

# POLICY

## Work Health and Safety

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### Commitment

Lighthouse Church recognises our responsibility to provide a safe and healthy environment for children and families, visitors and members, volunteer and paid workers.

### 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 identified 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 concerns or incidents.

### 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 members and visitors, ministry workers and staff 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>1</sup>.

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

- State and commonwealth government requirements and resources [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au) and [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au) and [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au)
- Essential Guide to Work Health and Safety for Organisations that Engage Volunteers (Safe Work Australia)
- Sydney Anglican resources [www.sds.asn.au](http://www.sds.asn.au)
- 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, this document has been developed utilising information and tools provided by NSW government specifically for small business, especially those developed for Community Service Organisations.

This document provides information regarding the WHS framework that is relevant to everything we do at church. It does not include individual ministry procedures, but informs development and outlines a model for continually improving individual ministry procedures and practices.

## 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 '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) and others onsite (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 to ensure voluntary participation is not discouraged. Volunteers acting in the role of a 'worker' are unlikely to be fined or prosecuted under the WHS Act<sup>2</sup>.

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<sup>1</sup> Overview – a risk management program for parishes. Sydney Anglican Network.  
<http://www.sds.asn.au/assets/Documents/churchwardens%20and%20parish%20councillors/2011/Risk%20Management%20Program%20Overview%20July%202010.pdf>

<sup>2</sup> The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers. Safe Work Australia.

## 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, employers have a duty to volunteers to ensure they are not exposed to risks to health and safety. Unlike paid employees, 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'.

## 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
- for ensuring any event on the premises is undertaken in a way that is safe for all participants.

## 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

Insurance is an essential to provide for the WHS of those involved in church. Our administration committee are responsible for ensuring appropriate coverage 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 damage or loss that results from acting outside the scope of activities authorised by the organisation, or acting while under the influence of drugs or alcohol, or from criminal liability.

### 4.1 Public liability insurance

Public Liability insurance covers costs paid if someone commenced legal action against church as a result of participating in church activities or events. When hiring venues, the owner's public liability insurance covers their activities and responsibilities, such as maintenance of property and grounds, however the hiring organisation requires public liability insurance to cover its activities while using the venue. We maintain public liability insurance for at least \$10 million per occurrence<sup>3</sup>.

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<sup>3</sup> Required by Department of Education and Communities. Community usage contract. Conditions of use. Section 5.

Our policy is with EA Insurance ('authorised representative' or broker for Ansvr insurance). We must notify our insurer of events that may require additional cover including events where more than 500 people will be in attendance and/or offsite activities that pose a high level of risk eg canoeing, rock climbing.

#### **4.2 Workers compensation insurance**

Lighthouse Church maintains a current workers compensation insurance policy for paid staff with icare and their agent, EML. This insurance does not cover volunteers or contractors. Contractors must have their own insurance. Lighthouse Church holds Personal Accident (Volunteers) insurance via EA Insurance for volunteers providing Special Religious Education (scripture) in schools as required by the Department of Education. Cover for other volunteers was not considered to be financially viable (minimal benefits for premium charged).

#### **4.3 Officer insurances**

Lighthouse Church maintains professional indemnity, directors' insurance and employment practices insurance via EA Insurance.

#### **4.4 Motor vehicle insurances**

##### Personal injury

Paid staff injured while driving in the course of their work may be covered by workers compensation insurance. If a paid staff member 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 and cyclists. CTP insurance is compulsory and it is the responsibility of all paid staff 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 are not covered under church insurance policies if injured while driving in the course of performing 'work' for church. 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' and their passengers will be reliant on sick leave, public health care, or a separate personal injury insurance policy. The exclusion is where an injury is defined as 'severe' injury in which case 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.

##### Property damage

Paid staff must have third party property (TPP) insurance for any private vehicle used to perform work for church. Comprehensive insurance covers damage to the employee's vehicle and to other vehicles or property, regardless of whether the employee was at fault. Comprehensive car insurance is recommended as it is possible that employers (church) could be liable for third parties damages as a result of actions of staff in the course of employment. This potential liability does not apply for to volunteer's actions. Church holds not cover for property damage to volunteer's vehicles or third party damages if a volunteer is involved in an accident while performing 'work' for church.

## 5. Roles and responsibilities

### 5.1 WHS and RTW representatives

WHS representatives are nominated by the Admin Committee to oversee WHS on behalf of church. WHS representatives are responsible for:

- organising risk assessments and implementing 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
- assisting leaders to meet WHS requirements
- scheduling and maintaining the WHS calendar
- reporting to admin committee and pastoral team.

A Return to Work (RTW) representative is nominated by the Admin Committee to oversee workplace injury management (paid employees only) on behalf of church. The RTW representative is responsible for:

- developing and maintaining church's RTW program and 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
- liaising with injury management stakeholders to facilitate recovery and RTW.

### 5.2 Admin committee and staff

- Ensure the WHS policy and procedures are implemented
- Assist the WHS representative to resource the WHS action plan
- Liaise with church's insurers in relation to WHS issues
- The pastor rostered on each Sunday acts as Emergency Warden in the event of any emergency.

### 5.3 Ministry and event leaders

- 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
- Ensure reporting documentation eg activity planning and incident reports are completed.

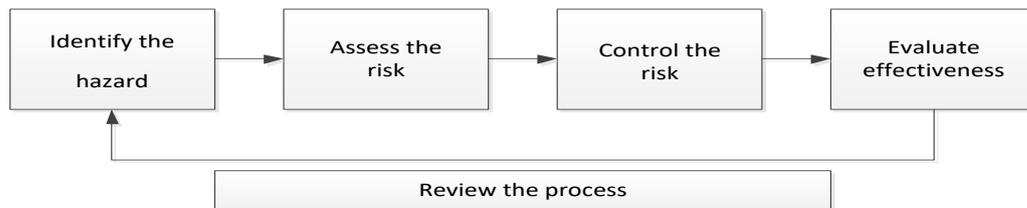
### 5.4 Church members

- 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 concerns or incidents to ministry or event leader.

## 6. Risk management model

WHS legislation requires implementation of a risk management approach to eliminating or controlling WHS risks 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 it is recommended that volunteers are included as equal team members in consultation<sup>4</sup>.



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

**S**ee – identify the hazard

**A**ssess – assesses 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 health or safety of a person, or to significantly damage property and equipment.

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, bullying and harassment

Table 1: Hazard types

Our WHS policy confirms everyone involved in church activities has a responsibility to report hazards.

Hazards may be identified by:

- Formal assessments – 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 work
- Reports/complaints – from people who have noticed or raised concerns or problems
- Incident report forms – information records regarding injury, illness, ‘near misses’.

<sup>4</sup> National Standards for Volunteers produced by the peak body, Volunteering Australia.

## 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 informs which hazards should be prioritised for action based on the matrix below which assigns a risk rating based on likelihood and consequences.

LIKELIHOOD	Likely Occurred several times in your career	Possible Event might occur once in your career	Unlikely Occurs somewhere from time to time	Rare Heard of similar event occurring elsewhere
CONSEQUENCES				
<b>Extreme</b> Fatality or permanent disability	1	1	2	3
<b>Major</b> Serious injury, long term effect	1	2	3	4
<b>Moderate</b> Medical treatment, short term effect	2	3	4	5
<b>Minor</b> First aid only	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 with reference to five main ways to control risks outlined in order of effectiveness below.

Hierarchy	Method	Details	Examples
Most effective	Eliminate hazard	Discontinue the practice, remove the hazardous item	Eliminate task
	Substitute	Substitute for something with less risk	New equipment
	Isolate hazard	Separate hazard from person at risk	Placing barriers around hazard, using a different route
to	Reduce 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
Least Effective	Transfer risk	Risk to your organisation is transferred to or mitigated by another organisation	Insurance
	Accept risk	Not a control measure but does require a pro-active, documented decision	

Table 3: Risk control measures

Where possible the most effective risk control measure will be implemented. The table below 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
- environmental risks will require negotiation with owner of premises
- 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 those responsible
5	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 has adequately controlled the risk and that it didn't cause any other unforeseen problems.

#### 6.5 Review the process

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

- evidence that the risk assessment is no longer valid or
- an injury or illness occurred due to a particular hazard or
- a significant change in the workplace is proposed eg to premises, equipment, work systems or practices.

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

Gorokan High School premises are leased and occupied under 'usual conditions' for four hours once a week from 7.30am to 12.30pm. 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
- SafeWork NSW's safety and compliance checklist
- existing emergency procedures developed by the 'owners of premises'.

A copy of the emergency procedures are available on our website, on OneDrive, in kids church folders/boxes and in the hall on Sundays (on the information table and on the storage cupboard door).

## 7.1 Emergency procedure training

An understanding of emergency procedures is a necessary component of induction for staff. Staff and WHS representatives must be familiar with the evacuation plan to the extent they would be confident to lead an evacuation. An explanation of the kids teachers' role in an evacuation is included in *LC04 – serving in children's and youth ministry* document 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 at church at least once annually to ensure members know what to do should evacuation be necessary.

## 7.2 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.

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 (staff, WHS representatives, 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
  - Parents of children with special needs may accompany runners to assist their children evacuate safely
  - Runners to stay with kids church classes (especially crèche) to assist evacuation 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 must remain with their leaders until marked off at assembly point'
  - 'We are evacuating the hall, please calmly move to the closest exit and follow the person positioned at the door to the assembly point on the grassed oval'
  - Emergency warden ensures everyone has left hall then goes to the assembly point.

5. At the assembly point
  - Warden confirms with kids church leaders that all kids classes have arrived at assembly point
  - Warden ensures people remain at the assembly point
  - Warden decides when to re-enter the hall or leave the site in conjunction with emergency services
  - Staff and WHS representatives provide assistance until either re-entry is complete and everyone is accounted for, or everyone has left the premises.
  
6. Complete reporting requirements and documentation
  - Warden, WHS representatives and relevant witnesses assist emergency services with enquiries
  - Warden ensures the site contact person/premises owner is notified
  - 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 if necessary, and review of policies and procedures where indicated.

### **Kids church evacuation only**

The document *LC04 – serving in children's and 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

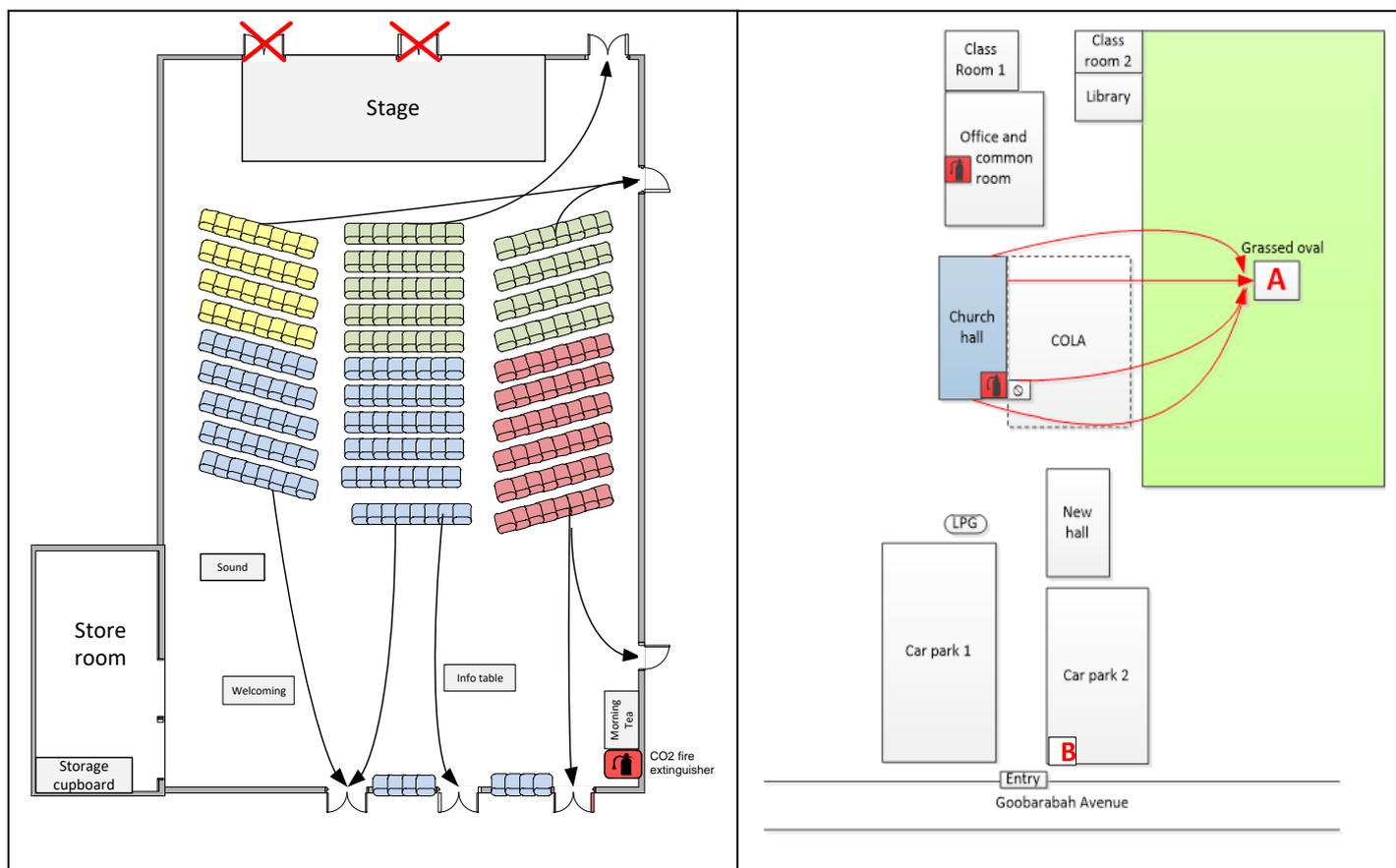


Diagram 1: Hall evacuation map

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 – marked 'A'). If this assembly point is not accessible, the alternative assembly point is the front car park near entry gates (see Diagram 2 – marked 'B').

### 7.3 Fire

The main fire hazards identified onsite for church are:

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

Fire extinguishers are located at the back of the hall (see Diagram 1 - Hall evacuation map) and in classrooms. 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 wastepaper 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.

## 7.4 Gas leak

Two gas tanks situated on the edge of the front carpark 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 directing 000 be called if there is an emergency, or to phone 1300 862 055 for 24 hour 'urgent repairs and advice'. Emergency Main Gas Shut Off is on the field side of the hall. Church has been provided with a key.

## 7.5 Electrical emergency

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

## 7.6 Disruption or aggression

This includes any verbal threat or physical action against an individual, a group, or to property. SafeWork NSW's Workplace Violence checklist was utilised to consider scenarios that may be encountered at church.

A 'disruptive intrusion' is where the primary aim of the person is to disrupt church, with no evidence of aggression or risk to safety. Any response in this situation should aim to prevent escalation, and defuse the situation.

By contrast, an 'aggressive intrusion' involves a likely risk to safety. While the likelihood of an aggressive intrusion is considered 'unlikely' or 'rare', consequences could be 'major'. The emergency procedures poster/booklet includes guidelines for managing aggressive intrusions (see Appendix 1).

## 7.7 Severe storm or flooding

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

The 'on-site' environment is Gorokan High School in Goobarabah Avenue, Gorokan. The premises are leased from the Department of Education and Communities under a contract developed with reference to the Community Use of School Facilities Implementation Procedures. The Senior Pastor is the nominated school liaison person. The premises are used for:

- our main church meeting on Sundays 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, meetings
- use of car parks, grassed oval, and COLA (covered outdoor learning area).

Risk assessments are conducted at least annually in relation to our onsite environment using SafeWork NSW environmental checklist resources. Results are used to inform and improve our policies and procedures. The set up/pack up team are responsible for preparing the environment for the main Sunday meetings. Set up/pack up procedures have been developed with reference to risk assessment results to ensure onsite safety is a priority for our Sunday meetings.

## 8.1 Slips, trips and falls

The 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 to minimise water on the floor in wet weather. Stairs used to access the stage have handrails.

Procedures for 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 including:

- Keep main aisles, exits and stairs clear of obstacles
- Restrict access to high risk areas eg stage/front of hall, storage areas
- Extension cords will be kept to a minimum, where necessary cords will be bundled together with high-visibility tape
- Spills will be cleaned up immediately
- Restrict running in the hall, and children are not to climb on wooden rails on the walls of the hall or be in upstairs areas before or after church unless accompanied by an adult.

## 8.2 Vehicle movement

Generally 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). This means areas where people are, and where children play before and after church, are 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>5</sup>.

### 8.3.1 Visual inspection

Inspecting and testing electrical equipment helps determine whether it is safe. Regular visual inspection can identify many electrical defects<sup>6</sup>. Team members involved in setting up electrical equipment (primarily our music and sound teams) are aware of the need to regularly check leads and plugs, and to immediately remove any damaged items or equipment from service.

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<sup>5</sup> Electrical risks at the workplace factsheet. Safe Work Australia. 2012.

<sup>6</sup> Electrical risks at the workplace factsheet. Safe Work Australia. 2012.

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

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>7</sup>.

The *WHS Regulation 2017* defines higher risk or 'hostile' conditions under which an employer must ensure regular electrical inspection and testing including when the 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 conditions likely to result in damage or a reduction in expected life span including exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.

Portable electrical equipment is particularly liable to damage<sup>8</sup>.

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>9</sup>. A competent tester will provide guidance on appropriate inspection and testing intervals. As a general rule electrical equipment used in higher-risk operating environments should be tested at least once every 12 months<sup>10</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.

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 the role inspection and testing plays in ensuring safety
- understand the legal requirements relevant to the work.

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

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<sup>7</sup> Managing electrical risks in the workplace Code of Practice. SafeWork Australia. 2018.

<sup>8</sup> Electrical risks at the workplace factsheet. Safe Work Australia. 2012.

<sup>9</sup> Managing electrical risks in the workplace Code of Practice. SafeWork Australia. 2018.

<sup>10</sup> Managing electrical risks in the workplace code of practice. SafeWork Australia. 2018.

A record of testing must specify:

- the name of the person who carried out the testing
- date of and 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. However, a logbook, database register or similar record may also be used which has the advantage of allowing more detailed information to be recorded and ensuring there is a permanent record of inspection and testing.

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>11</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>12</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.

### **8.4 Hazardous substances**

No hazardous substances are located onsite in accessible areas. If any new process or venue introduces a risk relating to dangerous goods or hazardous substances, a risk assessment will be completed beforehand to inform development of procedures relating to storage, handling, transport, labelling, and use.

### **8.5 Hot water**

Hot water presents a risk of burns in the context of morning tea, specifically when filling cups from the urn and emptying the urn of hot water at the end of event. Morning tea procedures have been developed with reference to the risks above.

### **8.6 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.

### **8.7 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) this will be considered in a risk assessment relevant to that event.

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<sup>11</sup> Managing electrical risks at the workplace Code of practice.

<sup>12</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.

## 8.8 Animals

In general, animals/pets should not be onsite during church or related events to eliminate the potential risks associated with interactions with animals and children particularly. The exception to this is assistance animals (service or companion) with appropriate certification.

## 8.9 Amenities

Amenities are 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*.

The necessary provision for toilets is one toilet per 20 male, and one toilet per 15 females. In situations with less than ten people, unisex facilities may be acceptable. Toilets are located some distance from the hall, and require negotiation of stairs. Accessible facilities are available (near the hall backing onto the front carpark).

Rows of chairs are provided as part of the hire of premises. 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 morning church there are no dining or food preparation areas for use by church. Dining areas are not required as church is only two hours long and does not span usual mealtimes. 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 during and after church. Tea, coffee and a simple morning tea is also provided. These provisions are set up on tables towards the back of the hall.

## 9. Offsite environment

Our 'off-site' environment is any environment other than Gorokan High School. The 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 high risk activities prior to the event - the following is not covered under our policy: car races, canyoning, caving, rock climbing, shooting/firearms, aircraft, parachuting, gliding, bungee jumping, canoeing or kayaking, scuba diving, dune buggies/go karts, hot air ballooning, 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 and meetings. When considering homes for use the following factors should 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 assist in confirming 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 checklist will also assist in developing the specific permission form.

### **9.3 Home offices**

Paid staff work out of a home office. Assessment of employee's home residence will be conducted, including workstations. Where necessary, provision of equipment (eg telephone headset, document holder, footrest) this will be purchased and provided. A review of the workstation should be undertaken when there are significant changes, or any reports of discomfort associated with performing work at the workstation.

### **9.4 Transport**

There are two key risk areas in relation to transport. 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, and are responsible for maintaining a current driver's licence, vehicle registration, compulsory third party (CTP) insurance, and preferably comprehensive car insurance. Paid staff must observe the road rules when driving for work (eg speed limits, wearing seatbelts) and are encouraged to carry mobile phones when in transit.

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– Serving in children’s and youth ministry* includes procedures relating to transportation designed to control this risk.

## **10. Work practices**

### **10.1 Manual handling**

Manual handling is any task involving use of your body to exert force, and includes lifting, lowering, carrying, pushing, pulling, holding or restraining.

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.

While everyone’s lifting capacity is different, to ensure safety in general we aim to eliminate:

- tasks involving lifting or carrying more than 20 kg below chest height or 10 kg above chest height
- manual handling tasks involving awkward, high risk postures eg forward bending, 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 to adequately address is lifting the speakers onto the stand above shoulder height each week for morning church.

### **10.2 Security**

Our onsite venue is fenced with the only entry being through the main gates. However, church meetings are open to the community. The following strategies aim to counteract risks associated with ‘open’ meetings:

- set up procedure including management of keys and alarm
- welcomers are positioned at the entrance to the hall
- 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.

If there is evidence of vandalism or theft in progress, or any indication of threatening behaviour by trespassers contact the police on 000. If not in progress, taken photos of any damage using phone camera, and advise one of our pastors.

## Money handling

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

- Electronic giving is promoted as the preferred method to minimise money onsite
- Money is counted 30-40 minutes after the meeting by which time many people have left
- Two members count the money together
- When both people 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 are exempt from prosecution under the regulations<sup>13</sup>. However we have a duty to take 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 should 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.

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<sup>13</sup> Anglican Module 5 Food safety.pdf

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 kids church rooms 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 Photo to be taken of any excess rubbish and sent to school representative
Nappy changing or toileting for younger children	See LC04 – serving in children’s and youth ministry (personal care)
Infection spread by skin or droplet contact eg gastro-intestinal bacteria, influenza	See LC04 – serving in children’s and youth ministry (first aid, emergencies) Children who are unwell cannot be accepted into care. Children who become unwell during care will be returned to carers. Gloves, masks and 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 strongly recommended.

Table 5 – Infection risks

## 10.5 Drugs and alcohol

Tobacco smoke has been recognised as a risk to be eliminated from workplaces. Smoking is prohibited under *in* public indoor spaces, and outside areas that are ‘substantially enclosed’, however this does not apply to private homes or places that are not enclosed (eg outside dining areas, open courtyards).

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’s ‘Drugs in Schools’ 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’s policy indicates community groups may be permitted to consume alcohol on school premises outside school hours. Illegal drugs are not permitted onsite.

## 10.6 Work related stress

Work-related stress is 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 in the course of everyday work people can be exposed to work pressures that affect health causing anxiety, depression and physical ill health.

Known risk factors for work related stress include:

- 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
- Culture that encourages and supports early reporting.

The senior pastor is responsible for:

- designing and delegating work with regard 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 when reports of work related stress are first received /detected.

Early reporting and management of work related stress is essential to allow early consideration of risk factors relating to the work/job, and strategies 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 in the development of a work plan internally will be undertaken with the aim of providing appropriate adjustments and support before the situation significantly impacts function and health.

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. Some people may be inclined to 'shrug off' aggressive or upsetting incidents.

However in recognition of the long term effect such incidents may have:

- a discussion will take place at an appropriate time with the person/s involved to determine if any additional support is needed, or if any changes should be made to improve safety
- following serious incidents an external professional may be engaged to assist (costs may be covered by workers compensation insurance).

The effects of a serious incident do not necessarily 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 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.

These symptoms are often a normal short-term reaction to a traumatic incident, however professional assessment and advice is recommended to assist with symptom management.

## **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 hired must be well maintained and free of known defects
- proof of qualifications will be required eg licences for electricians
- public liability insurance for \$10,000,000 (request evidence where appropriate and retain on file)
- they are aware of any necessary safety considerations eg first aid facilities, site restrictions
- they are aware they are responsible for their own property bought onsite
- they are aware they are responsible for incident and injury management.

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 until further advanced care is accessed or the individual recovers. The aim of first aid is to:

- preserve life
- prevent illness or injury from becoming worse
- relieve pain, if possible
- promote recovery
- protect the unconscious<sup>14</sup>.

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<sup>14</sup> First aid in the workplace code of practice. Safe Work Australia. 2020.

Workplaces have a legal responsibility for ensuring provision of appropriate first aid. First aid requirements vary according to:

- 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>15</sup>.

#### **11.1.1 First aid kits**

It is a requirement that all workers must be able to access a first aid kit<sup>16</sup>. Church is considered a low risk environment. While there are fewer than five paid staff, 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.

Church maintains a first aid kit for 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:

- SafeWork Australia's First aid in the Workplace Code of Practice
- risk assessment of injuries and illnesses likely to occur at church
- data about historical first aid incidents
- feedback and suggestions from trained first aiders.

The first aid kit contains a list of contents, names and mobile numbers of trained first aiders, and 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.

Key personnel are aware of the kit's location including pastoral team, trained first aiders, WHS representatives, and ministry/event leaders. Members are reminded of the location of the kit at least annually via verbal and written communication.

A second first aid kit is available for offsite events and activities. Information about use of this kit will be provided to staff, ministry and event leaders, trained first aiders and WHS representatives.

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) or by email directly to the WHS representative.

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

SafeWork NSW recommends at least one trained first aider for every 50 workers (people) in attendance at low risk workplaces. A trained first aider is a person who has successfully completed a nationally accredited training course or an equivalent level of training that has given them the competencies required to administer first aid. Refresher training in Cardiopulmonary Resuscitation (CPR) should be carried out annually, and first aid qualifications should be renewed every three years.

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<sup>15</sup> First aid in the workplace code of practice. Safe Work Australia. 2020.

<sup>16</sup> First aid in the workplace code of practice. Safe Work Australia. 2020.

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.

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.

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. **First aid should be administered by these people wherever possible.**

If a trained first aider is not available, access to the first aid kit should be in consultation with the event leader, a WHS representative, or staff. 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.

## 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 cannot 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.

#### **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.

Our workers compensation 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, travelling between workplaces, 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 staff 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 guidance on defining and reporting a 'notifiable incident' refer:

<http://www.safework.nsw.gov.au/media/publications/health-and-safety/whs-incident-notification-fact-sheet>

Action following a serious incident will be taken in accordance with instructions from emergency personnel and SafeWork NSW. In the event of a serious incident, the site of the incident must not be disturbed except to assist injured persons or to avoid further injuries.

Our insurer will also be notified at the earliest opportunity, and our contract with the Department of Education 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>17</sup>. Notification will be sent by our school liaison contact to the school's representative by email.

### 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).

Investigations will be at the discretion of the senior pastor and WHS representative with advice where relevant from our 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 (RTW) program outlining how they will manage work related injury or illness. The standard RTW program template in the SIRA Guidelines for workplace return to work program has been utilised to develop our RTW program. Staff are provided a soft copy of the program, and have access to relevant information and resources via OneDrive.

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<sup>17</sup> Community usage contract Standard Terms - Section 8

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.

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.

## **12. Training**

Key safety messages and the evacuation plan are presented in church at least annually. Children's and youth ministry workers, Safe Ministry Representatives, trained first aiders and staff complete online safe ministry training. Staff induction involves becoming familiar with the Lighthouse Church's policies and procedures which includes this document.

Routine and activity/event specific risk assessments inform the development and improvement of 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.

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

An annual WHS self-evaluation provides an indication of how implementation of agreed WHS strategies are progressing, informs scheduled (annual) reviews of policies and procedures, and provides the opportunity to identify improvements in practice.

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

WHS records will be maintained where possible in electronic form in accordance with LC01 Policy and procedure – Privacy and information management. 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 - managing safe ministry in church

LC04 - 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
<b>EMERGENCY PROCEDURES</b>												
Review procedures and evacuation plan	X											
Procedures/plan reviewed at staff meeting			X									
Kids church evacuation drill									X			
<b>ONSITE ENVIRONMENT / WORK PRACTICES</b>												
Onsite environment risk assessment								X				X Carols and SF
Insurances review / assessment							X					
Safety info and evacuation plan in church						X						
Electrical visual inspection and recording			X			X			X			X
Electrical testing and tagging									X			
Summerfest WWC checks										X		
<b>OFFSITE ENVIRONMENT</b>												
Activity planning forms		X					X					X
Update off site checklists		X										
Staff workstations and checks												
<b>FIRST AID AND INJURY MANAGEMENT</b>												
Stocktake first aid kits					X							X
Update first aider list					X							
Email first aid personnel					X							
Review incident forms		X SF				X					X	
<b>TRAINING</b>												
Fire emergency and extinguishers									X			
<b>ASSESSMENT AND REPORTING</b>												
Annual WHS/safe ministry self-assessment and report for Admin											X	X

## Appendix 1 – Emergency procedures poster

Emergency Warden: Pastor giving Sunday talk  
 Emergency phone: 000  
 Wyong Hospital: 4394 8000  
 SafeWork NSW: 13 10 50

Onsite 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 needed</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 emergency warden, trained first aiders, WHS representatives</li> <li>Turn off electricity at source</li> <li>Call emergency services on 000</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 SafeWork NSW, premises owner)</li> <li>Complete 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</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</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>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>