The Church is all about God and people.”

Brian Houston, Global Senior Pastor, Hillsong Church
HOME
Welcoming & Including

DIVERSITY
Valuing & Empowering

EMPOWERMENT
Equipping & Releasing

HOPE
Connecting & Transforming

FINANCIALS & GOVERNANCE
Global Senior Pastors’ Report

34 years on, in an ever-shifting social and economic climate, Hillsong Church remains focused on the gospel of Jesus Christ, and unified in our commitment to carrying this message; caring for the poor and working to bring solutions to the needs within our communities.

In 2017, I encouraged our church to carry a sense of “I Am The One”; a message focused personally that encouraged everyone to believe that you are the one that God has chosen, you are the one that God has graced, you are the one who can stand in the gap of need and solution; who can show this same value to your own communities. Already, we have heard great reports of the personal initiatives birthed from people carrying this sense of purposeful living.

Globally, we have created more opportunities for people to be connected to one another around the message of Jesus with the launch of weekly services in Norway, Portugal and San Francisco. Hillsong Israel began in 2016 and continues building momentum this year with regular small group gatherings. We also added a new location in Bali.

We remain dedicated to helping people find salvation in Christ, hope and peace, and saw over 33,000 people make a decision for Jesus through our programs and services in 2017.

As a church, we continued to respond to the humanitarian crisis at large in Aleppo, Syria and Mosul, Iraq. In Iraq, Hillsong Church partnered with Preemptive Love Coalition and World Vision Australia to provide emergency relief to families displaced by violence.

Here in Australia, Hillsong CityCare partnered with local organisations and the Hillsong Sisterhood to support families in need, including some of the most vulnerable in our community, such as refugees and those affected by domestic violence. We continued to provide individuals and families with food supplies through our Gold Coast Storehouse and Emergency Relief program, supported many in prisons and detention centres, and brought practical aid to dozens of our own neighbours in cities across this nation.

We held our first Worship and Creative Conference which exceeded our expectations – we saw over 6,000 delegates join us both on site and via streaming, representing 19 church denominations and 51 countries.

In 2017, our Hillsong Youth and Young & Free Teams launched a Schools Tour for the first time. These were seminar style presentations held in 16 high schools across Australia. These presentations were aimed at empowering young people with practical tools to deal with issues such as bullying, drugs and alcohol misuse.

On March 5, we had the honour of hosting the Anglican Archbishop of Sydney, the Most Reverend Dr Glenn Davies, as we celebrated the Bible Society’s 200th anniversary year. Churches from across many denominations joined together with our church both live and online from 50 locations. It was an incredible day attesting to the life-giving answers found in the Bible and to unity in the church.

As always, Bobbie and I are thankful for the Board of Hillsong Church for their ongoing dedication to ensure our Church home is thriving and operating with good governance.

We count it a privilege to pastor Hillsong Church and know that it is because of the contribution of each and every one, that we are able to have a remarkable impact; ordinary people who make extraordinary sacrifices to love God, love people and build the church.

We have seen God’s faithfulness expand what is in our hearts and hands, and it is by His grace that we are able to continue carrying His message of hope, extending love and practical support to so many lives within our beautiful nation and beyond.

Brian & Bobbie Houston
We love our country and its people! It’s made up of all kinds of everyday ordinary Australians, some who were born in this wide brown land, others who have found themselves on our shores from distant places... all of us, a huge big melting pot of diversity... and a reflection of our amazing God. At the heart of Hillsong Australia is a commitment to help every ONE find their place; every ONE to find hope in Jesus, every ONE to find HOME in Church, and every ONE to discover their value and purpose in God’s glorious plan.

As Hillsong Australia continues to enlarge our reach, it is our goal that even though we may grow numerically, we will continue to embrace every individual into our church family. From pastoral care and connect groups, to weekend services, to children and youth programs, to all kinds of programs that serve our communities, plus our annual conferences... reaching and embracing the ONE, really matters to us.

In 2017, we started new campuses in Wollongong on the South Coast of New South Wales; on the West Coast of Australia in the beautiful city of Perth; and for the first time, as Hillsong Australia, we expanded from our Aussie borders and planted a new campus in Bali, Indonesia. We also moved into a permanent facility in the Northern Beaches of Sydney. This incredible new location has the potential for thousands to call it their church home.

Our Australian congregation is not made up of one ‘type’ of people group, rather it reflects the diversity of our community; 120 known countries represented across all our Australian Campuses, 42.8% of men and 57.2% of women, with 32.4% youth and children making up the future of generations.

Our new Epicentre building in the Hills District of Sydney has enabled us to better host various in-house programs across our church, but has also provided community-focus initiatives such as our Treasure Chest program which saw 56 additional needs children and 54 families supported.

With the isolated and rural regions of our wide brown land in mind, we launched the Church Of The Air™ initiative - an online community that connects Australians living in those remote communities with our weekend church services. In our first year, we have established 27 locations across Australia including external territories, with numerous stories of the positive impact this has had on individuals, families and their communities.

We continued to respond to Domestic Family Violence (DFV) by raising awareness, supporting those impacted by DFV and equipping our staff and volunteers with effective responses to vulnerable people in those situations. In 2017, we operated six Homes of Peace properties for those going through DFV, with 13 women and 12 children successfully transitioned into independent living. Our hope is to see Homes of Peace all across the nation. Hillsong Australia also responded to need within vulnerable groups across our community including refugees and asylum seekers through community engagement and support and practical relief through CityCare.

We are forever thankful for the continued vision and passion of our Global Senior Pastors Brian and Bobbie and the wisdom and support of a faithful board and eldership. Our Hillsong Australia staff and the enormous army of volunteers who willingly and generously love our church and communities are the heroes of our church.

It has been a joy and privilege to build the Church alongside stunning people. Pointing people to Jesus and extending His love to all will be our forever mandate.

We are honoured to serve the people of Hillsong Australia and Bali.

Until all have heard...

Love
Joel & Julia A’Bell
General Manager’s Report

We are so grateful as a church for another year of opportunity to extend love and care to those who call Hillsong Church their home and the greater community that we serve. The 2017 Annual Report is a reflection of our commitment to playing our part in seeing generations of people find hope in the message of Jesus Christ.

Hillsong Church has been experiencing significant growth. In recent times, this has been most obvious in the global setting with a number of new international churches established along with existing locations growing rapidly. With the realisation that Hillsong Church, once an Australian Church with global outreach, is now very much a Global Church, Pastor Brian and our Board have been considering how best to structure ourselves for the future. With the help of professional advice, we have been on the journey of restructuring our entities which, in Australia, will streamline our church, property, education and welfare activities. Our global ministries, being overseen by a newly appointed Global Board, are positioned well to give greater attention to the opportunities before us around the world.

Throughout 2017 we implemented these changes, and therefore the financial results are looking measurably different. The 2018 financial results will reflect a full year under the new structure. We would like to express our thanks to Deloitte Australia and Prolegis Lawyers who have provided invaluable guidance through this process along with Ernst & Young our auditors, who have walked this road with us.

In 2017, we added numerous services to our Australian locations, with over 40,000 people gathering in 82 services across 30 church locations. This included expanding into Perth, Wollongong and Bali. We have also established a new facility on the Northern Beaches of Sydney and construction is underway on the warehouse we purchased in Knoxfield, which is in the eastern suburbs of Melbourne.

The newly built Epicentre facility on our Hills Campus continues to be an incredible resource – housing Hillsong College classes, providing facilities for the recording of Hillsong Channel, weekend services and holding youth and children’s programs including Treasure Chest which supports children with additional needs from a broad spectrum of our community.

With future generations in mind, we looked into a sustainable energy source in order to reduce our carbon footprint, energy consumption and costs. In the latter half of 2017, the installation of an 825kW commercial solar panel system was completed on four buildings across NSW and QLD and is currently the largest solar program on a church site in Australia. This system will reduce our greenhouse gas emissions by 1,347t CO\textsubscript{2}e per annum and lower energy consumption on those facilities by more than 30 per cent.

In 2017, Hillsong Foundation distributed $3,060,220 from funds raised to support the activities of Hillsong CityCare, One80TC Drug and Alcohol Rehabilitation. On a global scale we distributed $714,065.86 from funds raised to support the benevolent activities of Vision Rescue, Hillsong Africa Foundation, A21 Thailand and Preemptive Love Coalition. The balance of the funds raised were invested into facilities needed to cater for our growing congregations.

The Safe Church Department diligently built on the new Safe Church Framework launched in 2016 to ensure the policies and procedures we developed were embedded across the breadth of church activities. The safety of our young people remains of paramount importance. We provided training for all pastors, staff and volunteers working with young people, and have ensured a proper process of vetting before allowing workers access to those programs. A number of new safety initiatives including Food Safety and Transport Safety are also being implemented.

Our Board continues to be committed to ensuring good governance and oversight for our church activities. Several of our board members undertook and completed the Australian Institute of Company Directors course in 2017. We also welcomed a new board member, with the addition of our Hillsong Young & Free Youth Pastor, Peter Toganivalu being appointed.

We are immensely grateful to the Lord for His continued blessing on our church. We are also very appreciative of our Global Senior Pastors, Brian and Bobbie Houston, whose leadership, inclusive hearts and ever-expanding vision, continue to carve out new roads for us to bring hope and practical assistance to the people and local communities we serve across Australia and abroad.

George Aghajanian

Hillsong Church Annual Report 2017
Isolation in Remote Communities

“My husband and I are currently living in a remote community in the Northern Territory. We are about 7 hours drive from Alice Springs, surrounded by nothing but beautiful desert. Our community is about 440 workers. One tiny shop, a pool, a primary school and high school, and a wonderful health clinic is what makes up this beautiful community with a rich history. Living here is quite pleasant and while the local language has been challenging to get our heads around, the people are altogether friendly.

The most precious thing we miss living out here is a church and family community - a remote community can often evoke a sense of isolation, especially when there is a language and cultural gap, and we’ve really found ourselves needing something to sustain us for the long haul. When we found out about Hillsong’s Church Of The Air™ program, we were overjoyed! We’ve been able to connect with a wider church family and log into a regular church service that provides spiritual input in our language. This connection has strengthened our faith in Jesus, helped us to feel better equipped to contribute to our community in positive ways and reminds us that we are not alone but are on this journey with others that care.”

David and Sarah, Kintore, NT

Church Of The Air™

Church Of The Air™ (ChAir) is an online church community, extending access to weekly church services, where people living in remote and outback Australia, who don’t have reasonable access to a local church, can engage in live praise and worship. Christ-centric messages of hope and connect via shared prayer requests and praise reports, social media groups and more recently State-based volunteers.

With approximately 2.6 million people living in outer regional or remote areas of Australia1, Church Of The Air™ seeks to use the current technology linking our congregations across Australia to better connect isolated communities not just with weekly services, but church life events such as Sisterhood United nights and the Christmas Spectacular. Thus creating a way for communities and people like Sarah and David, though far in distance, to be included in connection and belonging across the waves of technology in the life of the church.

Bec, Church Of The Air™

See page 11 for further information


I see a church... that beckons ‘WELCOME HOME’ to every man, woman and child that walks through the doors.”

Brian Houston, The Church I Now See

WELCOMING & INCLUDING

Belonging is a need that resides at the core of who we are, often dictating self-identity and security (ABS 2001). We believe an environment that welcomes all to ‘come as they are’ places value on people, and provides the kind of healthy community that fosters positive change both individually, and as a society.

Our hope is that every person will hear strongly the message of ‘WELCOME HOME’; both those who walk through our doors and those who may never walk through our doors. Welcome to a place where you belong, welcome to a place that gathers around the broken, welcome to a place where love resides.
Reach

We desire to build an environment that allows for every race, culture, age, at different stages of their Christian journey to find their unique place within Hillsong Church. The demographics across our Australian locations reflect a diverse people who share a common unity in their pursuit of truth. Our programs extend help to those in our communities through pastoral care and social justice programs.

We are committed to training and raising up Godly men and women, believing that a Christ-centric life dedicates itself to bringing hope and solution to a needy world. We endeavour to plant healthy churches in Australia and beyond; to equip and disciple people on their spiritual journey and ultimately share the good news and gospel message of Jesus Christ within our local communities.

Our church services are contemporary and creative, embracing people and building a community of support and friendship around the Christian faith. They include modern Christian worship along with practical and encouraging Bible-based teaching.

Connect groups are small mid-week Bible study and discussion groups which allow our church to remain personal, inclusive and provide opportunities for people to build strong communities of friendship and support. These small groups are gathered around age, interest, lifestyle and/or culture. In 2017, an average of 1,332 connect groups reported meeting on a fortnightly basis.

Our congregation also give generously of their time and resources to the charitable programs of our church and beyond. Our programs seek to include and build community across the cultural diversity of our nation and of our church, to build better and healthier Australian communities. This year, Hillsong Church Australia operated in 30 locations, with 82 services each week with new campuses launched in Wollongong, Perth and Bali (adopted under our Australian banner). In each of these locations there are pastors overseeing the day-to-day activities and care of those in their local communities. Some services are formed around Culturally and Linguistically Diverse Communities (CALD), including services for those with Spanish and Chinese (both Mandarin and Cantonese) speaking backgrounds. We also provide language interpretations in Auslan (Australian Sign Language), Arabic, French, German, Hindi, Indonesian, Italian, Japanese, Korean, Kurdish, Mandarin, Cantonese, Farsi, Portuguese, Polish, Russian, Sinhala, Spanish, Tamil and Thai.

New church locations in 2017:
Perth, Wollongong and Bali
Church Of The Air™ is an online church community for people living in remote and outback Australia. It allows someone to join the weekly Hillsong Australia church services and events as well as connect to our church community via social media groups and dedicated volunteers.

Since its inception in February 2017, we have been able to establish 27 host locations in 22 different rural towns. These hosts vary from family farmers, teachers and medics in remote communities, very small Christian communities, to people who have taken a posting to serve in local isolated communities with their specific expertise. ChAir hosts have the chance to join with others in their community and connect them with the life-giving message of Jesus in their own home.

*If you or any of your friends or family would like access to ChAir, please visit our website at hillsong.com/church-of-the-air*
From the very outset of establishing this church, being a ‘HOME’ for a diverse people has been at the core of who we are. As part of the many layers of building a healthy church, our Global Senior Pastors Brian and Bobbie Houston had a strong desire to communicate clearly that all are welcome within this ‘house’ called Hillsong. Bobbie envisioned a message of ‘Welcome Home’ greeting everyone that walks into the church. This message not just literally frames the entrances of all our church buildings, but reinforces our core value of providing an environment that is welcoming and inclusive.

Hillsong Church began as Hills Christian Life Centre in 1983, a pioneer work of Brian and Bobbie Houston. Today, Hillsong Church has developed into an international, multi-campus church, with a network of contributing services and ministries in some of the world’s most influential cities. Founded in Sydney, what began in a little school hall is now a church with local expressions in 17 nations on six continents, operating independently, under a Global Board committed to loving God and helping people.

Hillsong Church adheres to a Christian Statement of Beliefs, which can be found online: [hillsong.com/what-we-believe](http://hillsong.com/what-we-believe)
Lost In Translation

“Back in Korea, I was a working mum living an average middle-class family life. When we first arrived in Australia, our lives took an unusual path with me studying again at the age of 38, whilst my husband worked cleaning houses and looking after the kids. It was a jarring transition, and whilst we believed we were meant to be here and appreciated the Australian culture of mateship, equality, fairness and honesty, we missed the familiarity of our own culture. At Hillsong Church, we met fellow Koreans who also found themselves feeling rather alienated in a foreign land - most of us were distant from family and speaking a language we are not fluent in, all whilst trying to adapt to new culture and customs.

Though I never imagined myself to be any kind of a leader, I felt a great need to help our people build a bridge across cultural and language barriers. As a result, I started translating in Korean for our regular church services, and began a Korean connect group which grew to a community of 50 people within a year - a reflection of the vastness of the need. I’ve discovered that cultural connections like these not just foster a sense of belonging, but develops in people the kind of confidence that encourages greater contribution to their wider community.”

Angela, Hillsong Korean Cultural Leader

The Multicultural Community Initiative

“The Multicultural Community Initiative works to foster cultural inclusivity through culture-specific events and gatherings. From monthly multicultural events, small group gatherings and food festivals, to ‘Master Your English’ classes, and interpretation services, we organise both social connections and practical support to help every culture find community, and integrate into life here in Australia.

Australia is made up of a diverse melting pot of cultures, and there is such a need for people just like Angela to find a ‘home away from home’. Over 120 nations are represented within our church gatherings across all our Australian locations. By creating specific spaces for distinct cultures and celebrating uniqueness, we place value on these people groups and communicate that they have a place to belong and a part to play within our community.”

Kim, Multicultural Pastor

See page 21 for further information
Valuing & Empowering

We believe that a diverse community reflects a God who sees beauty in creating each one of us with unique specificity. It is our differences that provide us the opportunity to contribute to society in extraordinarily valuable ways, as we unite all our gifts and talents for causes greater than ourselves. This unity in diversity has incredible potential to build stronger communities and societies, fostering healthy relationships and mutual respect.

“I see a church... personal enough for every ONE to find their place.”

Brian Houston, The Church I Now See
Hillsong Kids is passionate about coming alongside families, partnering with them to encourage confidence, faith and purpose in young lives. We believe that children have incredible potential and leadership capabilities even from a young age and our desire is to help them make a positive impact on the world around them. Our programs and initiatives seek to cultivate an empowering and safe community for every child to thrive.

**Weekly Children’s Programs**

Hillsong Kids runs weekly programs in conjunction with our weekend services. In 2017, 5,758 children attended our weekend programs, with our Hillsong campuses in Perth, Bali and Wollongong launching weekly kids services.

**Community Family Day Event**

Hillsong Kids and Amplified Arts Academy (AMP) took a group of dancers aged between 5-12 to participate in the Mission Australia Family Day Event in Blacktown. The event was put on to encourage children in the area to be active and healthy. It was a great opportunity for our team and children to use their gifts and passions to have a positive impact in the community. The children were involved in dance and helped inspire the crowd to participate.

**Kids Curriculum**

Relevant and engaging Children’s Ministry Curriculum with a wide range of multimedia tools were made available to churches globally. In 2017, we released two kids curriculums; ‘Draw Near’ and ‘Celebration’. There were 11,926 months’ worth of BiG curriculum made available to churches globally in 2017 which also included our previous curriculums.

**Hillsong Kids have been impacting and influencing the landscape of Children’s Ministry for many years through their curriculum, their music and also their involvement in ACCkids Training and Conferences to leaders around Australia.”**

Andy Kirk,
CCkids National Leader

**YouTube Channel**

youtube.com/hillsongkids gives children access to positive and educational entertainment, as well as equipping parents and children’s pastors with tools to enhance learning. In 2017, our YouTube channel grew to 44,213 subscribers with over 5.1 million minutes viewed.

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**The people of Hillsong Australia and Bali**

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<th>Age Group</th>
<th>Percentage</th>
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<tr>
<td>35-49 years</td>
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Diversity

Children

The people of Hillsong Australia and Bali
Junior Leadership Program
A weekly average of 90 children volunteered to be involved with this skill-specific, age-appropriate program that develops leadership confidence and skills.

Events
- Kidsfest
  A one-day festival event for children 3 years old to grade 6 designed to create positive community, packed with music, positive messages, festival rides and food
- Kidsong
  An all-ages kids program that is run in conjunction with our annual Hillsong Conference that includes games, social interaction, music and messages engaging children with the story of Jesus.
- Colour Kids
  A kids program for 1 year olds to grade 6 that runs alongside our Colour Conference womens’ event.
- Kids Summercamp
  Annually held during summer holidays for children ages 7-12 years. These camps consist of fun outdoor activities and faith-based programs designed to build and foster friendships. In 2017 we held our first Summercamp in Tasmania.

5,758
Children’s Weekly Attendance
(2016: 5,462)

1,046
Summercamp Attendance (745 kids and 301 leaders)

2,674
Kidsfest Day Conference Attendance
(2016: 2,603)

1,028
Leaders in Attendance at Weekly Programs
(2016: 988)
Hillsong Young & Free exists to create safe and vibrant programs for young people aged 12-25 to grow in their faith, build resilience, develop healthy relationships, increase self-esteem, all whilst having fun – on a consistent basis. Weekly small groups and Friday night services, along with various community, volunteering, leadership and mentoring initiatives provide a platform for young people to learn invaluable life skills such as empathy, collaboration, conflict resolution, stress management, leadership, resourcefulness and more. The foundation of Young & Free is that we would see young people living in freedom.

During such a crucial time in a young person’s growth and development, the consistent engagement of positive role models within our leadership team provides a healthy and safe environment for them to achieve positive life outcomes. Including but not limited to the ability to make wise choices.

Young and Free Schools Tour
Young and Free Schools Tour led by Youth Pastors Peter and Laura Toganivalu and our Hillsong Youth and Young & Free Team, is a seminar-style presentation for high schools that was facilitated for the first time in 2017. The presentation involved empowering young people with practical tools to encourage them to ‘live in freedom’. Across the tour we highlighted a wellbeing message; which included exploring topics such as; ‘Disarming Bullying’ and ‘Disarming Drugs and Alcohol Misuse’. The Schools Tour saw us visiting 16 high schools in three states around Australia in five days.

Young & Free Summercamps
Our annual Summercamp, is a one-week, drug-and-alcohol-free camp split into two age groups - High School (Year 7-12), and Powerhouse (18-25 years). These camps are geared towards providing young people with an opportunity to discover and learn values about identity, friendships, life choices, positive relationships and resilience. In 2017, a total of 3,787 young people across both age groups attended Summercamps.

The event executed was very professional and of excellent standard. Our school operates within a 30 minute lunch break window, Y&F were able to run an entire program for all students and staff that included free food, entertainment, resource awareness and a shared story within that time frame. The presentation was upbeat, fun, current, and was highly favoured by both students and staff.”

Dynene Mailei-Love,
Chaplain, Coombabah State High School

The Secret Garden TV
In thesecretgarden.tv online initiative, our youth pastor Laura Toganivalu interviews women from all walks of life on their unique stories and the incredible lessons they have learnt. It is a space designed to reach and influence young women by compelling them to dig deeper into the things that consume their hearts.

“When I look at the kind of women this world promotes as the ultimate examples of what life should be, I think there must be more to life than just keeping up with appearances. So in this already over-saturated, content-crazed world, I’m offering just a little bit more content. I’m letting you in on the girls that cross my path, the girls on all sorts of different journeys, in hopes that their stories will compel you to dig a little deeper into the matters that consume our hearts.”

Laura Toganivalu,
Founder of thesecretgarden.tv
Uprising

Uprising is about creating opportunity for young people to discover and develop leadership for all areas of their life, by providing opportunity for students to run regular weekly and annual events. It paves avenues for them to not only learn, but to practically apply what they learn through volunteering in areas they are interested in developing. Uprising encompasses a variety of areas including but not limited to leading teams, creativity, events and administration, technology, personal development as well as the opportunity to be involved in social justice projects.

Encounterfest

Encounterfest is an annual event held during the October school holidays. It is geared towards empowering youth and young adults in our community through Christ-centric teaching and practical masterclasses covering topics such as relationships, school leadership opportunities as well as creative topics.

A key component of Encounterfest is social justice where we encourage ‘selfless’ living, partnering with community organisations to provide practical support. During our 2017 Encounterfest Event, we had a total of 4,553 young people in attendance who gave generously towards a local and global cause, contributing a total of $19,460.

Globally, we partnered with Preemptive Love Coalition and their work in Aleppo, Syria. After being moved by the stories of the many families that had been displaced in Aleppo due to the ongoing war, we were grateful for the opportunity to give generously to help those displaced rebuild their lives and homes. Through the generosity of the young people at Encounterfest, we were able to commit to rebuilding five homes.

Locally, we partnered with Hillsong CityCare to support a young boy and his family who had just recently moved to Australia as refugees (refer to the ‘Justice’ segment for further details).

Over 2,000 young people attended our weekly youth programs
Seniors

Research indicates that older Australians deem their social lives and the extent to which they feel isolated from family and the wider community, the most influential factor on overall life satisfaction.²

Hillsong Church values the well-being and contribution of the older generations within our church, offering support, involvement in church activities and the opportunity to provide wisdom and leadership for the younger generations. Our church and community initiatives include:

Monthly meetings
Faith-based gatherings aimed at building positive social integration, community engagement and opportunities for personal support

Social activities
Bush Walks, garden visits, knitting groups, prayer groups, walking groups, craft activities and Bible studies

Volunteer opportunities
Weekend service roles, scripture teaching, hospital visitations and other various community programs


ONE80TC
Each year, we organise for those in our Seniors Community to connect with ONE80TC - a men's residential alcohol and drugs rehabilitation centre. The two groups share morning tea and encourage each other as they exchange life stories

Visitation and Care
A key services we provide for those in our Seniors Community is pastoral care in addition to practical support including services such as transportation, hospital and home visitations as well as meals

In partnership with Hillsong Sisterhood, our seniors knitting group contributed 1,564 teddies, blankets, headbands and beanies which were donated to various hospitals.
Multicultural Community

The Multicultural Community initiative exists to gather, endorse and embrace cultural uniqueness while uniting people together within a Christ-centric narrative. Our goal is that people will find a place of belonging, contribution and instills value and worth. In 2017, our church community represented 120 nations across six continents, our hope is that these multicultural programs will foster incredible community within these cultures.

Programs

Interpretation Services
We provide interpretation services for up to 19 different languages over our weekend services, which included; Auslan (Australian Sign Language), Arabic, French, German, Indonesian, Italian, Japanese, Korean, Kurdish, Mandarin, Cantonese, Farsi, Portuguese, Polish, Russian, Sinhala, Spanish, Tamil and Thai.

Gatherings
- A monthly meeting where different cultural groups hosted a ‘banquet table’, serving authentic food from different cultures and building communities after our evening services
- Monthly culture-specific gatherings filled with music and food. In December we had 623 people attend
- Combined annual multicultural Christmas celebrations, held on 1st Friday of December
- English Language classes - CityCare runs a weekly English as a Second Language (ESL) class geared towards grasping the basics of the English language. Advanced classes are also available to ESL graduates through our Hillsong Evening College - ‘Master Your English’ and Conversational English

Church attendees come from over 120 different countries
Women

The empowerment of women is a key component of a thriving economy - improving community development and quality of life for all. At Hillsong Church, we take a strong stance on the wellbeing and equality of women regardless of culture, age, social standing, or religious beliefs. Through our various initiatives, we endeavor to build a community where women can not just find spiritual, social and physical support as they navigate through all stages of life, but come together to be a force for good in our world.

Hillsong Sisterhood

The Hillsong Sisterhood is a movement of everyday women who gather weekly, united in friendship and cause. Our aim is to place value on all women, advocate awareness of issues and mobilise our women to take action to help those who are vulnerable across the globe.

2017 Sisterhood initiatives:

- Weekly Sisterhood meetings where women connect with one another, experience a faith-filled environment with a practical message that builds hope, encouragement and resilience. The theme of ‘Brave Women Run In My Family’ was a focus in 2017
- Hillsong Sisterhood Small Groups are geared towards building an environment for people to find friendship and belonging
- The Colour Conference, an annual conference designed to gather, equip and mobilise women to invest in positive ways back into their local communities (refer to our Empowerment section for further details)
- Shine programs developed to build value and identity into young women throughout Australia (refer to our Empowerment section for further details)

2017 Community initiatives

In conjunction with Hillsong CityCare we hosted a BBQ in the local park for over 300 Syrian and Iranian refugee families newly moved to the area to assist with their integration into community life.

$3,900 in donations were raised on Sisterhood United Night for Gove Hospital in Northern Territory to support the women of East Arnhem Land with basic practical supplies who have limited resources to provide for their newborns.

115kg of self-care products were donated to Gove Hospital by Hillsong Darwin Sisterhood.

Our Hillsong Sisterhood continued to volunteer in the Westmead Children’s Hospital (WCH) by:

- Having a qualified massage therapist who provides neck and shoulder massages for the parents.
- Having a dedicated baking team who provides home cooked treats to the Grace ward (for newborns) and the Oncology Clinic. A high tea is also provided twice a year in the clinic for the families and staff.

Supported Domestic Family Violence victims by:

- Providing welcome packs when people arrive at the refuge, containing basic toiletry items.
- Providing gifts on request for mums who may have their child’s birthday whilst in the refuge and are unable to provide a gift themselves.
- Pamper Teams of volunteer makeup and nail artists, hairdressers and masseurs visit on various occasions to care for these women.
Men

Our passion is to build strong, Godly men; men who are courageous, resilient and steadfast; loving sons, faithful husbands, strong fathers. We focus on community, strength in vulnerability, identity in Christ, having hearts that love God and learning to find value in journeying life together with other like-minded men.

Annual Men’s Event

Our annual Hillsong Men’s Event is an evening geared towards bringing encouragement, strengthening social connection and faith-inspiring messages centred on Jesus Christ. In 2017, our Men’s Event gathered close to 6,000 men. During this evening, we brought awareness to the issue of Domestic Family Violence. The men who attended generously donated over $28,000 to CityCare’s Homes of Peace.

ONE80TC

We continue our long-standing support of ONE80TC, a men’s drug and alcohol rehabilitation centre. As part of the organisation’s commitment to foster healthy and lasting community, residents of ONE80TC attend Hillsong Church with staff members on the weekends.

For more information on ONE80TC visit one80tc.org
Hillsong Men

Our 90-minute program on a Thursday morning in the Hillsong Chapel consists of faith-inspiring music, an inspiring message and closes with a 30-minute connect group time where all the guys break off into small groups to talk about life and what they had learnt from the session. These connect groups have been the most transformational part of Hillsong Men so far as it has offered something that builds longevity and a healthy community. In fact, in 2017 we shaped our vision around community to fight the isolation a lot of men struggle with day to day.

Outside of our own program, we are committed to serving the women in Hillsong Sisterhood. Our belief is that a huge part of who we are as men who love God and love people, is to place value on the women in our worlds. What this practically looks like is having a weekly team to help logistically – from setting up staging, to holding an umbrella in the rain – we commit our time to assist. Our hope is to instill in every boy and man the utmost importance of placing value on women in the world we live in by serving them and championing their walks with God.
A Family Displaced

From 2014, ISIS wrought devastation in Iraq, targeting Yezidi people in particular, in a campaign to establish a caliphate. Cities were demolished, innocent people were murdered and millions were displaced.

Around four years ago, Emad*, a courageous 9-year-old Yezidi boy living in Iraq, suffered horrific burns as a result of a terrorist attack. The only relief his family could give him at that time with no access to medical treatment was to run cold water over his burns. In the midst of this upheaval, Emad was kidnapped and held for months by ISIS. When he was finally released, the family fled to a refugee camp and connected with Preemptive Love Coalition, who then supported the family along their journey. In 2017, Emad’s family were granted visas to live in Australia as refugees and they arrived in August of that year. In their bid to continue to help Emad’s family, Preemptive Love Coalition alerted us to the arrival of the family and of Emad’s medical needs and asked Hillsong, as the local church, to help.

At our initial contact, the family didn’t know where they had landed, and the confusion around why they were here and how long they could stay was evident. They needed a community and a support network, just like they had in the initial part of their journey.

Hillsong CityCare immediately responded by contacting the local refugee settlement agency, working with a translator, and arranging appointments for Emad’s treatment. Volunteers from Hillsong Church and the local community provided transport for Emad to attend his appointments for the first in a series of five surgeries that he was required to undergo, providing physical and emotional support to a family still suffering from immense trauma and disconnection from their home and old lives.

*Name has been changed to protect the privacy of this individual.

Local and Global Response

“During the years since 2014, the attention of Hillsong Church has been on the Middle East as civil conflict raged in Syria, displacing 6.1 million people and driving 5.5 million refugees abroad. A humanitarian crisis of an unprecedented scale and intensity was unfolding and, as a church, we wanted to respond however we could.

In and around Aleppo, Syria and Mosul, Iraq, Hillsong Church partnered with Preemptive Love Coalition and World Vision Australia to provide emergency relief to families displaced by violence. Hot meals, monthly food packs and access to safe water were secured for families, along with shelter and access to child-friendly spaces. These simple, practical donations allowed our partners to be able to reach those we couldn’t reach ourselves.

Here at home, we sought to extend practical support to families whose lives had been brutally disrupted by a war they didn’t choose; families such as Emad’s.

Whether in Iraq or Australia, as a church we are able to stand alongside Emad’s family and others like them, acknowledging their value, resilience and capacity and partnering with them in friendship to see them empowered to reach their potential.”

Catherine, Head of Social Justice Hillsong Australia

See page 28 for further information

I see a church...
doing all we can to bring help and
solution to a needy world.”
Brian Houston, The Church I Now See

Underpinning our social justice initiatives is the belief that every person is made in the image of God with equal value and inherent capacity. When the truth of every person’s value is distorted and humanity lives without a sense of their value and identity, disconnected from God, each other and creation, various expressions of injustice result such as conflict, discrimination and oppression. We believe in a God of justice who we seek to join with in actively bringing about reconciliation, wholeness and right relationships. As a local church, we desire to tangibly express the love of God and seek justice in holistic and sustainable ways and we desire peace for the cities that we call home and for our global community.
In order to bring solution to human need and effectively respond to injustice and poverty, a holistic approach that addresses root causes and underlying issues is essential. Justice involves both social responsibility and structural justice and requires response at both an individual and collective level.

In response to our understanding of God's heart for justice and love for our local and global neighbours, Hillsong Church seeks to facilitate positive change for individuals and communities, with a focus on the wellbeing of young people and families, social connection, relief in emergencies, and longer-term empowerment.

In 2017, Hillsong Church mobilised to engage in social justice in various ways through CityCare and our overseas aid and development initiatives, including the direct facilitation of services and programs, volunteering and financial contribution.

Hillsong CityCare's mission is to mobilise the church to engage with their local communities through its programs and services. Our heart is to create strong, healthy families and safe inclusive communities by empowering youth, women and other vulnerable groups to lead and impact in every sphere of life. The CityCare team works closely with their local church pastors to provide support to individuals and families within a 15km radius of all our locations.

Local & Global Social Justice

Local Community Services

Hillsong CityCare's mission is to mobilise the church to engage with their local communities through its programs and services. Our heart is to create strong, healthy families and safe inclusive communities by empowering youth, women and other vulnerable groups to lead and impact in every sphere of life. The CityCare team works closely with their local church pastors to provide support to individuals and families within a 15km radius of all our locations.

| Street Teams: Street Teams made 21,155 contacts with local residents through our community events, nursing home visits, homeless shower bus service and personal visitations. |
| Kilo of Kindness: 65,576 food and hygiene items were donated towards Kilo of Kindness. |
| Stuff the Bus: 149,995 unique food items and toys were donated to Stuff the Bus Christmas Appeal. These were distributed to 13,779 families facing difficult circumstances at Christmas time. |
| CityCare Storehouse Gold Coast: The Storehouse provided food relief and support to 9,041 families and also supported 14 schools by supplying and delivering food on a weekly basis for Breakfast Clubs, Open Pantry Projects and bags of Kilos of Kindness for struggling school families. |
| Shower bus: The shower bus service in the Melbourne CBD has had great consistency, seeing up to 50-60 participants on average each week. |
| Emergency Relief Program: 8,900 individuals and families were provided with food assistance through our Emergency Relief program in 2017. |
| Homes of Peace: 13 women and 12 children were successfully supported through the Homes of Peace program. |
| Hillsong Youth Services (HYS): We reached 57,947 students through all our school outreach programs across Australia. |
Street teams

Street Teams connect with the community by offering practical and social support to people who are alone or in need of assistance. We provide this social network of support through personal visitations and large community events. We meet people in their environments with the aim of providing relational connection and referring them to appropriate networks of support. We are currently operating in multiple suburbs across New South Wales, Queensland and Victoria, interacting with local residents, the elderly in nursing homes and the homeless community. We engaged with 504 people through our Street Teams on a weekly basis.

Street Teams – Mobile Shower Service

In partnership with OneVoice we operate a mobile shower unit in Melbourne’s CBD and in Sydney’s Parramatta town centre to provide practical and relational support for homeless men and women. This facility provides a safe place where they can have the dignity of a warm shower and a supportive community of volunteers.

The number of people engaging with us and utilising our Monday night Mobile Shower Bus service in Prince Alfred Square, Parramatta, has significantly increased since we launched in July 2016. With the increased demand, we are now providing this service on Saturday mornings as well. In Melbourne, we have seen some of our regular shower bus patrons feel like they are a part of the team and love to get involved with setting up, serving and packing down.

Hillsong Youth Services (HYS)

Hillsong Youth Services (HYS) provides practical support through recreation and skills-based vocational programs for young people aged 12-25 years. We run both formal and informal programs in local schools and community youth hubs to empower young people to live life to their full potential.

Our HYS services in NSW are partially funded by the local state government and CityCare funded across all other Hillsong Australian campuses. We take a two-pronged approach of ensuring we build relationships with local schools and improve social connectedness with young people in our community.

HYS Funding by NSW Department of Family and Community Services (FACS)

In 2017, our HYS program received $174,745 which enabled us to employ two full time youth workers and fund the operations within the local government area (LGA) of Blacktown and Baulkham Hills area.

On an average school week, our two youth workers reached 660 students through these schools each week by running breakfast clubs, ShineGirl and Strength Classes, Sports programs, and community networking activities.

CityCare funded HYS Services across Australia

HYS also operates its programs in other locations across New South Wales, Queensland and Victoria that are CityCare funded.

HYS Hills Campus team engaged and connected with 23,243 students in the local government area of Blacktown and Baulkham Hills in 2017.
Gold Coast Storehouse

Hunger is a largely hidden social problem and many suffer in silence, with the most at risk groups being sole parents, children and elderly people6. One of our key objectives is to strengthen families by addressing poverty, hunger and social isolation for people experiencing hardship in the community.

The CityCare Storehouse supports individuals and families who are struggling financially with food and household consumables at the cost of a minimal handling fee or complimentary. It aims to create a financially sustainable food and emergency relief model that offers quality, low cost and complimentary fresh and packaged food, whilst providing a safe and encouraging environment that fosters genuine connection. This is possible because we partner with key food rescue agencies such as Foodbank Queensland and Oz Harvest and we also network with key businesses to create an eco-sustainable partnership. These businesses donate their surplus food stock free of charge as part of their corporate social responsibility.

Our CityCare Gold Coast Storehouse partners with organisations such as Foodbank Queensland, Village Roadshow owned theme parks, Oz Harvest, Second Bite, Gold Coast City Council and schools to help families and young people experiencing hardship.

Stuff the Bus & Kilo of Kindness

Stuff the Bus is our annual Christmas Appeal to help families and individuals in our local communities, who are experiencing financial and emotional hardship at Christmas. We want to place dignity on parents by resourcing them with unwrapped gifts to give to their children on Christmas Day and food hampers to enable families to celebrate around a Christmas meal.

Kilo of Kindness is launched as a part of our Cross Equals Love Campaign at Easter where the church is mobilised to donate non-perishable food items to help individuals and families in need in our communities.

Emergency Relief Program

Due to the rising cost of living, 3.6 million everyday Australians are forced to make decisions between skipping meals and paying rent and bills, in order to keep their families from experiencing homelessness. This is the case for many of the individuals and families we have supported.

Our Emergency Relief assistance through CityCare helps individuals and families in financial or personal crisis by providing them with food hampers. Our food relief is made sustainable through our Kilo of Kindness food drive, which is launched each year at our Easter Cross Equals Love campaign. Every weekend thereafter, our campuses receive bags of non-perishable food items from church members who choose to consistently give in kind to this program.

Hillsong CityCare Waterloo Centre partnered with Wesley Mission to expand our service provision, ensuring that we offer a more holistic approach to our local community. As a result of this partnership, we are now offering grocery vouchers, gas and electricity subsidies and access to brokerage support for larger scale expenses – all of which help alleviate a crisis situation.

Domestic Family Violence Response

At Hillsong, we believe every person is worthy of respect and has the right to be safe and live free from coercive control and violence.

Statistics show that one in four Australian women has experienced emotional abuse by a current or former partner (ABS 2014). This is the case for many of the individuals and families we have supported.

Three key ways of response:

- **Raise Awareness**: ensure our church and the communities we are involved with are informed, sensitive and understanding of this issue
- **Support**: engage, take action and practically support those impacted by DFV
- **Equip**: ensure our pastors, staff and volunteers are trained and resourced to provide informed, sensitive, and effective responses to individuals and families impacted by DFV

Homes of Peace

Our Homes of Peace program is one of the ways in which we provide transitional support for families leaving domestic violence, enabling them to successfully rebuild their lives. The current capacity of this program is six houses and the employment of one full time Social Worker to administer the program and assist in the case management of the families. We are about to recruit a second case worker to assist with the daily running of the program.

Our CityCare Homes of Peace program also partners with many community organisations and domestic violence shelters to provide the best holistic care to families. All referrals into Homes of Peace are received through these domestic violence shelters. Homes of Peace provide case management support to the families for the duration of their program involvement. After a family has exited from Homes of Peace, aftercare support is also provided.

Hillsong CityCare Waterloo Centre partnered with Oz Harvest to provide a weekly supply of fresh fruit and vegetables to individuals and families who are on a low income or experiencing a crisis. As local community members visit our centre to access this service, it provides a connection point for them to discuss other needs or challenges they may require longer term support for.


JUSTICE:

Overseas Aid & Development

In following the example of Jesus Christ who came to bring good news to the poor, we seek to be agents of love, justice and peace, not just in our own backyards but also our global communities and to create opportunity for people to overcome barriers to reaching their potential.

Through our overseas aid and development activities – facilitated by the Hillsong Foundation, the Colour Sisterhood Foundation and Hillsong Aid & Development Australia9 – we seek to respond to challenges faced by our global neighbours with compassion and solution and a focus on the rights of vulnerable children, women’s empowerment and provision of relief in humanitarian emergencies.

Orphans and Vulnerable Children

Children are often among the most vulnerable groups in society and as a church we are committed to upholding every child’s value and inalienable rights, with a focus on family-based care and education.

Access to Education

We have a long-term partnership with Vision Rescue, who provide formal and non-formal education pathways for children in Mumbai, India. In 2017, over $258,700 was distributed to engage and sustain children in education through facilitation of a range of formal and non-formal education programs.

Over 1,510 children were enrolled in Vision Rescue education programs and 200 children were enrolled in formal schooling.

Community Development and Family-based Care

We partnered with Hillsong Africa Foundation, providing just under $204,000 to support ‘Our Community Project’ in South Africa, incorporating a range of community programs with a focus on local leadership and empowerment. Across various communities, individuals completed personal development courses and received employment support through Accelerate Centres; students were engaged through a LightsOn after-school program and an annual Spelling Bee to support literacy development; and families were supported in providing alternative family-based care for vulnerable children including receiving training on early childhood development.

Child-centred Development

Hillsong Church enjoys a long partnership with Compassion Australia and in 2017, through Colour Conference, Hillsong Conference, Worship & Creative Conference and the annual Compassion Sunday in Australia, 3,256 children were sponsored. These children will receive access to education and other supports for improved wellbeing.

9. Hillsong Church partners with Hillsong Aid & Development Australia in the management of international aid and development project partnerships.

In 2017, the Colour Sisterhood raised funds to support the following initiatives:

- Restorative fistula surgery for women in Ethiopia, Catherine Hamlin Fistula Foundation
- Crisis pregnancy support for women in Cambodia, Mothers Heart
- Safe birthing kits for mothers in East Timor and Uganda, World Vision Australia and Birthing Kit Foundation Australia
- Sanitary products and education for students, Keep A Girl In School, Watoto
- Literacy and skills for income-generation, social support and access to education for children, Neighbourhood Mother Program, Watoto
- Group-based personal development programs for women, Shine
Women’s Empowerment

We desire a world in which women live free from violence, poverty and inequality and seek to contribute to the removal of barriers that women face to their empowerment and realised potential, for the benefit of all of society.

Trafficking Reintegration and Repatriation

Over $80,800 was distributed to the A21 Thailand Safe Repatriation Program, providing services and support to enable survivors of trafficking to return home or find a safe alternative care option.

32 survivors of trafficking were supported with repatriation and rehabilitation services. The Colour Sisterhood also raised support for A21 trafficking prevention and aftercare work in Eastern Europe, Greece and Thailand. Support was also raised for She Rescue Home, facilitating the restoration and safe reintegration of survivors of trafficking and/or sexual abuse in Cambodia.
Humanitarian Response

Globally, an unprecedented 65.6 million people (including nearly 22.5 million refugees) have been forced from their homes\(^\text{10}\). Immediate, life-saving assistance is required for displaced families, as well as longer-term rebuilding and development for communities impacted by years of conflict.

Responding to the Refugee Crisis

As a church, we have endeavoured to respond in various ways to the record level of displacement in our world, with a focus on the Middle East region.

- Over $185,000 was distributed for Preemptive Love Coalition’s work in Syria and Iraq, which enabled the provision of monthly food relief packs, access to safe water for displaced families, and rebuilding of the homes of families returning home in Syria.
- Supported World Vision Australia for the provision of food, water, sanitation, shelter, emergency supplies, child-friendly spaces for healing and learning through play in Syria and Iraq and early childhood education in Lebanon.
- Support was also raised for A21, to provide clean water, warm showers, trafficking awareness information for refugees in Greece and training for frontline professionals in trafficking identification.


Removing Barriers to Education - Vision Rescue, India

Nine-year-old Ananya*, from the slums of Chedanagar, Mumbai, walked into the Vision Rescue mobile Dental Clinic with pain and sensitivity in her teeth. Both of Ananya’s parents are daily wage labourers and struggle to make ends meet. Despite a strong desire to educate their four children, they didn’t have the means to send them all to school.

The Vision Rescue team met with Ananya’s family and encouraged them to send their children to the non-formal education program. Being enrolled in the Vision Rescue Bus Program was a ray of hope and the children were incredibly excited to be able to access education.

As a result of consistent follow-up and support from the Vision Rescue team, all four children have now been enrolled in formal schooling. The Dental Team provided treatment for Ananya and she is currently enjoying grade 4 at school. Being in school not only keeps Ananya and her siblings off the streets and safer from exploitation but also helps to ensure a brighter future for their family.

*Name has been changed to protect the privacy of this individual.
Additional Needs Families

“A few years ago my husband and I went through an incredibly difficult season after stepping down from 16 years of involvement in key leadership at our church, experiencing personal loss, and discovering our son Liam had Autism Spectrum Disorder (ASD). Disillusioned by God and struggling with our faith, we moved to Sydney hoping to find a safe space to heal as a family and get better support for our son.

When we first started attending Hillsong Church, we were cautious about God and the church and stood at a distance. It was during one of the weekend services that we were introduced to Treasure Chest. On the surface, it was a program run to help parents with special needs children, but to us it became so much more than that. Working with children on the autism spectrum is especially challenging as they have no capacity to show thanks or appreciation, and in fact they would often display physical hostility when feeling overwhelmed. The consistency of the Treasure Chest team was incredible, they were patient, kind, willing to go the extra mile for my child and showed immense care for both Liam and ourselves. The rooms were designed with intentionality, keeping the specific needs of our children in mind. It was encouraging to see the support, acceptance, commitment and welcome week in and week out, even with no public recognition for what they were doing.

It was so unexpected for us, but this was the place that we found our healing. At a time when my husband and I could not give much, the church supported us not knowing us from a bar of soap! It opened our hearts again to love and God, more than our years of ministry and messages from the stage ever did.”

June, mother, Treasure Chest

Treasure Chest

“Treasure Chest is the Additional Needs Program of Hillsong Church for children, teenagers and young adults with diagnosed disabilities or special learning needs and their families. It comprises of weekend programs run in conjunction with our services, fortnightly morning teas for the families, and additional support events such as periodic date nights for the parents.

With children such as Liam in mind, we consulted with professionals to design our Treasure Chest rooms and program structures in specific ways to help foster a more conducive learning environment. We believe that providing a safe and healthy space for families with additional needs children to thrive and develop positive lasting relationships, increases their sense of belonging and reduces the isolation that can sometimes arise.

Parents such as June and her husband often face incredible challenges day in and day out, and we are passionate about coming alongside them during their time with us so they can experience a moment of care and encouragement.”

Lyndelle, Hillsong Pastoral Care

See page 42 for further information
Wellbeing is a term used to convey a complex combination of a person’s physical, social, emotional, spiritual, environmental, occupational and intellectual health factors. Whilst a church most obviously speaks to an individual’s spiritual wellbeing, we believe that a holistic approach to wellbeing is crucial to an individual’s health and function, impacting greatly on the way they perceive life and positively contribute to society. With a reported decline in wellbeing amongst Australians, especially amongst young people – a majority reporting lower levels of wellbeing and higher levels of stress, depression and anxiety symptoms – we continue to be committed to providing support, programs and pathways for individuals to increase levels of wellbeing across the board.

“I see a church... that loves God, loves people and loves life.”
Brian Houston, The Church I Now See
Pastoral Care

Pastoral Care is the practical outworking of our belief that there is a God in heaven who loves each person, and a community of people who are here to love and support them, in the good times as well as the bad.

Our Pastoral Care teams comprise of dedicated people including pastors, trained counsellors and volunteers who respond to the needs of individuals and families in the church community as they arise. Our teams work hard to extend love in tangible and practical ways, helping and supporting those who are experiencing personal, social, moral, physical, mental or spiritual distress. These include (not limited to) those facing issues with relationships, physical and mental health, trauma and people experiencing grief and loss. Once involved, the Pastoral Care team will assess the situation, propose an action plan and allocate the appropriate resources.

Some examples of responses include:

- **Marriage support**
- **Integration in community support programs**
- **Counselling**
- **Referral to health care professionals or government agencies**
- **Educational resources**
- **Providing meals**
- **Hospital and home visits**
- **Support over the phone**
- **Transport to appointments**
- **Practical home help** (cleaning and gardening etc.)

### Training

To ensure our Pastoral Care team are well equipped to support those in need, ongoing training is provided.

This year, we provided the following training courses:

- Clinical psychologist Dr Rebecca Loundar trained all pastors, CityCare team, receptionists, Hillsong TV and Channel staff etc. across Australia on Suicide Prevention. Following this, we are in the process of training all key leaders on an appropriate response when there is a risk of suicide
- Mental Health First Aid (MHFA) training was held at Hills Campus and the Youth Mental Health First Aid training for all youth pastors in NSW
- Gottman Training: A recognised training course by The Relationship Institute, Australia – 2 of our pastors from the Hills Campus attended in order to help couples strengthen their marriages

- **1,764 meals and food bags were delivered to people in need**
- **1,304 gifts were given to people who had lost a loved one or gone through a significant health challenge in 2017**

Our pastors and key team have conducted thousands of appointments across Australia which included hospital visits, onsite counselling, home visits.
Pastoral Care Approach

At Hillsong Church, we care for people through any of the following challenges:

- **Life Skills**
  - Spiritual
  - Life skills/guidance
  - Behaviour
  - Work
  - Financial Literacy
  - People who feel disconnected
  - 11%

- **Mental Health**
  - Mental illness
  - Eating disorders
  - Addictions
  - 8%

- **Relationships**
  - Relationships
  - Engagement
  - Marriage
  - Parenting
  - Family relationships
  - Separation
  - Parents separated
  - Solo parents
  - 24%

- **Crisis**
  - Funerals & Wakes
  - Grief/Loss support
  - 12%

- **Health**
  - Health/surgery
  - Cancer
  - Long-term illness
  - Elderly people
  - Support for whole family affected by a health situation
  - 35%

- **Trauma**
  - Victims of abuse
  - Bullying
  - 8%

- **Additional Needs**
  - Specific program (Treasure Chest)
  - Integration with support for people with mild-moderate additional needs
  - 2%
WELLBEING:

Sports Chaplaincy

The demanding nature of the sporting industry means that players are often faced with challenges such as mental health issues, depression, suicide, personal loss, isolation, relationship breakdowns and issues relating to family and personal well-being. Sports Chaplains are skilled pastoral carers that provide confidential hands-on support to clubs. They are trained professionals that provide care, regardless of cultural or religious stance.

Sports Chaplains who are part of Hillsong Church are accredited with Sports Chaplaincy Australia (SCA), and provide support to a range of sporting clubs represented across Australia including AFL, NRL, Basketball, FFA, Cricket, Motor Racing, Rugby Union, Tennis, Surfing and State representative clubs. Sports Chaplains within our church also oversee and resource a number of Sports Chaplains who volunteer with sporting clubs and players across Sydney, Brisbane, Gold Coast, Noosa, Newcastle, Darwin and Melbourne to foster healthy communities. In 2017, in partnership with SCA, we had 39 sports chaplains and volunteer chaplains across Australia.

The pastoral care these chaplains provide include counselling through crisis, relational stress as well as loss and grief as those involved in sport go through the highs and lows of life. Chaplains also support players and staff who might be dealing with off-field issues and assist with employment planning.

CityCare Health Care

Hillsong CityCare Health Centre based in Baulkham Hills, aims to provide a quality and affordable health care service to our local community. We believe in caring for the whole person by providing care through a team of qualified and experienced medical practitioners, clinical psychologists, clinical social workers, physiotherapists and professional counsellors. Our General Practitioners offer bulk billing for Medicare and Veterans Affairs card holders and AHM/NIB health insurance members whilst overseas visitors are able to access services at a discounted rate.

3,897 appointments were completed at our Health Centre

CityCare Playgroups

We operate playgroups in NSW, which are registered with the NSW Playgroups Association. These currently operate in Sydney South West (Campbelltown), Sydney Inner West (Burwood) and Baulkham Hills.

Playgroup NSW, with over 30 years of experience, represents playgroups across NSW, and promotes and advocates the resourcing of playgroups in local communities. Our membership enables us to have access to the wider community where new parents in a local area can choose to be part of our playgroups.

Playgroups are a great avenue in which to give children an opportunity to have fun, develop friendships and learn new skills. It also allows parents and caregivers to spend quality time with their children and connect with others in a safe, supportive and nurturing environment.
CityCare Counselling

Counselling is the opportunity to talk with a professionally trained counsellor who can offer support, clarity and pathways forward on issues a client is facing. People are not always in a financial position to pay for counselling which oftentimes can cause them to feel disempowered and stay in debilitating circumstances. As such, CityCare provides free counselling services to address issues of depression, relationships, self-image and behavioural challenges.

2017 Highlights

- 136 people on a weekly average were accessing our counselling services. We provided this service in Sydney, Brisbane and Melbourne across 42 weeks of the year.
- Professional Counselling volunteers and Supervised Counselling Interns sourced through professional networks and reputable learning institutions deliver our free counselling services. We also provided paid professional counselling services in our Sydney Waterloo location and Brisbane Mount Gravatt offices.

Childcare Centres

The Hillsong Child Care Centre is just one of the many ways we get to practically outwork our vision of creating community and support for families. It represents our heart to provide a safe environment that invests into future generations, while providing high quality care based on Christian values where children can grow and flourish.

Highlights for 2017

- Research shaped by critical reflective inquiry remained a strength for us, resulting in an invitation to share our insights at the Australian Early Childhood Christian Educators (ACECEA) conference in September and, further, at the Early Childhood Business Forum in November.
- Through the Commonwealth Inclusion Support program, children with additional needs were supported.
- We also participated in a Yarnin Circle as part of an Indigenous Cultural Hub, aimed at supporting the provision of an inclusive setting for Aboriginal and Torres Strait Islander children.
- Our relationship with a range of tertiary institutions, including University of Western Sydney, provided opportunity to host community leadership students and facilitate survey development and implementation of sustainable practice resources, for both families and educators.
- Brisbane implemented an approved Kindergarten program and achieved a Five Star Food Rating.

Hillsong Church Annual Report 2017
Treasure Chest

Treasure Chest is the additional needs ministry of Hillsong Church for children, teenagers and young adults with diagnosed disabilities or special learning needs and their families. With the number of people diagnosed with autism spectrum disorder (ASD) on the rise in Australia\(^\text{15}\), it is no surprise that our immediate church and broader community would have numerous families experiencing the challenges unique to raising children with ASD. We have seen a need for increased support to be provided to those families both within our weekend church services and from our local community. We believe that providing a safe and healthy space for families with ASD children to thrive and develop positive lasting relationships, increases their sense of belonging, reducing the isolation that can sometimes arise in navigating life with ASD.

The opening of our Epicentre facility created exciting opportunities for us to run better Treasure Chest programs to support families with ASD children and other disabilities. New programs such as small group connects and planned ‘Date Nights’ for parents have provided valuable support and respite for parents.

Who would think going to Hillsong Church would become such a crucial part of Charlie’s diagnosis, treatment and support for our family? In the time we have been here the church started connect groups for families with children on the spectrum, along with 1 on 1 care for children in an amazing purpose built centre. Every week I nearly cry with gratitude at the blessing poured out on us. Recently, Charlie broke his collarbone at home and the Treasure Chest team even created some special activities for him so that he wouldn’t be too sad to miss out on sensory gym time. How amazing is that?”

Danielle, Treasure Chest Mum

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Weekend Program

To ensure that we could provide an effective environment for our additional needs children, we consulted with occupational therapists, physiotherapists and other organisations who run similar programs on the design of our rooms and programs. Some of the volunteers who run our Treasure Chest programs are also qualified professionals including speech pathologists, special education teachers, primary and early childhood teachers and teacher aides.

During our weekend Treasure Chest programs, the children are grouped into small groups (4-6 children) based on their age and ability level. At any given time, we may have 3-4 groups running per service and aim to provide one leader per child in the program.

Our programs revolve around activity rooms. Each child spends 20-25 minutes in each activity room, before rotating to the next one. These rooms include:

1. **Active Play**: In consultation with professionals, we designed this room to help children with gross motor development such as climbing, jumping, building muscle strength and balance. It has a ball pit, swings, climbing equipment, soft play and gym mats.

2. **Sensory Room**: The sensory room is modelled after Snoezelen multisensory environments and is designed to help manage sensory processing and assist in preparation for engagement in meaningful activity by “providing direct and indirect stimulation of sensory modalities.” It has a state-of-the-art system called Sensory Magic – a circuit of sensory tools consisting of a bubble tube, fiber optics, light projections and TV screen (video/music) connected to a computer that operates them all in unity. There are also bean bags and soft fluffy rugs and relaxing sensory activities, designed to help these children calm down and relax. There are also other tailored activities that help children focus on developing various sensory skills (e.g. materials of different textures to touch/play with).

3. **Worship Room**: This is the room where we have Christian worship music and Bible stories. The room is light and fitted with acoustic style instruments (i.e. guitar, drum box, singers only, no flashing lights or electric music). We intentionally use simple kids songs that are the same each week, to help these children easily learn the songs and actions. Since some children with autism have difficulty with sound sensitivity (finding loud music intolerable), we have found acoustic instruments to be the best form of music to use. Headphones are also provided for those kids who need/want it. Basing our methods on music therapy used in some special schools, we also provide music instruments to each child, so they can participate in song as well.

4. **Learning Room/Young & Free Room**: The learning room is designed for 4-12 year olds, and “Young & Free Room” for 13-17 year olds. Here, we help the children with their cognitive development through reading stories, doing puzzles, craft activities, colouring, writing or imaginative play.

Strengthening Family & Community

In 2017, we ran three date nights and Treasure Chest community connects, which were designed for families to spend some quality time together or as a couple, while the Treasure Chest team looked after their kids. On fortnightly Sundays, we also endeavour to create opportunity for connection by running morning teas for Treasure Chest parents between the morning services, while the team looked after their kids.

Hillsong Youth Services (HYS)

Hillsong Youth Services (HYS) is a collection of services and programs provided by Hillsong CityCare across Australia for vulnerable youth who, through a combination of their circumstances, stage of development and barriers to empowerment, are at risk of not achieving positive life outcomes. We believe that there is great benefit in focusing on the developmental potential of young people and have made it our mission to empower young people to lead and impact in every sphere of life.

According to the Mission Australia Youth Survey (2017) the top three personal concerns for young people remained consistent with previous years; stress (45.3%), school (35.6%) and body image (31.1%). However the youth issues that the public considered to be most important for Australia to address were; mental health (33.7%), alcohol and drugs (32.0%), equity and discrimination (27.3%). These studies show that personal and community issues plague young people throughout their growth and development period.

Therefore, Hillsong Youth Services aims to provide services and programs to assist:

- Youth who are isolated or alone
- Youth who live on the street
- Youth at risk of being addicted to alcohol or other drugs
- Youth in foster care or other group homes
- Youth at risk of dropping out of school or delinquent youth
- Youth at risk of pregnancy
- Youth who are bullied or have been the cause of bullying
- Youth who lack self-esteem or confidence
- Youth who are low-income and have not yet developed the skills to secure employment

Providing appropriate service response and programs to vulnerable youth requires an ongoing continuum of services that seek to listen to the youth and meet needs on a continual basis with a foundation of positive youth development. In 2017, Hillsong Youth Services provided social development services as a first point of contact for vulnerable youth in the community. These services include: breakfast clubs, after school barbeques, food services in collaboration with local shire councils and community organisations, as well as sports services.

Below is snapshot of the social development services that we ran on a weekly or fortnightly basis across 2017:

Positive Youth Engagement Outreaches

The Hills Shire Council contacted us at the start of 2017 in regards to a few issues that the local police were having with youth loitering and delinquency in the North Western suburbs of Sydney. In response, we worked with other local youth organisations within these areas to create a barbeque for these young people and form of positive reinforcement in the area. This barbeque has been a great success with young people engaging every single week with positive youth role models. We also used this same model in working with local partners around the Greater Western area towards the end of 2017.

Hope Mentoring Program

HYS works in partnership with Macquarie Fields Local Area Command Police and Mission Australia H.O.P.E. (Healthy Outcomes Positive Engagement). H.O.P.E is an early intervention mentoring program for students in year 4-6 which provides opportunity for them to develop skills to make positive choices in life. Through this partnership, we facilitate our Shine and Strength programs (please refer to ‘Empowerment’ for more information) and we have seen 108 students positively impacted by the program in the past six years.

FairHills HYS Breakfast Club

Since July 2017 our HYS Victoria team have been working with high schools to provide social engagement activities including our first HYS Breakfast Club in Melbourne. The Breakfast Club has a weekly attendance of 100 students and we consistently hear stories of young people impacted by the food service.

The Collab, Redfern

Our team in Sydney CBD has partnered with Salvation Army Oasis and PCYC Redfern on separate occasions and they both expressed interest in wanting to collaborate to provide more comprehensive youth engagements for the community. From here the ‘The Collab’ was created in order to extend our reach and resources collectively to see young people positively engaged.

The Collab has held events every Wednesday afternoon called ‘Park It’ at Redfern Oval where sports activities and food services are provided. The Collab offers multiple events a year including activities for National Youth Week and ‘3-on-3’ Basketball Tournaments where 40.3% identified as Aboriginal and Torres Strait Islander at one of the tournaments.
A Marriage On The Rocks

“My husband and I were only just newly married when I was first made aware of his struggle with pornography. As time went on, his addiction grew, feeding into my own insecurities and causing a great rift to form within our marriage. We were on the brink of divorce when he finally decided to see a counsellor who recommended the Valiant Man course offered by Hillsong Church. With my husband enrolled in the Valiant Man course, I eventually decided to enrol into two courses myself – one to help restore my own identity as a woman and the other to help me better understand the issue my husband was facing.

The courses were life-changing for both of us. My husband became a whole different person – full of a freedom and confidence - learning to deal with the shame and guilt of being a pornography addict, developing practical tools to safe-guard himself and restore healthy intimacy in his relationships. For me, the Woman to Woman course helped me rediscover a healthier self-image and self-esteem, while the Understanding Your Valiant Man course gave a healthy perspective on men and a grace to walk with my husband through his journey of healing. Today, we have a strong marriage built on transparency, something we would never have been able to do without the tools these courses have given us.”

Samantha, NSW

Evening College

“People who attend our Evening College come for a variety of reasons but all with a desire to explore biblical truths for life and living. We’re seeing men and women of all ages, backgrounds, walks of life and levels of spirituality who may not be able to take on studies full time due to work, study or parenting commitments join our Evening College courses. People like Samantha and her husband for example, come seeking to find tools to unlock seemingly impossible situations, and our heart is to help them in real and practical ways to get to that place of freedom.

Evening College offers three streams of courses - Bible, Leadership and Life - within which are a variety of different topics. These courses are designed to provide a space where both knowledge and practice can be workshopped, enabling students to develop perspectives and skills to help in everyday living.”

Steve, Evening College Oversight

See page 49 for further information

We believe in empowering people to become all that they were designed to be; to be educated not just in increasing their own wellbeing, but to effectively contribute to society through their unique set of gifts and talents. Research shows that education fundamentally impacts an individual’s belief systems, creating positive physical and mental health, increasing social cohesion and ultimately leading to stronger and healthier societies through the contribution of skills and attributes such as confidence, teamwork, problem-solving, aspiration and a love of learning.18

“I see a church... graced with layers of ‘once-in-a-generation’ type leaders – who are naturally gifted, spiritually potent and genuinely humble.”

Brian Houston, The Church I Now See
Hillsong College

Hillsong College exists to train, teach and equip its students to lead in their respective fields of choice. We believe in a holistic approach to training, combining our academic components with strong emphasis on the practical outworking of learnt knowledge in a local church environment. As such, an integral feature of our programs include mentoring, coaching and internships.

Regulated by ASQA and TEQSA, our Vocational and Higher Education courses provide options for leaders to enhance both knowledge and experience to support the outworking of building ‘dynamic ministries and churches throughout the continents of the world.’ Our other accredited courses help to ensure that our students gain a qualification in their area of chosen study.

Vocational Ministry Training

Hillsong College is a registered training organisation (RTO), which trains Christian leaders in vocational courses in Christian ministry such as:

- Certificate IV in Ministry
- Diploma of Ministry
- Advanced Diploma in Ministry

Higher Education

In 2017, we continued to offer a range of courses in partnership with Alphacrucis College including:

- Bachelor of Theology (BTh)
- Bachelor of Ministry (BMin)
- Master of Arts (MA)
- Master of Leadership (MLead)
- Master of Theology (MTh)

I attended Hillsong College in 2007-2008 as an 18 year old, and felt that it helped me see the potential of my own life, and the lives of those around me. It trained me to see the big picture vision when leading, and enabled me to develop confidence to step into greater responsibility within the various spheres of life I was involved in. Currently, my wife and I are youth and young adults pastors in our local church, own an incredible growing business, and mentor a group of young pastors in the Tweed-Byron-Coffs region for Youth Alive. Our leadership capacity to accomplish all this has largely been due to the foundations laid in those years I’ve had with Hillsong College.”

Matthew, Australia

Hillsong College added online courses to the Higher Education stream

2,040 full-time and part-time students enrolled in Hillsong College (2016: 1,931)
Hillsong Evening College exists to see people empowered to live with a greater sense of purpose, freedom and skill. We desire to see every student leave healthier individuals, having the confidence and know-how to tackle their area of interest or challenge. Our courses are available at many of our locations across Australia and in 2017, we had 1,843 students enrolled.

Hillsong Evening College offers over 20 courses across three streams; Bible, Leadership and Life within which are a broad range of courses. These include:

- **Bible**: Ministry School, Faithworx, Advanced Ministry School
- **Leadership**: Developing Leaders, Leadership Depends
- **Life**: Sports Chaplaincy, Social Media Accelerator, Pre-Marriage, Marriage, Parenting, Search For Life, Mastering Your Money, Grief Share, Valiant Man, Man To Man, Woman To Woman, Divorce Recovery, Mastering Your English and Facilitators Training

We provide English as a Second Language (ESL) classes at no cost to the community in a welcoming environment in Sydney, Brisbane, Melbourne and Newcastle. We provide classes from Elementary to Upper Intermediate as well as conversational classes.

A majority of our students are new migrants or refugees and come from many different nations and are looking to be part of a healthy community of people who make them feel at home. Students who attend want to learn English so they can gain employment, attend university and make new friends to help them socially integrate into their new home country. 9,056 participants attended our ESL courses in 2017.

Alpha is a free course for anyone who might have questions about life, death, meaning and Christianity in relation to it all. It is a non-pressured environment designed to encourage open conversation.

“I first joined the ESL class held at Hillsong Church two weeks after my sons and I arrived in Brisbane. At the time, Brisbane was very new and unfamiliar place and I felt very insecure – I had no acquaintances, let alone any friends. Through ESL classes, I met a lot of people who migrated here from so many different countries, which helped me feel like I didn’t have to struggle to be accustomed to a new country and life alone. I met really dedicated teachers who have now become incredible friends. These days, I feel very secure and at home here, and have much more confidence when communicating with people in English. Two years ago, I didn’t expect I could enjoy life in another country like I do now, and I would attribute this change mostly to the time I spent at the ESL classes at Hillsong Church.”

Mrs Kim, 2015 ESL Student
Empowerment:

CityCare
Shine & Strength

The Shine and Strength personal development programs aim to equip participants with the knowledge and skills needed to develop greater self-awareness and personal growth.

Our programs are currently being facilitated in a variety of settings including schools, community centres, juvenile detention centres and correctional facilities. The programs are being utilised across Australia, Europe, South East Asia, South America, Africa and North America including Canada and the USA. Our Shine program has recently been translated into seven languages.

Our Shine and Strength programs have been endorsed by the Institute of Group Leaders (IGL).

Shine’s 20th Anniversary
At our Sydney Colour Conferences, 273 women joined us for our 20th Anniversary High Teas. Additionally, we connected with 322 individuals in the Colour Expo. We also celebrated Shine’s 20th Anniversary by honouring noteworthy Shine Facilitators at each of our Sydney, Cape Town, London, Kiev, New York and Los Angeles Colour Conferences.

Facilitator Training
In 2017 we trained 200 facilitators across several of our locations in NSW, QLD and the NT. We also offered training to Hillsong Network churches and external community organisations, including hosting our first training at Life Church in New Zealand.

Funding of Shine programs in local schools by Northern Territory government
In 2017 The Northern Territory Department of Housing and Community Development approved funding that allowed Shine and Strength to be rolled out across identified schools and juvenile detention centres in Darwin. 10 Shine and 10 Strength Programs were delivered across Primary and Middle Schools in Darwin including the Don Dale Youth Detention Centre in Darwin (Tivendale).

A total of 240 adolescent individuals participated in the programs from various cultures and socio-economic backgrounds. The majority of the youth were at-risk and disengaged from education. As a result of the program in partnership with Mission Australia, Mission Australia Youth Services saw a significant improvement in the participants’ engagement with schooling, an improvement in their overall performance and a reduction in anti-social behaviour.
Conferences

Hillsong Conference
Hillsong Conference is not about a single local church, or a specific denomination or demographic of person, rather it continues existing to champion the cause of local churches globally. It is an interdenominational Christian leadership conference that invests into leaders through teaching biblical principles of leadership and providing practical tools.

Colour Conference
Colour Conference is a global movement of everyday women, with hope in their heart and change in their step. It continues to influence women of all ages.

48,800 in attendance at Hillsong Conference and Colour Conference in Australia
21 denominations represented at Hillsong Conference
62 countries represented at Hillsong Conference
3,256 children were sponsored through Compassion in 2017

2016: 48,571

21 denominations represented at Hillsong Conference

Through our Australian Conferences and the annual Compassion Sunday

Colour Conference Local Impact
Delegates of Colour Conference are invited to be involved in local impact initiatives, which focus on helping to meet the needs of people in the communities where the conference is held. In 2017, vouchers to the value of $33,300 were distributed to the following organisations who support refugees and asylum seekers settling in Australia:

- AMES – Victoria
- Multicultural Development Australia (MDA) – Queensland
- Settlement Services International (SSI) – New South Wales

Colour Conference Global Impact
The Colour Sisterhood Refugee Response was launched, highlighting the needs surrounding the conflict and resulting displacement crisis in the Middle East. The Colour Sisterhood also continued to raise awareness and funds for existing 500Project partners.

- Preemptive Love Coalition
- World Vision
- A21
- Compassion
- Bible Society
- Open Doors
- Mother’s Heart
- Catherine Hamlin Fistula Foundation
- Watoto
- Vision Rescue
- She Rescue
- Hillsong CityCare

See ‘Justice’ for more information
Spheres

Spheres is all about creating a conversation from a biblical perspective in the seven pillars of society:

- Government
- Religion
- Arts & Entertainment
- Business
- Media
- Education
- Family

It looks at the world and the church not just in terms of geographic locations, but in terms of relationship connections, influence and impact. The local church is a meeting place and a melting pot of many different sectors of society, carrying with it an immense capacity to outreach and influence in diverse ways into everyone’s respective sphere. Spheres is designed to develop, support and launch an individual into their distinctive calling, to shine their unique ‘light’ in their sphere of influence.

Online Initiatives
In 2017, we partnered with Hillsong Channel and pioneered a live Spheres television show. We have also been in the process of developing spheres.tech, an online community connecting like-minded innovators across the globe, giving them a space to join their talents to create world-class solutions in response to today’s challenges. We’ve been supporting our global Hillsong Church leaders with the introduction of Spheres at their locations and partnering with other churches to empower their communities through Spheres.

Spheres Events
We hosted a total of nine events across 2017, with 1,947 people in attendance. These events strive to equip, empower, encourage and challenge those living and working in a particular sphere of influence to live Christ-centred values well; with integrity, purpose and value. At Hillsong Conference, we also hosted a range of established professionals who spoke powerfully into each of their respective spheres of influence.

Spheres.Life
Spheres.Life was formed from the belief that the best people to reach and influence our sphere is those of us already in that sphere. It is a blog platform, dedicated to the voices of our community, encouraging one another to be positive influences within our worlds and to outwork biblical values into our everyday, ordinary worlds.

During 2017, we received
- 20,339 visitors to our website, there were
- 85 new articles posted
- we received
- 441 new subscribers, increasing the total subscriber base to
- 1,327

We now have a total of
- 71 contributors who write content for the website.
The Hillsong Leadership Network is committed to championing the potential within pastors and the local churches they lead. In 2017 the Hillsong Leadership Network partnered with 266 individual churches across Australia and New Zealand. Through the Network, we are able to connect like-minded leaders with the Hillsong team and form relationships that make a tangible difference to their ministry. Our resources and events equip leaders with tried and tested models they can follow, supported by 34 years of effective ministry insights. By focusing on the indicators of church health we can equip churches with the tools necessary to activate future church growth.

Throughout the year we engaged with pastors at regional ‘Long Lunches’, gatherings during major conferences and live online webinars. More than 6,700 church leaders subscribed to receive online teaching materials and other practical resources from the Hillsong Leadership Network in 2017.

The Hillsong Leadership Network also sent a team to Kuala Lumpur, Jakarta, Bali, Singapore, Hong Kong, Manila, Taipei and Seoul. This training equipped 644 pastors from 122 churches with the principles and practises to create a life-giving atmosphere within their weekend services and teams.

"When we joined the Network we had seen limited church growth for 18 months and we were trying different strategies but weren’t really sure if what we were doing was useful. Being part of the Network has helped us to evaluate that in a more purposeful way and given us practical strategies to help us grow our attendance grow by 30%. We are a small church in a country town of 5,000 people but the principles have been totally transferable. We have felt so cheered on and encouraged by the Hillsong team and the other pastors within the Network. We love the culture that is carried by everyone at Hillsong, it’s a culture that we want our leaders and church to catch. I really feel what the Network offers has helped me grow in confidence and I feel so blessed to have the opportunity to be part of it."

Tracy, Naracoorte

Hillsong Leadership Network

Hillsong Church Annual Report 2017
Settling in a Foreign Country

Firuz* grew up in Iran and arrived in Australia as a refugee in 2012 until in 2015, where he was placed in Villawood Detention Centre for an alleged compromise of his visa working conditions. At the time he had already been battling physical and mental trauma, and being detained brought Firuz to one of his lowest points. Upon invitation from his roommate to join him at a Villawood Sunday Chapel Service, Firuz - a self-avowed atheist - agreed. Being a musician, Firuz thoroughly enjoyed the worship portion of the service and kept coming back each week.

In the Autumn of 2016 Firuz decided Jesus was the source of his new-found hope and peace and committed to becoming a Christian. He then became involved in the worship band at the Villawood centre. The team welcomed him in and cultivated friendships with him that cemented the sense of community and family.

After he was released from detention, the team also helped him look for employment and provided him with food packages when he was in need.

*Name has been changed to protect the privacy of this individual.

CityCare Prison and Detention Centre Services

“The CityCare Prison and Detention programs work in two distinct spaces – Prisons (Criminal Justice System) and onshore Immigration Detention Centres: supporting Asylum Seekers, ‘in breach’ visa holders, over-stayers and ‘non-citizens’ with a criminal history/association.

Our programs embed the hope of the gospel of Jesus Christ to people who often see their future as bleak. Our mission is to outwork this ‘hope’ through our humanitarian support to individuals and families impacted by the criminal justice and immigration systems.

Whatever the hardship faced by an individual, our team recognise the fundamental worth and value of the human person and believe that human struggle and suffering is a community concern. This implies a collective responsibility towards one another regardless of one’s criminal history and identity. It involves building pragmatic, safe and restorative structures to enable strategic, transformative solutions, justice and healing.”

Alosio - CityCare Prison and Detention Centre Services Oversight

See page 56 for further information
Our belief in the message of Jesus Christ continues to call us to action. It is a message of hope, not for those who are worthy or have earned any right to access it, but for anyone without exception. It is a message that encourages values such as love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control; values that promote healthy individuals and societies. It is this understanding that drives us to continue presenting this message both in word and in practical action.

“I see a church... bringing the love and hope of Christ to impossible situations through the preaching of the gospel”

Brian Houston, The Church I Now See
CityCare Prison and Detention Centre Services

CityCare Prison and Detention programs work in both the Criminal Justice System and onshore Immigration Detention Centres. They aim to bring hope to these groups of people by supporting both men and women who are currently incarcerated or detained. In many cases, men and women can be detained for long periods of time while awaiting visa/tribunal outcomes. Separation from families, social connections and loss of employment coupled with a sense of uncertainty is a cause for anxiety and distress for many.

We offer a variety of services such as: chaplaincy visits; cultural mediation and advocacy; community and welfare support; Sunday chapel services; mid-week Bible studies; mentoring programs; pastoral care; employment coordination; enterprise and therapeutic pathways; court support and advocacy and family support groups. This is done in collaboration with community and government organisations to enable seamless services.

The generosity and commitment of our church volunteers and Hillsong College students enables us to provide these services. The teams undertake significant community engagement and pro-social support, week in and week out.

Some of our teams are part of the JIGSAW community network supporting post-release programs and affiliated with Australian Prison Fellowship for volunteer ‘prison visitation’ induction and training. We also work alongside custodial staff, community groups and police. All volunteers for the correctional and immigration centres must undertake State and/or Federal police checks and relevant training. In addition all volunteers must comply with code of conduct practices and regulations.

Hillsong Church volunteers’ willingness to give selflessly and help detainees is a testimony to both their strength and the quality of volunteering. The gift of time is priceless in volunteering. It’s important for volunteers to know that their volunteering does make a difference.”

Serco Immigration Services
Missions

Through Nation Builders - the missions giving of Hillsong Church - support is provided to a range of initiatives that are reaching and impacting lives with the Good News of Jesus Christ around the world.

In 2017 our missions giving through Nation Builders was $1,539,308 supporting a range of missions endeavours including:

- Church planting and support in Moscow, Lyon, Barcelona, South America and Zurich
- Supporting the production of Hillsong Channel
- Supporting the operations of ACC International Missions, equipping and supporting over 158 individuals serving overseas across Africa, North and East Asia, South East Asia, Central Asia, South Asia and Europe
- Providing direct support for missionaries living in East Asia, South East Asia and Eastern Europe
- Enabling Hillsong Leadership Network training for churches in Asia
- Supporting sports chaplaincy in sporting clubs and teams in communities across Australia
Hillsong Channel

Even with the rise of new formats of online streaming entertainment options, television remains one of the preferred ways Australians consume content. Recent surveys show that 62% of consumers view television including on a range of mobile devices, making it a major influencer of culture and identity.19 Our desire is to use this incredible tool, to bring a message of hope; reach people in homes and facilities that may never be able to hear that they have worth, that they matter, that there is a God who loves them and a people who believe in them.

Since its inception, we have heard numerous stories of how the programs offered on the Hillsong Channel have been a beacon of hope - a light to someone in a correctional facility, to someone on the brink of suicide, to someone whose daughter was healed as the Pastor prayed over the television broadcast.

The Hillsong Channel has a global reach with teams that work both locally and internationally to produce contemporary programs made available 24-7. Here in Australia, Hillsong Channel is aired on Foxtel, Fetch TV, and we have 39 staff working in various capacities. Various programs are also recorded locally such as our weekend services, Hillsong Sisterhood, Spheres, Hillsong College Chapel, Creative Team Nights, and annual Conferences. These recordings utilise our Epicentre TV Studio and edit suites, Epicentre Theatre and Hills Convention Centre locations, as well as other ‘on location’ sites across Australia.

2017 Highlights

- Our TV partnerships expanded from Australia, Africa, USA and UK into the Caribbean and Canada
- The live stream option has expanded our reach to 183 out of 195 countries globally
- Our new Epicentre TV Studio and edit suites has meant we have been able to record a number of programs from Australia
- We launched ‘Hillsong Channel Now’ which is an on-demand option allowing content to be streamed in any country online via a smartphone or computer

Amplified Arts Academy

“Amplified (AMP) is the performing arts academy of Hillsong Church located in the Hills District of Sydney, offering training in Dance, Drama, Music and Vocals for children ages 2-18. It is a platform that gives students the opportunity to technically train and creatively develop their performing arts skills in dance, drama, music or vocals.

Young people like Harriet need a safe, integral and inspiring community to discover their artistic expression, and develop the confidence and discipline to realise their creative potential. We believe every young person should have the opportunity to explore their passion for the arts and our hope is to raise up a new generation of creative talent. Regardless of their level of entry, our training classes are designed to be a professional, secure and nurturing environment for all types of learners, where every individual matters.”

Dominique, Manager at Amplified Arts Academy

See page 63 for further information
“I see a church... that is constantly innovative: A church that leads the communication of a timeless message through media, film, and technology.”

Brian Houston, The Church I Now See

The Creative Arts often elicits a reflective posture in us, calling us to take stock of thoughts and emotions and creating space for purposeful expression. It is a powerful tool that fosters innovation, critical-thinking and imagination, all of which are vital within a thriving church and society.

As a church, we are passionate about the crafting and development of Creative Arts both in Christian worship, and within our broader community. We believe that a creatively expressive person, is not only a healthy and resilient person, but one who reflects the very image of the Creator God.
Creativity in Society

We believe that a creative society fosters healthy individuals and relationships. A recent survey released in June 2017 found that the Creative Arts has an increasingly powerful role to play in promoting social cohesion within the nation. 22 98% of Australians currently engage in some form of the arts, with an increase in the number of people recognising its positive impacts 23, as such it comes as no surprise that within our church and the broader community lies a growing focus on the development of one’s creative potential.

Christmas Spectacular

Hillsong Creative produces a community Christmas Spectacular each year, a production that takes over 2,000 organisation hours, 1,000 hours of rehearsals with a cast and crew of close to 1,000 people. For many people in our community this has become an important part of their Christmas tradition. In 2017, we were excited to be able to expand our repertoire from 28 to an incredible 43 performances across Sydney, Melbourne, Brisbane, Darwin, Hobart, Noosa, Newcastle, Gold Coast, and launching for the first time in Perth and Bali.

92,999 people attended our Christmas Spectacular and Christmas services (2016: 79,913)

23. ibid
Amplified Arts Academy

Amplified Arts Academy is the performing arts academy of Hillsong Church that offers training in Dance, Drama, Music and Vocals for children ages 2-18. It speaks to the growing need within our wider community for the development of artistic skills. Our academy gives students the opportunity to technically train and creatively develop their performing arts skills in dance, drama, music or vocals. We are committed to equipping our young people with the skills and technical ability to make an impact in their chosen field, ensuring that each student has the self worth and belief to step out in confidence while carving their path in the creative industry.

Our training classes offer a professional, safe and nurturing environment for all types of learners, where every individual matters. Our tailored programs ensure that every student’s potential is maximised, regardless of their level of entry.

Our teachers often act as positive role models to all they teach. They strive to ensure every student leaves the class better than when they walked in.

Visit our website for more info: hillsong.com/amp

4,000+
creative volunteer roles were rostered on any given week in 2017

30
weekly classes ranging from drama, ballet, tap, jazz, acrobatics, hip-hop, contemporary and tiny tots

181
Average enrolments across 4 terms
Creative arts is a central tool used in Christian spiritual practice, particularly in the expression of our faith and devotion. A song, production, film or design piece can be at times a mirror that exposes the contents of our soul, and at others a vehicle that leads us to faith, hope and love we believe is found in Jesus Christ.

Hillsong Creative

Our Hillsong Creative teams are committed to taking someone on the journey of discovering the character and person of Jesus Christ through any creative medium we can, within every creative discipline and sphere of life. We believe that the Creator God has created you in His image; a creative being. We desire to reflect who He is, be it in writing music and songs that people resonate with both in the depths of their valleys and the height of their mountaintop experiences, or through creating film and art that inspires and impacts people’s everyday lives beyond their Sunday church attendance.

We believe we have a responsibility to be excellent, both in what we present on the platform and how we live our lives off the platform, and we hold to our conviction that whatever influence we are given is in service of the church and God, and not for personal gain or status.

Our creative teams use their gifts and talents week in and week out to help create expressions of faith throughout church life. From musicians and singers, to producers, television, filmmakers, artists, writers, costume designers, youth and children’s creative teams, stage managers and designers. Each week over 1,200 people involved in our creative community gather mid-week at our ‘Team Night’ across Australia, where they come together to equip, prepare, inspire and encourage each other.

Hillsong Music & Resources

Worship music written by Hillsong songwriters continues to be sung widely, translated in over 100 languages and in 56 denominations. Whilst this has been a great resource for local churches around the world, it has also become a financial resource for our church and assists to fund ministry outreach such as the Hillsong Channel and church planting.

Billboard Music Awards
Hillsong Worship was number 1 on Billboard’s Year End Charts for Top Christian Artist of 2017

Dove Awards
Hillsong Worship won Dove Award for Song of the Year: What A Beautiful Name

Grammy Awards Nomination
Hillsong Young & Free: Youth Revival was nominated for Best Contemporary Music Album

Hillsong Music Australia is the music distribution arm of Hillsong Church. There are four distinct sounds Hillsong Music represents:

Hillsong Worship exists to champion passionate and genuine worship of our Lord Jesus Christ in local churches right across the globe and to do our part in resourcing local church worship teams across the many denominational faces of The Church, as we all learn from each other.

Hillsong UNITED was formed in 1998 as part of our youth ministry. UNITED is committed to creating a musical expression that is almost uncomfortable in its uniqueness; its mission is to write songs that awaken churches and individuals to the fact that we are redeemed and called into the story of God.

Hillsong Young & Free was birthed out of our youth ministry based in Sydney, Australia. It seeks to create a sound that both reflects the health and vibrancy of our youth ministry and connect the hope and truth of the Bible in ways that speak to the younger generations.

Hillsong KIDS believes that teaching children to love God and others takes place in both the home and in the church. For this reason it seeks to partner with parents and with church pastors and leaders, equipping them with great music resource.

Albums released in 2017:
- Hillsong Worship ‘The Peace Project’
- Hillsong UNITED ‘Wonder’
- Hillsong Young & Free ‘Youth Revival Acoustic’
Worship & Creative Conference

This past year marked our very first Worship & Creative Conference, held at our Hills campus location. The conference was birthed out of a desire to gather artisans to explore their calling, respond in worship and create with beauty to fulfill Jesus’ great commission: bring the good news of the gospel to a hurting world.

We saw 6,437 delegates joining us both live on site and online via our ‘full conference experience’ live stream - a first for our church. Creatives from all around the world gathered for practical hands-on training, heaven-breathed worship (some long into the midnight hours), and programs filled with fun, inspiring and spirit-led moments.

The channels of Hillsong Worship & UNITED on Youtube both have more than 1 million subscribers each, globally.

148 million minutes of Hillsong content was viewed on Youtube in Australia in 2017. (7.73 billion minutes globally)

6,437 people joined us at our Worship & Creative Conference on site and via our live stream.
Freedom From Addiction

“I had a few step-fathers in and out of my life, but they didn’t really accept me and I eventually got kicked out at 15, living on the street. Most of my life from then on was involved with drugs. When I was about 18, I moved back with my biological dad, but 2 years after that he died from cancer, and that sent me downhill into a deep spiral - in and out of jail twice for domestic violence, before being sent to One80TC.

Through One80TC, I felt loved for the first time in my life and don’t feel alone anymore. The support you get in this place is unexplainable. You get a case worker, and a postgraduate to help you 24-7. They don’t just teach you theory, rather everything is made personal and that really helps. As part of the process of learning to move through and understand your addictions, you potentially have the opportunity to become part of the postgraduate program. Right now that’s where I see myself - a postgraduate, giving back into the place that has given me so much.”

Matt, Postgraduate program at One80TC

The Hillsong Foundation

“It is the generosity of ordinary, everyday people within our church that enables us and our partners to bring solution to the needs of those not just within our own church, but our local and global communities. To this end Hillsong Foundation was birthed - out of a desire to raise financial leaders from within our church; whose generosity would enable our church to acquire facilities that could house our programs and help us be more effective in meeting needs within three areas: Our Home (church), Our Backyard (local community) and Our World (global initiatives).

As part of the contributions to our annual Heart for the House Offering, Hillsong Foundation also supports local not-for-profit organisations such as One80TC, a long-term residential rehabilitation centre for those wanting to overcome addiction and other life-controlling issues. Our heart is that partnerships like these would extend our ability to see those without hope, empowered to envision and build a better future for themselves, their families and their communities.”

Lisa, Hillsong Foundation Staff

See page 68 for further information
I see…

churches with supernatural provision of buildings and properties standing as beacons of light that bring glory to God and hope to humanity.”

Brian Houston, The Church I Now See

The actions we take now, have the power to shape the kind of future we desire to see in our world. We believe that as a church, we have a responsibility to not just invest our resources into immediate needs, but also towards things that will have an impact in the future of our younger generations. We invest into facilities so that our church can continue to have the capacity to bring hope and solution to its communities in the days ahead. We desire to partner with and resource organisations that give practical aid to those destitute and in need, because we know that together we can work toward healthier individuals, healthier communities and healthier societies.
Hillsong Foundation exists to champion the vision of this church to help those in need, by committing their hearts and finance to the establishing of facilities that can house the church and its mission to love people, as well as fund Hillsong CityCare and all the projects and programs associated with assisting our local community. Hillsong Foundation also resources projects and programs that reach the poor and destitute around the world.

Our Home
Across Australia, we will continue to strategically invest into opening new locations and facilities. In 2017, we supported the launch of our Hillsong Perth location, as well as Hillsong Bali. In Sydney, we invested in our Epicentre at the Hills Campus; an innovative space for our Children’s, Youth, Worship and TV Ministries and Hillsong College.

Our Backyard
Hillsong Foundation is committed to playing an active part in shaping our community. Our heart is to see transformation by strengthening families, empowering young people and fostering a sense of belonging for vulnerable groups in need of connection.

The Hillsong Foundation distributed $3,060,220 from funds raised to support the benevolent activities of
  - Hillsong CityCare
  - One80TC Drug and Alcohol Rehabilitation

It has been a blessing to be involved with like-minded people making a difference as over the years we have seen new Hillsong campuses, Hillsong Channel and many other great initiatives start up and expand. The opportunity to be involved in both Hillsong Foundation and One80TC has been a blessing for us. It certainly warms our hearts to know that part of the Hillsong Foundation contributions goes on to support One80TC.”

- Ross and Patricia,
  Hillsong Foundation and One80TC Volunteers
Our World

The generosity of Hillsong Foundation has continued to support various needs around the world, funding effective initiatives that have made significant impact and sustainable change to the lives of individuals, families and communities.

In 2017, The Hillsong Foundation distributed $714,065.86 from funds raised to support the benevolent activities of:

- Vision Rescue
- Hillsong Africa Foundation
- A21 Thailand
- Preemptive Love Coalition

Hillsong Foundation Income Allocation

- 48% Australian Facilities
- 16% Global & Local Benevolent Activities
- 9% Missions & Church Planting
- 4% Fundraising & Accountability Costs
- 23% Media & Arts

Hillsong Church Annual Report 2017
FUTURE:

Solar Installation

As a church, we believe in safeguarding our planet for future generations. As a tangible way of doing this, in 2017 we implemented an energy-efficient program consisting of solar installation and LED lighting upgrades in four buildings on three Campuses:

- Hills Convention Centre
- Hills HUB
- Waterloo Campus
- Mt Gravatt Campus

According to Verdia, the company responsible for the solar installation, our rooftop solar plus lighting upgrade program is the largest rooftop solar program of any single church or not-for-profit in Australia, reducing our energy consumption by more than 30 per cent, reducing greenhouse gas emissions by 1,347 t CO\(_2\)-e per annum (the equivalent of carbon dioxide absorbed by 8.3 hectares of mature forest each year or 316 cars taken off the road), all whilst also decreasing our energy costs.24

"With this program, Hillsong is leading the way for large churches and not-for-profits not only in Australia but globally"

- Paul Peters, CEO of Verdia

According to Verdia, the company responsible for the solar installation, our rooftop solar plus lighting upgrade program is the largest rooftop solar program of any single church or not-for-profit in Australia, reducing our energy consumption by more than 30 per cent, reducing greenhouse gas emissions by 1,347 t CO\(_2\)-e per annum (the equivalent of carbon dioxide absorbed by 8.3 hectares of mature forest each year or 316 cars taken off the road), all whilst also decreasing our energy costs.24

The purpose of Hillsong Church’s Safe Church Framework is to enable the provision of safe and secure environments for all people who are a part of Hillsong Church and its community services, in compliance with relevant legislation. Through the outworking of the Safe Church Framework, Hillsong aims to reduce the risk of harm occurring to Hillsong related people. It is committed to a caring and appropriate response, should any suspicion, allegation, disclosure, or complaint of misconduct or abuse occur.

2017 was a year of consolidation and expansion for the Safe Church Department. In 2016, a new Safe Church Framework, Safe Church Policy and many procedures were developed. In 2017, there was a steady process of applying and implementing these procedures.

Key activities for Safe Church include:

**Child Safety**
- Working closely with Youth and Hillsong Kids to ensure safety in camps, conferences and other activities
- Ensuring that those who work with our children and young people are properly approved
- Continuing to provide Safe Church Training for all pastors, staff and volunteers with children and young people
- Dealing with concerns that arise in relation to risk of harm

**Food Safety**
- In 2017, we employed a Food Safety Officer who has rewritten our Food Safety Policy and procedures to comply with National Standards
- We have worked with our staff and volunteers to ensure that our many food activities comply with the appropriate regulations
- Our food supervisors and food volunteers are being trained at a level appropriate to their responsibilities

**Work Health and Safety**
- Regular Health and Safety Meetings have been held
- Incident reports are investigated as required
- A program has been instituted to facilitate ‘Risk assessments’ being prepared for church activities, including conferences, camps and regular youth and children’s activities
- Electrical testing and tagging of equipment has been accelerated

**Transport Safety**
- Across 2017 a number of initiatives were implemented to enhance many aspects of transport safety
- With the continued work of Transport Safety Officers we have seen further streamlining of the management of incidents reporting, investigations, logistics and maintenance

**Hillsong Global**
- The Hillsong Australia Safe Church Department has provided advice to Global Campuses, at their request. It also provided Safe Church Training in Europe, North America, South America and South Africa for over 800 people during 2017

For further information visit: hillsong.com/australia/safechurch/
Our Hillsong Australia Board of Directors provide guidance for good governance, effective stewardship of our finances, and the outworking of our vision as a church. The Board comprises of both church leaders and business people.

**Joel A’Bell**
Board Member since 2007
Joel is a credentialed Minister of Religion. Together with his wife Julia, Joel is the Lead Pastor of Hillsong Church Australia and is an innovative thinker, leader and communicator. He is also on the Australian Christian Churches (ACC) National Executive Board.

Meeting attendance:
Board •••••

**Peter Toganivalu**
Board Member since 2017
Peter and his wife Laura are the Hillsong Young & Free Youth Pastors. They’re passionate about seeing a ‘young and free’ movement rise up across the earth, finding joy, their God-given identity and calling in knowing Jesus Christ. Peter is a visionary, dynamic communicator and a creative leader. Peter and Laura have two beautiful kids, Willow and Jack.

Meeting attendance:
Board ••
Audit Committee ••••

**George Aghajanian**
Company Secretary
Board Member since 1996
George is the General Manager of Hillsong Church and is responsible for corporate governance, legal, financial stewardship, human resources and church facilities development. He possesses a wealth of senior management experience working with both Australian and international organisations prior to joining the staff at Hillsong and brings a strong balance of faith and practical business application to his role.

Meeting attendance:
Board •••••
Audit Committee •••••

**Brian Houston**
Chairperson
Board Member since 1988
Brian is a credentialed Minister of Religion. Together with his wife Bobbie, he is the founding Senior Pastor of Hillsong Church Australia and Global Senior Pastor of Hillsong Churches across the world (See ‘Our History’ for more details).

Meeting attendance:
Board ••••

**Nabi Saleh**
Board Member since 1990
Nabi is the former Executive Chairman of Gloria Jean’s Coffees worldwide and Executive Chairman of Praise International USA which operates It’s A Grind coffee houses. He offers strong business acumen gained from a number of business interests and sits on several boards for large, non-profit organisations.

Meeting attendance:
Board ••••
Audit Committee •••

**Leigh Howard-Smith**
Audit, Risk and Compliance Committee - Chairperson
Board Member since 1993
Leigh is a Director/Owner of Freight Specialists, a national logistics and transport business. He is a long-standing board member of Hillsong Church and brings experience in managing business growth, corporate governance as well as risk and compliance management.

Meeting attendance:
Board ••
Audit Committee •••••
Phillip Denton  
Board Member since 2010
Phillip is an Executive Director of Hillscorp, a property development company. In his past 27 years in the industry he offers business acumen and facilities development expertise to the Board.
Meeting attendance: 
Board •••••
Audit Committee  • •

Don Cooper-Williams  
Board Member since 1993
Don is the founder of AltoPoint consulting. With over 40 years of experience in executive management in the IT industry, Don offers a wealth of experience in business leadership, church leadership, corporate governance and growth strategy to corporations.
Meeting attendance: 
Board • • ••
Audit Committee  • • •

Dane Gambrill  
Board Member since 2009
Dane is employed by IBM and is responsible for the Enterprise and Media Video division in Asia Pacific, also serving as a member of IBM’s Global Media and Entertainment leadership team. He is a trusted advisor regarding business transformation in the Digital era for the Media and Entertainment Industry.
Meeting attendance: 
Board • • • ••

Ben Houston  
Board Member since 2012
Ben is a credentialed Minister of Religion and with his wife Lucille, the Lead Pastor at Hillsong Church Los Angeles.
He is passionate about building the Church and has a real heart to see people find hope, life and answers in Jesus Christ.
Ben offers extensive church leadership and management experience, having spent a significant number of years prior to LA overseeing our extension services across New South Wales and Queensland.
Meeting attendance: 
Board •••

Lalita Stables  
Board Member since 2011
Lalita has over 20 years experience in the IT industry and is currently Head of Sales for UK and Ireland with Google UK, following a successful corporate career with IBM for 11 years. She offers executive business experience, a knowledge of media and technology and church leadership experience to the Board.
Meeting attendance: 
Board •••••

Melinda Dwight  
Board Member since 2016
Melinda is the National Director of Alpha Australia, Previous Chair of The William Wilberforce Foundation and the Previous Chair of Harvest Bible College. Melinda has been an ordained minister with the ACC for 25 years and previously served as the Senior Pastor of a thriving church for 15 years, as well as serving on the Victorian ACC State Executive and was previously on the board of ACCI and Youth Alive Victoria.
Meeting attendance: 
Board • • •

Grant Thomson  
Board Member since 2008
Grant is the Global Marketing Director for Hillsong. Along with a brilliant international team he is responsible for the communication and reach of the brands that operate in the commercial sphere and emanate from Hillsong.
Grant holds masters degrees and certificates in management, marketing and theology from several Universities including Harvard, Deakin, Alphacrucis and Western Sydney.
Meeting attendance: 
Board • • •
Thank You

Our ability to serve our church and community in delivering effective programs and services would not be made possible without the collective sacrifice of many. We are thankful for the unwavering commitment of our Board and Elders, over 933 staff, and the thousands of volunteers who serve week in and week out across every area of church life. We are also grateful for the dedicated involvement of our Hillsong College students who join in a wide range of church operations to develop and outwork the knowledge they have acquired in class.

In 2017, Hillsong Church is grateful to have partnered with numerous organisations both within Australia and internationally, to ensure a better future for our local Australian communities and beyond.
Growth & Finances

Locations launched in 2017 Wollongong, Perth, Bali, Church of The Air

4,100+ weekend services were held in 2017
Our Sources of Revenue

- 6% Conferences
- 13% Music & Resources
- 70% Donations
- 5% Education
- 6% Other

Donations Breakdown:
- Tithes & Offerings: 65%
- Foundation Offering: 24%
- Other: 11%

How Proceeds Are Spent

- 4% Missions
- 8% Global & Local Benevolent
- 9% Arts, Media & Conferences
- 11% Corporate Services
- 12% Venue Operating Costs
- 16% Construction & Financing of Facilities
- 40% Church Services

What's In Church Services

- 40% Pastors, Leaders & Support
- 29% Campus Operating Costs
- 13% Children & Youth
- 11% Worship & Creative Programs
- 5% Community Awareness
- 2% Events

Our financial statements are audited by Ernst and Young: Audited Financial Statements will be added to the Annual Report online by 30 June 2018. Visit hillsong.com/policies/annual-report-australia/

Opinion

The summary financial report, which comprise the statement of financial position as at 31 December 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and related notes, are derived from the audited financial report of The Activities of Hillsong Church Australia (Hillsong Church Australia) for the year ended 31 December 2017.

In our opinion, the information reported in the summarised financial report is consistent, in all material respects, with the combined financial report from which it was derived.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Summary Financial Report section of our report. We are independent of Hillsong Church Australia in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the concise financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Summary Financial Statements

The summary financial report does not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial report and the auditor’s report thereon, therefore, is not a substitute for reading the audited combined financial report and the auditor’s report thereon.

The Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 28 June 2018.

Emphasis of Matter - Basis of Accounting

Our auditor's report on Hillsong Church Australia's audited Financial Report for the year ended 31 December 2017 draws attention to Note 2 of the Financial Report which describes the basis of accounting. That financial report has been prepared for the purpose of fulfilling the directors’ financial reporting responsibilities to the members. As a result the audited financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

The directors of each of the related entities comprising Hillsong Church Australia (the ‘common directors’) are responsible for the preparation and presentation of the summarised financial report in accordance with accounting policies described in Note 1 to the summarised financial report.

Auditor's Responsibilities for the Audit of the Summary Financial Report

Our responsibility is to express an opinion on whether the summary financial report is consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Ernst & Young
## Statement of Comprehensive Income

For the year ended 31 December 2017

<table>
<thead>
<tr>
<th></th>
<th>2017 ($)</th>
<th>2016 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total revenue</strong></td>
<td>109,599,691</td>
<td>130,978,056</td>
</tr>
<tr>
<td>Church and other benevolent activities</td>
<td>(71,506,625)</td>
<td>(72,693,132)</td>
</tr>
<tr>
<td>Resources</td>
<td>(4,056,980)</td>
<td>(8,070,046)</td>
</tr>
<tr>
<td>Bible college</td>
<td>(6,400,264)</td>
<td>(10,884,722)</td>
</tr>
<tr>
<td>Conferences</td>
<td>(9,107,662)</td>
<td>(12,749,223)</td>
</tr>
<tr>
<td>Campuses facilities and maintenance</td>
<td>(7,944,064)</td>
<td>(9,442,669)</td>
</tr>
<tr>
<td>Other expenses</td>
<td>(8,632,179)</td>
<td>(11,214,049)</td>
</tr>
<tr>
<td><strong>Surplus from operations</strong></td>
<td>1,951,917</td>
<td>5,924,215</td>
</tr>
<tr>
<td>Financial income, net</td>
<td>(61,841)</td>
<td>69,301</td>
</tr>
<tr>
<td><strong>Net surplus available for church and ministry projects</strong></td>
<td>1,890,076</td>
<td>5,993,516</td>
</tr>
<tr>
<td>Other comprehensive income</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the period</strong></td>
<td>1,890,076</td>
<td>5,993,516</td>
</tr>
</tbody>
</table>
Statement of Changes in Equity

<table>
<thead>
<tr>
<th></th>
<th>Settled sum ($)</th>
<th>Common control reserve ($)</th>
<th>Retained surplus ($)</th>
<th>Total ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balance at 1 January 2017</strong></td>
<td>50</td>
<td>(6,608,107)</td>
<td>34,935,354</td>
<td>28,327,297</td>
</tr>
<tr>
<td><strong>Transfer of net assets</strong></td>
<td>-</td>
<td>(4,932,448)</td>
<td>-</td>
<td>(4,932,448)</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the period</strong></td>
<td>-</td>
<td>-</td>
<td>1,890,076</td>
<td>1,890,076</td>
</tr>
<tr>
<td><strong>Balance at 31 December 2017</strong></td>
<td>50</td>
<td>(11,540,555)</td>
<td>36,825,430</td>
<td>25,284,925</td>
</tr>
<tr>
<td><strong>Balance at 1 January 2016</strong></td>
<td>50</td>
<td>-</td>
<td>28,941,838</td>
<td>28,941,888</td>
</tr>
<tr>
<td><strong>Related party debt forgiveness</strong></td>
<td>-</td>
<td>(6,608,107)</td>
<td>-</td>
<td>(6,608,107)</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the period</strong></td>
<td>-</td>
<td>-</td>
<td>5,993,516</td>
<td>5,993,516</td>
</tr>
<tr>
<td><strong>Balance at 31 December 2016</strong></td>
<td>50</td>
<td>(6,608,107)</td>
<td>34,935,354</td>
<td>28,327,297</td>
</tr>
</tbody>
</table>
## Statement of Financial Position

<table>
<thead>
<tr>
<th></th>
<th>2017 ($)</th>
<th>2016 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>11,240,549</td>
<td>15,020,491</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>765,027</td>
<td>7,098,099</td>
</tr>
<tr>
<td>Inventories</td>
<td>49,134</td>
<td>1,467,897</td>
</tr>
<tr>
<td>Other assets</td>
<td>712,859</td>
<td>1,633,866</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>-</td>
<td>1,097,454</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>12,767,569</td>
<td>26,317,807</td>
</tr>
<tr>
<td><strong>Non-current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other receivables</td>
<td>22,169,509</td>
<td>17,426,057</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>14,703,792</td>
<td>16,370,146</td>
</tr>
<tr>
<td><strong>Total non-current assets</strong></td>
<td>36,873,301</td>
<td>33,796,203</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>49,640,870</td>
<td>60,114,010</td>
</tr>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>3,297,191</td>
<td>10,947,886</td>
</tr>
<tr>
<td>Interest bearing liabilities</td>
<td>1,411,685</td>
<td>1,083,354</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>4,037,747</td>
<td>5,031,421</td>
</tr>
<tr>
<td>Other payables</td>
<td>5,198,816</td>
<td>7,671,960</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>13,945,439</td>
<td>24,734,621</td>
</tr>
<tr>
<td><strong>Non-current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other payables</td>
<td>2,372,650</td>
<td>1,254,383</td>
</tr>
<tr>
<td>Interest bearing liabilities</td>
<td>7,416,588</td>
<td>4,965,357</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>621,268</td>
<td>832,352</td>
</tr>
<tr>
<td><strong>Total non-current liabilities</strong></td>
<td>10,410,506</td>
<td>7,052,092</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>24,355,945</td>
<td>31,786,713</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>25,284,925</td>
<td>28,327,297</td>
</tr>
<tr>
<td><strong>Accumulated funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Settled sum</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Common control reserve</td>
<td>(11,540,555)</td>
<td>(6,608,107)</td>
</tr>
<tr>
<td>Retained surplus</td>
<td>34,935,354</td>
<td>34,935,354</td>
</tr>
<tr>
<td><strong>TOTAL ACCUMULATED FUNDS</strong></td>
<td>25,284,925</td>
<td>28,327,297</td>
</tr>
</tbody>
</table>
## Statement of Cash Flows

For the year ended 31 December 2017

<table>
<thead>
<tr>
<th>Cash flow from operating activities</th>
<th>2017 ($)</th>
<th>2016 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash receipts in the course of operations</td>
<td>111,429,086</td>
<td>132,866,229</td>
</tr>
<tr>
<td>Cash payments to suppliers and employees</td>
<td>(108,045,665)</td>
<td>(123,425,182)</td>
</tr>
<tr>
<td>Interest received</td>
<td>178,536</td>
<td>251,934</td>
</tr>
<tr>
<td>Interest paid</td>
<td>(240,377)</td>
<td>(182,633)</td>
</tr>
<tr>
<td><strong>Net cash provided by operating activities</strong></td>
<td><strong>3,321,580</strong></td>
<td><strong>9,510,348</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash flow from investing activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments for property, plant and equipment</td>
</tr>
<tr>
<td>Proceeds/(Purchases) of other financial assets</td>
</tr>
<tr>
<td><strong>Net cash used in investing activities</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash flow from financing activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans to related parties</td>
</tr>
<tr>
<td>Repayments from related parties</td>
</tr>
<tr>
<td>Loans from related parties</td>
</tr>
<tr>
<td>Repayments to related parties</td>
</tr>
<tr>
<td>Proceeds from interest bearing liabilities</td>
</tr>
<tr>
<td><strong>Net cash (used in)/provided by financing activities</strong></td>
</tr>
</tbody>
</table>

| Net increase/(decrease) in cash and cash equivalents | (908,820) | (3,877,907) |
| Cash and cash equivalents at the beginning of year | 14,948,858 | 18,826,765 |
| Decrease in cash due to restructure during the year | (2,799,489) | |
| **Cash and cash equivalents at the end of year** | **11,240,549** | **14,948,858** |
Governance

While Hillsong Church is one church, there are many legal entities that operate the various programs offered. These individual entities have been established for various reasons, which include legislative requirement, tax status distinction and resource allocation. Each of these legal entities have their own unique purpose and requirements. These requirements include such things as who they are accountable to and how they are governed.

Directorship
The primary responsibility of the Board of Directors is governance. The governance regime is outworked within three principle activities, which are: compliance, assurance and risk management.

Compliance
The Board is responsible for adherence to all compliance requirements of the church. The scope of this compliance goes beyond financial reporting. The breadth of compliance ranges from matters relating to employment, WH&S, commercial contracts, funding covenants, medical, child protection and building regulations.

Assurance
The responsibility of the Board is to seek assurance from the organisation and its management that the organisation is complying and managing its risks effectively. An effective assurance tool is audit. This is annually conducted on the financial statements of the church by a top tier audit firm.

Risk Management
Effective risk management is the responsibility of the Board. Members of the Board require that risks facing the church have been identified and assessed and that the risks are being properly managed. The Board of Hillsong Church Australia is committed to the practice of risk management to assist with strategic decision-making and operational oversight.

Sub-Committees
The Constitution provides the Board with the power to establish one or more sub-committees. To ensure governance effectiveness, the Board has determined standing sub-committees will be formed in the key areas of audit, risk, compliance and remuneration.

Global Senior Pastor
The Global Senior Pastor, in the context of Hillsong Church, is the ordained Minister of Religion that has been commissioned with the ultimate responsibility of the spiritual oversight of the church. The fulfilment of this role includes leadership of the Executive Management, Chairperson of the Board and an Elder.

Board Composition
To maintain Board independence, the majority of Directors are non-executive members who are independent of the management team.

Board Remuneration
As outlined in the church constitution, ‘no director shall receive remuneration in respect to his duties as a director of the church’. Remuneration received by Executive Directors is in respect of their executive duties. There is no relationship between the packages received by Executive Directors and the church’s financial performance and no equity-based remuneration packages are entered into.

Material Personal Interests
When conflict arises, each Director acknowledges their duty to notify other Board members of a material personal interest, which relates to the church. Furthermore, the Board Member who has a material personal interest in a manner that is being considered at a Board Meeting must not be present while the matter is being considered at the meeting, or vote on the matter.

Ethical Standards and Values
Hillsong Church is a Christ-centred ministry and therefore the Directors, Management and Employees are expected to conduct themselves with the highest of ethical and biblical standards. The expectations of Directors is outlined in each respective constitution and the ACNC governance standards. Employees are bound by the code of conduct and the terms and conditions within their employment contract. Pastoral staff are accountable to the Australian Christian Churches as per the Ministerial Code of Conduct.

Safety and Child Protection
The Board is responsible for monitoring the performance of safety measures being implemented within the church. The Board is committed to the safety of all those who participate, in particular those who are vulnerable.
For details of our church locations and services visit:
hillsong.com/australia

For what we believe:
hillsong.com/what-we-believe

For details of recent media releases:
hillsong.com/media

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