Procedure - Keeping Records, a copy of which is at **HIL.0001.010.0146**, which provides: *'clear instruction on what records should be kept of investigations, where they should be stored, and for how long'*.
 - (k) the Hillsong Church Standard Operating Procedure - Conflicts of Interest, a copy of which is at **HIL.0001.010.0150**, which provides: *clear instruction on how to identify and manage conflicts of interest within the Safe Church Framework'*.
 - (l) the Hillsong Church Standard Operating Procedure - Private and Confidential Information, a copy of which is at **HIL.0001.010.0154**, which provides: *'clear instruction on protection of private and/or confidential information while receiving a concern or disclosure of harm, during the planning and conducting an investigation, reporting a finding, and keeping records of investigations'*.
 - (m) the Hillsong Church Forms & Supporting Documents - Receiving a Concern or Disclosure - Safe Church Concerns Form, a copy of which is at **HIL.0001.010.0170**.
 - (n) the Risk Assessment Following a Concern or Disclosure Template, a copy of which is at **HIL.0001.010.0172**.
- 35 The documents produced under C-NP-1996 comprise case files of Hillsong Church in respect of incidents prior to the adoption and implementation of the current form of the Safe Church Framework. Those documents demonstrate the outcomes in element 6 of the Publication. We reiterate paragraph 7 of this statement and do not canvass the content of those case files in this statement.
- 36 In respect of enabling understanding of this element by children, staff, families and volunteers, we repeat paragraphs 10 and 30 above.

7. Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.

- 37 The Safe Church Framework provides the operational procedures and guidelines to enable staff to be equipped with the knowledge, skills and awareness to keep children safe through continual education and training under the Safe Church Policy.
- 38 The documents within the Safe Church Framework enables and requires Hillsong Church to meet each of the outcomes within Element 7.
- 39 We repeat paragraphs 30 and 31 above.
- 40 As part of the continuing efforts of Hillsong Church currently taking place relevant to Element 7 in the Publication:
- (a) In 2016, the training was provided to relevant staff, the Board of Directors, and volunteers in child-related roles. A total of 1,133 people participated in the Safe Church Training.
 - (b) In 2017, the process of training volunteers in child related roles will continue.
 - (c) The Safe Church Office staff and other staff and volunteers have undertaken training provided by the NSW Ombudsman specific to performing evidence based investigations.

8. Physical and online environments minimise the opportunity for abuse to occur.

- 41 The Safe Church Framework provides the operational procedures and guidelines to enable physical and online environments that minimise the opportunity for abuse to occur under the Safe Church Policy.
- 42 The documents within the Safe Church Framework enables and requires Hillsong Church to meet each of the outcomes within Element 8.
- 43 Some of the ways in which the Safe Church Framework specifically addresses the outcomes of this element as set out in the Publication are:
- (a) the following parts of the Hillsong Church Safe Church Training Manual a copy of which is found at **HIL.0001.010.0014**:
 - (i) Chapter 2, subsection D entitled 'Responding to Concerns' at **HIL.0001.010.0028**, and with reference to online environments, under the heading entitled '*Electronic – cyber-bullying, social networking and grooming on the internet*' at **HIL.0001.010.0032**.
 - (ii) Chapter 4 entitled 'Safe Programs'. We refer specifically to the content of Subsection A(c) entitled 'Emotional and spiritual environments' at **HIL.0001.010.0056** and subsection D entitled 'Responding to Incidents'.
 - (b) The Hillsong Church Standard Operating Procedure - Safe Environments, a copy of which is at **HIL.0001.010.0110**, which provides: '*clear instruction on how to provide safe physical environments for the provision of services, programs, activities or events*'.
 - (c) The Hillsong Volunteer Code of Conduct, a copy of which is at **HIL.0001.010.0158**.
 - (d) The Hillsong Volunteer Workers Declaration, a copy of which is at **HIL.0001.010.0159**.

- (e) The Hillsong Working with Children and Young People Code of Conduct, a copy of which is at **HIL.0001.010.0160**.
- (f) The Hillsong Church Forms & Supporting Documents – Induction for Child-Related Workers Checklist, a copy of which is at **HIL.0001.010.0175**.

44 As part of the continuing efforts of Hillsong Church to enhance the procedures within the Safe Church Framework, the activities currently taking place relevant to Element 8 in the Publication are also referred to in paragraph 22.

9. Implementation of child safe standards is continuously reviewed and improved.


- 45 The Safe Church Framework provides the operational procedures and guidelines to enable implementation of child safe standards to be continuously reviewed and improved under the Safe Church Policy.
- 46 The documents within the Safe Church Framework enables and requires Hillsong Church to meet each of the outcomes within Element 9.
- 47 The current version of the Safe Church Policy and the Safe Church Framework was adopted in March 2016 with a commencement date effective from 1 July 2016. In respect of the process undertaken to develop the current Safe Church Framework, we refer to the letter from Hillsong Church to the Royal Commission dated 30 June 2016, a copy of which is at **HIL.9999.003.0002**.
- 48 The Safe Church Framework specifically addresses this element as set out in the Publication at Element 2 of the Safe Church Framework overview a copy of which is at **HIL.0001.010.0004** of **HIL.0001.010.0001**, entitled 'Policy & Procedures' which provides that *'policy and procedures are updated as often as required, but at a minimum reviewed annually*.
- 49 The documents produced under C-NP-1996 comprise case files of Hillsong Church in respect of incidents prior to the adoption and implementation of the current form of the Safe Church Framework. Those documents demonstrate how complaints and concerns are analysed to identify causes and systemic failures to inform continuous improvement. We reiterate paragraph 7 of this statement and do not canvass the content of those case files in this statement.

10. Policies and procedures document how the institution is child safe.

- 50 The Safe Church Framework comprise the policies and procedures document how the institution is child safe under the Safe Church Policy.
- 51 This statement provides an overview as to how the Safe Church Framework addresses:
- (a) all of the elements set out in the Publication; and
 - (b) all of the outcomes set out in respect of each of the elements in the Publication.

52 The specific outcomes in respect of element 10 in the Publication are demonstrated by Hillsong and have been set out in this statement. Accordingly, they are not repeated under this element.

SIGNED ON BEHALF OF HILLSONG CHURCH LTD BY:



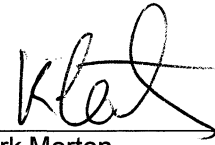
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