

Global Board Quarterly Report

Hillsong Church

November 2023



Contact: governance@hillsong.com



‘The Purpose of the Church’ Message from ROBERT FERGUSSON

Dear Church,

Why exactly do we gather as a community of believers? What is the difference between a church and a social club? What sets the church apart from other organisations?

One way to answer these questions is to ask where our focus lies. I suspect for many of us our focus is inward. We want to belong to a group from which we can personally benefit.

It could be argued that this was also true of the early church. The Bible says they gathered around two truths: teaching, and fellowship (Acts 2:42). Their common faith bound them together into one united, yet diverse community in which each participant was helped and valued. This inward focus was essential for the health of the community.

For many of us, however, there is also an outward focus. We want to be part of an organisation that makes a difference in the wider community, and in which we can find fulfillment and purpose. This was also true of the early church. Both the commission and the empowerment of the Holy Spirit turned their attention outward. As they were thrust from Jerusalem to share their message, they began to serve and influence cities, and individuals within the community began to live a life of significance (Acts 8:4-8).

Both these inward and outward foci are an integral part of the church but they can also be found in other non-church organisations.

So, what is our distinctive?

Perhaps it is a third focus, an upward one. Jesus Christ is our source, our raison d’etre, and our goal. Our worship of Him is central to all we do. It is Jesus Christ Himself who sets us apart. He is the One who makes the church so attractive.

In all our necessary tasks and beneficial functions, may we never forget that the primary purpose of the church is spiritual (Ephesians 3:10).

**Every Blessing,
Robert**
Spiritual Advisory Team Member



Hillsong Church | Global Board





Message from the Chair

DR STEPHEN CROUCH

Dear Church,

I am pleased to present our third quarterly report for this year. It is our commitment to continue to communicate with you on our church's progress toward our vision of building "A healthy church, changing lives through Christ".

We are very encouraged by the vision and direction Pastors Phil and Lucinda are leading us toward. We believe it is a God inspired, expansive and generous vision. We can all find a place for our gifts, talents and passion in our future at Hillsong Church.

They have spent much of their time focused on our Australian church this year. After establishing and communicating our mission, they have completed the task of selecting an energetic, fresh Key Support Team (KST). and working with that team to develop great strategy that will be rolled out in the days, months and years ahead. Exciting times!

In each of our Quarterly Board Reports, we have included a progress report. You can find this on page 7 of this report. As a board, it is our goal to remain accountable to you regarding our progress, and to complete and embed five board review recommendations and five pastor credentialing recommendations. Our ambition is to complete these before Christmas this year.

We are pleased to welcome another new board member to our Global Board: Fadzi Whande (Hillsong Geneva). A brief biography for Fadzi is on page 9. The nomination committee, led by Russ Dacre, are looking to add one last board member to our number by the end of this year. I am grateful for their tireless effort to find outstanding individuals from amongst us to guide our church into our new era.

The Pastor Credentialing team has been diligently refining pathways for pastors, ensuring both integrity and compatibility. Pastoring our local campuses around the globe, building a healthy church with trust and honesty.

On behalf of our board, we continue to stand united in our mission to build:

- Healthy church communities
- Purpose-filled Jesus followers
- Significant and sustainable social impact

May God's blessing saturate you, your family, and our church.

Dr Stephen Crouch
Chair



Pastor Credentialling Process Update

CREDENTIALLING OF PASTORS

A credentialling working group was established in 2022 with the goal of ensuring pastors are equipped to have a fruitful ministry that can be of service to the people of Hillsong, in a way that safeguards and serves those to whom they minister.

Over the past 20 months, there has been extensive consultation and research to identify an improved model that will serve Hillsong globally in our many continents and cultures. Below is a progress update of key areas:

FITNESS FOR MINISTRY

Ministry is a holy calling. Those called to ministry have a special responsibility before God, to care for, pastor, and lead those in our churches. Our pastors are deeply committed to this calling. (Acts 20:28; Ephesians 4:11-12; 1 Peter 5:1-4)

It is important to ensure that those who have a call to ministry also possess the attributes and maturity to carry out their responsibilities. We are introducing psychological and personality assessments to determine suitability (or fitness) to hold a credential before a candidate is accepted into a ministry role. This step will also help identify areas where support may be needed.

All credential holders will be required to undertake continuous professional supervision and other accountability systems. The Global Senior Pastor is subject to the same/equivalent processes. These screening and preventative measures can be utilised to reduce a likelihood of misconduct by ministers and promote safe environments at Hillsong.

The team have identified independent, external organisations who provide professional psychological consultation to faith-based organisations and agencies, supporting the work of the broader church. Our aim is to work with these bodies and develop these skills internally.

SINGLE BODY TO HANDLE COMPLAINTS

Over the past 18 months, our complaints handling policy has been updated and is published on the Hillsong Website: <https://hillsong.com/concern/>.

Those who wish to make a complaint can email complaints@hillsong.com or telephone +61 1300 53 53 53.

All complaints are received by *Safe Church*.

Safe Church are a separate department in our church who can report directly to the Global Board when required. The *Safe Church* staff have been trained in the handling of complaints they receive.

COMPLAINTS ABOUT THE GLOBAL SENIOR PASTOR

The review recommended complaints about the Global Senior Pastors be outsourced to an external, independent investigation process. The credentialling team have reviewed a number of options and identified an independent organisation who work with the professional standards units for various denominations and agencies. They are skilled at investigations for senior leaders and complainants.

A SINGLE CREDENTIALLING BODY

Andreas Nielson, Lead Pastor of Hillsong Sweden, has recently been charged with overseeing the credentialling team on behalf of the Global Board. Global Board member Ana Loback, an occupational psychologist and senior executive coach, will also be part of the credentialling team. This team will continue to assist in ensuring the same consistent, high standards are applied to the credentialling process globally.

We are looking to appoint a seasoned pastor to outwork all credentialling requirements. This role includes the initial threshold screening process, and will also ensure that professional supervision, professional development units and theological training requirements are met annually for all credential holders, including the Global Senior Pastor.

SUPPORT FOR PASTORS

We are deeply committed to ensuring that our pastors are even more well-equipped and supported to fulfill their ministry with strength and resilience. In pursuit of this, we are in the process of establishing a support system and program targeting their specific requirements, aimed at assisting our pastors in navigating the unique challenges and complexities of ministry and leadership within a church environment. Our commitment to their well-being highlights our belief that pastors who receive generous support and care will be even better equipped to effectively serve and lead our congregation and their communities.





Message from the Global Senior Pastors

PHIL & LUCINDA DOOLEY

Dear Church,

We are excited to share with you some significant developments and important gatherings that have taken place across our global church over the past quarter.

Global Leads Gathering in Portugal:

We had the privilege of attending the annual gathering of all the Hillsong lead pastors in Portugal. The few days together were truly significant. Joined by our global team, together, we spent time discussing our shared values and a framework to promote health amongst our lead pastors and the support required for them to lead effectively. We were grateful that our church in Portugal provided a team to lead us in worship and we prayed for the challenges in our world and the challenges facing some of our lead pastors such as Damon & Emily in Israel, Yuri & Natasha in Ukraine, and Vadik & Anya in Moscow.

This was a time of focusing on our future together as a global church. It was a time of honest conversation, planning, praying and considering what God has ahead for us, both locally and globally. We were honoured to have Organisational Psychologist Ana Loback and Dr Tod Bolsinger (author of “Canoeing the Mountains”) with us. They conducted some very insightful sessions with our team, assisting in our discussions and helping us build trust and move forward together. This gathering lifted all our spirits, filled us with hope, excitement for the future of Hillsong Church and our mission ahead.



Hillsong Global Leads and Team in Portugal

Hillsong Portugal Open House:

Our global leads had the opportunity to meet with the global board and attend the largest Hillsong Portugal Open House to date. The purpose of this event was to champion the cause of local churches. Hosted by Mário and Amélia, it saw the participation of over 1,220 delegates from 34 churches and ministries representing 13 countries. Masterclasses were conducted to equip pastors, leaders and teams, reaffirming our commitment to strengthening the local church. We thoroughly enjoyed worshipping with and meeting countless incredible pastors, church leaders, and congregational members who travelled from all over Portugal, many countries in Europe, and other parts of the world.



Hillsong Portugal Open House Memories





Message from the Global Senior Pastors

PHIL & LUCINDA DOOLEY

Hillsong Sweden Church Grand Opening:

On the 1st of October, lead pastors Andreas and Lina Nielsen, along with our [Hillsong Sweden](#) Church family, celebrated the grand opening of their new building and home in Stockholm City. We're so proud of Hillsong Sweden realising this remarkable achievement and we wish to thank their team's dedication and the church's generosity to make it happen.



Hillsong Stockholm City's New Church Home



Hillsong Paris:

During my final stop in Europe, I had the honour of preaching in [Hillsong Paris](#). During this visit, I had the opportunity to spend time with lead pastors, Brendan and Camille White, who are doing an amazing job leading and shepherding the church across France. I felt truly blessed to meet many faithful people who were gracious and kind with my limited French!



Preaching at Hillsong Paris

Hillsong Australia:

Throughout the second half of the year, our primary focus has been on gaining clarity for our Australian Strategy, which will guide us into the future that God has in store for us. In June, the Key Support Team gathered at an offsite meeting to progress this and we have been diligently working on its development ever since. Our latest appointment to the [Key Support Team](#) is Lauren Thomson, who will be stepping into the role of Head of Social Impact Support.

In these challenging times, we urge you to join us in prayer for peace in Israel and Gaza. Pray for the lives of Israeli and Palestinian people affected by the ongoing situation. Let us stand united to pray for wisdom to guide Israel and global leaders as they make key decisions affecting countless lives. Additionally, we ask for the peace, comfort, and protection of our Hillsong Israel family, also Damon and Emily Buck, who serve as our lead pastors, to be in your prayers.

May God continue to bless our church, our staff, our team of volunteers, and each one of you.

**Thank you,
Phil & Lucinda**



Global Board Progress Report

- In progress
- Action completed
- To be commenced
- Progress delayed

Global Board Review

1. Complete a clear transition of the Global Senior Pastors
2. Update the board appointment and renewal process
3. Embed a global governance framework and accountabilities
4. Oversee the development of a new strategic plan with clear goals and priorities
5. Place a greater focus on trust, culture, and health within our church, beginning with the board.

Responsibility	Progression
Global Board	●
Global Board & GNC	●
Global Board	●
Global Board	●
Global Board	●

Pastor Credentialling Process

1. Reframe the process away from being a discipline and restoration for pastors to being an inquiry into the fitness of a pastor
2. Form a new body within church to handle complaints relating to a credentialed pastor
3. Complaints about the Global Senior Pastor be outsourced to an external, independent investigator
4. Form a single credentialling body and provide psychological assessment for future candidates for ministry
5. Develop a program of providing ongoing accountability and support for credentialed pastors.

Responsibility	Progression
Global Board	●
Global Board	●
Global Board	●
Global Board	●
Global Board	●





Message from the Global Nominations Committee Chair

RUSSELL DACRE

Dear Church,

I trust this message finds you well. On behalf of the Global Nominations Committee (GNC), I am pleased to announce a new appointment to the Global Board. This follows the appointment of Ana Loback (Hillsong London) in September.

The new board member is Fadzi Whande, who is based in our church in Geneva, Switzerland. Her presence and impact have already been felt by our church, where she has served as a member of Hillsong's Global Racial Diversity, Equity, and Inclusion Committee. We warmly welcome her and look forward to her continued involvement in our mission. You can read more about her experience in her biography on the following page.

I wish to highlight the remarkable transformation that has taken place in the composition of our board. With nine members now, our collective skills, experiences, and diversity now align more closely with our vision of a healthy and inclusive church. Our objective for 2023 is to appoint a fifth board member and structure the Global Board composition with a diversity to reflect the global nature of our church. We aim for a maximum of 30% executive members and a minimum of 40% female membership.

Our recent board meetings have been nothing short of exceptional. The conversations have been characterised by depth and meaningful discussion, and there was a great sense of cohesion and faith for the future. It is evident the dynamism and commitment that each of the directors brings to the table.

As we continue to collaborate together to serve our church, I am confident that these changes in our board composition, the spirit of unity, and the dedication of our members will set a strong foundation for the future.

With every blessing,

Russell Dacre
Chairperson, Global Nominations
Committee (GNC)



Global Board and New Director Appointment



Tolu Badders
B.S, B.A, M.A, M.S



Dr Stephen Crouch
GAICD, FCA, B.Bus,
MEc, DBA
Chair



Russell Dacre
MBE, MBA
Deputy Chair



Phil Dooley
Global
Senior Pastor
B.Bus



Ana Loback
CBP, MBPsS,
MSc, MRes, DrOP



Siboniso Nxumalo
BCom, MBA



Andreas Nielsen
Lead Pastor
Sweden



Mário Rui Boto
Lead Pastor
Portugal



Fadzi Whande
EMBA, GCSI

CHURCH & SPIRITUAL LEADERSHIP

Fadzi's multicultural upbringing, spanning Zimbabwe, the United States, Botswana and Europe, has deeply informed her dedication to diversity and inclusion. Her faith journey began at the age of 11 during her time at a boarding school, instilling a lifelong commitment to the church. Introduced to Hillsong as a member of a Hillsong Network Church in rural New South Wales in 2006, her journey with Hillsong continued as a key member of Hillsong Perth and presently, she calls Hillsong Geneva home where she resides. Fadzi has led the next steps team, connect groups and facilitated diversity training and support to Hillsong staff and leaders globally. She is presently an active member of Hillsong's Global Racial Diversity, Equity, and Inclusion Committee, where she contributes her expertise and passion to promote a more inclusive and equitable community.

CAREER & INDUSTRY

Fadzi has an extensive career as an award-winning Global Diversity and Inclusion Strategist. Her expertise includes advising, consulting, developing, and executing large scale diversity and inclusion initiatives across the not-for-profit, higher education, government, and private sectors globally. Throughout her illustrious career, she has garnered numerous awards and accolades for driving change through the creation and implementation of innovative diversity and inclusion programs.

BOARD AND GOVERNANCE EXPERIENCE

Fadzi previously held the position of Board Director at the Museum of Freedom and Tolerance in Western Australia and Vice Chair of the Board for Volunteering WA. She also made significant contributions as a Diversity and Inclusion Advisory board member for the Australian Computer Society, Business Chicks Australia, WA Police Multicultural Advisory Group and served as a board mentor for Office of Multicultural Interest. She currently serves as an ambassador for 100Women, Auspire - Australia Day Council of Western Australia and Common Purpose UK. Furthermore, she has been previously involved as a board member in Aglow International, where she served as the Vice President of Conferences and Events in Botswana.





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