



Hillsong Church Guidelines for Working with Children and Young People

Providing a safe environment for children and young people is the priority of all the children's and youth programs at Hillsong Church. The following guidelines outline expected behaviour for those who work with children and young people and provide accountability within teams to ensure interactions are safe and positive.



1. PROGRAMS

1.1 Follow Hillsong Safe Church Policy, Procedures, Code of Conduct and training

Leaders should be aware of, understand and implement Safe Church policy, procedures, code of conduct and training.

1.2 Provide appropriate supervision

All children and young people in our care should be supervised at all times by at least two approved adult leaders. Supervision levels for children and young people should be appropriate for the age and number of children in the program.

1.3 Wear leader name sticker

Leaders should be visually identified by signing in and wearing their name sticker. The sign in system will print name stickers for approved leaders only. Report suspicious or non-approved people in any children's or youth program to the program oversight.

1.4 Inform parents and carers about programs

Parents and carers should be provided with correct information regarding program and other activities (including RDG's) start and finish times. Leaders are to ensure that every child and young person is picked up safely, following correct parent pick up procedures.

1.5 Follow correct toileting procedures

Separate bathroom facilities designated only for children or young people should be provided where possible. If shared facilities are in use two approved adult leaders, are to check the bathroom is vacant of adults before children or young people enter, then stand outside the toileting area and prevent adults from entering the area until all children or young people have exited. If a pre-school or additional needs child requires assistance, this should be done so in an open way with another approved leader within sight. Do not change nappies, the parent or carer is to be contacted to change the wet or soiled nappy.



2. PERSONAL INTERACTION

2.1 Never be alone with a child or young person

Leaders should always have another approved adult present when with a child or young person.

2.2 Remain in open environments

Children or young people should not be taken into solitary or isolated areas. Stay in open environments that are in view of others, always with another approved leader present.

2.3 Exercise safe touch

Leaders will exercise safe, appropriate and child-initiated contact. Physical touch should remain within appropriate boundaries (limited to safe zones such as upper arms or shoulders) and responded to appropriately according to the age and maturity of the child. For example, it is appropriate to pick up and cuddle a distressed 1 year old, it is not appropriate for a 8 year old to sit on a leader's lap. Do not do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes.

2.4 Only transport a child or young person with two approved adults in the vehicle

Children and young people should only be transported with parent or carers knowledge/permission and with two approved adults. Never transport a child or young person alone.

2.5 Interaction with children and young people should remain within appropriate boundaries

Do not develop any 'special' relationships with children or young people that could be seen as favouritism such as the offering of gifts or special treatment. Do not make unnecessary contact with children or young people outside of programs or outside of your role. If pastoral support is required for a child or young person this should only take place with approval of location age group pastor and with parent/carer permission and in an open environment in view of another approved person.



3. COMMUNICATION AND MEDIA

3.1 Do not personally communicate electronically with children (primary school aged or younger)

Personal electronic communication should not take place with children primary school aged or younger. All communication with children of this age should take place via the parent or carer.

3.2 Communication should be transparent and only take place with parent/carer permission

Electronic communication to smaller groups or individuals should maintain transparency and accountability by communicating in a group where all individuals can see the messages. This may be achieved by group messaging apps, group emails, the use of Facebook groups or group texts.

3.3 Electronic communication should remain within appropriate boundaries

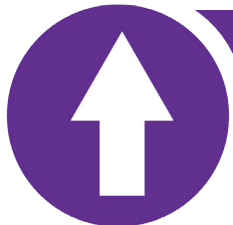
Be mindful to use language is not overly personal. Rather, use phrases that represent the team or group as a whole. Personal contact, including online contact, should not be arranged with children or young people for a purpose unrelated to Hillsong Church activities.

3.4 Personal information should be dealt with appropriately

Children and young people's right to privacy should be protected, including when dealing with their personal information and when responding to pastoral situations or disclosures of harm. A child or young person's confidential information should be dealt with directly by the Children's, Youth, Pastoral Care Pastor or Safe Church and not be discussed with other leaders or team members.

3.5 Photos should only be taken by approved photographers and only shared with permission

Photos of children and young people may be taken during Hillsong Programs by approved photographers for the purpose of promotions and marketing with the permission of their parent or guardian (through registering for the program or event). Photos or video of children and young people must not be taken, reproduced and/or distributed for any other purpose. Photos and/or captions should not include the child or young person's personal details such as address, phone number, full name or the name of the school they attend as this may pose a risk to their personal safety.



4. RESPONDING TO CONCERNS OR DISCLOSURES OF HARM

4.1 Know and understand how to respond to disclosures

Follow Safe Church procedures and training when a child or young person discloses harm to you. Report to Safe Church and follow all direction given by Safe Church and Pastoral Care.

4.2 Always respond to concerns

Follow Safe Church procedures and training when indicators of harm to a child or young person are observed. Report to Safe Church who will assist you with response and reporting to relevant authorities.

4.3 Breaches to the Guidelines should be reported

Breaches to the Hillsong Guidelines for Working with Children and Young People, Hillsong Volunteers and Leaders Codes of Conduct or any inappropriate behaviour by those working with children and young people should be reported to Safe Church.

4.4 Listen to and encourage children and young people to participate in decisions that affect them

Listen to and take children and young people seriously when they give feedback or raise concerns. Provide children and young people with opportunities to be involved in decisions and express views on matters that affect them. The individual rights of each child or young person should be respected allowing them to participate in activities without feeling forced to do so by leaders or other program participants.

4.5 Listen to and respond to feedback or concerns raised by parents and carers

Respond appropriately to feedback or concerns raised by parents or carers and direct them to the program oversight, Pastoral Care or Safe Church.