

# POLICY

## Work Health and Safety

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### Commitment

Lighthouse Church recognises our responsibility to provide a safe and healthy environment for ministry staff, voluntary workers, contractors, members and visitors.

### Objectives

Lighthouse Church will endeavour to:

- Provide a safe environment including safe buildings, equipment, and systems of work
- Ensure compliance with WHS legislative requirements and standards
- Systemically manage and minimise identifiable risks
- Consult with people who may be affected by health and safety decisions
- Develop and implement policies and procedures to prevent accidents and incidents
- Provide for emergencies including evacuation and first aid/medical treatment
- Develop quality assurance and continuous improvement systems
- Provide necessary resources to meet WHS obligations and commitments
- Provide support to assist ministry staff and voluntary workers to maintain their physical and psychological health and wellbeing.

Responsibilities of all people involved in Lighthouse Church's activities and events:

- Take reasonable care to complete work safely and ensure the safety of others
- Cooperate with the organisation's efforts to meet obligations under the legislation and comply with lawful instructions in relation to WHS
- Follow all WHS policies and procedures
- Actively participate in safety improvement activities
- Report any hazards, incidents, or 'near misses'.

### Consultation

Lighthouse Church is committed to encouraging consultation and cooperation to ensure people are involved in decisions likely to affect their safety, health and welfare.

### Review

Lighthouse Church will regularly review WHS policies and procedures ensure their continuing relevance to changing circumstances, and to drive continuous improvement in work practices.

# PROCEDURES

## Work Health and Safety

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## 1. Introduction

The way that we care for our ministry team, volunteers, members and visitors, is an expression of the gospel of our Lord Jesus Christ. When people come into contact with us, including coming onto our property, they need to be confident that they are in a safe and caring environment. We demonstrate our care by planning for and addressing those issues which may cause harm to them and ultimately to the ministry of the gospel<sup>i</sup>.

The information contained in this document has been developed with reference to:

- State and commonwealth government requirements and resources [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au) and [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au) and [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)
- Sydney Anglican resources [www.sds.asn.au](http://www.sds.asn.au)
- *Essential Guide to Work Health and Safety for Organisations that Engage Volunteers* (Safe Work Australia)
- Risk Management for Churches (ANSVAR).

Our aim in developing this documentation was to ensure we comply with our WHS obligations, while ensuring we do not create an unnecessarily burdensome management framework that detracts from mission of 'Building Christ's Church by Proclaiming God's Word'. Consequently despite the vast array of WHS resources and tools available, this material has been developed utilising the suite of information and tools provided by NSW government specifically for small business<sup>ii</sup>, with a preference for the information developed for Community Service Organisations<sup>iii</sup>.

This document provides information regarding the WHS framework that is relevant to everything we do at church. As this is a lengthy document it is recommended the navigation pane be utilised - click 'View' in the top toolbar then choose 'Navigation Pane'.

This document does not generally include individual ministry procedures, but informs the development and outlines a model for continually improving individual ministry procedures and practices. This intent is depicted in the diagram below:

## 2. WHS legislation

### 2.1 Requirements

WHS legislative requirements are outlined in the *Work Health and Safety Act 2011*, and the *Work Health and Safety Regulation 2017*.

In WHS legislation the term 'person conducting a business or enterprise' (PCBU) is used instead of the term employer. A volunteer organisation with paid workers is regarded as a 'person conducting a business or undertaking' (PCBU) and has responsibilities under the WHS Act, including a duty of care to ensure the health, safety and welfare of its 'workers' (paid employees, volunteers, contractors, members and visitors).

Under the legislation, volunteers serving as officers of a PCBU are obliged to exercise 'due diligence' to ensure the volunteer organisation complies with its WHS requirements and can be held responsible for 'breaches' in duty of care.

An 'officer' is defined as a person who makes decisions, or participates in making decisions that affect the business or undertaking, including the financial position. A person is not considered an officer if they are only responsible for implementing decisions.

A volunteer officer cannot be prosecuted for failing to comply with their duties under the WHS Act. This immunity is designed to ensure that voluntary participation at the officer level is not discouraged. Volunteers acting in the role of a 'worker' are unlikely to be fined or prosecuted under the WHS Act<sup>iv</sup>.

## 2.2 Defining a 'workplace'

For paid employees, legislation defines the 'workplace' as including all sites and environments that an employee visits during the course of their work including community settings, member's homes, and vehicles ie employees 'take the workplace with them'.

WHS legislation does not apply to volunteers unless their work is conducted on premises belonging to or leased by the organisation or at other locations where there is a paid employee present with the volunteer. However, the employer does owe volunteers a duty to ensure they are not exposed to risks to health and safety. Unlike paid employees however this requirement does not extend to volunteers away from the premises eg vehicles, member's homes ie volunteer workers do not 'take the workplace with them'<sup>v</sup>.

## 2.3 Leased premises

Where premises are rented, both the 'controller' and the 'occupier' of premises have responsibilities for safety. The occupier is responsible for:

- providing written notification when issues arise regarding safety to the controller of the premises (see 12. Incident and injury management – 12.4 Recording and reporting)
- for ensuring any event on the premises is undertaken in a way that is safe for all participants – employees, volunteer workers, members and visitors<sup>vi</sup>.

## 3. Regulators

Safe Work NSW is the government authority responsible for administering WHS legislation. See [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)

The State Insurance Regulatory Authority (SIRA) is the government authority responsible for administering the worker's compensation legislation. See [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au)

Safe Work Australia leads the development of national policy to improve work health and safety and workers' compensation arrangements across Australia. See [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

## 4. Insurances

Adequate insurance is an essential requirement in providing for the health, safety and welfare of Lighthouse Church's staff, members and visitors. Lighthouse Church's administration committee are responsible for ensuring the appropriate level of coverage for Lighthouse Church's events in consultation with our insurer.

Laws protect volunteers from personal liability if anything they do, or fail to do, when volunteering results in loss or damage to another person. These laws do not protect volunteers from:

- personal civil liability for any damage or loss that results from anything they do, or fail to do, while under the influence of drugs or alcohol
- personal civil liability while acting outside the scope of activities authorised by the organisation or contrary to the organisation's activities
- criminal liability.

### 4.1 Public liability insurance

Public Liability insurance covers costs and compensation to be paid if someone commenced legal action against Lighthouse Church as a result of participating in church activities or events.

Lighthouse Church's will maintain current public liability insurance which provides coverage for at least \$10 million per occurrence, as required under our contract with Gorokan High School/Department of Education and Training for use of the premises at Gorokan High School<sup>vii</sup>.

Our current policy is held with EA Insurance (an 'authorised representative' for Ansvar insurance):

Policy number: 03.025.0553393

- email to [jpaas@ea.org.au](mailto:jpaas@ea.org.au),
- phone (03) 9890 6851
- fax (03) 9890 0700.

Activities that are outside day to day operations may not be covered by public liability insurance. It may be necessary to advise our insurer of special events with enough time to organise additional cover if necessary. Our current insurer requires notice of any events not held on our own premises where more than 500 people will be in attendance.

When hiring venues the venue owner's public liability insurance covers their activities and responsibilities, such as maintenance of property and grounds, however the organisation hiring the venue requires public liability insurance to cover its activities while using the venue<sup>viii</sup>.

Personal Accident (Volunteers) insurance pays an amount to help a volunteer cover their costs while they are recovering if they are hurt when volunteering<sup>ix</sup>, however at this stage Lighthouse Church does not hold Volunteers insurance as the minimal benefits payable does not justify the premium amount (based on Administration Committee review in 2011).

## **4.2 Workers compensation insurance**

Lighthouse Church will maintain a current workers compensation insurance policy. Lighthouse Church's workers compensation insurance details are outlined below:

Insurer: QBE Worker's Compensation

Policy number: 1SFC091417GWC154

Postal address: PO Box 1207 Auburn NSW 1835

Phone: 02 9375 4444

Fax: 02 9375 4855.

Workers compensation insurance does not generally cover volunteers, contractors and visitors. These other groups may be covered under different insurance such as public liability insurance, or for contractors their own accident/income protection or workers compensation insurance<sup>x</sup>.

## **4.3 Professional indemnity and directors' insurance**

Lighthouse Church maintains professional indemnity and directors' insurance. Our current policy is with Ansvar Insurance Limited (details above) - Policy number: 03.025.0553393.

## **4.4 Employment practices insurance**

Lighthouse Church's will maintain current insurance to cover employment practices. This includes accidental damage, loss or theft of property and equipment. Our current policy is held with Ansvar Insurance Limited (details above) - Policy number: 03.025.0553393.

## **4.4 Motor vehicle insurances**

Requirements and procedures regarding appropriate insurance cover when church employees and volunteers use their private vehicles to perform 'work' for church are outlined below.

### **Personal injury insurances**

#### **Employees**

If Lighthouse Church's employees are injured while driving in the course of their work they will be covered by Lighthouse Church's workers compensation policy.

If a church employee is the driver 'at fault', their CTP insurance will cover personal injury for any third parties involved including passengers in their vehicle, other drivers and passengers, pedestrians, cyclists, motorcyclists and pillion passengers. CTP insurance is compulsory and it is the responsibility of all Lighthouse Church employees to maintain a current CTP policy on private vehicles used to perform work duties.

If the other party was 'at fault' our workers compensation insurer will seek to recover costs from the other parties' compulsory third party (CTP) insurer.



## **Volunteers**

There is no cover under Lighthouse Church's insurance policies if a volunteer is injured while driving in the course of performing 'work' for Northern Lakes.

If the other driver is at fault, the volunteer will be covered by that driver's CTP insurer. If the volunteer driver is 'at fault', they will not be covered for personal injury under their own CTP insurance (though some CTP insurances provide 'driver at fault' add-on cover).

The driver 'at fault', or in a case where it is determined there is no 'at fault' driver both driver and passengers, will be reliant on sick leave, social security, Medicare and the public health system, private health insurance, or a separate personal injury insurance policy. The exclusion to this is if an injury is defined as catastrophic (now known as 'severe injury'). The Lifetime Care and Support Scheme (LTCS) provides cover for lifetime medical care and support for everyone catastrophically injured in a motor accident regardless of fault<sup>xi</sup>.

## **Property damage**

### **Employees**

Lighthouse Church employees are encouraged to have comprehensive car insurance. Comprehensive insurance covers damage to the employee's vehicle, and to other vehicles or property, regardless of whether the employee was at fault.

This policy is based on information sheets from the Council of Social Service of NSW (NCOSS) which recommend this course of action given that it is possible that employers will be liable to third parties for damages as a result of actions of employees carried out in the course of their employment. As a minimum, third party property insurance must be held for any private vehicle used by staff to perform work for Northern Lakes.

### **Volunteers**

Comprehensive car insurance is also recommended for volunteers. While generally in relation to volunteers there is no contractual employment relationship, and Lighthouse Church would not be liable for damage caused to a volunteer's vehicle or to another vehicle, as a minimum, third party property insurance must be held for any private vehicle used by staff to perform work for Northern Lakes.

## **5. Roles and responsibilities**

### **5.1 WHS and injury management representatives**

A WHS representative is a church member approved by the Admin Committee to oversee WHS on behalf of church. The WHS representative is responsible for:

- organising risk assessments and implementing risk mitigation strategies
- ensuring WHS policies and procedures are regularly reviewed and updated
- ensuring WHS incidents, injuries, and near misses are recorded and managed
- managing first aid requirements including first aid kits, list of trained first aiders, and reporting
- ensuring WHS training is scheduled for relevant groups
- advising/assisting leaders to meet WHS requirements
- scheduling and maintaining the Lighthouse Church WHS calendar
- Reporting to admin committee and pastoral team.

An injury management representative is a church member approved by the Admin Committee to oversee injury management (paid employees only) on behalf of church.

The injury management representative is responsible for:

- developing and maintaining church's injury management resources
- ensuring employees know how to report work related discomfort, injury or illness.
- meeting reporting requirements in relation to reportable and significant injuries
- performing return to work coordinator role (employer representative) to liaise with injury management stakeholders to facilitate recovery and return to work.

### **5.2 Admin committee and pastoral team**

- Ensure objectives in the WHS Policy are met
- Assist the WHS representative to resource the WHS action plan
- Liaise with church's insurers in relation to WHS issues
- Review/approve recommendations made by WHS and injury management representatives
- The pastor rostered on each Sunday acts as Emergency Warden in the event of any emergency.

### **5.3 Ministry and event overseers**

- Be familiar with WHS policy and procedures
- Ensure individual ministry procedures are aligned with church's WHS policies and procedures
- Ensure team members are aware of procedures and conduct 'work' in line with the procedures
- Consult with team members regarding WHS issues, and ways of improving WHS
- Advise WHS representative of safety concerns, identified risks, injuries, incidents or near misses
- Complete reporting documentation eg incident report forms, activity planning forms where necessary with the assistance of WHS representatives.

## 5.4 Church members

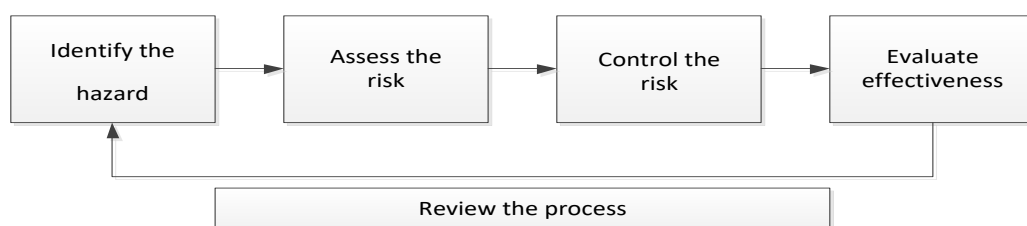
- Take reasonable care to complete tasks safely, and ensure the safety of others
- Follow WHS policies and procedures and participate in safety improvement activities
- Report any hazards, incidents, or 'near misses' to ministry or event leader.

## 6. Risk management model

WHS legislation requires the implementation of a risk management approach to eliminating or controlling WHS risks<sup>xii</sup> with reference to the requirements set out in AS/NZS 4360 Risk management.

A risk management approach should be incorporated into all activities that can give rise to safety issues such as planning a church activity or event, a change in venue, or buying new equipment.

The requirement under WHS legislation regarding consultation relates to paid workers only, however the National Standards for Volunteers produced by the peak body, Volunteering Australia, recommends inclusion of volunteers as equal team members in consultation.



A simple way of remembering the risk management process is the SAFER acronym:

**S**ee – identify the hazard

**A**ssess – assess the risk

**F**ix it – control the risk

**E**valuate – effectiveness of risk control measure

**R**eview – regular review of process.

Information regarding church's risk management approach to safety is outlined below.

## 6.1 Identify the hazard

A hazard is anything that has the potential to negatively affect the health or safety of a person, or to significantly damage property and equipment. Hazards arise from the environment, equipment, substances, poor work design, inappropriate management systems and procedures, and human behaviour.

| Hazard type   | Examples  |
|---------------|---|
| Physical      | Property and equipment related, manual handling, ergonomics, working at heights, noise, fatigue, fire, slips trips and falls, impact, falling objects |
| Chemical      | Exposures including inhalation, ingestion, skin contact   |
| Electrical    | Electrocution   |
| Biological    | Infection, contamination  |
| Radiation     | Ultraviolet   |
| Psychological | Work related stress, harassment   |

Table 1: Hazard types

Our WHS policy confirms all people involved in church activities and events have a responsibility to report any hazards identified.

Hazards may be identified by:

- Formal assessments – regular, scheduled, systematic observation of the environment, tasks, events
- Casual observation – made during the attendance / performance of events and tasks
- Consultation/communication – seeking input from those who do the job.
- Reports/complaints – from people who have noticed or raised concerns or problems
- Incident report forms – information records regarding injury, illness, ‘near misses’
- Safety audits – systematic, periodic inspections to evaluate the organisation’s WHS system.

## 6.2 Assess the risk

Risk assessment is the process of identifying:

- what could happen as a result of a hazard
- what will be the severity or consequences
- what is the likelihood of this happening.

The risk assessment process provides information about which hazards should be addressed first, that is, to prioritise the hazards identified. To achieve this, risks are analysed according to the matrix below and assigned a risk rating.

| LIKELIHOOD   | Likely<br>Event has occurred several times in your career | Possible<br>Event might occur once in your career | Unlikely<br>Event occurs somewhere from time to time | Rare<br>Heard of event like this occurring elsewhere |
|--|---|---|--|--|
| CONSEQUENCES   |   |   |  |  |
| <b>Extreme</b><br>Fatal, permanent disability or illness | 1   | 1   | 2  | 3  |
| <b>Major</b><br>Serious injury, long term illness        | 1   | 2   | 3  | 4  |
| <b>Moderate</b><br>Medical treatment, short term illness | 2   | 3   | 4  | 5  |
| <b>Minor</b><br>First aid required                       | 3   | 4   | 5  | 6  |

Table 2 – Risk assessment matrix

### 6.3 Control the risk

This part of the process considers how to address problems identified. There are five main ways to control risks which are outlined in order of effectiveness below.

| Hierarchy   | Method            | Details  | Examples  |
|---|-------------------|--|---|
| Most effective<br><br><br><br>to<br><br><br><br>Least Effective | Eliminate hazard  | Discontinue the practice, remove the hazardous item                              | Eliminate the task in the work activity                 |
|   | Substitute        | Substitute the hazard for something that has a lesser risk                       | New equipment   |
|   | Isolate hazard    | Separate the hazard from the person at risk                                      | Placing barriers around hazard, using a different route |
|   | Reduce the risk   | Engineering controls – reduce risk by changing work environment                  | Greater automation, improved ventilation or lighting    |
|   |                   | Administrative controls – develop and implement safe work practices              | Develop procedures, provide training                    |
|   |                   | Personal protective equipment – should be viewed as a last resort                | Safety glasses  |
|   | Transfer the risk | Risk to your organisation is transferred to or mitigated by another organisation | Insurance   |
|   | Accept the risk   | Not a control measure but does require a pro-active, documented decision         |   |

Table 3: Risk control measures

All possible risk control measures will be considered, and where possible the most effective risk control measure will be implemented. Timeframes and responsibilities will be determined and documented to facilitate implementation.

The following table provides a guide to the timeframes considered acceptable for implementing control measures, however this aim is moderated by the fact that:

- the task or event being considered is likely to only occur for an hour or two each week eg Sunday meeting, weekly growth group
- implementation of control measures will primarily be by volunteers.

| Risk Class | Risk Description | Required Action Timing | Timing                             |
|------------|------------------|------------------------|------------------------------------|
| 1          | High             | Urgent                 | Now or before work proceeds        |
| 2          | High             | Immediate              | Within days                        |
| 3          | Medium           | As soon as possible    | Within weeks                       |
| 4          | Medium           | Tolerable              | At the discretion of working party |
| 5          | Low              | Negligible             | Ongoing                            |
| 6          | Low              | Negligible             | Ongoing                            |

Table 4 – Risk response times

#### 6.4 Evaluate the effect

This involves evaluating the effect of the risk control measure to ensure:

- it adequately controlled the risk
- it didn't cause any other unforeseen problems.

The timeframe for evaluation and person responsible for conducting the review should be documented at the time of implementation of the risk control measure.

#### 6.5 Review the process

Risk assessments and risk control measures for hazards must be reviewed when there is:

- evidence that the risk assessment is no longer valid or
- an injury or illness due to a particular hazard or
- a significant change proposed in the workplace, either to the premises, plant or to work practices and procedures.

The risk assessment process above is utilized as the basis for developing safe work practices and procedures for Lighthouse Church's activities and events.

## 7. Emergency procedures

For Sunday morning church meetings, Gorokan High School premises are leased and occupied under 'usual conditions' for four hours a week. Set up starts at 7.30am, the meeting starts at 9.30am, and the majority of people have left the site by 12.30pm. For night church at Camp Toukley, set up team starts at 3.30pm, the meeting starts at 5pm, and everyone has usually left the site by 7.30pm.

Additionally the activities of church involve significantly less risk than the activities of many workplaces. Consequently the likelihood of an event necessitating emergency evacuation of the site is considered to be low compared to a usual workplace.

Our emergency procedures are informed by:

- risk assessments to identify emergency events that may occur onsite
- a Safework NSW safety and compliance checklist
- existing emergency procedures developed by the 'owners of premises'.

For morning church a copy of the emergency procedures is available:

- in each pastor's Sunday folder
- in kids church folders
- on the back of the storage cupboard door in the hall
- in the display stand on the welcoming table.

For night church a copy of the emergency procedures is kept in the pastor's folder, and on the back of the storage cupboard door.

### Emergency procedure training

An understanding of emergency procedures is a necessary component of induction for employees. Employees must be familiar with the evacuation plan to the extent they would be confident to lead an evacuation. This is also required for WHS and injury management representatives.

Explanation of the kids teachers' role in an evacuation will be included in child protection training and in the *LC04 Policy and procedure – serving in children's/youth ministry* document that is distributed to all children's/youth ministry workers.

Evacuation procedures will be reviewed annually by staff at one of the regular pastoral team meetings (scheduled on the WHS yearly calendar). A creche/kids church drill will be conducted annually for morning church. Information regarding evacuation and first aid procedures will be presented verbally and in writing at church at least once annually to ensure members are aware of what is required should evacuation be necessary.

## 7.1 Evacuation

### Church evacuation plan

In the event of an emergency the person in authority – the Emergency Warden - is the pastor giving the talk at church that day. If emergency evacuation is required, the procedure below will apply (coloured text does not apply to night church).

1. Notify emergency warden of situation
  - Information regarding the emergency threat is reported to the Emergency Warden
  - Emergency warden assesses the risk and determines whether to phone emergency services
  - Emergency warden determines whether to commence evacuation.
2. Notify to prepare for evacuation
  - Emergency Warden uses microphone where possible to announce evacuation may be necessary
  - Requests cooperation to 'remain seated/return to seats and await further instruction'
  - Requests others trained in evacuation (employees, WHS reps, leaders) position near exit doors and open the doors.
3. Notify kids church leaders
  - Emergency Warden sends two appropriate people as 'runners' to quietly advise the kids church leader in each room to commence evacuation
  - Runner 1: notifies upstairs classes
  - Runner 2: notifies youth church and downstairs classes
  - May also instruct parents of children with special needs to go with runners to assist their children evacuate safely
  - Runners to stay with kids church classes (especially crèche) to assist evacuation of children to the assembly point.
4. Commence evacuation of church  
Emergency Warden announces using microphone:
  - 'Kids church leaders have been notified and are moving towards assembly point, children are to remain in classes till marked off at assembly point'
  - 'We are evacuating the hall, please calmly exit via the closest exit and follow the person positioned at the door to the assembly point on the grassed oval' (see evacuation map).
5. Ensure hall empty
  - Emergency warden nominates two people to ensure everyone has left hall, and assist slower members to the assembly point.



6. At the assembly point

- Emergency warden confirms with assistance of kids church overseers and teachers that all kids church classes have arrived at assembly point
- Emergency warden ensures people remain at the assembly point
- Emergency warden decides when to re-enter the hall or to leave the site in conjunction with emergency services
- Pastoral team members and WHS representatives provide assistance until either re-entry is complete and everyone is accounted for, or everyone has left the premises.

7. Complete reporting requirements and documentation

- Emergency warden, WHS reps and relevant witnesses assist emergency services with enquiries
- Emergency warden ensures the site contact person/premises owner is notified
- Emergency warden liaises with WHS representatives to determine if additional external reporting is necessary (insurer and/or Safework NSW)
- Develop a plan for following up members as necessary, debriefing process if necessary, review of policies and procedures.

### **Kids church evacuation only**

The document *LC04 – Serving in children's/youth ministry* outlines procedures to be followed by ministry workers in the event of a 'whole church' evacuation. Procedures are designed to fit in with the information outlined above in for 'Church evacuation plan'.

If an emergency event means it is necessary to evacuate kids church only (eg fire in kids church rooms), the children/youth will be evacuated to the hall and returned to the care of parents/carers. Kids church leader or a nominated teacher will notify one of the pastors who are not leading the service.

## Morning church evacuation plan

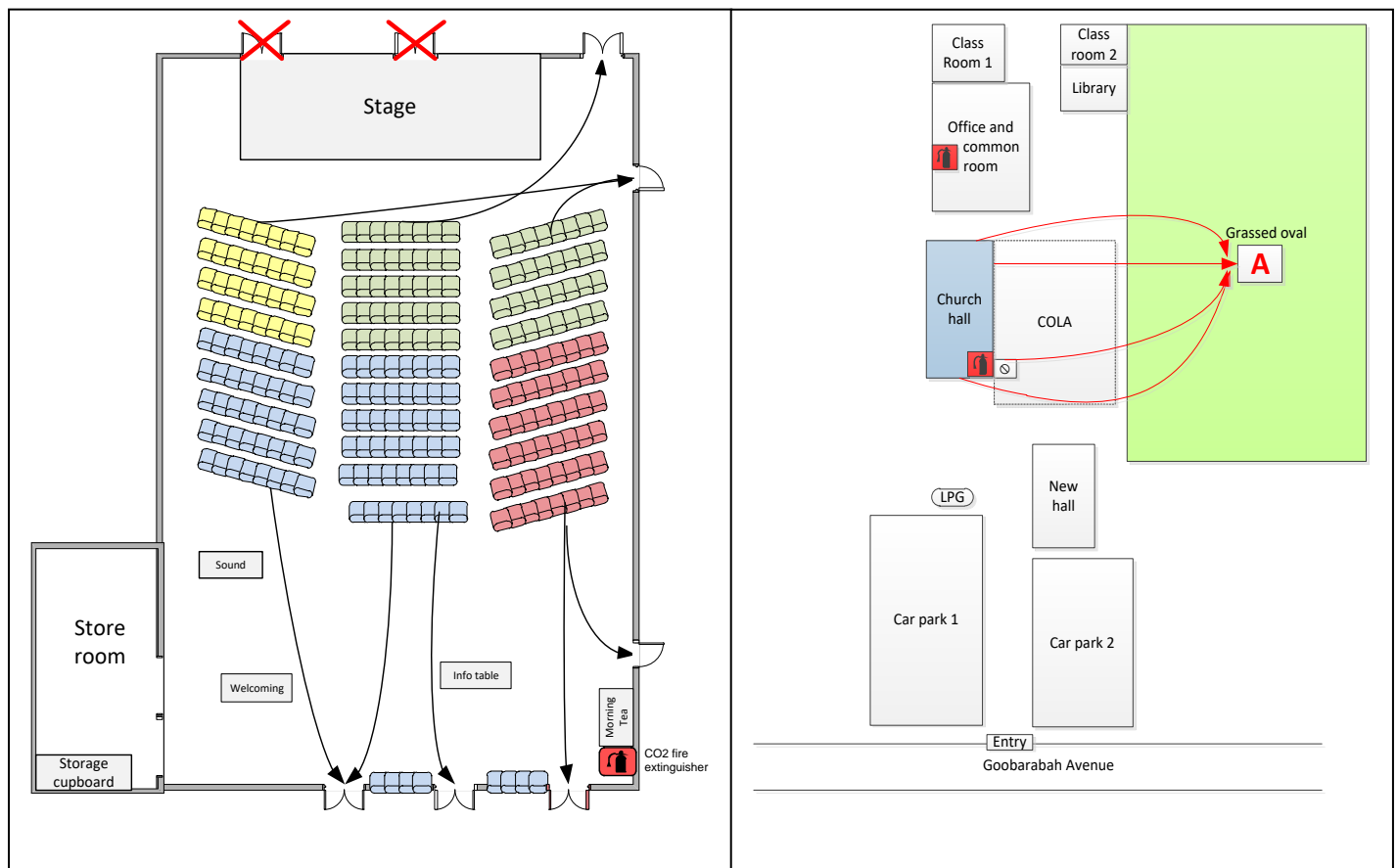


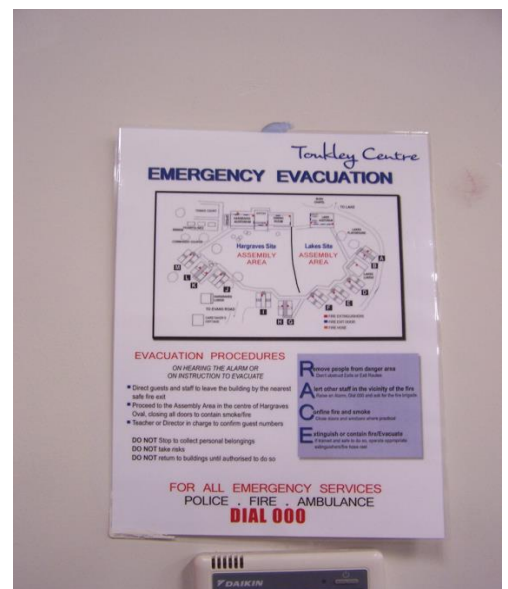
Diagram 1: Hall evacuation map

Diagram 2: Site evacuation map

The hall has two accessible exit doors towards the front of the hall, and four exits towards the back of the hall (Diagram 1). All exits are clearly marked with luminous exit signs. Evacuation assembly point is on the grassed oval (see Diagram 2).

## Night church evacuation plan

Lighthouse Church utilises the existing venue evacuation plan located on the wall of the hall. The assembly point in the event of an evacuation is on the grassed oval outside the main entrance/exit (see photo opposite).



## **7.2 Fire**

### **Morning church**

The main fire hazards identified on-site for morning church are:

- Electrical fire from faulty electrical equipment eg sound or music equipment or hot water urn
- Heating – gas heaters in kids church rooms, high wall heaters in the hall present little risk, portable heaters not used on site.

Fire extinguishers are located at the back of the hall (see Diagram 1 - Hall evacuation map), in the office administration building (see Diagram 2 - Site evacuation map), and in classrooms.

### **Night church**

Main fire hazards identified on-site for night church are:

- electrical fire from faulty electrical equipment
- kitchen fire due to cooking appliances.

A fire extinguisher is located on the wall just outside the kitchen.

The owner of premises is responsible for servicing fire extinguishers every 6 months in accordance with Australian Standard AS 1851 (evidenced by a current inspection tag).

Use of a fire extinguisher should only be considered on a small fire before it has spread eg a fire contained to a waste paper basket. An extinguisher will only last 10-20 seconds and is not effective in containing the spread of larger fires.

The emergency procedures poster/booklet (see Appendix 1 – Emergency procedures) includes the emergency fire procedure.

## **7.3 Gas leak**

### **Morning church**

There are two gas tanks situated on the edge of the front carpark (see Diagram 2 – Site evacuation map car park 1). The tanks are contained within a high wire fence with a padlocked gate. There is a large red diamond 'flammable gas' sign on the side of the tanks, and signage indicating:

- the police or fire brigade should be called on 000 if there is an emergency
- for 'urgent repairs and advice 24/7 phone 1300 862 055'.

The Emergency Main Gas Shut Off is located on the field side of the hall. Church has been provided with a key.

## Night church

Gas tanks are located in the secondary car park out the back of the hall, approximately 50 metres away from the hall. Tanks are appropriately marked with signs, they are not caged, but are bordered by posts and chain. The evacuation assembly area is on the opposite side of the hall.

The emergency procedures poster/booklet displayed at morning church (included in Appendix 1) includes emergency gas leak procedure based on communication with Gorokan High School.

## 7.4 Electrical emergency

Information regarding electrical emergencies is included in the emergency procedures poster/booklet (see Appendix 1).

## 7.5 Disruption or aggression

This includes any verbal threat or physical action against an individual, a group, or to property<sup>xiii</sup>.

Safework NSW's Workplace Violence checklist was utilised to consider scenarios that may be encountered at church. With reference to the risk management model (see Section 6), likelihood of an aggressive event was considered to be 'unlikely' or 'rare', however the consequences could be 'major'. Consequently the following guidelines are provided and included in training for pastoral team members, WHS representatives and welcomers.

### a. Disruptive intrusion

In this situation the primary aim of the intrusion would be to disrupt church, with no evidence of aggression. Any response should consequently aim to prevent escalation, and defuse the situation.

### b. Aggressive intrusion

This situation involves any intrusion that appears aggressive. This would include any threat to safety of an individual or any physical assault.

The emergency procedures poster/booklet includes guidelines for managing disruptive and aggressive intrusions (see Appendix 1).

## Training

If a situation occurred before church, first contact would likely be with the welcomers on the front door. To manage this risk, information regarding managing this risk will be provided in the welcoming training package.

If a situation arose during church, it is likely the person's attention would be focused on the person leading the service, and this person has the capacity to issue instructions to the intruder and those attending the meeting. To manage this risk all pastoral team members and WHS representatives will be familiar with procedures for managing disruptive and aggressive intruders, and a copy of these procedures will be included in the inside front cover of pastors' folders.

## **7.6 Severe storm or flooding**

The morning church hall building is constructed of brick and concrete, and can be readily secured by closing exit doors. The windows are high, and are sheltered by the walkways and eaves on the second floor of the building.

The night church building is located on high ground – the building is at ground level at the front and raised a metre off the ground at the back. The building is hardiplank exterior with corrugated iron roof.

The location of premises for both morning church and night church is not prone to flooding. The Lighthouse Church's emergency procedures poster/booklet includes the emergency severe weather procedure (see Appendix 1).

## **8. Onsite environment**

### **Morning church**

The 'on-site' environment is Gorokan High School in Goobarabah Avenue, Gorokan, next to the Lake Haven shopping centre. The premises are leased from the Department of Education and Training in accordance with a contract formulated with reference to the Community Use of School Facilities Implementation Procedures. The school provides a representative for contact purposes by the Lighthouse Church's pastoral team. Connan O'Shea is the nominated school liaison contact. The premises at Gorokan High School are currently used for:

- a. Sunday mornings
  - Main meeting every Sunday commencing 9.30m in the hall
  - Sunday morning crèche and kids church in selected classrooms
  - Occasional use of hall or classrooms after church (eg AGM) or training (eg PTC courses)
  - Use of car parks, ovals, and COLA (covered outdoor learning area).

### **Night church**

The 'onsite' environment is Camp Toukley ('Lutanda') located at 32 Evans Road, Toukley. The premises are utilised between 3.30pm and 7.30pm for night church. There is no kids program, and young children are rarely onsite with parents. There are two car parks that are utilised onsite.

General risk assessments are conducted in relation to both onsite environments for morning church and night church using Safework NSW environmental checklist resources. The results of these risk assessments have been used to inform the development of the following policies and procedures relating to onsite hazards. This process will be repeated annually, and the information gathered will be used to review policies and procedures.

The set up/pack up team are responsible for preparing the environment for the main Sunday meetings. The set up/pack up procedures, maintained by the set up/pack up leader, have been developed with reference to the annual internal/external environmental risk assessment results to ensure onsite safety is a priority for our Sunday meetings.

### **8.1 Slips, trips and falls**

The morning church hall has a smooth timber floor that is in good condition and is not generally slippery (unless wet, dusty or recently polished). The area is free of obstacles and lighting is good. Entrances to the hall are covered which minimises water on the floor in wet weather. Stairs used to access the stage and toilets have hand rails.

The night church hall is short pile carpet towards the front of the hall, and linoleum that is in good condition towards the back of the hall, kitchen and bathroom areas. The area is free of obstacles and lighting is good. There are no internal or external stairs.

Procedures for key ministries such as set up/pack up and morning tea have been developed with consideration of strategies to prevent the likelihood of slips, trips and falls. These procedures will be included in individual ministry procedures, however a summary is provided below:

- Keep main aisles, exits and stairs clear of obstacles
- Extension cords will be kept to a minimum, where necessary cords will be bundled together and marked with high-visibility tape
- Restrict access to high risk areas eg stage/front of hall, storage areas
- Spills will be cleaned up immediately
- Restrict running in the hall
- Restrict children climbing on wooden rails on the walls of the hall and from upstairs areas before or after church unless accompanied by an adult (morning church).

Housekeeping is the maintenance of workplaces in a clean, tidy and orderly state to remove hazards that could cause slips and trips. A Safework NSW checklist is used to assist good 'housekeeping and the identification of hazards that may cause slips, trips and falls.

### **8.2 Vehicle movement**

Generally for morning church, parking is confined to the two car parks near the main entry gates. From the car parks it is a short walk up a concrete drive up to the hall (see Diagram 2: Site evacuation map). The benefit of this layout is that the areas where people are, and where children play before and after church, is away from the main area of vehicle movement.

Some cars park closer to the hall for the purposes of unloading equipment and/or for those with mobility limitations. An insert is included in the newsletter six monthly entitled 'How to keep church at Lighthouse Churchsafe'. The insert provides instructions to ensure:

- the provision of adequate supervision for children
- children do not play or walk unattended in the two main car parks
- speed is limited to 10 km per hour or less.

### 8.3 Electrical hazards

An electrical risk is a risk to a person of death, shock or other injury caused directly or indirectly by electricity. The main hazards associated with these risks are:

- contact with exposed live parts causing electric shock and burns (eg exposed leads or other electrical equipment coming into contact with metal surfaces such as metal flooring or roofs)
- faults which could cause fires<sup>1</sup>.

The *Work Health and Safety Regulation 2011* requires employers to manage risks to health and safety associated with electrical risks at the 'workplace'.

#### 8.3.1 Visual inspection

Inspecting and testing electrical equipment will help determine whether it is electrically safe. Regular visual inspection can identify obvious damage, wear or other conditions which might make electrical equipment unsafe. Many electrical defects are detectable by visual inspection for example, damaged cords<sup>2</sup>.

All electrical equipment must be visually inspected regularly. The *Code of Practice* information above outlines what this might involve and the recommended timeframes.

Team members involved in setting up electrical equipment (primarily our music and sound teams) are aware of the need to regularly, informally check leads and plugs, and to immediately remove any damaged items or equipment from service.

In addition a systematic inspection regime for all electrical equipment will be conducted twice yearly. Items and equipment are checked and results recorded in the asset inventory. Any electrical equipment found to be unsafe will be immediately disconnected from the electricity supply and repaired, replaced or permanently removed from use.

#### 8.3.2 Testing and tagging

Low risk equipment

The nature and frequency of inspection and testing depends on factors such as the nature of the electrical equipment, how it is used and its operating environment.

Lower-risk workplaces include those workplaces that are dry, clean, well-organised and free of conditions that are likely to result in damage to electrical equipment eg offices, retail shops or classrooms. Electrical equipment commonly used in these types of lower-risk workplaces includes computers, photocopiers, stationery or fixed electrical equipment. In these instances Safework Australia recommends the manufacturer's recommendations as a key source of information to guide inspection and testing of this electrical equipment<sup>3</sup>.

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<sup>1</sup> Electrical risks at the workplace factsheet. Safe Work Australia. 2012.

<sup>2</sup> Electrical risks at the workplace factsheet. Safe Work Australia. 2012.

<sup>33</sup> Managing electrical risks in the workplace code of practice. WorkCover. 2015

## Higher risk equipment

The risk of injury from electricity is strongly linked to where and how it is used. Some items of equipment can also involve greater risks. Regular testing can detect electrical faults and deterioration that cannot be detected by visual inspection.

The *Work Health and Safety Regulation 2016* defines the higher risk or 'hostile' conditions under which an employer must ensure electrical equipment is regularly inspected and tested. This is when electrical equipment is:

- a. supplied with electricity through an electrical socket outlet, **and**
- b. used in an environment in which the normal use of electrical equipment exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span, including conditions that involve exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.

A risk assessment can help determine whether electrical equipment is being used in any of these operating environments at a particular workplace. Portable electrical equipment is particularly liable to damage including to plugs and sockets, electrical connections and to the cable itself. Extension leads, particularly those connected to equipment which is frequently moved, can suffer from similar problems<sup>4</sup>.

Work health and safety legislation requires that such equipment be tested and tagged by a 'competent person'. The nature and frequency of inspection and testing will vary depending on the nature of the workplace and the risks associated with the electrical equipment<sup>5</sup>. A competent tester will be able to provide guidance on appropriate inspection and testing intervals for relevant equipment. As a general rule electrical equipment used in higher-risk operating environments should be tested at least once every 12 months<sup>6</sup>.

A 'competent person' is a person who has acquired, through training, qualification or experience, the knowledge and skills and test instruments to carry out the task of electrical testing and tagging. This person must also be competent in interpreting the test results of any equipment they use. For example, a person carrying out testing under AS/NZS 3760:2010 must be:

- a licensed or registered electrician (whichever applies), or
- in some jurisdictions, a licensed electrical inspector, or
- a person who has successfully completed a structured training course and been deemed competent in the use of a pass-fail type portable appliance tester and the visual inspection of electrical equipment.

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<sup>4</sup> Electrical risks at the workplace factsheet. Safe Work Australia. 2012.

<sup>5</sup> Managing electrical risks at the workplace Code of practice.

<sup>6</sup> Managing electrical risks in the workplace code of practice. WorkCover. 2015



People wanting to be trained in testing and tagging, and interpreting testing results can do this with a registered training organization (RTO) such as TAFE. Training should be designed to ensure, so far as is reasonably practicable, that on completion successful participants:

- can use the relevant test equipment safely and effectively
- understand electrical risks and appreciate the role that inspection and testing plays in ensuring electrical safety
- understand AS/NZS 3760:2010 and AS/NZS 3012:2010 (if testing equipment for construction or demolition sites)
- understand the legal requirements relevant to the work.

The 'competent person' should hold both Public Liability and Professional Indemnity insurances.

A record of testing must specify:

- the name of the person who carried out the testing
- the date of testing
- the outcome of testing
- the date on which the next testing must be carried out.

The record of testing may be in the form of a tag that is attached to the equipment tested and is durable, water resistant, non-metallic, self-adhesive or well-secured, incapable of re-use and have a bright, distinctive surface. The tag may also be colour-coded to identify the month in which the testing was carried out.

A log book, database, register or similar record may also be used. This has the advantage of:

- allowing more detailed information to be recorded.
- ensuring there is a permanent record of inspection and testing (eg as a backup if tags are damaged or removed)
- demonstrating compliance on audit.

A record of testing must be kept until the electrical equipment is next tested, permanently removed from the workplace or disposed of. Brand-new electrical equipment that has never been put into use does not have to be tested before first use but should still be visually inspected<sup>7</sup>.

### **8.3.3 Electrical safety devices**

'Safety switches' or residual current devices (RCD's) only protect against certain types of electrical faults. In April 2012 it was confirmed recent upgrades at the school meant the hall circuits had earth leakage protection. Consequently plug-in residual current devices (RCDs)<sup>8</sup> are no longer necessary when using electrical equipment in the hall. Care will be taken to ensure the load on power boards in the hall does not exceed the capacity of the power point they are connected to.

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<sup>7</sup> Managing electrical risks at the workplace Code of practice.

<sup>8</sup> A residual current device (RCD) or 'safety switch' is an earth leakage device designed to protect people from electrocution by cutting the power in the event of a current flow to earth which might occur due to faulty wiring, appliances or electrical leads, or in 'wet areas' where water and electricity may come in contact.

## 8.4 Hazardous substances

There were no hazardous substances identified in accessible areas for morning church. At night church there were cleaning products in an unlocked cupboard under the sink in the kitchen. As children rarely attend night church, it was agreed access to the kitchen would be restricted if children were onsite.

The location and accessibility of hazardous substances was considered for offsite venues such as member's homes and community venues (see completed offsite risk assessment checklists). Baseline control measures are expected to include ensuring such substances are clearly labelled, and out of reach or in a locked cupboard. If exposure to hazardous substances occurs or is suspected, advice may be sought from the Poisons Information Centre (ph: 131 126).

If any new process or venue introduces a risk relating to dangerous goods or hazardous substances, a risk assessment will be completed beforehand and procedural information to address the risk in terms of storage, handling, transport, labelling, and use of such substances will be developed and distributed to people involved in using the product or completing the relevant task.

## 8.5 Hot water

A risk assessment identified the use of hot water for morning tea at church, and any other event where hot drinks are available. In particular this risk relates to:

- Burns when filling cups from the urn
- Unsupervised children accessing water from urn (morning church)
- Emptying the urn of hot water at the end of event.

Specific procedures relating to the control of these risks will be included in the morning tea procedures which are distributed to all members assisting with morning tea, or any other event where hot drinks. The risks associated with hot water at specific events such as Summerfest will also be considered and addressed via a risk assessment prior to the event.

## 8.6 Plate glass

Plate glass must have presence-of-glass indicators (decals), or some other visual barrier across the panel to reduce the risk of someone mistaking the glass panel for an opening. It is important that this risk is assessed at all residential premises at which church events are held eg growth groups, Crux, pastor's homes. This consideration is included in the offsite venue checklists.

When replacing glass or inspecting glass look for the Australian Standards marker 'AS/NZS 2208' accompanied by the commonly known Australian Standards Mark 'assurance of quality'. This marker ensures compliance with the *Australian Standard AS 1288-2006*.

## 8.7 Noise

Risk assessed as minimal. Consideration of neighbours not a significant concern. Music will be kept at a level that is enjoyable for most people. Music is for a short period each week so risk is minimal.

## 8.8 Working at heights

A risk assessment did not identify any tasks involving working at heights eg ladders, working on roof. If at some stage it becomes necessary (eg specific event like Summerfest) a risk assessment will be completed prior to the commencement of the task. Additional information about risk control measures when working at heights is available as a soft copy in the WHS Reference and source documents folder.

## 8.9 Amenities

Amenities means facilities provided for the welfare and personal hygiene of employees, volunteers, members and visitors. They include rest rooms, seating, dining area and drinking water. Safework NSW provide information regarding necessary amenity requirements in the *Workplace Amenities Code of Practice 2001*.

### Rest rooms

The necessary provision for toilets is one toilet per 20 male, and 1 toilet per 15 females. In situations with less than ten people, unisex facilities may be acceptable.

At morning church toilets are located some distance from the main hall, and require negotiation of two sets of stairs. Arrangements have been made to provide enable attendees with mobility issues to use accessible toilet facilities in the administration block.

At night church there are two toilet cubicles at the back of the hall, both are wheelchair accessible. The facilities are in very good condition with hand wash and paper towel dispensers.

### Seating

At morning church rows of chairs are provided by the school as part of the hire of premises. In addition to ample seating for meetings in the hall, rows of seats are placed at the back of the hall for mothers with babies and young children. In the kids church rooms the school desks and chairs are available for use. There is also ample bench-style seating outside the main hall.

At night church individual plastic chairs are provided. Trestle tables are provided. There are two fixed hardwood tables with bench seats under the covered portico.

## Dining/food preparation areas

At morning church there are no dining or food preparation areas for use by church. Dining areas are not required as the church meeting is only 2 hours long and does not span usual meal times. Occasionally a simple lunch such as filled rolls or a barbeque may be served at church. In this instance the majority of food preparation is completed off site.

Drinking water is available in the main hall during and after the Sunday meeting. Tea, coffee and a simple morning tea is also provided. These provisions are set up on tables towards the back of the hall. Drinking water is provided at most on-site activities eg Summerfest, Carols in the Carpark.

At night church there is a kitchen that is in very good condition. There is a fridge, urn, microwave, stovetop and wheeled trolley. There are benches for food preparation and a serving window to limit the need for people to enter the kitchen unnecessarily.

## 9. Offsite environment

Our 'off-site' environment is any environment other than Gorokan High School for morning church, or Camp Toukley for night church (see 6. Lighthouse Church venues and activities).

Essential child protection requirement (below) must be considered when planning off site activities, and strictly adhered to at all times during any offsite activity, including transportation.



**To ensure the safety of our children and helpers ministry workers, should not be alone with a child or young person, except in an emergency situation that would warrant completion of an incident report. In all situations it is preferable that at least two children/youth ministry workers are present. As an absolute minimum there must be at least two children/youth with you at all times.**

For all off site activities where ministry workers assume responsibility for children and/or youth, permission forms must be completed to enable attendance. For regular events, such as Lighthouse Youth, a General permission form must be completed.

For other offsite activities the following procedure must be followed:

- an activity planning form (risk assessment) must be completed by the event overseer/organiser
- information on the activity planning form is used to develop a specific permission form
- completed activity planning form and specific permission form is approved by relevant leader
- information on permission forms is reviewed by the event organiser to determine if any additional planning is required to manage risks (eg specific medical conditions)
- our public liability insurer must be advised of any high risk activities prior to the event - the following are not covered under our policy: motor races or rallies, canyoning/caving/ climbing, shooting/firearms, aircraft/parachuting/gliding, bungee jumping, canoeing/kayaking, scuba diving, dune buggies/go karts, hot air balloon, gladiator games, martial arts or boxing
- the specific permission form is sent out to event/activity participants.

## **9.1 Member's homes**

Member's homes are regularly used for growth groups, meetings, music team practice sessions, and youth meetings. When considering homes for use the following five factors will be considered:

- parking – is there sufficient, readily accessible, safe parking?
- access – is it safe for most people (including people who are aged or have a disability)?
- amenities – are the amenities adequate and accessible for most people?
- appropriate – does it meet the needs of the group, is it a place where people will feel comfortable?

The Home Residence Checklist will be used to assess whether member's homes are suitable to be used as premises for church activities.

## **9.2 Offsite community venues**

When considering community venues such as local clubs, cafes and community centres for church events, the following factors will be considered:

- parking – is there sufficient, readily accessible, safe parking?
- access – is it accessible and safe for most people (including people who are aged or have a disability)?
- exits – are the exits from the area in which people will meet clearly marked?
- amenities – are the amenities safe and accessible for most people?
- insurance – has an acceptable level of public liability insurance been confirmed?
- appropriate – given the values, beliefs and expectations of those attending and of church?

Prior to selecting a venue a 'walk through' will be conducted where possible by the event or ministry Leader using the offsite venue checklist to confirm suitability. This will assist in determining whether it is necessary to take a first aid kit. For events in a local club environment for example, it would be expected the venue would maintain a first aid kit on site. For offsite activities or events involving children and/or youth the risk assessment the checklist will also assist in developing the specific permission form.

## **9.3 Home office**

Employees primary workstations are offices in their own homes. An assessment of employee's home residence will be conducted, including workstations. Written advice regarding healthy work practices from the publication Health and Safety in the Office will be provided as part of the assessment process. Where necessary, provision of equipment (eg telephone head set, document holder, foot rest) this will be purchased and provided as matter of priority.

A review of the workstation assessment will be conducted when:

- there are any significant changes in the workstation eg new chair
- there are any reports of discomfort associated with performing work at the workstation.

## 9.4 Transport

There are two focus areas in relation to transport based on assessed risk for church. The first is in relation to employees who are covered under Lighthouse Church's workers compensation policy. Lighthouse Church's employees use their private vehicles for work duties, and consequently are responsible for maintaining current:

- driver's licence
- vehicle registration
- compulsory third party insurance
- comprehensive car insurance.

Lighthouse Church's employees must observe the road rules when driving for work. This includes:

- not exceeding speed limits
- ensuring seat belts are worn by everyone in the vehicle
- no hand held mobile use, no smoking, eating, drinking or other activities when driving
- vehicles are to be maintained in good working order
- safe and courteous driving.

Where possible employees carry mobile phones when in transit and, where possible, ensure someone is aware of where they are travelling to and how long they expect to be.

The second focus area in relation to transport is where children or youth are transported by ministry workers as part of a church event. The document *LC04 Policy and Procedure – Serving in children's/youth ministry* includes procedures relating to transportation to offsite activities.

In summary:

- where possible it will be the responsibility of parents to arrange transportation for their children to and from church activities and events
- if ministry workers are involved in arranging transport a risk assessment must be completed before the activity is approved or commenced AND permission forms must be completed.

## 10. Work practices

### 10.1 Manual handling

Manual handling is any task involving use of your body to exert force on something else, and includes lifting, lowering, carrying, pushing, pulling, holding or restraining. It may also include stretching, bending, sustained and awkward postures, and repetitive movements. The *Manual Handling Code of Practice* requires employers to identify, assess and control risks arising from manual handling activities in the work environment<sup>xiv</sup>.

A risk assessment was undertaken to identify manual handling tasks. Future assessments will use this risk assessment as a base-line and review all manual handling tasks using the following resources (located in the WHS 'Working documents' folder):

- Identification - Manual task hazard identification tool<sup>xv</sup>
- Elimination / control options - Injury risk assessment worksheet<sup>xvi</sup>
- Planning / recording – Manual handling checklist<sup>xvii</sup>.

The risk assessment results are utilised to ensure individual ministry team procedures adequately address the risks identified. While everyone serving at church likely to be involved in performing manual handling tasks, the following ministries involve significant manual handling risks:

- Set up/pack up including putting out A-frames
- Music and sound
- Morning tea – hot water urn
- Kids church – moving tables and chairs.

Historically maximum manual lifting limits were recommended, however this approach did not account for differences in the shape of the load, height from which the load was lifted, the position the lifting occurred in, or the wide variation in people's maximum safe lifting capacity. In general however any load over 20 kg lifted below shoulder height is considered a heavy load. Consequently we will aim to eliminate:

- manual lifting or carrying of any load in excess of 20 kg below chest height
- manual lifting or carrying of any load in excess of 10 kg above chest height
- Any manual handling task performed in an awkward, high risk posture including forward bending/reaching, or twisting.

The following general principles will be utilised when considering control measures to reduce risks associated with manual handling tasks:

- mechanical means of handling (eg trolley) will be used in preference to manual handling
- carrying distances will be minimised
- loads will be split into two or more loads where weights exceed those outlined above
- team lifting to ensure maximum loads are below those above
- heavy loads will be stored between shoulder and knee height.

The most significant manual handling risk we have been unable adequately address at church is lifting the speakers onto the stand above shoulder height each week for morning church.

## **10.2 Security**

Both morning church and night church venues are fenced with the only entry being through the main gates. However, Sunday church meetings are open to the community. The following strategies aim to counteract the risks associated with 'open' meetings:

- set up procedure including management of keys and alarm
- welcomers are positioned at the entrance to the hall
- welcomers are trained in dealing with disruptive or potentially aggressive intrusions
- members are aware that areas of the venue church purposes are 'out of bounds'
- access to the storage area in the hall is restricted to those who have a need to be there
- entrance gates are closed and locked as soon as possible on conclusion of the Sunday meeting.

## **Vandalism**

The following information regarding the procedure was developed in the event we arrived onsite and encountered evidence of trespassers, vandalism or theft. This information is also included in the individual ministry procedures for set up, music and sound as these teams are usually the first onsite on Sundays.

- If there was evidence that vandalism or theft was in process, or any indication of threatening behaviour by trespassers contact the police on 000.
- If on arriving site there is evidence of vandalism or theft, take photos of any damage using phone camera, and phone the security company.

See also Section 7. Emergency procedures - 7.5 Aggression and violence.

## **Money handling**

In addition to ensuring good money handling practices, the following procedure was developed in relation to counting money from the red giving boxes after church to reduce the opportunity for theft/confrontation:

- Electronic giving is promoted as the preferred method to minimise money onsite
- Cash in red giving boxes is counted 30-40 minutes after the meeting has ended by which time many people have left the site
- Two members have been allocated the task of money handling
- Locked red boxes are unscrewed from tables (theft prevention strategy), and placed on a table near the sound desk
- When both people allocated for money handling are seated the boxes are opened with the key.
- Giving envelopes are opened, and totals for each money denomination in each of the giving category are totalled and entered on a work sheet to give a grand total
- The money is then recounted to ensure it is correct
- A deposit and a special plastic deposit bag from the bank is prepared and sealed
- Work sheets are kept in the bag and given to the account clerk at the end of each month
- The empty red giving boxes are put near the storage area to be locked away until next week
- The person taking the money home for banking either leaves while others are still around or asks to be accompanied to their vehicle.
- The money is deposited at the bank on the first available banking day.

### **10.3 Food safety**

'Food businesses' must adhere to the *Food Safety Standards*. Churches are not principally 'food businesses' under the *Food Safety Standards* and so would be exempt from prosecution under the regulations<sup>xviii</sup>. However we have a duty of care to act with all reasonable care when handling food, particularly when food is being sold.

Anyone overseeing the preparation, cooking or serving of food on behalf of church must complete the Food Safety checklist and follow the food hygiene procedures listed in the checklist.



## 10.4 Infection control

Infection control is the prevention of the spread of micro-organisms from person to person with the aim of preventing the spread of infection and disease.

When performing any task that involves (or may involve) contact with any body fluids/substances 'standard precautions' must be used. 'Standard precautions' are work practices that ensure a basic level of infection control, and are applied when dealing with every person where contact may occur regardless of infection status. Standard precautions include:

- personal hygiene practices such as hand washing
- standard use of protective apparel eg gloves
- appropriate handling and disposal of sharp instruments and waste
- correct cleaning and disinfecting of non-disposable equipment
- appropriate use of cleaning agents
- environmental controls such as maintenance of premises, cleaning and spills management<sup>xix</sup>.

Risk assessments are conducted to determine where infection control risks were likely to be encountered at church. Where relevant this information has been included in individual ministry procedures and training. A summary of this information is provided in the table below:

| Risk   | Control   |
|--|---|
| Provision of first aid   | Disposable gloves are available in first aid kits in kids church room and the primary first aid kit in the hall. Gloves must be worn when administering first aid if skin is compromised.   |
| Rubbish collection onsite  | Gloves available in storage cupboard for rubbish collection<br>Photo to be taken of rubbish to be sent to school representative   |
| Nappy changing or toileting for younger children                                     | See LC04 – Serving in children's/youth ministry<br>Section 6.3 Personal care  |
| Infection spread by skin or droplet contact eg gastro-intestinal bacteria, influenza | See LC04 – Serving in children's/youth ministry<br>Section 6.6 First aid and emergencies<br>Children who are unwell cannot be accepted into care. Children who become unwell during care will be returned to carers.<br>Sanitising hand wash is available in crèche and pre-school rooms. |
| Cleaning bathrooms before and/or after church  | Disposable gloves will be worn when cleaning bathrooms before or after church. Hand washing afterwards is also essential.   |

Table 5 – Infection risks

## 10.5 Drugs and alcohol

Environmental tobacco smoke has been recognised as a risk to be eliminated from workplaces. Smoking is prohibited in public indoor spaces under the *Smoke Free Environment Act 2000*. The Act also states that enclosed public places, and outside areas that are 'substantially enclosed' must be smoke-free. The *Smoke-free Environment Regulation 2007* indicates a public place is considered to be substantially enclosed if the total area of the ceiling and wall surfaces (the total actual enclosed area) of the public place is more than 75% of its total notional ceiling and wall area.

The Act does not cover private homes or places that are not enclosed (eg outside dining areas, open courtyards).

Based on the information above, in NSW it is recommended that 'employers' should:

- develop and implement a non-smoking policy
- designate all indoor areas as non-smoking
- inform staff of the policy and designated non-smoking areas
- post signs using standard symbols to indicate indoor areas are non-smoking.

As church is currently held at Gorokan High School adherence to the Department of Training and Education Drugs in School policy is necessary. The policy states: 'smoking on school premises, including school buildings, gardens, sports fields and car parks, is prohibited ... this includes visitors and other people who use school premises, including community groups'. This is particularly important in the vicinity of the car park located near the gas tanks.

The Department of Education and Training Policy indicates community groups may be permitted to consume alcohol on school premises outside school hours. Illegal drugs are not permitted onsite.

These same restrictions and recommendations apply for night church at Camp Toukley and at all offsite events.

## **10.6 Work related stress**

Work-related stress presents a significant WHS issue resulting from negative, harmful stress or distress. The more obvious forms of stress are severe stress reactions from exposure to trauma and/or violence at work however sometimes in the course of everyday work people are unintentionally exposed to work pressures beyond those that can reasonably be expected to be managed. Such pressures can affect health causing anxiety, depression and physical ill health.

The following are known risk factors for work related stress:

- unrealistic workloads and deadlines
- long or poorly defined work hours
- job insecurity
- lack of understanding of the job
- lack of control over workload
- poor communication between management and employees
- working with persons who are sick, injured or dying
- handling complaints and/or dealing with abusive people
- poor job placement or job match
- lack of job satisfaction / repetitive unstimulating tasks.

The role of a pastor involves a number of risk factors for work related stress including long and/or poorly defined work hours, some lack of control over workloads, dealing with people who are unwell or in personal crisis, and managing complaints and relationships within church.

Guidelines for **preventing** work related stress:

- Assist people to feel part of a team, to know they make a valuable contribution that is appreciated
- Ensure people know exactly what their job involves, what is expected of them
- Enable a degree of autonomy appropriate to their role
- Ensure consultation where possible/appropriate
- Provide a variety of tasks
- Provide adequate instruction and training and regular feedback
- Allow for social interaction
- Ensure there is not too much and not too little work
- Clear pathway for raising concerns and reporting problems, and an accommodating culture that encourages and supports early reporting.

As church only employs people in the pastoral team, the senior pastor is responsible for:

- Designing and delegating work with referenced to the principles and guidelines above
- Reviewing and evaluating work practices regularly with reference to the principles above
- Creating a culture of early reporting of difficulties and concerns
- Early liaison with the injury management representative (currently Robyn Withers) when reports of work related stress are first received /detected.

Early reporting and management of work related stress is essential. This allows early consideration of risk factors relating to the work/job, the person involved, and what strategies could be implemented to address specific risks or issues identified. If treatment is required it will be necessary to notify church's workers compensation insurer, however well before this consultation the development of a work plan internally will be undertaken with the aim of addressing early concerns before they are significantly impacting on function, health, and wellbeing.

The other area of risk in relation to work related stress is involvement in a single, serious violent or distressing incident. Information regarding immediate management of such situations is outlined in the emergency procedures in Section 7. Some people may be inclined to 'shrug off' aggressive or upsetting incidents. However in recognition of the long term effect such incidents may have, the following procedures will always be followed after any serious violent or distressing incident.

### **Debriefing/Counselling**

Assistance provided will be determined on a case by case basis within the following guidelines:

- In all cases a discussion will be undertaken with the person affected in order to monitor their reaction and assess the need for further assistance.
- Following serious incidents an external professional may be required to lead a further staff meeting, and/or counsel staff individually. Associated costs may be covered by workers compensation insurance.

## Ongoing support

The effects of a serious incident do not stop after the initial discussions or meeting. Everyone will react differently to being involved in, or witnessing, a violent or distressing event. Some people may experience post-traumatic stress symptoms such as:

- disturbed sleep patterns and/or frightening dreams
- fear of returning to work
- increased heart rate
- muscle tension
- agitation and/or exaggerated startle reactions
- re-playing the event over and over in their mind
- anxiety and/or depression
- development of unreasonable fears, grief and/or guilt.

Post-traumatic stress symptoms are a normal reaction to a traumatic incident and should be addressed through qualified counselling<sup>xx</sup>.

## 10.7 Contractors and suppliers

It is essential before engaging any contractor to ensure they have their own insurances. Many higher risk activities are not covered under our public and product liability insurance unless contractors or suppliers have a minimum of \$5,000,000 insurance per occurrence.

To address risks associated with using external contractors and suppliers the following will be addressed:

- any property or equipment to be hired must be well maintained and free of known defects
- proof of qualifications will be required relating to the work they are engaged to perform eg licences for electricians
- the contractor/supplier has public liability insurance for a minimum of \$10,000,000 (request evidence where appropriate and retain on file)
- they are aware of any necessary safety considerations for your site eg first aid facilities, site restrictions
- they are asked about risk control measures that will be implemented to manage obvious risks associated with the work they will be doing eg working at heights
- they are aware they are responsible for any of their own property they may bring onsite
- they are aware they are responsible for incident and injury management<sup>xxi</sup>.

A hire contract for external contractors has been developed based on the ANSVAR Insurance Hire Agreement. This document should be completed prior to confirming and paying for the hire of services or equipment to document agreement between both parties in relation to the recommendations above.

## 11. First aid and injury management

### 11.1 First aid

First aid is the initial and immediate attention provided for a person who has sustained an injury or illness. Every workplace has a legal responsibility for ensuring the provision of appropriate first aid. When considering how to provide first aid and employer must consider all relevant matters including:

- the nature of the work being carried out at the workplace
- the nature of the hazards at the workplace
- the size, location and nature of the workplace
- the number and composition of the workers at the workplace<sup>9</sup>.

#### 11.1.1 First aid kits

Church maintains a primary first aid kit which is used at morning church at Gorokan High School. The kit is located in prime position on the middle shelf in the storage cupboard at the back of the hall. The kit was developed with reference to:

- the WorkCover publication *First Aid in the Workplace*<sup>xxii</sup>
- risk assessment of injuries and illnesses likely to occur at church
- data about historical first aid incidents.

Church has only 2 employees however a total of 100-200 people may be onsite during church meetings, and more than 500 at some community events such as Carols and Summerfest. Consequently the kit has been resourced using a combination of Kit A and Kit B as prescribed as the minimum requirements in the relevant WorkCover publication. As required the kit contains:

- a list of contents
- names and mobile numbers of trained first aiders
- address and phone numbers for medical attention.

No over-the-counter medication, prescription medication, or personal medical/treatment plans or other similar information is to be stored in the first aid kit.

Smaller first aid kits (Kit C) are available for kids church rooms and for other offsite events. The need to provide first aid kits for employees in their vehicles is being considered.

At the night church venue there is a first aid kit maintained onsite in the kitchen of the hall that is used for night church. The kit is equivalent to a basic Kit A, and is adequate for the purposes of night church.

Church's primary first aid kit is used for major offsite activities including the church weekend away. Key personnel are aware of the kit's location including pastoral team, trained first aiders, WHS representatives, and ministry/event overseers/organisers. Members are also reminded of the location of the kit annually via verbal and written communication.

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<sup>9</sup> First aid in the workplace code of practice. Safe Work Australia. 2016.

First aid kits will be replenished as required, after any significant incident requiring use of supplies, and formally checked every six months for the purposes of restocking and adding additional items if need be based on a review of incidents requiring first aid over the previous six month period. Any needs relating to the first aid kits can be conveyed by email [admin@lighthouse.net.au](mailto:admin@lighthouse.net.au)

### **11.1.2 Trained first aid personnel**

#### **Requirements**

Safework NSW recommends access to trained first aid aiders wherever there are more than 25 persons at a workplace, regardless of whether or not those persons are employees<sup>xxiii</sup>, and for low risk workplaces at least one trained first aider for every 50 workers (people) in attendance.

‘Trained first aid personnel’ means:

a person who holds a current first aid certificate on completing a nationally recognised statement of attainment from a registered training organisation; or

- a registered nurse; or
- a level 3 or greater New South Wales ambulance officer; or
- a medical practitioner.

Lighthouse Church maintains a list of regular members who:

- meet the requirements for ‘trained first aid personnel’ AND
- have been verified as having a current Working With Children (WWC) clearance AND
- are aware of our first aid and infection control policies and procedures.

It is preferable that first aid is administered by these people wherever possible.

If there are several trained first aid people in attendance, the person who has current medical training and/or experience will take the lead in administering first aid.

Where practicable first aid will be administered by a female for children/youth and females, and by males for males however where this is not possible efforts will be made to ensure a person of the same gender as the injured person is in attendance.

The list of Lighthouse Church’s first aid people is included in the emergency procedures which are displayed at church on the information table and on the storage cupboard door. The list is reviewed regularly.

There may be times when a person meeting the criteria for trained first aiders is not available. In this instance access to the first aid kit should be in consultation with a WHS representative, the event leader, or under the direction of pastoral team members.

Offsite church activities (eg Summerfest, church weekend away, offsite youth activities) will be planned to ensure adequate first aid provisions.

## **Role**

A trained first aider's role is to provide initial treatment to people who are injured or ill that is consistent with their level of training and competence. They are responsible for:

- assessing the situation
- deciding what action is necessary
- giving clear instructions (move away, bring the first aid kit, call an ambulance if necessary)
- arranging follow up
- completing an incident report form and liaising with the WHS representative.

A first aid person may decide providing first aid in a particular situation is beyond their level of training, competence or comfort. In this situation they will make the decision to get input from other trained first aid people or seek medical attention.

## **11.2 Seeking medical attention**

Medical attention may include being transported to a doctor, or phoning an ambulance. The decision to seek medical attention for someone who is ill or injured at church will be made by the first aid person in consultation with the ill or injured person and/or their family.

A trained first aider will recommend seeking medical attention when:

- the injury is serious and it is clear medical input is required urgently
- the person does not consent to their provision of first aid onsite
- the treatment required is beyond knowledge or experience of trained first aider
- follow up or treatment additional to first aid is required.

If a person requires medical care, where possible and appropriate the trained first aid person will first take appropriate action to gain consent or agreement with the proposed course of action. This may involve:

- gaining consent from the ill or injured person if possible
- locating, notifying and gaining consent from onsite family members or carers (eg children)
- phoning, notifying and gaining consent from offsite family members or carers.

There may be times where it is not possible to gain consent such as where a person is unable to respond or make sound decisions, or carers can not be contacted. In this situation the first aid person will decide whether to proceed with seeking medical attention.

If a person refuses to consent or agree to seek medical attention the first aid person will assess whether they are capable of making a sound decision. If it is determined they are capable of making their own decision regarding medical care, the first aid person will clearly convey their recommendation, make note of this on the incident report form, and consult with the pastor or WHS representative.

Where possible the person requiring medical care will be transported by family members, or the people who transported them to church. If this is not possible the trained first aid person will arrange transportation in consultation with a member of pastoral team and/or WHS representative.

The following medical clinics are open on Sundays:

Reliance Health GP SuperClinic  
Unit 9c,1-10 Amy Close, Wyong  
Opposite Wyong Golf Club, next to Chemist Outlet  
Mon – Fri 8am-8pm, Weekends 8am-5.30pm  
Ph: 43041333

Kanwal Wadalba Family Practice  
Suite 2, 2 Edward Stinson Ave, Wadalba  
Mon - Fri 7:30 am - 9 pm  
Weekends 9am-5pm  
Ph: 4392 3787

In some instances it may be necessary to attend the local hospital emergency department:

Wyong Hospital Emergency Department  
Address: Pacific Highway Kanwal  
Sunday opening hours: 24 hours 7 days  
Phone: 4394 8000.

The first aid person will advise the pastoral team and/or WHS representative of a significant incident to allow them to organise someone to check on the person who was injured and determine if any further assistance is required. This will also provide the opportunity to consider if any improvements or changes need to be made and included in our procedures.

### **11.3 Recording and reporting**

#### **11.3.1 For members, volunteers and visitors**

Any incident, injury (requiring more than a band aid), or near miss is to be recorded on an incident report form located in the emergency procedure document holder on the information table.

#### **11.3.2 For paid employees**

All near misses, work related injury or illnesses must be recorded on the register of injuries form, in addition to the completion of an incident report form. Soft copies of these documents are kept in the WHS working documents folder. Completed forms are retained by the WHS representative.

Our insurer must be notified within 48 hours of becoming aware of an incident involving a work related injury to a paid employee if workers compensation will be or may be payable (eg lost time, medical expenses). For paid employees this includes injuries sustained on the premises at Gorokan High School, while travelling for work, at member's homes, or any other venue attended in the course of performing work. For work roles where work hours are loosely defined, it is important that there is some clarity regarding when employees are 'working' and when they are not.

The insurer may be notified electronically or verbally. Insurer details are included in Section 4 – Insurances. The injury management representative is responsible for contacting the insurer and providing necessary information.



### 11.3.3 For serious incidents

The *Work Health and Safety Act 2011* requires immediate notification of a 'notifiable incident' to Safework NSW. A 'notifiable incident' is defined as:

- the death of a person
- a serious injury or illness eg requiring hospital admission, serious head/spinal injury or burn or eye injury, amputation
- a 'dangerous incident' eg explosion, fire, gas leak, electric shock, arising out of the conduct of a business or undertaking at a workplace.

For further guidance on defining and reporting a 'notifiable incident' refer to the WHS incident notification factsheet <http://www.safework.nsw.gov.au/media/publications/health-and-safety/whs-incident-notification-fact-sheet>

Action following a serious incident will be undertaken in accordance with instructions from emergency personnel and Safework NSW. In the event of a serious incident the area immediately around the site of the incident must not be disturbed after the serious incident has been reported, except to assist injured persons or to avoid further injuries.

Our insurer will also be notified at the earliest opportunity, and our contract with Gorokan High School/Department of Education and Training requires us to 'notify the principal immediately in writing of any accident to any person while on the school premises ... and provide such statements from witnesses and the person/s injured as the principal or the Department of Education and Training's Legal Services Directorate may require'<sup>xxiv</sup>. Notification will be sent by our school liaison contact (currently Connan O'Shea) to the school's representative by email (see 8. Onsite environment for contact details).

### 11.4 Incident investigation

At Lighthouse Church the process of investigating incidents is undertaken to determine what can be done to control the risk of the problem resulting in injury for others. The following incidents will be investigated:

- injuries requiring medical treatment
- injuries resulting in lost work time for employees
- injuries resulting in a workers compensation claim for employees
- any serious or reportable injury (which would also necessitate external investigation).

Incident investigation will be at the discretion of the senior pastor and WHS representative with advice where relevant from Lighthouse Church's insurer. Incidents will be investigated as soon as practicable following their occurrence. This may involve a site assessment, review of relevant documentation, interviews with relevant parties, obtaining external advice or information. Where indicated, a report relating to the investigation will be developed which will include recommendations for controlling the risk to ensure to prevent a recurrence of the incident.

## 11.5 Injury management (paid employees only)

Employers must develop a return to work program which includes policies and procedures detailing the agreed system to manage workers who sustain a work related injury or illness. The return to work program must be consistent with the injury management program of the employer's insurer, and reviewed at least every two years.

The standard return to work template provided in the WorkCover publication *Guidelines for workplace return to work programs*<sup>xxv</sup> has been utilised to church's return to work program. As Lighthouse Church does not own premises, it is not possible to display the program as required, however staff have been provided a soft copy of the program, and have access to relevant information and resources via OneDrive.

Lighthouse Church as a Category 2 employer is not required to appoint a trained return to work coordinator, however an injury management representative has been nominated as the person responsible for managing the injury management process should a paid employee sustain a significant work related injury (currently Robyn Withers).

Effective injury management involves:

- having established systems so everyone agrees, and knows what to do, in the event of an injury
- early reporting of injuries
- liaising with the insurer
- timely provision of treatment
- assistance to recover at work via provision of suitable work
- worker, employer, insurer and treatment providers working together
- timely payment of weekly benefits and medical expenses<sup>xxvi</sup>.

## 12. Training

### 12.1 Whole church

Whole church training will be arranged by the WHS representatives and pastoral team.

### 12.2 Ministry teams

Where risks are identified with specific tasks completed by ministry teams, control measures to address these risks will be written into individual ministry procedures. Training in those procedures will occur in individual ministry teams. For example:

- Defusing threatening situations for welcomers
- Manual handling for set up/pack up team
- Child protection training for children/youth ministry teams

### 12.3 Employees

LC02 Policy and procedure - recruiting paid ministry workers outlines the induction process that will be followed when new employees are recruited. An essential part of the induction process involves becoming familiar with the Lighthouse Church's policies and procedures.

### **13. Monitoring and continuous improvement**

An annual WHS self-evaluation:

- provides an indication of how implementation of agreed WHS strategies is progressing
- enables a formal, structured review of policies and procedures
- provides the opportunity to identify improvements in practice.

A corrective action plan will be developed with prescribed timeframes and responsibilities to provide direction for continuous improvement activities over the next 12 month period.

### **14. Record keeping and reporting**

WHS records will be maintained in accordance with LC01 Policy and procedure – Privacy and information management. Wherever possible, records will be maintained in electronic form. All records associated with WHS processes are subject to retention requirements and must be retained for a minimum of five years.

An annual WHS report will be prepared by the WHS representative and submitted to the Admin Committee for review.

### **15. Related policies and procedures**

LC01 Policy and procedure - privacy and information management

LC02 Policy and procedure - recruiting paid ministry workers

LC03 Policy and procedure - screening and training children's/youth ministry workers

LC04 Policy and procedure - serving in children's/youth ministry

LC05 Policy and procedure - addressing concerns and conflict in church.

## 16. WHS calendar

|  | Jan | Feb     | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec                   | Who              |
|--|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------------|------------------|
| <b>EMERGENCY PROCEDURES</b>  |     |         |     |     |     |     |     |     |     |     |     |                       |                  |
| Review procedures and evacuation plan                                    |     | X       |     |     |     |     |     |     |     |     |     |                       | Robyn            |
| Distribute info - pastors/ kids church folders, info table, storage door |     |         |     |     | X   |     |     |     |     |     |     |                       | Robyn            |
| Evacuation plan shown in church / kids church evacuation drill           |     |         |     | X   |     |     |     |     |     |     | X   |                       | Admin            |
| <b>ONSITE ENVIRONMENT / WORK PRACTICES</b>                               |     |         |     |     |     |     |     |     |     |     |     |                       |                  |
| Internal/external onsite enviro, work practices risk assessment          |     |         | X   |     |     |     |     |     |     |     |     | X<br>Carols<br>and SF | Robyn            |
| Insurances review / assessment   |     |         |     |     |     |     | X   |     |     |     |     |                       | Admin            |
| Safety info in newsletters   |     |         |     |     | X   |     |     |     |     |     | X   |                       |                  |
| Electrical visual inspection and recording                               |     |         | X   |     |     | X   |     |     | X   |     |     | X                     |                  |
| Electrical testing and tagging   |     |         |     |     |     |     |     |     | X   |     |     |                       | Phil H           |
| Summerfest WWC checks  |     |         |     |     |     |     |     |     |     | X   |     |                       | Connan           |
| <b>OFFSITE ENVIRONMENT</b>   |     |         |     |     |     |     |     |     |     |     |     |                       |                  |
| Activity planning forms  |     |         |     | X   |     |     |     | X   |     |     |     | X                     | Robyn            |
| Update off site checklists   |     | X       |     |     |     |     |     |     |     |     |     |                       | Robyn            |
| <b>FIRST AID AND INJURY MANAGEMENT</b>                                   |     |         |     |     |     |     |     |     |     |     |     |                       |                  |
| Stocktake first aid kits   |     |         |     |     | X   |     |     |     |     |     |     | X                     | Robyn            |
| Update first aider list  |     |         |     |     | X   |     |     |     |     |     |     |                       |                  |
| Email first aid personnel  |     |         |     |     | X   |     |     |     |     |     |     |                       | Robyn            |
| Review incident forms  |     | X<br>SF |     |     | X   |     |     |     |     |     | X   |                       | Robyn            |
| <b>TRAINING</b>  |     |         |     |     |     |     |     |     |     |     |     |                       |                  |
| Fire emergency and extinguishers   |     |         |     |     |     |     |     |     | X   |     |     |                       | Graham           |
| Review child protection training   |     |         |     |     |     |     |     |     |     | X   |     |                       |                  |
| <b>ASSESSMENT AND REPORTING</b>  |     |         |     |     |     |     |     |     |     |     |     |                       |                  |
| WHS annusl self assessment   |     |         |     | X   | X   |     |     |     |     |     |     |                       | Robyn,<br>Graham |
| Updated P&P distributed and new copy all folders                         |     |         |     |     | X   |     |     |     |     |     | X   |                       | Robyn            |
| WHS report for Admin Committee   |     | X<br>SF |     |     |     | X   |     |     |     |     |     |                       | Robyn            |

## Appendix 1 – Emergency procedures poster



Emergency Warden: Pastor giving Sunday talk  
 Emergency phone: 000  
 State your emergency, and location

Location: Gorokan High School  
 Goobarabah Avenue, Gorokan  
 Next to Lake Haven Shopping Centre

| FIRST AID   | ELECTRICAL   |
|---|--|
| <p><b>First on scene:</b></p> <ul style="list-style-type: none"> <li>• Request assistance from others nearby</li> <li>• Send someone to alert trained first aider</li> <li>• Phone 000 if urgent medical attention is required</li> <li>• Remain with injured person, do not move them</li> </ul> <p><b>Trained first aider:</b></p> <ul style="list-style-type: none"> <li>• Go immediately to injured person</li> <li>• Send someone to retrieve first aid kit</li> <li>• Gain consent from injured person and/or carer to provide first aid</li> <li>• Provide first aid within limits of your training/experience</li> <li>• Arrange medical treatment if necessary</li> </ul> <p><b>WHS representative:</b></p> <ul style="list-style-type: none"> <li>• Complete documentation (eg incident report)</li> <li>• Liaise with trained first aider and pastor regarding whether external reporting is necessary (eg premises owner, Safework NSW)</li> <li>• Plan follow up of injured/ill person.</li> </ul> | <p><b>First on scene until emergency warden arrives:</b></p> <ul style="list-style-type: none"> <li>• Clear the area of other people immediately</li> <li>• DO NOT touch the person affected</li> <li>• Instruct someone to get the emergency warden</li> <li>• Send appropriate person to turn off electricity at source</li> <li>• Call emergency services on 000 and report location (above)</li> <li>• Announce for trained first aider to attend</li> </ul> <p><b>Trained first aider:</b></p> <ul style="list-style-type: none"> <li>• Send someone to retrieve first aid kit</li> <li>• Provide assurance and first aid within the limits of your training/experience until emergency personnel arrive</li> <li>• Follow directions of emergency personnel</li> </ul> <p><b>Emergency warden (pastor):</b></p> <ul style="list-style-type: none"> <li>• Confirm emergency services have been notified</li> <li>• Assist first aider until emergency personnel arrive</li> <li>• Liaise with WHS representative to implement external reporting requirements (eg WorkCover, premises owner)</li> <li>• Complete necessary reporting and documentation</li> <li>• Arrange appropriate follow up for everyone involved.</li> </ul> |

| FIRE   | GAS LEAK   |
|--|--|
| <p><b>First on scene:</b></p> <ul style="list-style-type: none"> <li>• Alert everyone nearby to move out of area</li> <li>• Send someone to alert emergency warden</li> <li>• Assist anyone in immediate danger - only if safe</li> <li>• Attempt to extinguish fire with extinguisher – only if safe</li> <li>• Call emergency services on 000 and report location</li> </ul> <p><b>Emergency warden (pastor):</b></p> <ul style="list-style-type: none"> <li>• If fire is not contained, confirm emergency services have been notified</li> <li>• Commence evacuation in accordance with evacuation plan</li> <li>• Close doors on exiting to slow spread of fire</li> <li>• Follow directions of emergency personnel</li> <li>• Determine external reporting requirements (eg premises owner, Safework NSW)</li> <li>• Complete necessary reporting / documentation</li> <li>• Arrange follow up if appropriate.</li> </ul> | <p><b>First on scene:</b></p> <ul style="list-style-type: none"> <li>• Request everyone leave the immediate area</li> <li>• Send someone to get the emergency warden</li> </ul> <p><b>Emergency warden (pastor):</b></p> <ul style="list-style-type: none"> <li>• Call 000 and request fire brigade</li> <li>• If necessary commence evacuation in accordance with evacuation plan</li> <li>• Morning church only - turn off Emergency Main Gas Shut Off using key provided by school – if safe</li> <li>• Follow instructions of emergency personnel</li> <li>• Liaise with WHS representative regarding external reporting requirements (eg premises owner, Safework NSW)</li> <li>• Complete necessary reporting and documentation</li> <li>• Arrange appropriate follow up for everyone involved.</li> </ul> |

| DISRUPTIVE / AGGRESSIVE INTRUSION  | SEVERE STORM / FLOODING   |
|--|---|
| <p><b>Person approached, or person at microphone:</b></p> <ul style="list-style-type: none"> <li>• Don't say anything to escalate the situation</li> <li>• Calmly send someone to get emergency warden</li> <li>• If possible, suggest you accompany the person outside so they can explain their concerns and you can determine how best to help</li> <li>• Listen – do not interrupt or allow yourself to be drawn into an argument</li> <li>• Cooperate with any requests as far as possible</li> </ul> <p><b>Emergency warden (pastor):</b></p> <ul style="list-style-type: none"> <li>• Call emergency services on 000 and give location</li> <li>• Nominate people to restrict access to area</li> <li>• Send someone to meet police at front gates</li> <li>• Calmly approach person and offer additional assistance if possible and safe</li> <li>• Follow instructions of emergency services</li> <li>• On resolution of the situation, complete necessary external reporting and documentation</li> <li>• Complete necessary reporting / documentation</li> <li>• Arrange follow up if appropriate.</li> </ul> | <p><b>Emergency warden (pastor):</b></p> <ul style="list-style-type: none"> <li>• Consider whether to cancel church, end the meeting, or evacuate</li> </ul> <p>If remaining on site:</p> <ul style="list-style-type: none"> <li>• Arrange for everyone on site to gather in hall</li> <li>• Instruct all external doors to be closed</li> <li>• Move people away from windows/glass panes</li> <li>• Identify trained first aiders on site, and retrieve first aid kit</li> <li>• Disconnect electrical equipment and move it away from windows</li> <li>• Ensure everyone remains inside the building</li> <li>• When safe, send appropriate people outside to evaluate site (structural damage, debris, shattered glass) and prepare evacuation strategy.</li> </ul> |

|  | Contact / organisation   | Phone                             |  |  | Contact / orgainsation   | Phone                          |
|---|--|-----------------------------------|--|---|--|--------------------------------|
| <b>Emergency</b>  | Emergency services<br>Police, ambulance,<br>fire brigade                 | 000                               |  | <b>Safety</b>   | Senior pastor<br>Connan O'Shea   | 4394 0117                      |
|   | Wyong Hospital<br>Pacific Highway,<br>Kanwal                             | 4394 8000                         |  |   | Pastor<br>Michael Davis  | 0401 795 595                   |
|   | Poison Info Centre   | 13 11 26                          |  |   | WHS / injury<br>management rep<br>Robyn Withers                          | 0421 210 194                   |
|   | State Emergency<br>Services (SES)  | 13 25 00                          |  |   | Trained first aiders   | See list                       |
|   | Safework NSW<br>and<br>State Insurance<br>Regulatory Authority<br>(SIRA) | 13 10 50                          |  |   | Safework NSW<br>and<br>State Insurance<br>Regulatory<br>Authority (SIRA) | 13 10 50                       |
|   | Gorokan High School  | To be<br>phoned by<br>pastor only |  |   | Gorokan High<br>School   | To be phoned<br>by pastor only |

## References

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