

Hillsong Youth Policy



UK

Date: November 2018

Updated: 13th February 2020

Introduction

Hillsong Youth is the youth ministry of Hillsong Church London ("Hillsong"). Hillsong Youth is committed to providing a safe and secure environment which nurtures young people and protects them from spiritual, emotional, physical and sexual abuse.

This policy sets out the procedures that all Hillsong Employees and Volunteers must follow when involved in Hillsong Youth. It applies to all Hillsong Youth activities and events, including but not limited to, Sunday services and conferences. The Policy relates to children and young people (herein together "**Youth(s)**") aged 11 through 18, and references to the "**Parent**" include legal guardians and primary caregivers.

This policy is to be read alongside the Hillsong Working with Children, Young People and Vulnerable Adults Policy ("**The Protection Policy**"). The definitions of, and responsibilities of, "**Designated Persons**" and "**Responsible Persons**" are such as defined and designated in The Protection Policy.

Key Points for Hillsong Youth

- Youth must be supervised at all times by approved Responsible Persons.
- Responsible Persons may not be alone with any Youth.
- Parents must have completed an online Parental Consent form for any Youth aged 11 or 12 attending; where a consent form has not been completed before attendance an emergency contact must be provided which will be retained for 2 weeks before being deleted.
- Youths must communicate any allergies or relevant medical conditions prior to attending.
- Where under 18's are involved in any capacity, it must be as an authorised activity in accordance with the **Hillsong Under 18's Volunteer Policy**. Under 18's cannot be counted as Responsible Persons in any capacity or for any reason.

Age Groups

Fuel

- ages 11 – 14 (school years 7, 8 & 9);
- Responsible Persons to Youth ratio 1:8

Wildlife:

- ages 14 - 18 (school years 10, 11 & 12);
- Responsible Persons to Child ratio 1:10

Attendance

Parents of Youth under the age of 13 must complete an online Parental Consent form for regular attendance.

Hillsong Youth is a nut and sesame seed free zone.

Any allergies or relevant medical conditions must be communicated prior to attendance.

Sunday Attendance

On a Sunday Youths attend the main service for Praise and Worship and then as a group go to Refuel where attendance must be recorded.

Attendance records are retained for a period of three (3) months and then deleted.

Volunteer Requirements

All volunteers must:

- Be 18+ years old to serve in any area of Hillsong Youth;
- Complete the relevant campus application form on hillsong.com/uk/jointeam;
- Have a clear DBS check;
- Have a face to face interview;
- Provide two (2) character references;
- Complete the online Safeguarding Training Course;
- Complete the online Data Protection Training and test; and
- Sign the online Hillsong Volunteer Agreement.

Visiting Adults

With the exception of approved visitors being escorted by the Team Leader, adults may not enter a designated Hillsong Youth area.

The Team Leader has the right to ask people who do not have a valid reason to be present to leave. Police may be contacted if such persons refuse to comply with any reasonable request to leave.

Hygiene

No adult should be involved in Hillsong Youth if unwell in any way.

No Youth may attend if they are unwell in any way.

Safety & Physical Contact

Responsible Persons may not be alone with any Youth.

Physical touch should be within appropriate boundaries and nothing that has the potential to be considered sexual in nature.

Youth initiated physical touch should be responded to appropriately according to the age and maturity of the Youth.

Youth are not allowed to touch Responsible Persons or other Youths in a way that is inappropriate.

Discipline

No Responsible Person may use physical discipline on a Youth under any circumstances.

A Team Leader or Pastor may use reasonable physical contact to remove a Youth from a situation of immediate danger or harm. In this event, it must be done in the presence of another Responsible Person and must be recorded on an Incident Report Form.

Further Communication / Interactions

Responsible Persons must not:

- visit a Youth at home while the Youth is without a Parent present;
- drive or transport a Youth without at least one other Responsible Person in the car;
- develop any 'special' relationships with Youths that could be seen as favouritism such as the offering of gifts or special treatment;
- make 'friends' with, or contact through social media, any Youth under the age of 16. Social Media may be utilised in accordance with the Hillsong Social Media Policy.

If pastoral support is required for a Youth:

- Written parental consent must be received for Youths under 13 years of age;
- Consent must first be obtained by a Department head;
- Pastoral meetings are to be conducted by approved people only and in an open environment, within the view of another adult.

Where a personal relationship does not already exist, Responsible Persons may not contact any Parents for any reason without the consent of the Team Leader.

Photography

Photos and/or recordings of Youths under the age of 16 may only be taken where Hillsong has valid written consent by way of a Hillsong Parental Consent Form.

Any photography and/or recordings must only be taken by people authorised by Hillsong and no images and/or recordings may be taken of any Youth on private mobile phones or other devices.

Approved photography and/or recordings must only take place in accordance with the Hillsong Church London Photography Policy.

No identifiable Youth under the age of 16 is to appear in any Hillsong Social Media accounts without written consent in the form of the Hillsong Photography Deed (see the Hillsong Social Media Policy).

No image and/or recording of any Youth may be used by any Responsible Person on any private device or social media account.

Parents may not take photographs and/or recordings inside the Hillsong Youth areas where such photographs and/or recordings may include other Youths under the age of 16.

Privacy

The personal information of Youths and Parents must be held and treated in accordance with the Hillsong Privacy Policy (hillsong.com/privacy) and the Hillsong Volunteer Agreement.

Reaching the Parents

In the event of an emergency, the Team Leader may use a personal phone to call the Parents or the provided emergency contact number.

Accidents and Emergency

Basic first aid kits can be found in each venue.

the Team Leader for each location will be aware of who to contact at the venue in the event of an injury or emergency.

Injuries

In the case of any accident, immediately inform the Team Leader and administer necessary care until first aid arrives and contact the Parent.

A Minor Injury report will need to be filled out and signed by the Responsible Person who witnessed the event and the Team Leader. Such reports will be kept for a period one (1) year unless circumstances require they be kept for an additional period. All reports will be retained in accordance with our Privacy policy (hillsong.com/privacy) and the Hillsong Data Retention Schedule and Policy.

If there is a spill of body fluids (due to cuts, nosebleeds, vomit etc) latex gloves must be worn.

Emergencies

Serious injuries involving broken bones, convulsions, fainting, unconsciousness or other serious bodily injury should be treated as follows:

- Remain calm and keep the injured Youth as calm as possible;
- Do not move or leave the injured Youth alone;
- Send another Responsible Person to find the Team Leader or venue representative;
- The Team Leader or venue representative will call 999 if necessary;
- The Team Leader will contact the Parents;
- If the Youth is to be transported to hospital and the Parents cannot be contacted in time, the Responsible Person will accompany the Youth to the hospital;
- The Team Leader will follow up with the Parents as needed;
- All Responsible Persons involved in the emergency will write a report of what happened immediately following the emergency.

An Emergency report will need to be filled out and signed by the Responsible Person who witnessed the event, the Team Leader and the Parents of the injured Youth. Such reports will be kept for a period two (2) years unless circumstances require they be kept for an additional period. All reports will be retained in accordance with our Privacy policy (hillsong.com/privacy) and the Hillsong Data Retention Schedule and Policy.

Incidents

In the event of any non-accident or injury incident that is cause for concern, the Team Leader must be informed immediately.

This may include aggressive or inappropriate behaviour between Youths, or behaviour that indicates possible abuse.

If the behaviour is disruptive, the Youth will be required to leave.

The Team Leader will decide on the appropriate next steps.

The Leader may not follow up with the Youth or Parents without written approval from the Team Leader.

An Incident report will need to be filled out and signed by the Responsible Person who witnessed the event and the Team Leader. Such reports will be kept for a period of two (2) years unless circumstances require they be kept for an additional period. All reports will be retained in accordance with our Privacy policy (hillsong.com/privacy) and the Hillsong Data Retention Schedule and Policy.

Emergency Procedures

All Responsible Persons must be aware of the emergency procedures for their location. Any Venue-led procedures override the below procedure where incompatible

Evacuation:

- Before evacuating, count the number of people in your group and check this again when you arrive safely in the evacuation zone;
- Records of the Youths who check-in must be taken by a Responsible Person to the evacuation zone, either as a hard copy or a photograph of the record;
- Once evacuated, wait for further instructions;
- Stay with your group at all times, do not leave to obtain first aid, or for any other reason. First aid will be brought to the evacuation zone;
- Release Youths only after you have been given approval to start releasing people. Do not allow Parents to take their Youth from you during the process of evacuation.
- Remind adults that they can walk with their Youth but you cannot release them until you have arrived to the evacuation zone and have been authorised to do so.

Child Abuse Information & Policies

Full details can be found in **The Protection Policy**.

Always act on complaints of or disclosure of abuse.

Each person involved in activities relating to Youths should be aware of how to respond to complaints or disclosures of abuse. The first step is to speak to your Team Leader where appropriate.

Data Protection

Activities All information provided will be stored and managed in accordance with our Privacy Policy (hillsong.com/privacy). You may request that any information we hold about you and/or your Youth is deleted in accordance with the law and our Privacy Policy.

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