

# Hillsong Kids Policy



UK

Date: 25<sup>th</sup> October 2018

Updated: 21<sup>st</sup> Nov 2025

## Introduction

Hillsong Kids is committed to providing a safe and secure environment which nurtures the developing child and young person 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 Kids. It applies to all Hillsong Kids activities and events, including but not limited to, Sunday services and conferences. The Policy relates to children and young people (herein together “**Child**” / “**Children**”) aged one (1) through eleven (11) and references to the “**Parent**” include legal guardians and primary caregivers.

This policy is to be read alongside the Hillsong Safeguarding Policy (“**The Safeguarding Policy**”). The definitions of, and responsibilities of, “**Designated Persons**” and “**Responsible Persons**” are such as defined and designated in The Safeguarding Policy.

## Key Points for Hillsong Kids

- Parents must agree to the Hillsong Kids Terms and Conditions before Children will be allowed to attend.
- Children must be supervised at all times by approved Responsible Persons.
- Responsible Persons may not be alone with any Child.
- Parents must be made aware of the guidelines for registering their Children as per the Hillsong Kids Information Notice (Annex A).
- Parents must be within five (5) minutes of the Hillsong Kids venue at all times (ie – they must be able to reach their Child within 5 minutes of being contacted by Hillsong Kids).
- Parents must be provided with correct information regarding programme start and finish times and ensure that every Child is picked up safely.
- Children may not take food into the Hillsong Kids venues.
- Parents must communicate any allergies or relevant medical conditions at Check-In.
- Responsible Persons must follow correct toilet procedures.
- Where under 18's are involved in any capacity, it must be 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. Under 18's cannot be alone with the Children under any circumstances.

HILLSONG CHURCH LONDON

T: +44 (0) 207 384 9200 | E: [ADMIN@HILLSONG.CO.UK](mailto:ADMIN@HILLSONG.CO.UK) | W: [HILLSONG.CO.UK](http://HILLSONG.CO.UK)  
HILLSONG CHURCH LONDON: 35 Little Russell Street, London, WC1A 2HH

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## Age Groups

### **Buddies:**

- ages 1 & 2 (must be walking);
- Responsible Persons to Child ratio 1:3
- minimum space per child 3.5m<sup>2</sup>

### **Champions:**

- ages 3 - 5 (including school year Reception);
- Responsible Persons to Child ratio 1:4
- minimum space per child 2.3m<sup>2</sup>

### **Heroes:**

- ages 5 - 7 (school years 1 & 2);
- Responsible Persons to Child ratio 1:6
- minimum space per child 2.3m<sup>2</sup>

### **Voltage:**

- ages 7 - 11 (school years 3 – 6);
- Responsible Persons to Child ratio 1:8
- minimum space per child 2.3m<sup>2</sup>

**Special Needs:** Hillsong Kids endeavours to be accessible to all Children and will discuss the individual requirement of each Child to determine the best and most appropriate way for them to be included in our programmes.

## Check-In & Attendance

By checking their Children into Hillsong Kids, parents are agreeing to abide by the Hillsong Kids Terms and Conditions.

All Children must be checked in before going into any designated Hillsong Kids area.

No food may be taken into the Hillsong Kids areas (with the exception of storage areas).

Hillsong Kids is a nut and sesame seed free zone.

Snacks may be provided, parents can advise the Hillsong Kids Team if they prefer no snacks to be given to their Child.

Any allergies or relevant medical conditions must be communicated at Check-In.

### **Sunday Attendance**

Check-in is via ChurchSuite.

ChurchSuite check-in:

- Children may attend Hillsong Kids for a maximum of two (2) services in one (1) day for a maximum total period of four (4) hours;
- Check-in is required for each service for which the Child will attend Hillsong Kids;
- Children must be collected within 15 minutes of the end of each service (refer to '[Child Pick Up](#)' below);
- Children must be taken out of Hillsong Kids for a minimum of 15 minutes before being checked back in for a subsequent service, during which time they must be taken to the toilet and given something to eat.

Visitor check-in:

- Children may attend Hillsong Kids for a maximum of one (1) service;
- Children must be collected within 15 mins of the end of each service (refer to 'Child Pick Up' below)

## Volunteer Requirements

### All volunteers must:

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

### New volunteers and parent volunteers in Buddies

Where a volunteer is in the process of training with Hillsong Kids, or when parents of children who are present assist as additional volunteers, they must be:

- Registered on ChurchSuite;
- Personally known to the Team Leader; and
- Never left alone with any child.

### Appearance

All volunteers must wear their Hillsong Kids t-shirt and/or identification, and be neat in appearance.

## Volunteer Identification and Visiting Adults

All Responsible Persons are required to wear identification at all times while in the Hillsong Kids areas (whether t-shirts and/or nametags).

With the exception of approved visitors being escorted by the Team Leader, adults may only enter a Hillsong Kids area if they have a collection sticker.

Report suspicious people in any Hillsong Kids area to the Team Leader.

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 Kids if unwell in any way

Hands must be washed or sanitised:

- when you first arrive in a room;
- after accompanying a child to the toilet;
- after contact with body fluid (eg wiping a child's nose etc);
- before handling any food;
- whenever else needed.

Please instruct Children to wash or sanitise their hands:

- after using the toilet;
- after wiping their nose;
- before eating.

## Healthy Children Admission

Children are not to be admitted to Hillsong Kids if they have any of the following symptoms:

- any degree of fever;
- vomiting;
- diarrhoea;
- unexplained skin rash;
- chronic cough;
- bleeding/wet diaper rash;
- runny nose (yellow/green discharge);
- eye / ear infections;
- pink eye / conjunctivitis;
- parasites (nits, lice, worms etc).

If any of these symptoms are discovered while in Hillsong Kids, the Parents must be contacted immediately. The Team Leader will tactfully explain why they have been contacted and invite the Child back when he/she is well.

## Safety & Physical Contact

Always have another Responsible Person present when with a Child, do not ever be alone with a Child.

Do not take Children into a solitary or dark place.

Do not kiss, touch or tickle Children or do anything that has the potential to be sexual.

Physical touch should be Child initiated, 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 an 8 year old to sit on a adults lap).

Never allow a child to touch you in a way that is inappropriate.

## Discipline

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

A Team Leader or Pastor may use reasonable physical contact to remove a child 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.

## Toilet Procedure

Two (2) Responsible Persons must be present at all times.

Ratios in the Kids area must be maintained when two Responsible Persons are not present due to toileting supervision.

Responsible Persons are to check that the bathroom is vacant of adults before Children enter, then stand outside the toileting area and prevent adults from entering the area until all Children have exited.

Responsible Persons are not to be involved in toileting except with pre-schoolers or special needs unless assistance is required and then only if done so in an open way with another Responsible Person within sight and hearing.

Only allow one child in a toilet at a time.

## Nappy Changes

Do not change nappies. Parents are to be contacted to change the wet or soiled nappy.

## Further Communication / Interactions

Responsible Persons must not:

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

If pastoral support is required for a child or youth:

- Written parental consent must be received;
- Department heads must be made aware of this;
- 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 Children may only be taken where Hillsong has valid written consent.

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 Child on private mobile phones or other devices.

No identifiable Child is to appear in any Hillsong Social Media accounts without written consent in the form of the Hillsong Photography Agreement (see the Hillsong Church London Social Media Policy).

No image and/or recording of any Child 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 Kids areas where such photographs and/or recordings may include other Children.

## Privacy

The personal information of Children and Parents must be held and treated in accordance with the Hillsong Privacy Policy ([hillsong.com/privacy](https://hillsong.com/privacy)) and the Hillsong Church London Volunteer Agreement.

## Child Drop-Off

All children must have a check-in sticker securely attached and visible before entering any Hillsong Kids area.

Each child needs to be checked into the session on the entrance door for each age group.

The Parents may bring their Child into Buddies or Champions and stay for a short period to settle the child; older Children should be supervised to the entrance of the Hillsong Kids area but if possible not accompanied inside.

## Child Pick-Up

Adults are not allowed into a Hillsong Kids area until they have presented a valid collection sticker.

Where possible, the Parents should collect their Child from the entrance of Hillsong Kids and not enter the area where the Children are.

The collection sticker must be matched to the Child's sticker before the Parents may leave with the child.

Both the Parents collection sticker and the Child's sticker must be handed in before leaving (no child may leave wearing a sticker).

All Children must be collected within 15 minutes of the end of the service. Where a Child is not collected within 15 minutes of the end of the service, a record must be made. If this occurs three times, the Team Leader will discuss this with the Parent and the Child may no longer be allowed to attend Hillsong Kids.

If anyone ever pushes their way in at any time, or takes a Child without permission, call for help immediately.

### **Lost Collection Sticker Procedure**

If someone has lost their collection sticker, contact the Team Leader and convey to the adult present that *"I am not authorised to release children without a collection sticker. Please wait a moment and our Team Leader will be here to help you out. We have security processes in place to protect your children and I'm sure you understand the importance of your child's safety."*

The Team Leader will request a form of photo ID from the adult, and either:

- search for the name of the Child in the digital check in, and verify that the name of the Parents matches the photo ID of the adult; or

- match the ID to the Child's surname as printed on the sticker, only where the Team Leader has personal knowledge of the child's parent(s). The Team Leader will also ask the Child who the adult is, and if that adult was the person who checked them into Hillsong Kids that day.

Alternatively, the Team Leader may call (from the designated Hillsong Kids phone) the phone number on the sticker of the Child and see that it matches the phone held by the adult who is attempting to collect the Child. The adult will also need to provide the Child's date of birth. The collection must be recorded with details of the proof used to collect the Child.

### **Lost Child Sticker**

If a Child has lost their sticker, a new sticker must be printed. The code must be verified against the collection sticker before a Child is released.

### **Reaching the Parents**

If you need to contact a Parents at any time while a Child is in Hillsong Kids, speak to the Team Leader who will have the request made in the auditorium and/or use the Hillsong Kids tablet to message the parents.

Do not use your personal phone to make contact with the Parents.

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

In venues where Wifi is available, parents should be encouraged to join the network so that contact can be made when necessary.

### **Accidents and Emergency**

Basic first aid kits can be found in each room.

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, the Team Leader and the Parents of the injured Child. 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](https://hillsong.com/privacy)) and the Hillsong Church London 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 Child as calm as possible;
- Do not move or leave the injured Child 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 for the Child;
- If the Child is to be transported to hospital and the Parents cannot be located in time, the Responsible Person will accompany the Child 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 Child. 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](https://hillsong.com/privacy)) and the Hillsong Church London Data Retention Schedule and Policy.

## Incidents

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

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

If the behaviour is disruptive, the Team Leader will contact the Parents and explain why the Child needs to leave Hillsong Kids for the day.

The Team Leader will decide on the appropriate next steps.

The Leader may not follow up with the Child 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, the Team Leader and the Parents of the Child(ren) involved. 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](https://hillsong.com/privacy)) and the Hillsong Church London 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 Children who check-in must be taken by a Responsible Person to the evacuation zone, either as a hard copy of a photograph of the record;
- Buddies – a maximum of two children per Responsible Persons may be carried;
- Champions age upwards – provide ropes for the Children to hold on to as they are led out of the venue. Allocate Children to specific Responsible Persons to maintain visual contact with;
- Once evacuated, wait for further instructions;
- Stay with your group at all times, do not leave to get your own children, to obtain first aid, or for any other reason. First aid will be brought to the evacuation zone;
- Release Children only to their Parents and only after you have been given approval to start releasing Children. Do not dismiss any children to go on their own. Do not allow parents to take their child from you during the process of evacuation.
- Remind adults that they can walk with their child but you cannot release a Child until you have arrived to the evacuation zone and have been authorised to release Children.

## Child Abuse Information & Policies

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

Always act on complaints of or disclosure of abuse.

Each person involved in activities relating to Children 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

All information provided will be stored and managed in accordance with our Privacy Policy ([hillsong.com/privacy](https://hillsong.com/privacy)). You may request that any information we hold about you and/or your Child is deleted in accordance with the law and our Privacy Policy. In the event of an incident or allegation, data may be kept indefinitely and not subject to the right of erasure under the law.

### Contacts

#### Hillsong Church London

0207 384 9200

#### Data Protection

[dataprotection@hillsong.co.uk](mailto:dataprotection@hillsong.co.uk)

#### Designated and Deputy Designated Persons

Ellie Harris (Safeguarding Lead) [safeguarding@hillsong.co.uk](mailto:safeguarding@hillsong.co.uk)

## Annex A

### Hillsong Kids Information Notice

Hillsong Kids is committed to providing a safe and secure environment for your Child. All our Leaders abide by our Hillsong Kids Policy and we have guidelines that need to be followed should you wish your child to take part in Hillsong Kids.

- Remain in the vicinity of Hillsong Kids for the entirety of the time your child is checked-in
- Be able to reach your child within 5 minutes of being contacted by the Hillsong Kids team
- Check-in your child before taking them to the Hillsong Kids area
- Communicate any allergies or relevant medical conditions at check-in
- Do not send your Child into Hillsong Kids with any food
- Where registering your child through ChurchSuite, your child may attend a maximum of 2 Sunday services, for a maximum period of 4 hours.
- Check-in will be required for each session your child is attending.
- You will need to take your child out of Hillsong Kids for a minimum of 15 minutes between check-in sessions. We ask that you feed them and take them to the toilet in this time.
- Where registering your child as a visitor, your child may attend a maximum of 1 Sunday service.
- You may stay with your child in Buddies or Champions for a short time if required to settle them, in all other circumstances we encourage you to leave promptly;
- All children must be collected within 15 minutes of the end of the service or session. Where collection is late, a record will be made. Where this occurs 3 times, your child will no longer be able to attend Hillsong Kids.
- You may only enter the Hillsong Kids area if you have a collection sticker, where possible you should collect your child from the entrance of Hillsong Kids and not enter the area where the children are.
- Please do not bring additional adults into the Hillsong Kids area.
- Collection stickers will be matched to the sticker on your child before we release them.
- Collection and children's stickers must be handed in before your child leaves.
- If you have lost your collection sticker you will be asked to wait briefly so we can clear our security measures before releasing your child to you.
- Please do not send your child to Hillsong Kids if they are in any way unwell or have anything that may spread to other children. If any such symptom is found in your child while in Hillsong Kids we will immediately call you to collect them.
- The Hillsong Kids team will not change a wet / soiled nappy, we will contact you to come and do this when required.
- Please do not take photographs and/or recordings inside the Hillsong Kids areas where images may include other children.
- In the case of an evacuation, we will bring your child to the evacuation area. You may walk with your child to the area however we will only release them to you once the evacuation procedures have been completed.