



# Work Health and Safety Manual

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## Introduction to this manual

This Work Health and Safety (WHS) Manual has been developed for the use of the churches of Queensland Baptists. It is designed to provide holistic policy on safety issues and address requirements tailored for the church environment. It has been implemented primarily in relation to the harmonised national WHS legislation implemented in Queensland from 1st January 2012, but covers other important areas such as volunteer management, emergency response and chemicals handling. This manual provides an overview of safety requirements, but throughout its pages it references other resources that are designed to assist a church in implementing their safety compliance responsibilities.

It contains significant content developed by the staff of Masula Compliance – Work Health and Safety consultants and managers – and we thank them for their generous and energetic support of this project. We specifically thank Sue Stack and Melannie McKeough for their significant expertise and work to bring this project to fruition. We request that users of this manual respect the intellectual property of Masula Compliance contained within this manual.

Sections specifically referencing the church environment and conditions have been written by or in consultation with the Director of Administrative Services of Queensland Baptists to reflect current best practice and legislative requirements.

This manual needs to be read in conjunction with a properly completed Church Schedule section containing information specific to each church. Having a copy of, or approving this manual as the WHS standard for your church does not of itself ensure compliance with legislative requirements. Completion of the appendices, and then ongoing monitoring and record keeping are important aspects of these requirements.

The manual is being made available to constituent churches of Queensland Baptists at no charge. This is done on the basis that sections of the manual will not be copied by any means for use at other churches or organisations without the express permission of Queensland Baptists and Masula Compliance. Copyright law applies to this document. Thank you for respecting the interests represented in this document.

Questions, comments and suggestions about this manual may be addressed in the first instance to:

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# Church schedule

## Part 1: Church details

<b>Church name</b>	Mosaic – a Baptist Church
<b>ABN</b>	
<b>Site Address</b>	

## Key contacts

Name	Position	Contact details

## Building details

	Name	Phone Number	Email Address
<b>Owner of the building</b>			
<b>Occupier of the building</b>			
<b>Tenants / Other users</b>			

## Part 2: Emergency details

<b>Emergency Assembly Area Location</b>	
<b>Nominated Emergency Control Point</b>	
<b>Emergency Alarm Tone</b>	
<b>Lockdown Signal</b>	

## Emergency contact details

	Phone Number	Address
Fire	000	
Ambulance	000	
Police	000	
Nearest Hospital		
Nearest Medical Centre		
Security		
Poisons Information Centre	13 11 26	-

## Responsible persons (emergency control organisation – ECO)

	Name	Phone Number	Email Address
<b>Chief Fire Warden</b>			
<b>Deputy Chief Fire Warden</b>			
<b>Area 1 Fire Warden</b>			
<b>Area 1 Deputy Fire Warden</b>			
<b>Area 2 Fire Warden</b>			
<b>Area 2 Deputy Fire Warden</b>			
<b>First Aider</b>			

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## Part 3: Emergency evacuation diagrams

Please refer to the following pages for the **Emergency Evacuation Diagram** for the church.





**Work Health  
and Safety  
Guidance for Churches**

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## Policies

### Work health and safety policy

Mosaic – a Baptist Church is committed to ensuring the health and safety of all persons affected by our operations.

Members of our Church apply quality and safety standards that have been established to protect our contractors, our workers and members of the public. The philosophy of our Church is to ensure that our work is undertaken safely, with a high level of integrity and quality.

This is achieved by maintaining a safety program, which covers the activities of our operations.

Mosaic – a Baptist Church has the objective of eliminating work-related injury and illness by:

- Providing adequate resources to ensure that proper provision can be made for health and safety.
- Conforming to legislative requirements, being the Act, Regulations or Codes of Practice;
- Carrying out and periodically reviewing risk assessments;
- Reviewing controls to ensure they remain effective;
- Providing and maintaining a work environment without risks to health and safety;
- Providing and maintaining safe plant and structures;
- Providing and maintaining safe systems of work;
- Ensuring the safe use, handling and storage of plant, structures and substances;
- Providing adequate facilities for the welfare at work of workers in carrying out work on behalf of Mosaic – a Baptist Church, including ensuring access to those facilities;
- Providing any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out on behalf of Mosaic – a Baptist Church;
- Ensure that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the organisation; and
- Establishing measurable objectives and targets to chart our progress.

The church has appointed a “Responsible Officer” to oversee the implementation of this policy on behalf of the church but recognises that working within this policy is everyone’s responsibility. We request the personal cooperation and commitment of people working within our Church, whether they are staff, members, contractors or clients, to help us achieve our “Zero Harm” objective.

Please abide by our safety rules and report unsafe conditions. Also, be involved and committed to a continuing program that will ensure a safe, healthy and hygienic environment for everyone. Your contribution is valued.

## Environment policy

Our Church regards environmental management as a fundamental aspect of a sound operating foundation. The leadership of Mosaic – a Baptist Church is committed to focusing on environmental protection and how our services may affect the environment locally. We identify objectives and targets we have established to protect our natural capital and prevent any potential impacts or pollution our products or services may have on the environment.

It is our policy to:

- Ensure that our people have the knowledge and other resources needed to meet our obligations and fulfil our commitment to environmental care;
- Ensure that our Church uses operating procedures necessary to identify, monitor and control the impact of our operations, the effective use of energy and the use of natural resources. We are committed to identifying ways of reducing the direct environmental impact of our operations and waste to prevent pollution;
- Ensure our operations, products and services comply with the *Australian Environmental Protection and Biodiversity Conservation Act*, in addition to meeting the requirements set down in ISO 14001, industry best practice codes and other standards relevant to our church;
- Ensure the suppliers, stockists and Contractor/Sub-contractor we deal with are informed of our Environmental Policy and are managed to ensure their compliance with this policy; and
- Communicate openly and constructively with relevant authorities and the general community regarding environmental performance, impacts, and management initiatives.

We will monitor and evaluate our church's performance in relation to the objectives and targets we have set to identify areas for the improvement. We will implement any changes identified to continually improve our performance, the conservation of our resources and the prevention of pollution.

We thank our members, workers, our suppliers and our contractors for their cooperation in this endeavour.

## Rehabilitation policy

Mosaic – a Baptist Church recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace. We recognise that the *Workers' Compensation and Rehabilitation Act 2003* and the *Workers' Compensation and Rehabilitation Regulation 2003* provide the legislative support for workplace rehabilitation activities.

Experience has shown that workplace rehabilitation assists the healing process and helps restore the worker's normal function sooner. Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to:

- Maintain injured or ill workers at work; or
- Ensure the worker's earliest possible return to work; or
- Maximise the worker's independent functioning; and
- Provide for durable employment.

This policy has been developed as a joint worker-Church leadership agreement.

Mosaic – a Baptist Church is committed to:

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice;
- Ensuring suitable duties are made available to injured or ill workers to facilitate their safe and early return to work. These duties must be consistent with the current medical certificate and will be time limited;
- Respecting the confidential nature of medical and rehabilitation information and ensuring there will be both verbal and written confidentiality;
- Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them;
- Complying with legislative obligations with respect to the standard for rehabilitation;
- Adopting a multidisciplinary approach to rehabilitation as required; and
- Reviewing this policy and procedures at least every three years to ensure it continues to meet legislative requirements and the needs of all parties.

Workplace rehabilitation procedures have been developed to support this policy. The procedures define key terms, describe key roles and outline steps in the return to work process.

## Bullying and sexual harassment policy

Mosaic – a Baptist Church is committed to fostering a positive workplace environment where people treat each other and the community with respect and where sexual harassment and bullying are unacceptable. Our organisation will ensure that a culture of respect and appropriate behaviour is maintained at the workplace. To ensure that Mosaic – a Baptist Church is fulfilling its duties under relevant legislation, steps will be taken to:

- Provide suitable training in the identification and resolution of suspected sexual harassment and bullying; and
- Provide suitable systems to ensure that sexual harassment and bullying is actioned in a fair and equitable manner.

### Workplace bullying

#### What is workplace bullying?

Workplace bullying (previously referred to as workplace harassment) is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening whether intentional or unintentional. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Examples of behaviour, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include, but are not limited to abusive, insulting or offensive language or comments, withholding information that is vital for effective work performance, setting unreasonable timelines or constantly changing deadlines, spreading misinformation or malicious rumours and changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Types of behaviour that isn't considered workplace bullying include:

- **One-off incidents:** A single incident of unreasonable behaviour is not considered to be workplace bullying; however, it may have the potential to escalate and will not be ignored.
- **Workplace conflict:** Differences of opinion and disagreements are generally not considered to be workplace bullying. People can have differences and disagreements in the workplace without engaging in repeated, unreasonable behaviour that creates a risk to health and safety. However, in some cases conflict that is not managed may escalate to the point where it meets the definition of workplace bullying. Workplace conflict will be managed on a case-by-case basis to support our aim to promote a culture of mutual respect.
- **Reasonable management action taken in a reasonable way:** Mosaic – a Baptist Church and our Managers may take reasonable management action to direct and control the way work is carried out. It is reasonable for managers and supervisors to allocate work and give feedback on a worker's performance. These actions are not considered to be workplace bullying if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

#### Preventing workplace bullying

Mosaic – a Baptist Church aims to prevent instances of workplace bullying by:

- Instilling a team culture;
- Defining and enforcing standards of acceptable behaviour;

- Implementing effective consultation and communication strategies;
- Promoting positive leadership styles and providing support to staff in leadership positions; and
- Providing training to staff and leaders.

## Sexual harassment

Mosaic – a Baptist Church is opposed to sexual harassment in any form. Workers and visitors should be able to operate in an environment free of any behaviour considered to be sexual harassment regardless of the sex, sexual orientation or gender identity of the parties.

### What is sexual harassment?

If a person subjects another person to:

- An unsolicited act of physical intimacy;
- Makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person;
- Makes a remark with sexual connotations relating to the other person; and / or
- Engages in any other unwelcome conduct of a sexual nature in relation to the other person; and

the person engaging in the conduct does so with the intention of offending, humiliating or intimidating the other person or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Examples of sexual harassment include physical contact such as patting, pinching or touching in a sexual way, unnecessary familiarity such as deliberately brushing against a person, sexual propositions, unwelcome and uncalled-for remarks or insinuations about a person's sex or private life, suggestive comments about a person's appearance or body, offensive telephone calls and indecent exposure.

Sexual harassment does not have to be repeated or continuous to be against the law. Some forms of sexual harassment, such as assault, physical molestation, stalking, sexual assault and indecent exposure, are also criminal offences.

Sexual interaction, flirtation, attraction or friendship that is consensual and invited, mutual or reciprocated is not considered to be unwelcome and therefore is not considered sexual harassment. However, Mosaic – a Baptist Church may respond to instances such as these to ensure that such conduct does not create an unpleasant and sexualised workplace for other workplace participants.

### Preventing sexual harassment

Mosaic – a Baptist Church aims to prevent instances of sexual harassment by:

- Discouraging any workplace behaviour that is sexist or potentially offensive to others;
- Implementing effective consultation and communication strategies;
- Providing training to staff and leaders;
- Supporting bystanders to take action against sexual harassment; and
- Enforcing appropriate standards of conduct including outside of the workplace i.e., at work functions.

### Identifying workplace bullying and sexual harassment

Instance of workplace bullying or sexual harassment may be identified and reported by those subjected to the behaviour or by witnesses.

Mosaic – a Baptist Church may become aware of these issues through the following:

- Direct reporting;
- Consultation with staff;
- Conducting exit interviews with departing staff;
- Monitoring internal statistics such as incident reports, workers' compensation claims, absenteeism and staff turnover to identify sudden changes or patterns; and
- Monitoring areas where issues have arisen in the past.

## Responding to workplace bullying and sexual harassment

Mosaic – a Baptist Church will treat reports of workplace bullying and sexual harassment seriously. We will respond promptly, impartially and confidentially. A person can raise or report workplace bullying or sexual harassment verbally or in writing by:

- Informing a supervisor, manager or member of the Management Committee;
- Informing their health and safety representative (if appointed) or union representative; and/or
- Using established reporting procedures.

Where possible Mosaic – a Baptist Church will manage instances of bullying and sexual harassment through the normal Issue Resolution Policy and Procedure in place. Where this is not effective or where the people involved are unsatisfied with the outcome, they can make a complaint to the Anti-Discrimination Commission Qld for instances of sexual harassment or apply to the Fair Work Commission for an order to stop the bullying.

## Evaluation and review

Mosaic – a Baptist Church shall evaluate the effectiveness of this procedure through the monitoring of any complaints made and how successful the Issue Resolution process is.

Any escalation to external agencies, including involvement of unions, must be reported to the Management Committee for action.

## Records

Records of all complaints will be undertaken in a systematic manner that ensures the privacy of both the person making the complaint and the person that the complaint is about is maintained. These records will include the initial written complaint as well as a summary of what action was taken, meetings held and if the matter was successfully resolved.



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## Responsibilities

### Mosaic – a Baptist Church

Mosaic – a Baptist Church has an obligation to ensure the work health and safety of each of our workers and any other persons is not affected by the conduct of the organisation.

As an organisation Mosaic – a Baptist Church has an obligation to ensure, so far as is reasonably practicable, the health and safety of workers and others.

Mosaic – a Baptist Church will set the highest practicable standards in meeting the Church's obligations by:

- Assessing and eliminating risks to health and safety, so far as is reasonably practicable and if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable;
- Providing and maintaining a work environment without risks to health and safety;
- Providing and maintaining safe plant and structures;
- Providing and maintaining safe systems of work;
- Ensuring the safe use, handling and storage of plant, structures and substances;
- Providing adequate facilities for the welfare at work of workers in carrying out work on behalf of Mosaic – a Baptist Church, including ensuring access to those facilities;
- Providing any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out on behalf of Mosaic – a Baptist Church; and
- Ensuring that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the church.

### Officers of Mosaic – a Baptist Church

The Officers of Mosaic – a Baptist Church are primarily responsible for the health and safety of workers, contractors and visitors. This responsibility is to be ranked equally with other operational considerations. The Officers will set the highest practicable standards in meeting the Church's legislative obligations.

The Officers will ensure that there is an adequate structure to implement safety policies and that all levels of management are given the responsibilities necessary to ensure its success. The Officers will hold team members accountable for health and safety matters.

The Officers must ensure hazards are controlled through the process of identification, assessment, control, evaluation and monitoring. These responsibilities will be best achieved through consultation with workers, thus facilitating involvement and cooperation.

The Officers must exercise due diligence to ensure that the church complies with its legislative and regulatory requirements. This includes:

- Acquiring and keeping up to date knowledge of health and safety matters;
- Understanding the nature of operations and the inherent hazards and risks;
- Ensuring adequate resources and processes are available and used;
- Ensuring a process is in place to become aware of and action in a timely way, information regarding incidents, hazards and risks; and
- Ensuring that internal procedures are in place to comply with legislative and regulatory requirements.



The officers will be responsible for:

- Allocating resources for the implementation of health and safety systems;
- Discussing health and safety at meetings;
- Implementing health and safety systems and ensuring that documentation and the procedures in it are kept up to date (policy or organisational changes recommended or considered necessary for the operation of the safety system will be at the discretion of the person in charge); and
- Conducting an annual review of our health and safety policy for adequacy and relevance.

## Who is an officer?

"Officer" of an entity that is neither an individual nor a corporation means:

- (a) a partner in the partnership if the entity is a partnership; or
- (b) an office holder of the unincorporated association if the entity is an unincorporated association; or
- (c) a person:
  - (i) who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the entity; or
  - (ii) who has the capacity to affect significantly the entity's financial standing.

In the context of the Baptist Churches of Queensland, most commonly it is section (b) above which applies as most are unincorporated associations under the auspices of Queensland Baptists. In this respect, the leadership of the church are the "Officers" – that is to say; pastor(s) and elders and/or deacons appointed to paid or honorary positions.

## Workers of Mosaic – a Baptist Church

The term "workers" applies to individuals who undertake tasks for an on behalf of a church to assist it to achieve its stated objectives – whether in a paid or voluntary capacity. This includes pastors, ministry leaders, sound desk operators, kitchen helpers and so on.

Workers under State Legislation also have a legal obligation to protect their own health and safety and to avoid wilfully jeopardising the health and safety of any other person.

Workers with concerns about hazards that they may identify, or with ideas of improvement, are to be encouraged to approach their relevant Superior as their first point of contact and are to complete a Error! Reference source not found. for the hazard identified. This is an important link for the effective implementation of this health and safety program, as the respective Superior can either deal with the concerns directly or refer it to a higher authority for appropriate action.

Workers responsibilities are to:

- Take reasonable care for his or her own health and safety;
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- Read and understand health and safety rules applying to their position;
- Comply with safe working practices to ensure work is performed in a safe manner within the extent of their control over the work situation;
- Assist with the preparation of safety policies or procedures by contributing their ideas and experience to proposed control measures;

- Report immediately to the appropriate person unsafe acts, practices or conditions whether resulting in an injury or not. Alternatively, and if within their authority to do so, to correct the unsafe acts, practices or conditions observed;
- Cooperate with incident investigators and assisting them in identifying incident causes;
- Report to the leadership of Mosaic – a Baptist Church the status of health and safety compliance for instance compliance with legislation, policies and procedures and adequacy of allocated resources;
- Store, use and maintain protective clothing or equipment as required or as directed;
- Ensure that within the worker's work location, machinery and items of protective equipment or safety guarding are in a safe working condition. In cases where the above items have been interfered with, removed, displaced or rendered ineffective, except for maintenance purposes, report the fact immediately to the relevant person;
- Suggest how health and safety can be improved in the workplace;
- Actively participate in team meetings or other consultative arrangements in place;
- Maintain a high standard of housekeeping in the work area; and
- Ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety and the health and safety of other persons whilst at work.

## Who is a 'worker'?

A person is a worker if the person carries out work in any capacity for an organisation including work as –

- An employee;
- A contractor or sub-contractor; or
- An employee of a contractor or sub-contractor; or
- An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or
- An out worker; or
- An apprentice or trainee; or
- A student gaining work experience; or
- A volunteer; or
- A person of a prescribed class.

## Contractors and subcontractors

Contractors and subcontractors are required to fulfil their obligations as a business or undertaking by:

- Assessing and eliminating risks to health and safety, so far as is reasonably practicable and if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable;
- Providing and maintaining a work environment without risks to health and safety;
- Providing and maintaining safe plant and structures;
- Providing and maintaining safe systems of work;
- Ensuring the safe use, handling and storage of plant, structures and substances;
- Providing adequate facilities for the welfare at work of workers in carrying out work on behalf of their organisation, including ensuring access to those facilities;
- Providing any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out on behalf of their organisation; and
- Ensuring that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business.

Contractors' or subcontractors' responsibilities include:

- Complying with provisions of the WHS Act and WHS Regulation and relevant Australian Standards and Codes of Practices;
- Complying with other statutory requirements as appropriate;
- Consulting, co-operating and communicating with Mosaic – a Baptist Church;
- Undertaking risk assessments on work to be performed;
- Ensuring they and their workers hold the relevant licences, qualifications and competence to perform the required work;
- Ensuring they and their workers follow all safety directions.
- Supervising the safety of their workers and ensuring that they and their workers follow safe work systems;
- Ensuring that their workers are aware of the risks and control measures involved in the tasks undertaken;
- Reporting any incidents to the Mosaic – a Baptist Church representative regardless of how small.
- Being mindful of the health and safety of others around them; and
- Providing appropriate first aid for themselves and their workers as necessary.

## Legislative and regulatory requirements

Activity	Legislation/Code of Practice/Australian Standard
General	<p><i>Work Health and Safety Act 2011</i></p> <p><i>Work Health and Safety Regulation 2011</i></p> <p>How to manage work health and safety risks code of practice 2021</p> <p>Work health and safety consultation, co-operation and co-ordination code of practice 2021</p> <p>Managing the work environment and facilities Code of Practice 2021</p> <p>Cash in transit code of practice 2011</p> <p><i>Anti-Discrimination Act 1991</i></p> <p>Work-related psychological health and safety A systematic approach to meeting your duties National guidance material 2019</p> <p>Guide for preventing and responding to workplace bullying 2016</p> <p>Guide for preventing workplace violence and aggression 2021</p> <p>Guide for preventing workplace sexual harassment 2021</p> <p><i>Workers' Compensation and Rehabilitation Act 2003</i></p> <p><i>Workers' Compensation and Rehabilitation Regulation 2014</i></p> <p><i>Commission for Children and Young People and Child Guardian Act 2000</i></p> <p>Children and young workers code of practice 2006</p> <p>Managing noise and preventing hearing loss at work code of practice 2021</p>
Emergency management	<p><i>Building Fire Safety Regulation 2008</i></p> <p>First aid in the workplace code of practice 2021</p> <p>AS 3745-2010 Planning for emergencies in facilities</p> <p>AS 1851-2012 Routine service of fire protection systems and equipment</p>
Manual Handling	<p>Hazardous manual tasks code of practice 2021</p> <p>Manual tasks involving the handling of people code of practice 2001</p>
Noise	Managing noise and preventing hearing loss at work code of practice 2021
Plant	Managing risks of plant in the workplace code of practice 2021
Work at Heights	Managing the risk of falls at workplaces code of practice 2021
Using Hazardous Chemicals	<p>Managing risks of hazardous chemicals in the workplace code of practice 2021</p> <p>Labelling of workplace hazardous chemicals code of practice 2021</p> <p>Preparation of safety data sheets for hazardous chemicals code of practice 2021</p> <p>Globally Harmonised System of Classification and Labelling of Chemicals</p>
Working with Asbestos	<p>How to manage and control asbestos in the workplace code of practice 2021</p> <p>How to safely remove asbestos code of practice 2021</p>
Electrical	<p><i>Electrical Safety Act 2002</i></p> <p><i>Electrical Safety Regulation 2013</i></p> <p>Electrical safety code of practice 2021 – Managing electrical risks in the workplace</p> <p>Electrical safety code of practice 2020 – working near overhead and underground electric lines</p> <p>AS/NZS 3760 In-service safety inspection and testing of electrical equipment</p>

## Accessing legal and other requirements

Applicable documents are sourced online to ensure that the most current version is referenced. Where this is not possible, an annual review is conducted to ensure copies held are the most current available.

Queensland Legislation - <https://www.legislation.qld.gov.au>

Commonwealth legislation - <https://www.legislation.gov.au/>

Qld Codes of Practice - <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

National guidance material - <https://www.safeworkaustralia.gov.au/>

Australian, New Zealand and International Standards - <http://infostore.saiglobal.com/store/>

## Management of change

The following organisations provide updates where a change is made to legal and other requirements. In addition, some provide a subscription service which may be maintained to enable timely identification of changes to relevant legislative or regulatory requirements.

Provider	Topics and links
Safe Work Australia	National health and safety requirements <a href="https://www.safeworkaustralia.gov.au/">https://www.safeworkaustralia.gov.au/</a> (subscribe button at bottom of page)
Workplace Health and Safety Queensland	Queensland health and safety requirements <a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a> <ul style="list-style-type: none"> <li>▪ <a href="#">Work health and safety quarterly updates</a></li> <li>▪ <a href="#">Rehabilitation and return to work e-bulletins</a></li> <li>▪ <a href="#">Electrical safety e-bulletins</a></li> </ul>
Fair Work Australia	<a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a> <a href="#">Industrial relations/workplace bullying updates</a>
SAI Global	Australian and international standards <a href="https://infostore.saiglobal.com/store/default.aspx">https://infostore.saiglobal.com/store/default.aspx</a>
Office of the Queensland Parliamentary Counsel	Queensland legislation <a href="https://www.legislation.qld.gov.au">https://www.legislation.qld.gov.au</a> <a href="https://www.legislation.qld.gov.au/help/rss-how">https://www.legislation.qld.gov.au/help/rss-how</a>
Office of Parliamentary Counsel	Commonwealth legislation <a href="https://www.legislation.gov.au/">https://www.legislation.gov.au/</a>

Where changes to WHS laws and standards, work organisation, working conditions, and resources that may impact on WHS performance occur, the following process will be used as a guide.

- Review changes to identify if there are any new or amended requirements, hazards, and risks relevant to the organisation.
- Assess relevant changes to determine if the organisation fulfills these requirements or if hazards or risks are adequately mitigated;
- Assess the implication of the changes to existing WHS management processes and systems and updated as required i.e., updating this manual; and
- Communicate changes to requirements, processes, or systems to relevant team members.

## Risk management

Risk is the exposure to the possibility of such things as economic or financial loss or gain, physical damage, injury or delay, as a consequence of pursuing or not pursuing a particular course of action.

In any church community the variety of activities and participants exposes the church to risk. Risk Management is the process by which risks are identified, evaluated and controlled.

Outlined below are the elements of the Risk Management process (derived from Australian Standard AS/NZS ISO 31000: 2018 Risk management - Guidelines):

- Identify Risks - identify where, when, why and how events could prevent, degrade, delay, or enhance the achievement of organisational goals.
- Analyse Risks - identify and evaluate existing controls. Determine consequences and likelihood and hence the level of risk. This analysis should consider the range of potential consequences and how these could occur
- Evaluate Risks - compare estimated level of risk against the pre-established criteria and consider the balance between potential benefits and adverse outcomes. This enables decisions to be made about the extent and nature of treatments required and about priorities.
- Control Risks - develop and implement cost-effective strategies and action plans for increasing potential benefits and reducing potential costs
- Monitor and Review - monitor the effectiveness of all steps of the risk management process and provision of feedback for improvement of the process.

Collectively these components are referred to as Risk Assessment.

In a church context there are 2 distinct levels at which risks might be assessed.

The first is a **whole of church (or enterprise) level** where matters of both strategic and operational impact are considered. A key objective of enterprise level risk assessment is to identify those activities or events of highest risk to help prioritise allocation of scarce resources to where they will have the most immediate impact in reducing overall risk. The **Church Risk Assessment (Register)** tool has been developed to document the results of whole of church risk assessments.

The second level of risk assessment is at the **individual activity level**. At this level, the individual risks associated with an activity are identified so that the activity can be made as safe as possible. Note that if it is not possible to sufficiently control risks, a decision may be made to not proceed with a particular activity. The **Activity Risk Assessment** tool has been developed to document the results of assessing risk for individual activities.

All new activities undertaken by a church should be subject to a formal risk assessment. The risk assessments for continuing activities should be updated on a regular basis, typically annually.

## Commitment

Mosaic – a Baptist Church is committed to reducing risk in its church buildings and activities through;

- Good housekeeping and planning
- Encouraging its workers to be aware of risk and to seek to reduce it
- Regular internal review of its environment
- Periodic external review.

## Definitions

**Risk management:** is the process of identifying, assessing and controlling hazards, with follow up reviews establishing the effectiveness of controls.

**Risk assessment:** performed at the commencement of a contract, when performing a new job or when new hazards are identified. Risk assessments must be documented; this may be in a diary note or on the **Risk Assessment Form**.

Risk assessments may only take 60 seconds or may take longer requiring the completion of a Safe Work Method Statement.

**Hazard:** something with the potential to cause harm. This can include substances, plant, work processes and/or other aspects of the work environment.

**Risk:** The possibility that death, injury or illness might result because of the hazard.

**Control measures:** measures put in place in order to eliminate or manage the exposure to identified risks. Refer to Risk Information – Churches, Church Risk Management for further information.



## Steps of risk management

### Identify the risks

Church activities and operations can potentially encompass a wide range of possible risk exposures. It is therefore helpful to breakdown exposures into various categories, or types, of risk and consider possible risks within each of these in turn.

Though risks could be categorised in many ways, some typical examples of risk categories are set-out below to help you start:

Risk Category	Examples of risks included:
People	Risk of injury or harm to workers (including employees and volunteers) congregation members and the general public. WHS/OHS matters form part of this risk category
Property	Risk of damage or impairment to church buildings and other physical assets. Could include risk of fire, flood and storm. Could include vandalism, graffiti etc.
Professional	Breach of copyright, error in advice, inappropriate counselling
Public liability	Risk of injury or damage to people on church property, participants in church events, consumers of food from church cafes, trades people
Transport	Risks associated with use of church buses and cars, transporting people in private vehicles, transporting church goods.
Social media	Risk of abuse, slander or vilification via internet
Governance	Risk of church failure, reputation, compliance with regulations, poor business practices

Risks can be identified by observation and judgement, involving as wide a cross-section of church stakeholders in the process as is practicable. Some examples of specific techniques that might be considered include:

- Walk-through survey of church grounds and property;
- Brainstorming with church stakeholders to identify what could go wrong with specific activities, events or assets;
- Reviewing incident records maintained by the church;
- Reviewing manufacturers' instructions on chemicals plant and equipment;
- Using specialist risk practitioners where necessary; and
- Asking Baptist Insurance Services for advice or assistance.

To help people identify risks and understand their consequences, the following questions might be helpful:

- What is the worst thing that could happen? What could develop?
- What has happened in the past?
- What has happened elsewhere (in this area, or similar churches elsewhere)?
- What uncertainties are there? What are we unsure of?
- What needs to go right?
- What if our decision is wrong?
- What might be an alternative or opposite view?
- What if a (defined) incident actually occurred?
- What would the community expect of us?



## Assess the risks

Once the church's risks have been identified, the next step is to assess the level of risk involved with each risk and to evaluate each in terms of their relative priority. This evaluation should be undertaken taking into account any existing controls that are in effect.

The assessment and evaluation stage is based on the concept that risk severity is determined by reference to two key factors: likelihood (chance of a risk arising) and consequence (potential impact of a risk should it occur). Combined, these two factors produce the level or risk associated with a particular circumstance. A significant level of risk could occur from an event of low likelihood and high consequence or from an event of high likelihood or moderate consequence.

### Likelihood of risk

Likelihood factors attempt to measure the frequency with which events might be expected to occur, taking into account the effectiveness of existing control measures. The following table contains examples of likelihood values used within different churches or activity types.

#### Likelihood factors and values

Factors	Example Values	
Almost certain	Expected to occur in most circumstances	Almost certainly more than twice per annum
Likely	Expected to occur occasionally (more than 50% of time)	Once or twice per year
Possible	Expected sometimes (less than 50% of time)	Once every 2-3 years
Unlikely	Occurs only in unusual circumstances	Once every 5-10 years
Rare	Possible but not expected to occur	Less than once every 10 years

It is important that *relevant* likelihood factors are adopted for both whole of church and individual activity risk analyses. They should be agreed and understood by the church community to be the appropriate measures for the church and/or activity being assessed and that they are consistently applied to similar activity types.

The likelihood or expected frequency of occurrence should be expressed in terms that enable effective distinction between frequently occurring and seldom occurring events.

### Consequence of risk

Consequence factors consider the impact of events, should they occur. In considering impact, the effectiveness of existing control measures should be taken into account. The following table contains examples of consequence factors and values used within different churches or activity types.

#### Consequence factors and values

Factors	Example Values		
	Physical Injury	Reputation	Financial
Extreme	Death	Sustained negative national media coverage	5% of value of own funds

Factors	Example Values		
	Physical Injury	Reputation	Financial
Major	Extreme / Permanent Injuries	Major negative state media coverage	2% - 5% of own funds
Moderate	Medical Treatment	One off state media or sustained local media coverage	1% - 2% of own funds
Minor	First Aid	One off digital media TV or newspaper coverage	0.5% - 1% of own funds
Insignificant	No Treatment Necessary	No reputational impact	Less than 0.05% of own funds

Other values that might be considered could include: property loss dollars, activity interruption, legal and compliance impacts, and environmental impacts.

Some churches use a single value type for consequence while others consider multiple values. Values may vary according to the types of activity being assessed. For example, when looking at church strategic issues, multiple measures are more likely to be relevant while a youth group activity may only be concerned with physical injury.

What is important is that the factor(s) used are agreed and understood by the church community to be the appropriate measures for the church and activity being assessed and that they are consistently applied to similar activity types.

### Risk evaluation

Once likelihood and consequence values have been determined for a particular activity, the risk rating can be determined as the intersection of the 2 values, using a matrix similar to the one below. The intersection shows the "seriousness" of each event and points to where action should be prioritised to either reduce the consequence or the likelihood or both. For example, events determined to have a risk rating of "high" will require immediate action, while those determined to be "low" may simply be monitored. The example shows 3 ratings: High, Medium and Low.

A church might adopt different ratings that better suit their circumstances.

### Risk matrix

		CONSEQUENCE				
		Insignificant	Minor	Moderate	Major	Extreme
Likelihood	Almost certain	Medium	Medium	High	High	High
	Likely	Low	Medium	Medium	High	High
	Possible	Low	Medium	Medium	High	High
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Low	Medium	Medium

Each church will need to determine the actions required for the different risk ratings, including communication and escalation requirements, frequency of reporting and priority of risk treatment (remediation) activities. An example is set-out below:

Risk Rating	Escalation and Communication
High	Immediate escalation to the church governing body (Board); active remediation activities in place; regular frequent (weekly) monitoring
Medium	Church management team advised; active remediation plans in place; regular (monthly) monitoring as part of existing meetings
Low	Local management team or workgroup monitoring; lower priority remediation activities

## Control the risks

The assessment and evaluation of risks leads directly to risk remediation or the need to control risks. Control measures can be recorded on either the **Church Risk Assessment (Register)** tool or the **Activity Risk Assessment** tool. It is important to identify when and by whom chosen control measures are to be implemented.

Risk treatments will depend on the underlying causes of an event and also any factors that might influence the proposed treatment (remediation) option chosen. In determining the mix of actions / controls necessary to treat risks, the following options should be considered.

## Risk treatment options

Treatment option	Option description
Avoid the risk	Change management processes or objectives so as to avoid the risk
Change the likelihood	Undertake actions aimed at reducing the possibility of the risk occurring
Change the consequence	Undertake actions aimed at reducing the impact of the risk
Share / transfer the risk	Transfer ownership and liability to a third party, e.g. insurance
Retain the risk	Accept the impact of the risk

Once it has been decided that a risk is to be treated or controlled (any of the first 3 steps above) the following hierarchy of control table can be used to help determine the mix of control measures that might be utilised in a treatment plan. Preference should be given to the types of control measures higher in the hierarchy, e.g. eliminating a risk is preferable to providing a worker with Personal Protective Equipment

## Hierarchy of control

Eliminate or control	General description
Eliminate the risk	The best way to control a hazard is to remove it entirely. E.g. Remove the hazard by removing unsafe equipment or ceasing to perform a particular task.
Substitute the risk	Look for another way of performing the work. E.g. Use a less caustic cleaning substance or a safe piece of equipment.

Eliminate or control	General description
Isolate the risk / use engineering controls	Physically change the workplace or equipment being used. E.g. Isolate the task through distance or use a guard or modify a piece of machinery to automate a process.
Use administrative controls	Explain to people how to do the task properly. E.g. Introduce a written work procedure and train people performing the task.
Use personal protective equipment	The least desirable control measure. Use appropriately designed and properly fitted equipment and clothing.

Chosen risk treatment and control options should be recorded on the risk register together with details of who is responsible for implementation of the control and by when it is required. The actions and dates on the register should be used to monitor progress in implementing more effective control environment.

## Monitor and review control measures

Control measures that are put into place should be regularly reviewed to assure they are Church activities, personnel and management processes will change over time; associated risks will also change. Therefore, churches should review their risks at least annually to ensure that no new risks have been introduced without appropriate control measures in place. Document updated risk assessments on the **Church Risk Assessment (Register)** tool

Churches should also ensure that any new activity is subject to an appropriate risk analysis prior to implementation. Such assessment can be documented using the **Activity Risk Assessment** tool

Finally, controls in place should be reviewed at least annually to ensure that they remain effective in controlling risks.

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## Ministry to under 18's

Ministry to children and youths under the age of 18 years is specifically addressed in *The Commission for Children and Young People and Child Guardian Act 2000*, and Mosaic – a Baptist Church is committed to complying with its requirements out of care for the young people we are responsible for, as well as the legislative requirements.

Mosaic – a Baptist Church has in place a Child and youth risk management strategy. This consists of policies, procedures, guiding principles and resources. The Child and youth risk management strategy is reviewed and updated based on legislative and regulatory requirements, Mosaic – a Baptist Church ministry needs and best practice. Mosaic – a Baptist Church utilises resources provided by Queensland Baptists via their website. <https://www.qb.org.au/support-churches-pastors/support-for-churches/childsafe/>

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## Consultation, cooperation, and coordination

Mosaic – a Baptist Church values your input into health and safety matters. Consultation is an essential component of the *Work Health and Safety Act*.

Consultation will occur when workers or other persons are likely to be directly affected by a matter relating to work health or safety. For instance, when:

- A duty is held by two or more entities i.e., Mosaic – a Baptist Church and a Client or Contractor;
- Changes that may affect health, safety or welfare are proposed;
- Assessing the risks to health and safety arising from work;
- Decisions are made about the measures to be taken to eliminate or control those risks;
- Introducing or altering the procedures for monitoring risks, conditions or the health of workers;
- Introducing or altering the procedures for providing information and training for workers;
- Decisions are made about the adequacy of facilities for worker welfare; and
- Decisions are made about the procedures for consultation.

## WHS issue resolution

Where a health or safety issue presents an immediate uncontrolled risk to workers work should cease until it can be continued with effective controls in place.

Workers with concerns about hazards that they may identify, or with ideas of improvement, are to be encouraged to approach their relevant Supervisor as their first point of contact. This is an important link for the effective implementation of our health and safety program.

Where health or safety issues arise, which involve more than one organisation or entity the issue will be resolved in consultation with a representative (however not a HSR) from each organisation or entity.

If the issue is not resolved satisfactorily, the person will record the issue on the **Safety observation/hazard report**.

If the issue is an internal concern the written report will be forwarded to the relevant manager. The manager will instigate action to rectify the issue and monitor corrective and preventative actions.

If the issue involves an outside party (for example, a contractor or client) copies of the report will be forwarded to the relevant party, to the manager and a copy retained on site.

Non-conformances, near misses and incidents will be investigated. Investigations should focus on determining root causes, with the objective of correcting latent deficiencies, preventing recurrence, and broadly sharing lessons learned, in a timely manner.

Once the issue is resolved, details of the resolution will be sent out to all parties in written agreement if requested. Should a written agreement be prepared all parties to the issue must be satisfied that the agreement reflects the resolution of the issue. This written agreement is to be given to all parties to the issue and the health and safety committee for the workplace (if requested).

## Procedure

The procedure for issue resolution is communicated to all workers to whom the agreed procedure applies and is as follows:

- Any party to the issue may commence the procedure by informing each other party:

- that there is an issue to be resolved; and
- the nature and scope of the issue.
- As soon as parties are informed of the issue, all parties must meet or communicate with each other to attempt to resolve the issue.
- The parties must have regard to all relevant matters including the following:
  - the degree and immediacy of risk to workers or other persons affected by the issue;
  - the number and location of workers and other persons affected by the issue;
  - the measures (both temporary and permanent) that must be implemented to resolve the issue; and
  - who will be responsible for implementing the resolution measures?
- A party may, in resolving the issue, be assisted or represented by a person nominated by the party.
- If the issue is resolved, details of the issue and its resolution must be set out in a written agreement if any party to the issue requests this.
- If a written agreement is prepared all parties to the issue must be satisfied that the agreement reflects the resolution of the issue.
- A copy of the written agreement must be given to:
  - all parties to the issue; and
  - if requested, to the health and safety committee for the workplace.

To avoid doubt, nothing in this procedure prevents a worker from bringing a work health and safety issue to the attention of the worker's health and safety representative.

## Consultation with other organisations

Where Mosaic – a Baptist Church and their clients, contractors or subcontractors have duties or obligations in relation to the same matter or matters all parties will be required to consult, cooperate and coordinate to ensure the most effective solution is achieved.

Mosaic – a Baptist Church will consult with contractors to ensure compliance with the *Work Health and Safety Act 2011*. The objective of consultation is to make sure everyone associated with the work has a shared understanding of what the risks are, which workers are affected, and how the risks will be controlled. The exchange of information will allow the duty holders to work together to plan and manage health and safety.

We will consult with contractors to ensure that the workplace remains a healthy and safe place for all workers, visitors and others. Issues to be discussed prior to commencement of work may include:

- how the work will affect church activities e.g., machinery, noise, dust;
- safety arrangements the contractor will have in place;
- timing of certain activities;
- areas of the workplace that will be affected;
- vehicle and equipment movement;
- maintenance of essential utility services;
- managing excessive noise, dust or fumes;
- protocols for communicating between Mosaic – a Baptist Church and the contractor; and
- hand-over process at the completion of the work.

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## Emergency response planning

### Church details

Please refer to Part 1 of this document for these details.

### Emergency contact details

Please refer to Part 2 of this document for these details.

### Responsible persons (emergency control organisation)

Please refer to Part 2 of this document for these details.



## Overview

Requirement	Frequency
Create (review) Emergency Response Procedures	Annually
Create (review) an Emergency Diagram	Five yearly
Train workers with responsibilities in evacuation coordination instruction (instructions about carrying out the evacuation coordination procedures for the building). Record training on the <b>Staff Emergency Training Record</b> .	Annually (or within a month of changes to the Emergency Response Procedures)
Train all workers in first-response evacuation instruction (instructions about the method of operation of manually operated fire alarms and firefighting equipment in the building). Record training on the <b>Staff Emergency Training Record</b> .	Within 1 month of starting work, or within 1 month of changes to operation of a manually operated fire alarm or firefighting equipment in the building. Refresh every 2 years.
Train all workers in general evacuation instructions (instructions about the location of the fire safety reference points for the building and the procedures for evacuating the building safely in the event of a fire or hazardous materials emergency).	Within 2 days of starting work. Within 1 month of changes to instructions. Refresher instruction annually.
Conduct an Emergency Drill (record outcome and improve Emergency Response Procedures if necessary) Complete <b>Chief Warden’s Evacuation Practice Checklist</b> and <b>Observers’ Evacuation Practice Checklist</b> during the drill.	Annually
Maintain emergency and fire safety installations	As required by relevant Australian Standards
<ul style="list-style-type: none"> <li>▪ Fire Extinguishers, fire blankets, and fire hose reels</li> </ul>	6 and 12 monthly tests
<ul style="list-style-type: none"> <li>▪ Exit Signs / Emergency Lighting</li> </ul>	6 and 12 monthly tests
<ul style="list-style-type: none"> <li>▪ Smoke and thermal detectors</li> </ul>	6 monthly tests
<ul style="list-style-type: none"> <li>▪ First aid equipment</li> </ul>	As necessary and at least annually
Complete an <b>Occupier Statement</b>	Annually

It should be noted that the list of Fire Safety Installations in the above table is intended to be indicative of a typical church building and may not be exhaustive. The Fire Safety Installations applicable to a property vary significantly from building to building. In recently constructed buildings, there will be guidance in relation to this issue on the “Certificate of Occupancy” issued on the property upon completion. In older buildings, and even in the above cases to be sure, it is recommended that professional assistance in assessing the relevant Fire Safety Installations for the property is sought.

Once the relevant Fire Safety Installations are identified, ensuring the testing and record keeping of these facilities can be a demanding responsibility. While the legislative requirements are not prescriptive about how it is done, it is essential that proper records of all testing is maintained.

## First aid requirements

In accordance with the WHS Act and the Code of Practice for First Aid in the Workplace Mosaic – a Baptist Church will:

- assess the requirements for the provision of first aid equipment, facilities and personnel;
- consult with workers and other organisations;
- provide and maintain required first aid equipment, facilities and trained and competent personnel; and
- define and communicate procedures for accessing first aid in an emergency.

### First aid personnel

Appropriately qualified personnel should be appointed to ensure that immediate access to medical attention in an emergency. Consideration needs to be given to the availability of at least one appointed first aider at all times workers are on site.

Qualifications need to remain current including the completion of Apply first aid every 3 years and CPR training every year.

The identity, location and contact details of the appointed first aider/s is communicated at induction and by signs posted in the work area.

### First aid equipment

First aid kits will be:

- located in a prominent position;
- signed;
- noted on emergency diagrams in the office; and
- regularly checked and restocked (when the office audit is completed - See Monitoring and continuous improvement module for more information).

### First aid for an office environment

Due to the lower risks present in the office environment the following will be provided:

- a basic first aid kit; and
- a person at the location trained in basic first aid; or
- a medical facility in close proximity.

### First aid for vehicles

If workers utilise vehicles to undertake their work, vehicles are considered a workplace and therefore first aid considerations must be made. A basic first aid kit will be provided.

### First aid when working in isolation

Due to the fact that there is less access to medical services in a remote or isolated work area the following will be provided:

- a comprehensive first aid kit;
- a risk assessment of the remote work;
- a failsafe means of communication; and

- a person trained in first aid.

First aid kits will be removed from the vehicle and taken with the worker where the location of the work would create unacceptable delays in accessing the first aid kit in the vehicle or appropriate medical attention.

### First aid for an ageing population

Due to the fact that it is more likely for older workers, or members of the congregation to sustain non-work-related medical illnesses in the workplace the following will be considered:

- a comprehensive first aid kit;
- the availability of a mobile heart defibrillator; and
- a person trained in first aid.

## Emergency diagram

An **evacuation diagram**, must show the following (also known as the fire safety reference points)—

- (a) An indication of where you are in the building in relation to where the diagram is displayed;
- (b) Each exit that is reasonably accessible from that part of the building;
- (c) The route from the part of the building to each exit shown on the diagram;
- (d) Any intercommunication devices in the common areas that are reasonably accessible from the part of the building;
- (e) The manually operated fire alarms that are reasonably accessible from the part of the building;
- (f) The firefighting equipment that is reasonably accessible from the part of the building;
- (g) A designated assembly area for the part of the building; and
- (h) The route from each exit shown on the diagram to a designated assembly area.

A template for creating an **Emergency Diagram** of the building is available in the Work Health and Safety Forms section of this document.

## Certificate of classification

The Certificate of Classification must be displayed conspicuously, as near as practical to the main entrance. This requirement relates to buildings approved after July 1997, the *Building Act 1975* Section 108A requires buildings apart from class 1a (domestic homes) to display a Certificate of Classification. An authorised officer may require the production of the Certificate of Classification if it is not displayed.

Building certification/classification can be obtained from either the local council or an authorised building certifier.

## Evacuation procedures

In the event of an emergency, the entire Mosaic – a Baptist Church premises will evacuate, even though the danger may be confined to one area. Persons who are being evacuated may take personal belongings, handbags/briefcases etc, but only those things that they can quickly grab. Use a combination of common sense and speed.

## Evacuation routes

**EVACUATION ROUTES from the building are by the SHORTEST PATH TO AN EXTERNAL DOOR. Persons should then move around the OUTSIDE of the building to the ASSEMBLY POINT, so they may be accounted for.** The evacuation route should avoid all hazards.

Emergency exit doors are to be kept clear of obstructions and unlocked in readiness for any emergency situation. Nothing must be placed within 2 metres of a final exit.

## Accounting for people

Each program operating with the Church will be responsible for maintaining a list of their participants. The Area Warden will check off the list to account for persons. Were persons are unaccounted this will be communicated to the Chief Fire Warden and the emergency services.

If a public meeting (such as a church service) where a list of participants is impractical, is running when an evacuation is called, the Area Warden shall instruct people to move to the Assembly Area and stand in a layout similar to how they were in the building at the time the emergency was identified. Each person will then be asked to assist the accounting process by observing whether those who were nearby are all present. Wardens must also conduct a full sweep of the public areas of the building when it is safe to do so.

**EACH PERSON SHOULD ENSURE THEY PERSONALLY CHECK IN FOR AN ACCURATE HEAD COUNT**

## Responsibilities for evacuation

### Chief warden duties

During an emergency the Chief Warden is required to:

- Respond immediately to the nominated control point for the location;
- Ensure the emergency services have been notified;
- Promptly determine the cause of the alarm or raise the alarm if not already done;
- Form and maintain communications with staff in the area of origin and area wardens. When communications are unable to be established with the area wardens then you must assume an evacuation procedure;
- Determine if an evacuation is required and which areas are required to be evacuated;
- Determine if the designated path(s) of evacuation are safe and appropriate to the type of emergency. Communicate this to the staff;
- Identify any mobility-impaired persons in conjunction with the staff and arrange appropriate aid for these persons;
- Monitor the flow of evacuees to the designated Emergency Assembly Area(s).
- Ensure that an accurate log of actions is maintained. Record the result of the evacuation including the time taken to complete;
- If safe to do so, ensure that a search commences for any persons that may not be aware of the evacuation i.e., toilets, storerooms, or other areas where noise may have prevented the evacuation signal from being heard;
- Evacuate to the Assembly Area and commence a head count of staff and visitors (where possible);
- Liaise with Emergency Services personnel;
- To ensure the Chief Warden and Deputy Chief Warden are not simultaneously absent; and

- When the above tasks are complete, arrange a debriefing of key personnel following emergencies requiring the initiation of this procedure. The debrief should include a review of these procedures, documentation, compliance and actions.

## Deputy chief warden

The Deputy Chief Warden's role is to:

- Assume the Chief Warden's role during his or her absence;
- Accompany the Chief Warden in the event of an alarm; and
- Adhere to the Chief Warden's commands and relay those commands to the Area Wardens.

## Area wardens' duties

Area Wardens are stationed throughout site to ensure the emergency evacuation procedures are performed and to take responsibility for the evacuation of the occupants in the event of an emergency. Elected wardens must report to the Chief Warden who has overall control in the event of an emergency. Area Wardens have the authority to evacuate their area, even if the alarm has not sounded, if the situation is considered an emergency.

In public meetings such as Church Services, the Service Leader shall take on the responsibilities of Area Warden for the room in which the meeting is being held. All Workers who act as Service Leaders are to be trained accordingly.

Wardens are to:

- Ensure the physical evacuation of occupants is carried out in a safe and orderly manner;
- Familiarise themselves with the area in which they are working. Memorise emergency exits and alternative escape routes. Know the existence of all blind work areas, wash and toilet areas;
- Know where all firefighting equipment is located and how to operate in the event of an emergency;
- Be aware of and assist impaired persons in their area;
- Communicate with the Chief or Deputy Chief Warden during an emergency. The Chief Warden is to be kept aware of all developments in the event of an emergency;
- Guide and assist general occupants to the designated exits and then to the nominated emergency assembly point area/s;
- Upon evacuation of all occupants, the area warden is to notify the chief warden of a completed evacuation, or if any occupants remain in the area;
- Will account for and remain with persons from their area once they have reached the assembly point;
- Not permitted to allow any persons to re-enter the building until the emergency services gives the all clear;
- Wardens and ascertain the whereabouts of any personnel not at the Assembly Area following an evacuation; and
- Notify the Chief Warden of persons remaining within the building or unaccounted for.

If at any time during an emergency a warden is not available, one must be nominated.

## Deputy area wardens

The Deputy Area Warden's role is to:

- Assume the Area Warden's role during his or her absence;
- The Deputy Area Wardens are to investigate their area for any signs of flame, smoke and ensure all personnel are aware of the alarm; and
- Follow the instructions given by the Area Warden and assist in evacuation the area.

## Workers

Responding to a fire or emergency in your area:

- Ensure an alarm has been raised;
- Meet your Area Warden at the building emergency control point, as your Area Warden is trained to respond on the alarm being activated. Notify your Area Warden of the location, nature and status of the emergency;
- Check in with the appropriate Management Team member to ensure you are accounted for and wait for directions to assist with the emergency.
- Your Warden will ensure that the authorities have been notified;
- Assist the Wardens by co-operating in the evacuation of the occupants from the immediate danger area;
- Follow specific guidelines for emergencies i.e. fire, bomb threat if applicable;
- Your Warden will establish communications with the Chief Warden through your emergency communication system. If there is no response from your Warden then you must notify the Chief Warden of an emergency situation; and
- Ensure all occupants have been accounted for upon evacuation of your area.

## Visitors

Visitors to remain with their host and follow their instructions. Members of the public attending a meeting are the responsibility of the person responsible for the meeting, and shall follow their instructions during the emergency. Contractors are to proceed to the evacuation point (Check the Emergency Diagram for location). The host is responsible for the checking in of visitors at the assembly point.

## First aid personnel

One first aid kit is to be taken to the assembly area by a nominated First Aider. First Aid Personnel to be available to administer first aid if needed.

## Refusal of warden's directions

Should a person refuse to comply with the directions given by a Warden they will be informed twice that they are required to evacuate the building due to an emergency situation. If a person still refuses to leave, even after warning them of the danger of remaining, do not force the issue but proceed with the rest of the evacuation and the Warden will report to the Chief Warden. He/she will notify the Emergency Services of persons remaining in the building when they arrive, and they will assess the situation and remove the person if required.

## All clear signal

Following any evacuation, personnel must not return to their work area until instructed by the Chief Warden. Staff will be advised of the 'All Clear' when the emergency services allow re-entry into the site.

There may be some requirement of the emergency services to have some key staff on the site to assist with the location of essential services.



## Medical emergency response procedures

### Minor injuries, incidents and minor near misses

All incidents and near misses regardless of how small must be reported to the manager. The manager in consultation with the person reporting i.e., an injured worker and any other relevant persons will complete an **Incident report form**.

If a person requires first aid treatment they will, where possible notify the nominated first aid officer directly, if not possible the Manager will arrange for suitable treatment.

If no further treatment is required the worker may return to work.

### Serious injuries and serious near misses

If the injury is serious, activate the relevant emergency notification system and calling 000. While first aid personnel are responding, have someone stay with the injured worker and ensure the surrounding area is safe.

1. The first person at the scene to follow the **DRS ABCD** action plan –

**Danger** (hazards, risks, safety)

If mechanical or electrical equipment is involved, isolate first.

**Response**

**Send for help**

Ring “000” to advise ambulance, fire brigade and police if necessary. State the nature of the emergency and if special equipment is required to lift or lower the injured person from the incident site.

Do not hang up the phone until the emergency personnel has directed you to do so, they may require extra information.

Ensure the First Aid Officer and/or emergency services has been called and organise a person to go to the site entrance/s to guide them to the nearest access point to the patient.

**Airway**

**Breathing**

**Compressions**

**Defibrillation (AED) – if available**

2. Other than contacting the injured worker’s next of kin, communication systems should not be used for any other purpose until the emergency is over.
3. Injured person to be transported via Ambulance or other means to receive additional treatment, where required.
4. DO NOT INTERFERE WITH THE INCIDENT SCENE until investigators or an Inspector (if the incident is notifiable) authorise except to assist an injured person or to make the areas safe or minimise risk of further incident.
5. The manager in consultation with the injured worker and any other relevant persons will complete an **Incident report form**. Where relevant, a full investigation will be conducted, and a report compiled.

## Lockdown procedures

The Chief Warden will assess the emergency situation and initiate a lockdown where it is necessary to:

- secure all workers and visitors within buildings;
- stop or restrict access into buildings; and/or
- cease external movement about the site until the threat or risk has been resolved.

Various emergency situations may result in the enactment of a lockdown.

- An incident on, or in close proximity to, the site where evacuation would put workers and visitors in danger e.g. an actual or potential toxic gas or liquid emission, civil unrest.
- An incursion onto the grounds of a dangerous animal(s).
- A rapid onset extreme weather event.
- An incursion, onto site, of a policing action which may involve the use of force or violence.
- A threat being made against the workers, visitors, the organisation or tenants.
- An act of violence on site or nearby which increases the risk to workers and visitors including armed offender/s or “active shooter/s”.
- An act of terrorism in, about or near the site.

## Lockdown types

There are two types of lockdowns to be implemented:

1. A Full Lockdown.
2. A Shelter-in-Place Lockdown.

### Full lockdown

This type of lockdown is in response to a man-made incident involving the use, or potential use, of force against others. The lockdown requires the confinement of people in secured buildings with additional measures to prevent any threat from entering the buildings or from being able to see or hear workers or visitors.

### Lockdown signal

There is only one signal for a full lockdown as detailed in the Church Schedule.

### Full lockdown emergency procedures

Observing person to advise the emergency response team (Chief Warden or Area Warden) of the situation. Do not initiate evacuation using normal evacuation alarm tones.

Lockdown is initiated by sounding the signal.

If the Chief Warden cannot safely get to the signal sounding location, the closest Area Warden will be contacted to sound the signal. If the signal is not able to be initiated, the ECO will coordinate the lockdown using mobile phones.

On lockdown signal, Chief Warden will:

- Ensure emergency services are contacted for assistance.
- Communicate with the Wardens and allocate tasks where necessary.
- Advise any neighbours who are likely to be affected.



- Continue to intermittently signal lockdown
- Liaise with emergency services, follow all directions and relevant advice.
- Remain in location until directed by emergency services to move.

On lockdown signal, Wardens will:

- Ensure all people are taken to the nearest securable room.
- Work stops immediately;
- Lock entry and exit doors and barricade;
- Close all windows and blinds;
- Turn lights off;
- Position people in least visible positions;
- Prevent any unauthorised persons accessing buildings/secured rooms.
- Account for people using the usual method.
- Coordinate, if practicable, the checking of outdoor areas for unaccounted people.
- Consult with workers in your location to identify any scheduled deliveries, visitors or returning workers and advise them not to come to site until advised otherwise.
- Remain in location until directed by Chief Warden or emergency services to move.

On lockdown signal, workers and visitors will:

- Stop work immediately.
- If outside move to nearest securable room.
- Remain calm and silent inside rooms.
- Follow directions of the Wardens.
- Be out of 'line of sight', i.e. under desks or against walls.
- Do not make casual use of mobile phones. Turn any mobile phones to silent.
- Remain in location until directed by Chief Warden, Wardens or emergency services to move.

## Shelter-in-place lockdown

This type of lockdown is in response to weather, air, liquid, fire or dangerous animals or other events which requires internal confinement but with certain measures can allow the site to continue functioning whilst the event passes or is managed by the emergency services.

### Lockdown signal

A Shelter-in-Place Lockdown will be managed by the use of word of mouth or internal communications system (e.g., phones etc.) by the emergency control organisation.

### Shelter-in-place lockdown emergency procedures

Observing person to advise the emergency response team (Chief Warden or Area Warden) of the situation. Do not initiate evacuation using manual call points.

On lockdown signal, Chief Warden will:

- Ensure emergency services are contacted for assistance.
- Communicate with the Wardens and allocate tasks where necessary.
- Advise any neighbours who are likely to be affected.
- Continue to intermittently signal lockdown and use the PA system to relay information to workers and visitors.
- Liaise with emergency services, follow all directions and relevant advice.
- Remain in location until directed by emergency services to move.

On lockdown signal, Wardens will:

- Ensure all people are taken to the nearest securable room.
- Lock entry and exit doors;
- Close all windows and blinds;
- Move people away from doors and windows.

On lockdown signal, workers and visitors will:

- If outside move to nearest securable room.
- Remain calm inside rooms.
- Follow directions of the Wardens.
- Stay away from doors and windows.

## Fire emergency response procedures

### General firefighting principles

In the event you discover a fire or other emergency, raise the alarm and notify the Chief Warden.

### Attending person

If the fire is too big to safely extinguish, retreat to a safe area and try to contain it until Emergency Services arrive.

1. Raise the alarm and notify the Chief Warden.
2. Assist any person in immediate danger to get to safety if this can be accomplished without risk to yourself.
3. Call the Fire Brigade by Dialling 000 and alert people in the vicinity that there is a fire in the building by calling out. Enlist the help of others to ensure that everyone knows there is a fire.
4. Ensure that all people in the building are aware of the emergency and are starting to move out to the emergency assembly area.
5. Remain at the scene at a safe distance to monitor the situation until further help arrives.
6. Remove other equipment or machinery from harm if it is safe to do so.
7. Only after having done these things and if the fire is small and personal safety is not compromised, should you attempt to use fire fighting equipment to put it out.
8. Always position yourself with an exit or means of escape at your back before you attempt to use an extinguisher to put out a fire.
9. Never attempt to fight a fire if:
  - You don't know what is burning;
  - The fire has started to spread rapidly;
  - You don't have adequate or appropriate equipment;
  - You might inhale toxic smoke; or
  - Your instincts tell you not to.

Not all extinguishers may be suitable for use on all types of fires (see fire extinguisher table).

## Chief warden

The Chief Warden will:

- Call Fire Service Emergency by ringing 000. (Do not hang up the phone until the Emergency Officer has directed you to do so, they may require extra information);
- Decide if emergency evacuation is necessary – if so ensure the Emergency Evacuation Alarm is activated; and
- Remain in contact with the person at the scene to ensure their safety and to get updates on the progress of the fire.

## Other persons












Once assembled, personnel can be used to assist the person at the scene or with directing Emergency Services to both the fire and fire hydrants.

## Reporting

All fires, no matter how small, must be reported. The report should contain time and location of fire, nature of the fire, action taken and equipment used.

## Firefighting equipment suitability

Not all extinguishers may be suitable for use on all types of fires.

		 CLASS A Wood, Paper and Plastics	 CLASS B Flammable & Combustible Liquids	 CLASS C Flammable Gases	 CLASS E Energised Electrical Equipment	 CLASS F Cooking Oils and Fats
	AB(E)	✓	✓	✓	✓	✗
	Water	✓	✗	✗	✗	✗
	Co2	✓ Limited	✓ Limited	✗	✓	✗
	Foam	✓	✓	✗	✗	✗ Limited
	Hose Reel	✓	✗	✗	✗	✗
	Blanket	✗	✗	✗	✗	✓

NOTES:

- The tick symbol (✓) indicates it is suitable for use. The cross symbol (×) indicates do not use.
- LIMITED indicates that the extinguisher can be used but will have limited extinguishing ability.
- CLASS D, combustible metals, fires require special purpose extinguishers. Seek expert advice.

## Operating firefighting equipment

### Fire extinguisher

Ensure the fire extinguisher is suitable for the type of fire you are fighting.

Test the extinguisher as you are approaching the fire.

Obtain assistance if possible.

Ensure that there is a clear escape path behind you at all times.

# PASS **P**ull, **A**im, **S**queeze and **S**weep

## **P**ull the Pin

This will allow you to operate the extinguisher.



## **A**im at the base of the fire.

This is where the fuel is.

## **S**queeze the top handle or lever.

This releases the pressurised extinguishing agent in the extinguisher.



## **S**weep from side to side until the fire is completely extinguished.

Start using the extinguisher from a safe distance away, then move forward as the fire diminishes. Once the fire is out, keep an eye on the area in case it reignites.



## Fire blanket

## Fire hose

Do not use on fires with an electrical hazard.

1. Open valve (ensure hose reel is turned off at nozzle).
2. Run the hose toward scene of fire.
3. Open nozzle and direct stream at base of fire.

## Used firefighting equipment

After any use of firefighting equipment, or if you notice firefighting equipment requiring service, it is essential you report the matter to the Chief Warden. When any fire extinguishers have been used they must be placed out of service and the fire maintenance company is to attend and recharge those used or partially used.

## Threatening situation emergency response procedures

Threatening situations may occur over the phone, mail, electronically or in person and include:

- Threat to the safety and wellbeing of others i.e. physical violence; or
- Damage to property i.e. bomb threat.

All threats must be treated as genuine and potentially dangerous until specific evidence to the contrary can be established.

## Bomb threats

Bomb incidents are now entrenched as an industrial reality in Australia. Mosaic – a Baptist Church must not regard itself as an exception. The bomb threat is a serious public nuisance of modern times. Each one could be a cruel prank or a warning of an impending bomb attack.

## Organisation

### ALL PERSONS

- A bomb or other threat should be taken seriously. All general occupants in the building should have access to a **Threatening Situation Checklist** to complete in the event of receiving a threat.
- Recipients of telephone threats should attempt to remain calm and obtain as much information as possible about the caller. Generally speaking, callers provide considerable information either knowingly or unknowingly.
- Attempt to discretely notify others of your caller.
- Turn radio transmitters off to remove distractions and prevent inadvertent alert of the conversation to others.
- Ask as many questions as possible in the **Threatening Situation Checklist**.
- Hold the caller on the line for as long as possible.
- Do not hang up the phone on completion of the call! Some modern phones may have the ability to keep the line open to allow the call to be traced.
- Alert the Chief Warden.

**ON RECEIVING NOTICE OF A BOMB THREAT THE CHIEF WARDEN WILL:**

- Notify a member of the Church Management Team;
- Notify Police by phone (Note: it is mandatory to notify the Police);
- Evaluate threat;
- Contact Area Wardens in all areas to instigate search procedures if necessary. Ensure specific search of escape routes, immediate exterior of building, car parks and assembly areas;

In the case of a Non-specific threat (a simple statement that a device has been placed, generally with scant additional information volunteered) conduct a total search of building, facilities and outside as required.

In the case of a Specific Threat (a more detailed warning statement which might describe the type and placement of device, the reason or motive and/or other additional, specific information) conduct a search of the relevant area and if nothing is located, conduct a total search of the building and outside area.

- If evacuation is considered necessary, normal evacuation procedures apply unless changed routes are required to avoid a specific location.

**ON RECEIPT OF NOTIFICATION OF A THREAT THE AREA WARDENS WILL CARRY OUT A SEARCH, KEEPING IN MIND THE FOLLOWING:**

- Avoid panic;
- Confine all talk to the search party;
- Do not wear safety helmets;
- Notify a member of the Church Management Team;
- Notify Chief Warden by phone once the search has been completed or suspicious item/person located;
- Area of search should include entire area and all facilities; and
- If something is found that appears suspicious Do Not Touch or Remove! Note the location and advise Supervisor or authority.

**If suspicious object or parcel is found**

If an object or parcel suspected of being a 'bomb' or other type of explosive device is found by anyone, the following action should be taken:

- 1) Do not touch, tilt or otherwise tamper with the object.
- 2) Immediately evacuate the entire area surrounding the object for 300 metres. Isolate the surrounding area to prevent entry or re-entry to the building. Move people away, not past the object if possible.
- 3) Inform Chief Warden of the object location immediately; Chief Warden will inform Police, Leadership Team and seek instructions on further evacuation.
- 4) Take quick detailed observations of a suspected explosive device. Time spent near an explosive device must be kept to an absolute minimum. Observations should include:
  - Exact location and proximity to hazards
  - Size, shape and colour of object
  - Any writing or labels append to device
  - Any other peculiarities
- 5) Mark location using a paper trail to nearest exit.
- 6) Where possible, open all doors and windows to reduce the potential blast effects.

## Aggression, violence and threats

Mosaic – a Baptist Church is committed to ensuring the health and safety of all workers who may be affected by issues arising from engaging and interacting with the public. Violence, threats, or abuse can have a negative impact on the health and safety of workers with the potential to cause both physical and psychological injury. Victims respond differently to violence, both in terms of the emotions they experience and the time taken to recover from a violent incident. Injury and illness may also occur to a person who observes a violent incident but is not the direct victim.

There may be the risk of physical attacks, threats, or intimidation to workers, throughout the course of conducting work. This could include physical assault, violence, threats, verbal abuse, and/or intimidation.

Workers may be required to deal with an aggressive, abusive or angry person. The aim is always to resolve the situation with minimal risk or verbal or physical abuse.

### Procedure for dealing with a potentially violent person

#### Assess your Safety – PERSON – OBJECT - PLACE

Assess the person:

- Does the person's behaviour suggest the situation could escalate?
- Is the person being overly aggressive?
- Does their body language suggesting they may become violent?
- Does the size and build of the person suggest they are capable of causing damage or harm?

Assess nearby objects:

- Is the person holding something that could be used as a weapon?
- Does the look of the person suggest they have a knife or gun?
- Are there items nearby that could be used as a weapon against you?

Place:

- Do you have access to an escape route or safe place to remove yourself from danger?
- Is there another staff member nearby that can support you?
- Are you stuck or cornered by the person?

Manage the persons behaviour:

- **Communication:** communication skills are of utmost importance when facing hostile or threatening people. Remind yourself to stay calm and do not escalate the situation.
- **Respect:** show respect when talking to the person and acknowledge what they say.
- **Deflect:** direct their anger to the rules being enforced (refer them to the decision-making body or guidelines).
- **Provocation or sarcasm:** be aware of the tone of your speech and what you say. Also be aware of your body language towards the person. Choose your words carefully and do not escalate the situation.

### After care

If a worker is exposed to verbal or physical violence the following procedures will be followed to assist the workers.

First aid will be provided to any person if required following a violent incident in the workplace. First aid providers should not place themselves at risk of violence at any time.



Workers directly affected by a violent attack or threatening or abusive behaviour should be offered the option of removing themselves from their work environment, with time and resources to allow settling of remaining anger or tension. This will limit the further spread of anger, tension or fear to other staff and facilitate a return to business as usual. This time can also be used to better assess the requirement for further treatment, counselling, mediation or action by management to reduce episodes of further violence.

After a worker is subjected to abuse or violence they should be listened to and assisted by peers and management and provided with support and empathy. If necessary, the victim may be driven or accompanied home, and will stay until other support is available.

Workers directly and indirectly involved in a violent or abusive incident may benefit from a psychological debriefing. The debriefing process may help the victim involved to assimilate and cope with the event. Should the situation warrant it, the decision to see a psychologist or counsellor will be decided upon by management and the victim. If the victim wishes to seek the support of a psychologist they will be provided with the details of the church's recommended practitioner.

Workplace rehabilitation may be required for physical or psychological illness or injury following an incident of occupational violence, abuse, or aggression. The workers' compensation and rehabilitation procedures will be enacted if an injury has been sustained.

Management may also assist with time off, compensation claims and legal assistance to help minimise after-effects. Additional counselling may be required should a court appearance be necessary.

## Emergency evacuation practice (drills)

The purpose of Emergency Evacuation Practice is to test the Emergency Response Procedures. It is not a test on individuals. These exercises will show what is done well and areas where improvement is needed. Members of the Emergency Control Organisation will attend a pre-exercise meeting and a debriefing after the drill. Observers will be appointed to observe the drill. One Emergency Evacuation drill must be carried out each year with records kept for at least 2 years.

### Procedure

1. Advise entities which may be affected or alerted by the evacuation (for instance security, emergency services, neighbours).
2. Conduct a briefing meeting with the Emergency Control Organisation to reinforce expectations and roles prior to the exercise.
3. Conduct Emergency Evacuation as per procedures.
4. The Chief Warden will complete the **Chief Warden's Evacuation Practice Checklist**.
5. Assign an observer who will not participate in the drill but observe and report their findings on the **Observer's Evacuation Practice Checklist**.
6. Conduct a debriefing meeting to go over the positives and opportunities for improvement identified from the exercise.
7. Amend procedures and retrain the Emergency Control Organisation on new procedures if required.



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## Incident management

### Minor injuries, incidents and minor near misses

All incidents and near misses regardless of how small must be reported to the Responsible Officer. The Responsible Officer in consultation with the person reporting i.e. an injured worker and any other relevant people, i.e., witnesses, will complete an **Incident report form**. The **Incident and injury register** will also be updated.

If a person requires first aid treatment they will, where possible notify the nominated first aid officer directly, if not possible the Responsible Officer will arrange for suitable treatment.

If no further treatment is required the worker may return to work.

### Serious injuries and serious near misses

If the injury is serious, activate the relevant emergency notification system and call 000. While first aid personnel are responding, have someone stay with the injured worker and ensure the surrounding area is safe.

1. The first person at the scene is to follow the DRS ABCD Action Plan –

**Danger** (hazards, risks, safety) – Ensure the area is safe

If mechanical or electrical equipment is involved, isolate first.

**Response**– check for response

**Send for help**

Ensure the First Aid Officer has been notified.

Ring “000” to advise ambulance, fire brigade and police if necessary. State the nature of the emergency and if special equipment is required to lift or lower the injured person from the incident site. Do not hang up the phone until the emergency personnel has directed you to do so, they may require extra information.

Organise a person to go to the site entrance/s to guide them quickly to the patient.

**Airway** – open mouth, clear airway if foreign material present

**Breathing** – check for breathing, if not breathing start CPR

**Compressions** – 30 chest compressions: 2 breaths

**Defibrillation (AED)** apply defibrillator, if available, and follow prompts

2. Notify the injured worker’s next of kin.
3. Communication systems should not be used for any other purpose until the emergency is over.
4. Injured person to be transported via ambulance or other means to receive additional treatment.
5. DO NOT INTERFERE WITH THE INCIDENT SCENE until investigators or an Inspector (if the incident is notifiable) authorise except to assist an injured person or to make the areas safe or minimise risk of further incident.

6. The Responsible Officer in consultation with the injured worker and any other relevant people will complete an **Incident Report Form**.
7. The **Incident and Injury Register** will also be updated.
8. Where relevant, a full investigation will be conducted and an investigation report generated.
9. Notify the Church Leadership if they are not already aware.

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## Reporting

### Internal reporting

The **Incident report form** is used for recording:

- incidents involving anyone in the workplace, or any worker travelling to or from work;
- incidents, injuries and near misses that occur at work, even minor injuries and first aid treatment administered. These are verbally reported to the Responsible Officer immediately. The written report will be completed within 24 hours of the injury; and
- worker injuries and illnesses, including those that are not work related. Once they are reported to the supervisor, an assessment will be made as to whether the person is able to work without causing further injury.

Dangerous work practices or work conditions are to be reported to the supervisor immediately.

Once an incident has been recorded it will also be recorded on the **Incident and injury register**.

### Statutory reporting requirements

#### Notifiable incidents

The *Work Health and Safety Act 2011* (Qld) requires the notification of:

- the death of a person;
- a serious injury or illness of a person; and/or
- dangerous incidents.

The *Electrical Safety Act 2002* (Qld) requires the notification of:

- serious electrical incidents; and
- dangerous electrical events.

These incidents will be reported to the regulator by the Director by telephone or in writing. The notification must include the information details approved by the regulator.

Normal incident reporting and investigation procedures will also apply.

If a death occurs notify the Police immediately and do not disturb the scene of death.

Records of notifiable incidents will be retained for at least 5 years after the event.

#### Reportable injuries

Mosaic – a Baptist Church will report injuries sustained by workers for which a workers' compensation claim **may or may not be** made to WorkCover Queensland. These injuries must be reported within eight business days:

- regardless of whether the worker makes a claim; and
- even if you do not agree the injury is compensable.

Remember, reporting the injury is not the same as making a claim for workers' compensation.

Mosaic – a Baptist Church will also report any payments made to or on behalf of a worker, for compensation or for treatment of their injury. These include payments made while the worker's claim is being decided by WorkCover for including:

- in place of wages due to time off as a result of the injury;
- in connection with treatment by:
  - a medical or allied health provider;
  - an in-house provider; or
  - for those affected employers, funded through an early intervention program (EIP) or employer assisted program (EAP), where available.

## Definitions

**Serious injury or illness** is an injury or illness requiring the person to have:

- immediate treatment as an in-patient in a hospital; or
- immediate treatment for:
  - the amputation of any part of his or her body;
  - a serious head injury;
  - a serious eye injury;
  - a serious burn;
  - the separation of his or her skin from an underlying tissue (for example, degloving or scalping);
  - a spinal injury;
  - the loss of a bodily function; or
  - serious lacerations; or
- medical treatment within 48 hours of exposure to a substance;

and includes any other injury or illness prescribed under a regulation but does not include an illness or injury of a prescribed kind.

A **dangerous incident** is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance;
- an uncontrolled implosion, explosion or fire;
- an uncontrolled escape of gas or steam;
- an uncontrolled escape of a pressurised substance;
- electric shock;
- the fall or release from a height of any plant, substance or thing;
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation;
- the collapse or partial collapse of a structure;
- the collapse or failure of an excavation or of any shoring supporting an excavation;
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel;
- the interruption of the main system of ventilation in an underground excavation or tunnel; or
- any other event prescribed under a regulation;

but does not include an incident of a prescribed kind.

A **serious electrical incident** is an incident involving electrical equipment if, in the incident-

- a. a person is killed by electricity; or
- b. a person receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor; or
- c. a person receives a shock or injury from electricity at high voltage, whether or not the person is treated for the shock or injury by or under the supervision of a doctor.

A **dangerous electrical event** is any of the following -

- a. The coming into existence of circumstances in which a person is not electrically safe, if -
  - i. the circumstances involve high voltage electrical equipment; and
  - ii. despite the coming into existence of the circumstances, the person does not receive a shock or injury;
- b. The coming into existence of the following circumstances -
  - i. if a person had been at a particular place at a particular time, the person would not have been electrically safe;
  - ii. the person would not have been electrically safe because of circumstances involving high voltage electrical equipment;
- c. An event that involves electrical equipment and in which significant property damage is caused directly by electricity or originates from electricity;
- d. The performance of electrical work by a person not authorised under an electrical work licence to perform the work;
- e. The performance of electrical work by a person if, as a result of the performance of the work, a person or property is not electrically safe;
- f. The discovery by a licensed electrical worker of electrical equipment that has not been marked as required under the Electrical Safety Act.

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## Incident investigation

Incidents or near misses are thoroughly investigated in order to establish the cause of the incident and identify corrective and preventative actions to prevent similar incidents. The **Incident report form** includes a section to record the outcome of this investigation however, serious incidents will require a more detailed investigation. Should a more detailed investigation be warranted, Mosaic – a Baptist Church will appoint an incident investigation team.

### Investigation team

The function of the investigation team is to determine the facts surrounding the subject incident. The nature and potential of the incident will determine the number and expertise of personnel involved in the investigation. It is preferable that the investigation team consists of at least two people. The minimum personnel shall be a person involved in the incident and the relevant manager. Other people who should be involved include, if available, any witnesses and people who can offer relevant expertise for instance, an electrician, maintenance personnel, equipment operators, external experts, or safety professionals.

Incident investigation team members shall be selected based upon their ability to contribute to the investigation in a positive fashion. Team members should have demonstrated thoroughness in their approach to technical problems and have the ability to maintain perspective and independence.

### Investigation records

The aim is to ensure an objective report is generated. Do not look to blame, look only for the cause and reasons. This report is for use within the organisation and not to be confused with statutory authority or insurance company claims. The aim is to document the incident in detail, to provide a snapshot of the factors contributing to the incident so that they can be recalled and clearly understood for future reference if required.

Writing of the report shall be a investigation team leader's responsibility. An investigation report will be generated which outlines any relevant information concerning the following -

1. **People.** What skills, experience, and training do the personnel involved in the incident have? Did they provide first aid or trigger the emergency response procedures? What did personnel do or not do that may have led to the incident or limit the consequences of the incident? What personal factors may have contributed to the incident?
2. **Workplace.** Describe the factors in the work environment that had an impact on the incident. Ventilation, lighting, layout, inspection frequency, housekeeping, emergency systems (fire extinguishers etc.).
3. **Equipment.** Describe the tools or equipment involved in the incident. Detail equipment numbers, when the most recent inspection was completed (pre-start, electrical), condition of the equipment, history etc.
4. **Substances.** Describe the substances involved in the incident. Include documentation for substances for instance the safety data sheet and hazardous chemical risk assessment.
5. **Sequence of events.** Describe the events leading up to the incident, the failure point, and the events immediately after the incident. It is important to look back as far as necessary to identify the start of the failures that lead to the incident and to detail the recovery actions taken post incident up to the commencement of the investigation. This will aid in identifying all factors to be controlled and

systems that require improvement.

6. **Sketches, diagrams, documents and photos.** Sketches and diagrams shall be provided to help explain the location of the incident (plan view) and the position of people and equipment when the incident occurred. Photos (date/time stamped) shall be taken for any incident resulting in damage or injury, determined a high potential incident by the risk assessment matrix or being a notifiable incident to WHS Qld.
7. **Describe how the work was being performed.** Provide a description of the work being performed or tasks undertaken prior to the incident occurring.
8. **What is the standard procedure for the task?**
  - Are there any procedures, safe work method statements or work instructions for the task/job/practice that lead to the incident? If no, should there be? If yes, list them. Were they followed? Are they appropriate or do they have failings?
  - Details of any variation to job procedure or common practice.
  - What was done differently to the procedure/SWMS or work instructions?
9. **Contributory factors**
  - What pre-existing factors allowed the incident to happen?
  - Is there any history of this type of incident occurring on this or other sites managed by the organisation?
  - Was there a problem with the plant, equipment, tools or procedure that was or was not originally noticed?
  - Did any personnel have any pre-existing physical restrictions that led to or exacerbated the incident?
  - What factors identified during the investigation can be controlled, removed or improved to ensure this type of incident does not occur again?

## Identify corrective and preventive actions

Identify the corrective and preventive actions that can be implemented to ensure the incident does not recur. These must be physical actions, taken from as high up the hierarchy of control as possible to eliminate or reduce risk to acceptable levels.

Disciplining personnel, retraining and discussing the incident at toolbox or communication meetings should happen as a matter of course.

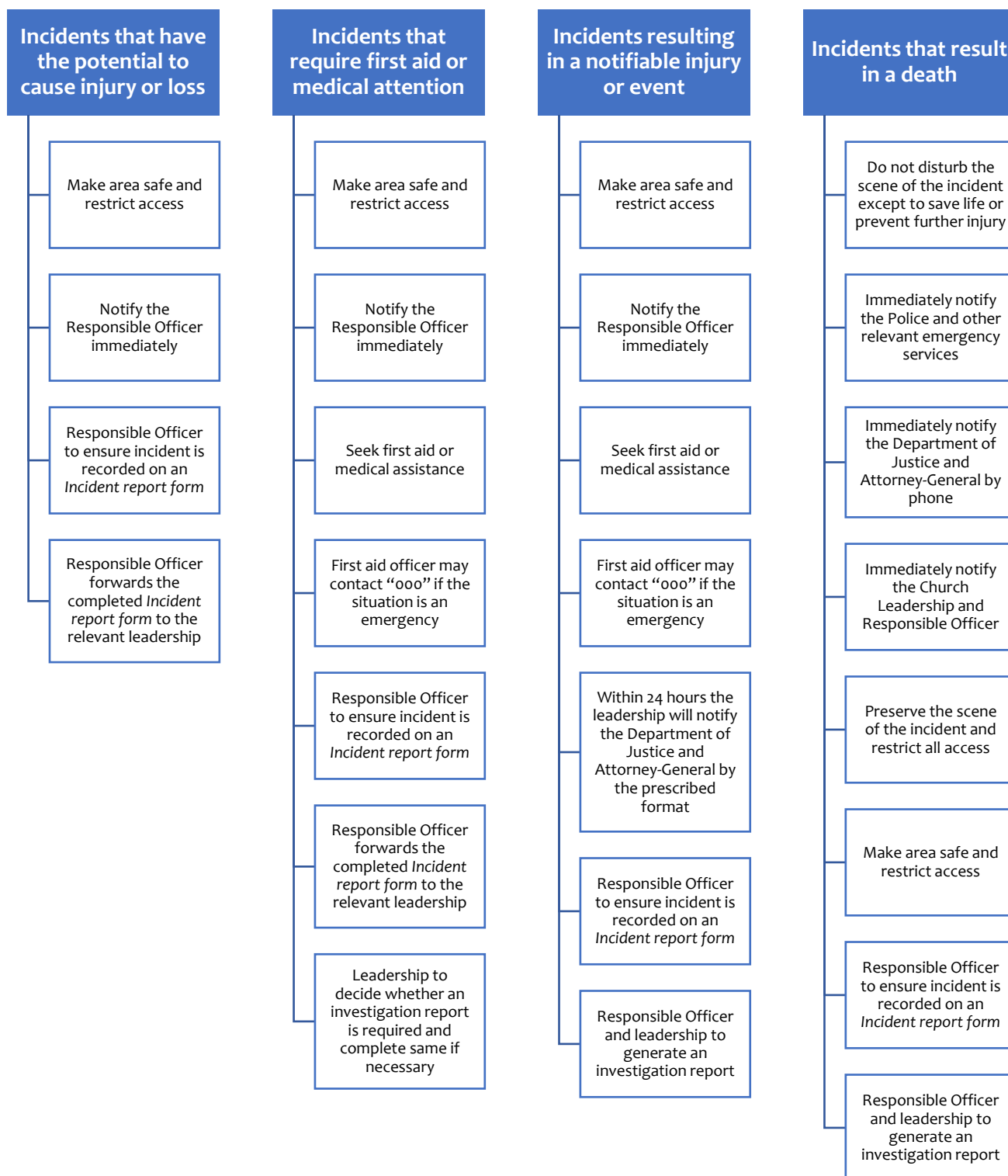
Every action shall have a responsible person and due and completion dates recorded.

## Communication of information

Where changes are required to the provision of first aid equipment, facilities, personnel or incident management or other procedures workers will be consulted with and the changes communicated to affected people. To prevent recurrence of an incident it may be necessary to communicate corrective and preventive actions throughout the Church. This can be communicated via:

- safety alerts or newsletters;
- phone calls, meetings, or briefings;
- conventional mail or e-mail;
- notice boards or signage on site; and
- annual reports.

## Incident reporting summary





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## Workers' compensation

### Who can apply for workers' compensation?

Any paid worker can apply for workers' compensation benefits regardless of who or what caused the work-related injury. Volunteer workers do not have access to Workers Compensation but can raise a claim to assist with medical expenses through the ABIS Insurance Scheme if they are injured whilst working at the Church.

### How to apply for workers' compensation

The worker should apply for compensation by informing the Responsible Officer that they intend to claim workers' compensation as soon as possible after the injury. For an application to be valid, it should be lodged within six months of seeing a doctor about the injury. However, if you lodge a **Claim Form** more than 20 business days after first visiting a doctor, WorkCover QLD may only pay compensation from 20 business days before the application was lodged.

The Responsible Officer will in consultation with the worker complete a **Claim Form** (available on the Queensland WorkCover website) and send it to WorkCover within eight business days of:

- knowing about the injury;
- the worker or volunteer reporting the injury to management; or
- WorkCover requesting additional information from the Organisation.

WorkCover will contact Mosaic – a Baptist Church and the injured worker advising on the outcome of the claim.

### Payment of wages

Mosaic – a Baptist Church may pay sick or other accrued leave to a worker while the claim is being determined. Upon acceptance of a claim, leave will be reimbursed. If the claim is accepted, WorkCover Queensland will pay weekly benefits to workers directly.

For workers participating in a partially funded suitable duties program, Mosaic – a Baptist Church will pay the worker at the normal rate for work performed and WorkCover Queensland pays a top up amount.

### Grievance procedure

If either an injured worker or the employer is unhappy with a decision made by WorkCover Queensland, the decision may be reviewable with Q-COMP. Strict time frames apply.

### Worker rights and responsibilities

Cooperate with WorkCover Queensland, their employer and their doctors during the application and rehabilitation process.

Complete and sign all necessary forms.

Let WorkCover know if their condition or treatment changes.

Keep their Workers' Compensation Medical Certificates up to date. Workers can only receive workers' compensation benefits if WorkCover has a copy of their current Workers' Compensation Medical Certificate.

Ensure all information provided to WorkCover is true and not misleading (e.g. a worker must inform WorkCover if they are receiving Centrelink payments).

Participate in rehabilitation programs, except where there is a reasonable excuse for not doing so.

Tell WorkCover if you are returning to work of any kind (or to engage in a calling). This includes self-employment or working for another person, and applies whether or not you are being paid for performing the activity.

Penalties may apply if people do not comply with these requirements. WorkCover may suspend a worker's compensation benefits or prosecute them for an offence under the Workers' Compensation and Rehabilitation Act 2003 if these responsibilities are not fulfilled.

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## Rehabilitation

### What Is rehabilitation?

Depending on a person's injury, rehabilitation can include:

- Physiotherapy;
- Occupational therapy;
- Psychological counselling;
- Suitable duties programs;
- On-the-job training for new job skills; and/or
- Special assistance for serious injuries.

Mosaic – a Baptist Church has a legal responsibility to actively engage in the rehabilitation of an injured paid worker. Similar approaches may be considered for injured volunteer workers although there is not a legislative responsibility to do so.

### The role of the injured worker

#### Responsibilities

To apply for workers' compensation.

To advise your doctor of the availability of workplace rehabilitation.

To ask your doctor to identify the workers capabilities (if required).

To actively participate in workplace rehabilitation and suitable duties programs.

To maintain communication with the Church's Rehabilitation and Return to Work Coordinator (RRTWC) about relevant issues related to your compensation claim.

#### Rights

To workers' compensation for work-related injuries accepted by the insurer.

To choose your own doctor.

To authorise the Church's Rehabilitation and Return To Work Coordinator (RRTWC) to contact your doctor for advice on suitable duties.

To confidential, safe keeping of this personal information.

To be provided with suitable duties, if practicable.

To be consulted in the development of a suitable duties plan.

To union representation if so desired.

To ask for the Workers' Compensation Regulator to review certain insurer's decisions with which they do not agree.

To have access to an impartial grievance mechanism, which is accessed in the first instance by raising the grievance with the RRTWC before escalation.

## The role of the rehabilitation and return to work coordinator (RRTWC)

In small and medium sized churches, this specific role may be filled by the Responsible Officer acting on advice from WorkCover. A larger church may seek to appoint a different person to fill this role.

The role of the Rehabilitation and Return to Work Coordinator (RRTWC) is:

- To ensure an efficient system exists for immediate reporting of injuries to enable early worker contact regarding rehabilitation, to comply with employer's duty to report injury to the insurer and to ensure confidentiality of information received;
- To develop, coordinate and monitor workplace rehabilitation strategies for injured workers, including developing suitable duties plans in consultation with injured workers undertaking rehabilitation;
- To educate all workers about the workplace rehabilitation policy and procedures and what to expect when an injury occurs. To educate line managers, supervisors and workers regarding their role and responsibilities for rehabilitation. To ensure education is part of the new staff induction process;
- Where possible and on behalf of the employer, to ensure rehabilitation for a worker is coordinated with and understood by line managers, supervisors and co-workers;
- To promote the Church's workplace rehabilitation program internally to maintain staff commitment, and externally, to local doctors so as to build a good working relationship and gain their trust and assistance;
- To keep a file for each worker undertaking rehabilitation and to ensure confidentiality of both verbal and written information;
- To keep accurate and objective case notes of all communications, actions and decisions, and reasons for actions and decisions and to sign and date each notation;
- To ensure currency of the Workplace Rehabilitation Policy and Procedures;
- To ensure they remain competent in the undertaking of their duties; and
- To provide injured workers with the opportunity to give feedback on the rehabilitation system and to document this feedback.

## The role of line managers/supervisors/team leaders

To immediately notify the Rehabilitation and Return to Work Coordinator of injury either by phoning or faxing injury report or WorkCover documentation.

To actively assist the rehabilitation and return to work coordinator in identifying and coordinating suitable duties programs.

To adjust workplace procedures and rosters to enable successful implementation of the suitable duties plan.

To monitor the injured worker's progress in relation to suitable duties programs.

To generally offer support and encouragement to any injured worker.

## The role of co-workers

To generally offer support and encouragement to injured workers. Bullying and harassment is not acceptable behaviour.

## Suitable duties programs

These specially selected duties at the workplace are a means of providing a monitored and graduated return to normal duties. They are:

- Matched to the capabilities of the worker; and
- Time limited and regularly upgraded according to his/her level of recovery and treating medical doctor advice.

The following issues must be considered when choosing suitable duties:

- The worker's pre-injury duties, age, education, skills and work experience and nature of the incapacity;
- Any restrictions and limitations specified by the treating doctor, who must also document approval for all plans and amendments;
- The duties must be meaningful and have regard for the objectives of the worker's rehabilitation; and
- The duties will be reviewed on a regular basis and the program progressively upgraded, consistent with the worker's recovery.

A copy of each worker's suitable duties program must be approved by the treating Medical Officer and will be provided to the insurer.

Suitable Duties Programs may be:

- Fully funded by WorkCover Queensland. WorkCover Queensland continues to pay ongoing compensation to the worker at the rate they would receive if totally incapacitated; OR
- Partially funded by both the employer and WorkCover Queensland. Employer pays the worker at the normal rate for work performed and WorkCover Queensland pays a top up amount.

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## Managing workers

### Pre-placement health assessment

The *WHS Act* requires that employers protect the health and safety of workers (both paid and volunteer) while at work. To be able to do this our Church when engaging individuals will assess the suitability of the applicant to the type and scope of work required. This includes the risk of aggravation of pre-existing injuries or disabilities.

A prospective worker must, where requested in writing by a prospective employer, disclose all pre-existing injuries or medical conditions of which they are aware, that could reasonably be expected to be aggravated by performing the employment related duties. If the prospective worker is engaged before making the disclosure (or being requested to make the disclosure), his or her entitlement to compensation is unaffected.

Our Church will aim to ensure that workers are fit to perform their work. At the same time, we will not discriminate against persons with conditions that do not affect their ability to do the job for which they have applied, or in which they are engaged. The pre-placement health assessment is aimed to protect the well-being of the applicant. It is recommended that further advice be sought when an applicant has a pre-existing condition, which may affect their ability to perform work tasks safely and without risk to either the worker or volunteer or other persons.

### Licences and certification

Legislation requires workers to be correctly licensed and certified for any work that is undertaken. For instance, licensing or certification may be required when working with children, using certain machinery or plant or performing specialist activities/roles i.e. first aid officers. With this in mind, proof of licensing and certification is required. Licences can also be known as certificates or certificates of authority.

When checking qualifications, the originals of licences or certificates must be sighted and a copy kept on file. Complete the **Licence/qualification register** to keep a record and track expiry dates. Certificates will only be accepted if they are from an accredited provider, the inclusion of the nationally recognised training logo or similar is a helpful guide when checking this.

It is an offence to provide false, misleading or incomplete documents.

### Induction

The induction session presents an opportunity to convey to a new worker our organisational philosophy and expectations. It also presents a time to attend to necessary paperwork, review and record qualifications, identify training needs and set the atmosphere for working standards and requirements.

The person conducting the induction will complete and sign the **Induction Checklist** as evidence that:

- The worker or volunteer has undergone the training indicated; and
- That the worker or volunteer understands the training given.

## Buddy system

A “buddy” should be appointed to guide and answer any questions from the new worker or volunteer during the first week. This supervisory role should ensure that the worker or volunteer works with due regard to health and safety to themselves and to others.

## Ongoing training

Ongoing training is provided to reiterate and reinforce safety expectations, when clarification of requirements is required or when minor changes occur

## Training records

Records of training are maintained, this includes both internal training and externally provided training. Training Records will contain at least the following:

- Name of persons receiving training;
- Date training was conducted;
- Content of training session; and
- Trainer conducting the session.

## Performance appraisals (disciplinary procedures)

Workers and sub-contractors have a legal obligation to abide by safety rules. Failure to do so will be treated seriously. Breaches of the work health and safety legislation may result in prosecution by the relevant authority. The continued employment of the worker or volunteer may be reviewed under our Human Resources procedures.

Performance appraisals assist to establish consistent standards of behaviour within the workplace and encourages continuous improvement. Worker or Volunteer Performance Appraisals are conducted to:

- Improve two-way communication between a Supervisor and worker or volunteer;
- Clarify required behaviours and priorities;
- Recognise and reinforce positive work-related behaviours and practices;
- Identify ‘opportunities for improvement’ in specific work-related behaviours and practices and implementing an action plan to remedy same;
- Identify training opportunities; and
- Provide workers an opportunity which is otherwise not available, to discuss their work-related performance including those things which in his/her mind impede excellent performance.

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## Managing volunteers

Volunteers are considered ‘workers’ under health and safety legislation and should be managed the same as a paid employee. This can include:

- Coverage under insurance policies;
- Assessment of competence to perform tasks required;
- Inclusion in training;
- Inclusion in communication strategies; and
- Management of poor or unsafe performance.

In addition, where applicable, volunteers will be covered by, and made aware of, the following general policies:

- Bullying and Sexual Harassment;
- Work Health and Safety; and
- Issue Resolution.

## Definitions

### Volunteer

A volunteer means a person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses).

### Volunteer officer

A person who meets the definition of an officer within the meaning of section 9 of the *Corporations Act 2001* Cwth (for instance a director or secretary, or a person who makes or participates in making decisions that affect the whole, or a substantial part, of the business, who has the capacity to affect significantly the corporation’s financial standing or in accordance with whose instructions or wishes the directors are accustomed to act) other than a partner in a partnership and who is also meets the definition of a volunteer.

### Volunteer coordinator

An employee or Church management team representative who is responsible for the overall support of volunteers within the organisation.

## Responsibilities

### Management

- Appoint a volunteer coordinator.
- Provide volunteers with a healthy and safe workplace.
- Provide appropriate and adequate insurance coverage for volunteers and ensure they understand the coverage provided for them.



## Work health and safety manual

- Not place volunteers in roles that were previously held by paid employees or have been identified as paid jobs.
- Ensure volunteers are not required to take up additional work during industrial disputes or paid employee shortages.
- Provide appropriate levels of support and management for volunteers.
- Define volunteer roles and develop clear role statements.
- Provide the necessary tools, equipment or resources for completion of activities
- Offer volunteers the opportunity for professional development within the scope of their role.
- Reimburse volunteers for out-of-pocket expenses as agreed.
- Ensure confidentiality, privacy and fair treatment
- Treat volunteers as valuable team members, and advise them of opportunities to participate in decision-making.
- Acknowledge the contributions of volunteers.

## Volunteer coordinator

- Interview and engage volunteers in accordance with anti-discrimination and equal opportunity legislation.
- Provide volunteers with orientation, training and supervision to clearly explain the activities to be performed by the volunteers and offer constructive feedback on the quality of work performed.
- Ensure that volunteers conduct work activities in a safe manner abiding by all safety rules.
- Provide volunteers with a copy of policies pertaining to volunteers in particular information on safety and issue resolution.
- Inform volunteers of their responsibilities as volunteers and ensure that their work complements but does not undermine, the work of paid employees.
- Allocate a reasonable workload and timeframe for the completion of activities.

## Workers

- To generally offer support and encouragement to volunteers. Bullying and harassment is not acceptable behaviour- refer to internal policy.

## Volunteer responsibilities

- Be reliable and punctual.
- Be trustworthy and respect confidentiality.
- Respect the rights of people you work with.
- Carry out the specified role. Avoid overextending yourself or performing tasks that you are not qualified, competent or authorised to complete.
- Give feedback (i.e. participate in evaluations when asked) and report any injuries or hazards that you notice in the workplace.
- Be accountable and accept feedback.
- Acknowledge decisions made by fellow workers or the organisation.
- Address areas of conflict with the appropriate staff member or volunteer coordinator.
- Undertake training where appropriate or required.
- Ask for support when it is needed and support other team members where appropriate or required.
- Stay safe on the job; take reasonable care for your own health and safety, that your acts or omissions do not adversely affect the health and safety of others.
- Follow all reasonable instructions and cooperate with reasonable policies and procedures.

- Give notice if your availability changes or you no longer wish to volunteer for the Church.

## Procedures

### Principles of volunteering

The use of volunteers within the Church should aim to benefit both the community and the volunteer. The 'Principles of Volunteering' should be adopted to guide the use of volunteers within our organisation and are detailed below.



### Recruitment and selection of volunteers

Recruitment and selection of volunteers must aim to attract volunteers with relevant interests, knowledge, skills or attributes. Screening processes should be applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation. Volunteers should be selected based on interest, knowledge, skills or attributes relevant to the role, and consistent with anti-discrimination legislation.

Potential volunteers should be provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.

During the recruitment and selection process it should be made clear to potential volunteers that:

- The Church does not intend to create a legally binding employment relationship with the potential volunteer. If they wish to apply for a paid position, they must discuss this with the relevant Leadership Team member;
- They are under no obligation to attend the workplace or perform work;
- At no point will the volunteer be paid for their work; and
- There is no guarantee of regular work or an ongoing relationship with the Church.

## Orientation, induction and training

Volunteers should be provided with orientation relevant to their role. This process provides a mechanism for introducing new volunteers to their duties and responsibilities. It further introduces new volunteers to the Church's culture, ethos, community, organisational structure and the legal requirements associated with volunteering at the Church. Undertaking and completing the **Volunteer Induction Checklist** should be a condition of continued volunteering with the Church. The orientation and induction should include supplying the Volunteer with the Volunteer Pack and completion of the associated forms.

It is important to provide clear guidance to new volunteers and to make them feel supported and welcome. To ensure this is achieved, the Church should consider employing a Buddy System to facilitate the first stage of the newcomers training.

Volunteers' knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.

## Consultation

The *Work Health and Safety Act 2011* places a legal obligation on the Church to consult with workers and other duty holders. Workers in this instance includes volunteers. The Church must also ensure that changes to the involvement of a volunteer are undertaken fairly and in a consistent manner.

Churches should give workers a reasonable opportunity to express their views and contribute to decisions by allowing opinions to be regularly expressed using email, phone, one on one discussions, volunteer meetings, and the use of **Safety Observation/Hazard Reports**. The Church must also respond to concerns and questions raised by volunteers as soon as possible and offer feedback about any options they propose.

## Supervision

Volunteers must be provided with supervision and support that enables them to undertake their roles and responsibilities. Supervision should be appropriate to the work undertaken and the knowledge and skill level of the individual.

The Volunteer Coordinator should maintain an appropriate level of supervision to ensure that:

- Volunteer knowledge and skills are reviewed to identify support and development needs;
- Volunteer performance is reviewed to identify non-compliance with the Church's policies and procedures and dealt with in a timely manner; and
- Opportunities to mentor and encourage enhancement of existing skills, knowledge or performance levels are capitalised on.

## Behaviour and conduct

Volunteers are required to treat other volunteers, staff, members, guests and visitors with respect, honesty and integrity.

All volunteers are representatives of the Church. All contact with other volunteers, workers, members, guests and visitors of the Church reflect upon the quality and reputation of the Church. Personal appearance, behaviour and communication skills play a significant role in the professional image of

volunteers and the Church as a whole. Volunteers are expected to conduct themselves, at all times, in an appropriate manner, befitting the nature of the Church.

## Bullying, harassment and discrimination

The Church will provide a work environment that is free of harassment, bullying and discrimination.

Any volunteer who believes they are experiencing harassment, bullying and discrimination or witnesses any of these, should report it to the Volunteer Coordinator. As per the Church's Issue Resolution procedure, if they are not satisfied with how their complaint has been handled it, then it will be escalated to the relevant Leadership Team member. If they are still unsatisfied with how the complaint is handled, they should refer the issue to the most senior Leadership Team member.

All complaints of alleged harassment, bullying or discrimination will be taken very seriously and will be dealt with sympathetically and in a confidential manner. The complaint will be investigated and, if found to be legitimate, appropriate action will be taken.

## Performance management and grievance resolution

Problems or concerns regarding a volunteer's performance and/or behaviour will be raised immediately with the volunteer. When approaching volunteers about the need to meet, the Church representative will always:

- Attempt to put the volunteer at ease;
- Approach the volunteer respectfully and discreetly making sure that he or she does not lose face in front of work colleagues;
- Let the volunteer know in advance the purpose of the discussion or meeting; and
- Invite them to bring a support person; a Leadership Team member can also invite a representative from the Church to be present, if required.

When discussing sub-standard work performance and conduct, the Church representative will always give clear evidence or examples to demonstrate that the volunteer's performance and/or behaviour is unsatisfactory. The volunteer will be provided with workable solutions as well as training and support requirements which are available where appropriate.

## Records

The 'Volunteer Pack' is available for use to ensure that the recording of the above procedures can be undertaken effectively. The 'Volunteer Pack' includes:

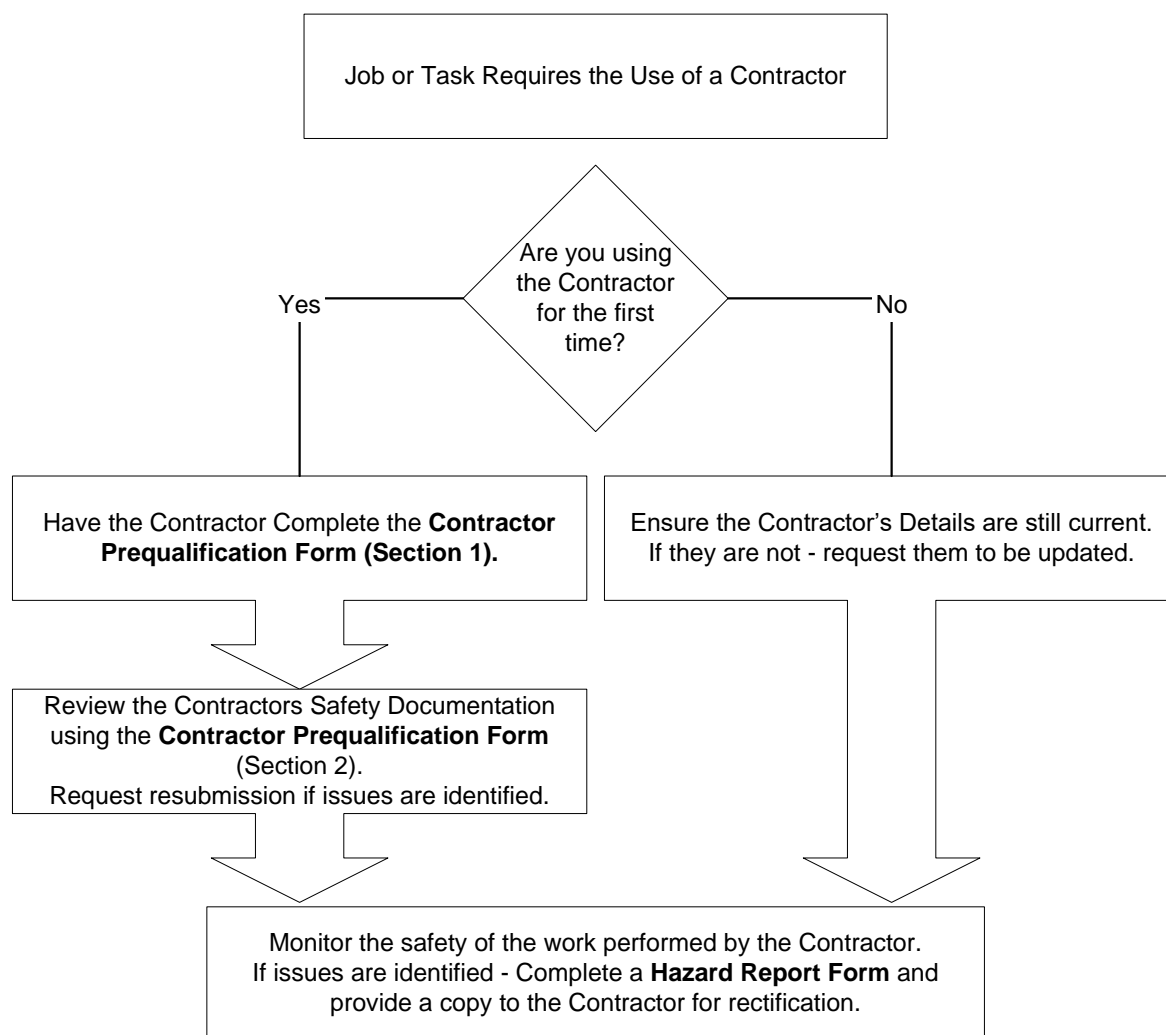
- **Volunteer agreement** – to be completed, signed and retained on the volunteer's file;
- **Volunteer induction checklist** – to be completed, signed and retained on the volunteer's file;
- **Volunteer contact details** – to be completed, signed and retained on the volunteer's file;
- **Bullying and Sexual Harassment Policy** – to be retained by the volunteer;
- **Work health and safety policy** – to be retained by the volunteer; and
- **Issue resolution policy** – to be retained by the volunteer.

The volunteer's file will also contain any relevant records relating to licencing and competency as well as performance management and grievance resolution.

## Managing contractors

Organisations have an obligation under the Work Health and Safety Act to ensure the safety of Contractors and to ensure that Contractors are not endangering the Health and Safety of others.

The following flowchart is a useful tool to help discharge these obligations. Additionally, complete the **Contractor Prequalification** form to gather required information from the contractor. The **Contractor Register** is used as a central directory to track required insurance and licence expiry dates.



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## Monitoring safety on the church property

Mosaic – a Baptist Church has a legislative requirement to ensure a safe environment for everyone who steps onto its property. This section contains important information on these responsibilities, and how they are maintained.

### Commitment

Mosaic – a Baptist Church is committed to ensuring the physical environment in and around the church's property is safe for its workers and visitors. It will do this by:

- Considering the safety requirements pertaining to the property;
- Regularly reviewing safety issues associated with the buildings; and
- Committing to reduce the risk associated with identified hazards.

### Building access

The responsible officer will check that the building is easily accessible by its community by:

- Considering the use of ramps to enable wheeled access;
- Ensuring wide entry points are easily opened;
- Signage is clear and visible;
- Ensuring it is free from hazards and risks; and
- Ensuring it is child friendly.

If access problems are identified the Responsible Officer will establish an action plan that identifies:

- The nature of the problem and who is affected by it;
- The level of the risk;
- The preferred control measures to reduce the risk;
- When the risk will be adequately controlled; and
- Who is responsible for the implementation of the control measures.

Short term and long term measures should be considered and recorded.

### Safety inspections

The Responsible Officer will undertake inspections of workers activities to ensure that Safety Procedures are being followed.

Where non-conformances to safety expectations are identified, a performance review will be undertaken and the incident documented. For serious breaches of safety, the outcome may be instant dismissal.

### Internal audits

Internal audits are performed to monitor health and safety performance against stated objectives. The **Internal audit** form is completed and reviewed by the Responsible Officer. Audit frequencies are determined by the Responsible Officer however must be conducted at least once a year.

Areas which will be assessed include:

- Review of records of compliance to WHS management requirements;
- Compliance and awareness of Roles and Responsibilities;
- Effective risk management;
- Physical work environments;
- Training and supervision; and
- Physical safety issues – management of hazardous chemicals and plant and equipment.

Deficiencies identified through internal auditing will be actioned and may result in:

- Individual Performance Review;
- Review of Documentation; and / or
- Retraining.

## External audits

Recognising that it is easy for regular users of a property to become used to its inherent risks, it is recommended that an External Audit is conducted of the property once per year.

For small to medium sized churches, External Audits can be conducted in the same manner as Internal Audits above, but handled by an appropriate person who does not regularly attend the church. One effective means of doing this may be to request the Responsible Officer of another nearby church to assist in this manner – perhaps on an exchange basis.

Larger churches and in particular those where a large number of occasional visitors pass through the property should consider appointing a professional from time to time to undertake an external audit. Queensland Baptists has chosen to use the company Masula Compliance to perform an annual External Audit of the QB Centre. A professional audit of this nature is undertaken from the perspective of significant skills and experience, and can bring to attention significant issues. Please contact Queensland Baptists if you wish to explore this issue further.

## Worker responsibility

Apart from these formal review processes, the most significant means of maintaining a safe environment around any property is for its regular users to be vigilant and empowered to report hazards. A supply of **Safety Observation/Hazard Reports** should be made available in a prominent location in the Administrative Area of the Church. All workers (paid and volunteer) should be made aware of these forms during their induction process. They should be encouraged to keep a look out for hazards and to complete a Safety Observation / Hazard Report whenever they become aware of an issue.

## Church specific environments

The following sections are provided by way of guidance to give information about specific issues to be aware of in a typical church property. For specific information about the application of this guidance material to Mosaic – a Baptist Church, please refer to the Responsible Officer.



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## Assembly halls

The main church “sanctuary” and other meeting rooms provide a unique set of challenges from a safety perspective in that they are;

- Often used by multiple groups of people with differing equipment needs;
- Will have a large number of people in the space at once; and
- May regularly cater for people who are only occasional users of the facility and therefore not familiar with its layout.

Consequently, while the Officers of Mosaic – a Baptist Church may be quite familiar with its fire safety installations, it is essential that Assembly Halls are set up to deal with the needs of people who are not.

It is essential that all fire safety and other issues specified the Certificate of Occupancy are fully complied with. This includes maximum occupancy levels and maintenance of all relevant Fire Safety Installations. In addition, the following issues need to be closely considered.

## Housekeeping

All equipment and furniture not in use for a particular activity need to be stored in a neat and safe manner – preferably in a separate storage room or a closed cupboard. Where this is impractical, it is essential that furniture is placed in a stable manner, chairs are not stacked higher than their manufacturer’s specification, and loose items are placed into containers or in other ways secured. Where furniture or equipment must be stored within the assembly hall, the storage area needs to be clearly designated, and people attending functions are to be instructed to keep out of storage areas. Storage areas must not impede access to emergency evacuation routes, and be designated in a location that does not impede occupants’ line of sight to signage and to exits.

## Fire safety installations

Fire Safety Installations (such as hydrants, fire hoses, and emergency exits) must be maintained in accordance with legislative requirements. In addition, it is recommended that over-sized signage (larger than is legislatively required) be placed on fire safety installations as people may be only occasional users of the Assembly Hall. Particularly in multi-use facilities, it is easy for furniture to end up placed in front of or near fire safety installations in such a way that their visibility or accessibility is impeded. Activity organisers must take time after they have set up the Assembly Hall, to assess whether all Fire Safety Installations are still visible and accessible. A check list is recommended to assist this process.

## Emergency exits

The number of signed and checked emergency exits should increase in line with the maximum occupancy of the room. An assessment of this issue generally forms a part of the Certificate of Occupancy process with new buildings, but by way of guideline for older buildings, assembly halls should have around 1 exit per 100 people maximum occupancy – with a minimum of two exits. It is recommended that Emergency Exits are widely spaced in the assembly hall and lead to different paths of travel to a safe area.

It is recommended that doors that do not lead outside (such as store rooms or offices) are signed “No Exit” to avoid confusion in an emergency situation.



## Uneven floor

Uneven floors in an assembly hall can be a significant hazard. It is essential to check that:

- Stairs are clearly marked, preferably with non-slip, glow-in-the-dark strips;
- Handrails are provided on stairways;
- Stage edges or other drops are designated and means of reducing the risk of falls are considered;
- Sloping floors are eliminated if possible, or otherwise marked; and
- Carpet and carpet-runners in particular are regularly inspected for trip-hazards or other damage that may cause people harm.

## Furniture placement

Furniture and seating in particular must be set out in a manner that considers safety issues. In multi-use facilities where furnishings and equipment may be loose, this is a particular challenge. The essential issue is to ensure people can readily move around the room to reach multiple emergency exits if required. By way of guideline:

- Rows of seating ought to include spacing of at least one metre between chair backs;
- Aisles should be at least 2 metres wide;
- Every seat should be within six seats of an aisle;
- Provision for disabled access and accommodation needs to be made in a way that does not impede aisles or other access for all occupants; and
- High furniture that blocks lines of sight are best placed near the walls and away from emergency exits.

## Electrical installations

It is important to ensure the assembly hall has sufficient professionally-installed electrical outlets to meet the needs of its various activities. Where possible, the use of extension leads and power boards is to be avoided, and double adapters are to be avoided altogether. Power cables and data cables should not be run across designated aisles and walk-ways and will to be secured to reduce tripping hazards.

## Decorations and lighting

Some events in assembly halls are enhanced through lighting effects and the use of decorations, but this needs to be done safely. The assembly hall must still fully comply with its legal requirements even when configured with special set-up. Of specific note:

- Emergency exit signs must remain visible including illuminated signs which must remain switched on; and
- Exit doors are to remain clear and accessible.

Lighting levels in “black-out” conditions must still be sufficient to allow occupants to safely navigate across the room in the event of an emergency.

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## Baptistries

There are a number of risks to be considered when providing facilities for undertaking baptisms. These risks include:

- The potential for drowning;
- Safe access;
- Slips, trips and falls on wet, slippery surface;
- Hygiene considerations – potential for infection from unfiltered or old water;
- Building damage from water leakages;
- Burns from overheated water;
- Electric shock.

Possible solutions for addressing the above risks may include:

- Restricting unauthorised access with child-proof fencing/enclosures;
- Developing procedures for emptying when not in use;
- Developing emergency procedures in case of drowning – CPR training/signage;
- Installing handrails etc. for disability access;
- Ensuring stairs are compliant height/depth, handrails etc.
- Ensuring surrounding surface area is slip resistant and dried after each use;
- Installing guard railing for platforms i.e. if built above ground level;
- Ensuring area around and below baptism is kept clear;
- Hygiene considerations:
  - providing pre-baptism washing facilities;
  - changing baptism water daily and ensuring it's filtered and disinfected regularly;
  - developing procedures for when not to use the baptism i.e. when a person is ill;
  - requesting disclosure around individual sensitivities/allergies;
- Conducting regular inspections to check for leaks;
- Installing a thermostat to prevent overheating of water;
- Ensuring the font is installed and maintained by licensed plumbers and electricians;
- Ensuring that wired microphones are not used in or near the font;
- Installing a residual current device (RCD) or safety switch on all nearby power outlets; and
- Ensuring all electrical equipment e.g. electrical musical instruments are kept at least 2 metres from the font.

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## Special events

Special events may include community events, fetes and carnivals. These events inevitably attract young people, older people and the very frail. The Officers of Mosaic – a Baptist Church has an obligation to ensure that all workers, volunteers and visitors remain safe for the duration of the event.

Special events will require the appointment of an Event Convenor. The responsibility of the Event Convenor to ensure that health and safety issues are properly managed for all aspects of the event, including setting up the event, the event itself and clearing up after the event has taken place.

An **Event Checklist** is provided to assist the Event Convenor in the task of managing hazards and risks.

The precise arrangements for addressing health and safety will vary dependent on the size and nature of the event, however the main principles will remain the same. It is important to ensure, and document, that the following main points are addressed:

- The overall responsibility for the event is acknowledged;
- The individuals who are in control of certain aspects of the event are named with their area of control clearly identified; and
- The manner in which health and safety risks associated with the event are addressed, (commonly referred to as the “event risk assessment”).

The risk assessment will be recorded on a **Stall Convenor Safety Survey** and retained.

## The event risk assessment

### Safe access

It is important that when you plan an event, you consider the age of the people likely to attend. Elderly people and the disabled cannot negotiate uneven ground safely. If you are inviting the public to your venue, consider the safety of everyone when planning the venue.

### The venue

Consider also the location of the venue. Are your visitors safe from traffic and waterways or other local hazards.

### First aid and injury management

It is important that you plan for injuries. You will need to have a person trained in first aid and have access to a first aid kit. You will also need to discuss what happens if a serious illness or injury occurs. How will the ambulance access the site?

### Insurance

If third party entities are being contracted to provide entertainment, for example, inflatable children’s entertainment it is essential that evidence of public liability insurance be sighted and retained.

## Accidents

You should keep a record of any accident or dangerous occurrence that does occur. This will not only be useful for investigation and insurance purposes but can also be considered as part of the evaluation of the event.

## Evaluation of the event

After the event it is important that you review the manner in which health and safety was managed and take forward any lessons that have been learnt.

Irrespective of the size of the event the approach to be taken to managing health and safety issues is identical, however, the risks associated with the event will differ according to the type of activities involved.

It may be thought that the risks associated with a smaller event are lower, however, this is not the case - it very much depends on the nature of the event and the type of activities that are provided.

The following steps illustrate the application of the recommended approach for an imaginary situation, e.g. that of holding a small garden fete.

## Organisation

An individual should be put in charge of planning the management of health and safety for the event. They will need to communicate with all those involved - stall holders, operators of attractions and exhibitors in order that they can then consider the hazards, risks and precautions required for the whole of the event and individual attractions and activities.

Make sure you are adequately insured for the event and ask to see insurance documents from any concessionaires taking part.

## Car parking

If you intend to provide car parking, you may need to arrange designated people to guide the cars. Provide them with high visibility vests so that they can be easily seen. Vehicles need to be routed away from pedestrians where possible.

## Plan the layout of the event

Prepare a plan showing the layout for the event. Remember to consider spacing and layout of attractions, i.e. if you have a coconut shy or hoopla stall make sure that there is enough room for people to throw the balls and hoops safely.

## Erection of stalls and tables

Stalls and tables should be in good condition and erected on firm ground. Make sure they can support weights placed on them, i.e. if you are using a trestle table to support a tea urn or similar, make sure that the table will be stable and not overloaded when the urn is filled with water.

## Movement of goods and material

Storage and movement of goods needs to be considered. Make arrangements for moving any heavy items.

### Stall holders

Ensure that the stall holders are aware of health and safety precautions. Make sure they are instructed in the operation of any equipment they will be using.

## Cables and wiring for electrical equipment, lighting and PA systems

Make sure that cables are routed safely away from public areas or if this is not possible, covered or similarly appropriately protected. Ensure that a competent person has installed and tested any electrical equipment.

### Marquees

Marquees must only be erected by competent persons. Ensure that all the guy ropes, supporting poles and other parts of the structure are checked regularly throughout the event. Exit routes must be clearly identified and kept clear of obstructions. Exit routes may be located over uneven ground, temporary flooring, duckboards, ramps, etc.; these should be taken into account to ensure that there are safe entry and exit routes.

### Bouncy castles or similar

Obtain certificates of approval for the equipment from the suppliers. Check that the equipment has been installed in a safe manner. Arrange for the equipment to be supervised by one or more competent persons at all times. Consider erecting signs indicating age or height restrictions that apply to the equipment - the suppliers may be able to provide this to you.

### Other attractions

Check that health and safety issues have been considered for all other attractions. If the equipment is operated by a supplier, ask to see the risk assessment for the equipment.

## Food hygiene and mobile vendors

You need to store and serve food properly. Some foods need to be kept refrigerated or stored separately from other food types. Serving utensils and appropriate hygiene clothing should also be used, e.g. plastic gloves and aprons. Ensure that the toilet and washing facilities are located away from food stalls.

### First aid

You should consider the arrangements for providing first aid. The types of injuries and illnesses likely to occur at a fete are heart attacks, sunstroke (on a hot summer day), and minor injuries such as cuts and bruises.

Ask people involved with the fete if they are qualified first aiders. If not, contact other organisations such as St John Ambulance, who may be able to assist.

## Fire safety

You should consider such issues as: means of escape in case of fire, fire risks such as cooking facilities, firefighting equipment and use of materials which burn easily.

## Accidents

If an accident does occur, you need to record the details of the accident. This will be useful in your review of the event and to notify your insurers.

## Evaluation

After the event you need to evaluate the success of the event and take forward any lessons that have been learnt. This evaluation should take place as soon as possible after the event. Record the outcome of the evaluation so that it can be referred to for future events.

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## Food safety

A charity or a non-profit community group that is selling or handling food is considered to be a food business under the Food Act 2006, and as such is required to meet food safety standards. This involves ensuring all food handled, sold or given away is safe and suitable for consumption and is compliant with the provisions of the Act and the Food Standards Code.

A 'food business' is defined as any activity that involves:

- The handling of food intended for sale; and / or
- The sale of food;

Regardless of whether:

- The business, enterprise or activity concerned is of a commercial, charitable or community nature; and/or
- The activity involves the handling or sale of food on one occasion only.

The only situation in relation to non-profit organisations, when compliance with the Act is NOT required, is when a person handles food at their own home, with the intention to give it away to a non-profit organisation, for that organisation to sell or give away.

The Queensland Health have developed the following helpful guidance material:

- [Food safety in non-profit organisations - Guideline](#)
- [Food safety for fundraising events - booklet](#)
- [Donating Food Guidance Material](#)

All people handling food will:

- Wear disposable gloves;
- Prevent unnecessary handling of food by using tongs, spoons etc.;
- Wear clean clothes;
- Tie hair back away from face, or wear a cap;
- Wash hands with soap and water before handling food, and after going to the toilet, smoking, handling garbage, using a handkerchief or tissue, handling raw food, or handling any item that may contaminate the hands, e.g. money;
- Store all personal items such as clothes or bags away from food preparation surfaces;
- Keep cooked foods away from raw foods;
- Use clean utensils and cutting boards for different foods i.e. meats and fruit;
- Label packaged food with date that it was made, and ingredients that it contains;
- Protect displayed food from contamination by customer contact, e.g. touching, feeling, sneezing or coughing. Where practicable, it should be kept 1.5 metres from customers;
- Bacterial contamination is prevalent between 5 degrees and 60 degrees, so aim to keep foods requiring refrigeration below 5 degrees and hot food awaiting sale above 60 degrees. If a supplier is being used, ask them how they plan to control their temperature and what method they use to measure this control.

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## Working bees

When considering organising a working bee on your property, the following should be considered.

### Projects

The type of project which is undertaken by a working bee, should be appropriate to the skills and abilities of the volunteers. Projects could include:

- General weeding;
- Paving;
- Lawn mowing and edge trimming;
- Hazard inspections;
- Sweeping of pathways;
- Window cleaning;
- Housekeeping;
- Office tidy up;
- General rubbish pick up;
- Painting;
- Basic repairs and maintenance;
- Plastering;
- Mulching;
- Planting trees;
- Water tanks and grey water systems; or
- Clean up of playground equipment and ground surfaces.

### Skills/interests of volunteers

Establish the various skills and areas of interest people have and allocate tasks accordingly.

### Personal protective equipment

Depending on the tasks and projects planned for the day, Personal Protective Equipment (PPE) may need to be provided or requested to be bought from home. PPE may be required for tasks such as using hand and power tools, welding, working with chemicals or lifting and moving heavy or awkward materials and equipment. PPE may include:

- Safety goggles/face shield/glasses;
- Helmets/hard hats;
- Enclosed footwear/steel capped boots;
- Hearing protection (ear muffs/plugs);
- Hi-visibility shirts/vests; and
- Long sleeved shirts and long pants.

Ensure only those who have been correctly trained in the use of the tools and equipment operate or perform maintenance.



## Supervision

Depending on the number of volunteers and tasks occurring, a supervisor or multiple supervisors should be appointed to oversee the activities on the day. Ensure there is at least one person with the responsibility to monitor safety nominated within their skill set to ensure tasks are performed safely.

## First aid

Ensure there is a qualified First Aid officer in attendance at the working bee. Ensure an adequate first aid kit is supplied and that all in attendance are aware of who the First Aid officer is.

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## Working in kitchens

### General

- Make sure you receive proper training in operating equipment.
- Put back all guards and safety devices after cleaning.
- Clean up broken glass or spills as soon as possible.
- Pick up loose pieces of broken glass with a damp paper towel and put them in a solid plastic or metal container.
- Do not pack down garbage by hand.

### Working with knives

- Use the right knife for the job and ensure the blade is sharp.
- Always use a proper chopping board or block.
- Always cut away from your body.
- Do not try to catch a falling knife.
- Do not leave a knife in dishwater.
- Do not carry a knife around.
- Return knives to their storage area when not in use.

### Burns and scalds

Burns and scalds can be caused by contact with stoves or other cookers, toasters, boiling water cooking pots, hot utensils and items from the oven.

- Organise your work area to prevent contact with flames and hot objects.
- See that handles of pots and pans do not stick out from the counter or stove.
- Use gloves or mitts for handling hot objects. Ensure they are not wet.
- Lift lids by opening away from you.
- Do not overfill pots and pans.
- Turn elements or gas flames off when not in use.

### Slips, trips and falls

- Keep floors and stairs dry and clean.
- Wear closed in, comfortable shoes with sufficient grip.
- Close doors after use.

### Electric shock

- Report any damaged plugs wires and electrical equipment.
- Ensure electrical equipment is tested and tagged.
- Ensure power cords are protected from damage including heat, water and oil.

## Manual tasks

- Follow safe manual handling techniques.
- Do not lift or move more than you are capable of doing safely.
- If you are performing repetitive tasks ensure that you take regular breaks.
- Consider the ergonomics of the task you are performing, is your body forced or strained?
- Do not overload buckets, trays, rubbish bin, pots or pans etc. Take more than one trip if necessary.

## Food safety

- Food poisoning can be minimised with good cooking techniques. Cook food to a temperature of at least 75°C or hotter and check food's internal temperature with a food thermometer. When food is cooked, it should be eaten promptly, kept hotter than 60°C, or cooled, covered and stored in the fridge or freezer. Microwaves can cook food unevenly so be sure to cook food all the way through.
- Before preparing food, make sure that hands, clothes, equipment and kitchen surfaces are clean. They will also need to be kept clean throughout the food preparation.
- You may prefer to wear gloves, but remember that they should be used for one task only. When you start the next task, wear new gloves.
- Never use the same utensils for raw meats and foods that are ready to eat such as cooked meats, unless they have been thoroughly cleaned, sanitised and dried.
- Ensure tea towels are clean before using to dry up.
- Ensure that precooked food is cooled rapidly to 5°C, this can involve:
  - Initially cooling outside the refrigerator;
  - Putting in shallow dishes; and
  - Stirring while cooling to ensure it is evenly cooled.
- If you need to keep food warm, keep it hotter than 60°C and out of the temperature danger zone.
- Under ideal conditions, cooked food can be stored in the fridge for a few days. If you want to keep cooked food longer, freeze the food immediately after cooling in the fridge.
- Always store cooked food separately from raw food, especially raw meats, poultry and fish. Keep raw meats and poultry at the bottom of the fridge to avoid raw juices dripping onto other food. Ensure that all food is covered or sealed.
- Reheat food until it is steaming hot – above 75°C or, preferably, boiling. Food should steam throughout, not just on the edges. Take care when reheating food in a microwave oven. Follow the same actions as when cooking with a microwave to ensure all the food is heated to steaming hot.
- Consider persons who may have allergic reactions to some foods. Cross contamination of other foods may occur.
- Clearly mark food, both cooked and uncooked, with a date to ensure it is safely disposed of within an appropriate timeframe.

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## Office environment

Workstation ergonomics is essentially about “fitting work to people.” It's the process of designing or arranging workplaces, products and systems so that they fit the people who use them. Providing a safe and healthy workplace includes matching the needs of the user to the demands of the task.

### The correct work posture

Work posture is important to be aware of because this allows you to set your workstation up in the most comfortable position as well as avoid muscular discomfort. In a comfortable working posture at the computer the users:

- Feet are supported on the floor, or a footrest;
- Thighs are supported by the chair seat with no pressure caused by the front edge of the seat under the thighs;
- Upper body is upright, with the lower back firmly supported by the backrest (it should support the natural curvature of the back);
- Shoulders are relaxed;
- Elbows and upper arms are close to the body;
- Forearms are approximately horizontal and the wrists are straight when the fingers are on the keyboard; and
- Head is upright or inclined slightly forward with a minimum of strain on the neck.

### Office furniture

#### Desk

Working height of your desk should be approximately elbow height for light duty desk work. Keep underneath the desk clean to accommodate the user's legs and allow for stretching.

#### Work surface layout

Items used frequently should be within easy reach of the worker or volunteer from the normal working position. Items used less frequently may be placed at full arm extension or a slight distance from the seated working position.

#### Mouse

The mouse should be placed directly beside the end of the keyboard on your preferred side.

To minimise fatigue when using the mouse:

- Ensure the mouse is used with a straight wrist, utilise wrist rests if necessary;
- Learn to use it with both hands so that you can swap between the right and left sides for improved comfort; and
- Where possible, try and avoid holding onto the mouse when not in use.

## Computer screen

Computer screen should be placed directly in front to avoid unnecessary twisting. Screen contrast and brightness needs to be adjusted so as to avoid eyestrain. The top of the screen should be at approximately eye level.

## Chair

You should have easy freedom of movement and be able to sit in a comfortable position the chair may need to be adjusted to ensure this.



**Back Height**  
Raise or lower to position for correct lumbar support which can reduce the likelihood of back pain.



**Back Angle**  
Adjust to change torso angle in relation to thighs, reduce disc pressure and relax back muscles.



**Seat Height**  
Adjust for more comfortable positioning to work surface. Manual or easier gas-lift for quick adjustment of height



**Seat Tilt**  
Adjust to manage pressure against bottom and thighs.

## Keyboard

To allow for proper alignment of your arms your keyboard should be approximately 5 to 10 cms above your thighs. Intensive keyboard work may result in discomfort. Report any discomfort immediately. Ensure the keyboard is used with a straight wrist, utilise wrist rests if necessary.

## Work rest schedules

A solution for stress and fatigue is organising your work so that tasks requiring concentrated work at the computer are alternated with non-computer based tasks throughout the workday. A short break should be taken at least every half hour when involved in continuous work at the computer.

Additional measures that could be implemented to help reduce discomfort for computer users include:

- Change position, stand up or stretch whenever you start to feel tired;
- Use a soft touch on the keyboard and keep your shoulders, hands, and fingers relaxed; and
- Rest your eyes by occasionally looking off into the distance.

## Reporting

Report discomfort to your Responsible Officer immediately. Your Responsible Officer will assess and discuss changes with you which may prevent discomfort in the future.

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## Working from home

Working from home is an alternative work arrangement in which the worker works from a location other than the office location. This arrangement frequently arises in a Church because of the significant number of Volunteer Workers and the lack of sufficient facilities being provided on the Church property itself. Working from home is a convenient solution to these issues, but legislatively it does not eliminate the Church's responsibility to ensure a safe work environment is maintained.

The opportunity to work from home is not an entitlement, a right or a benefit. It requires compliance with legislative requirements and can only occur by agreement with the leadership of the Church. The Church is failing in its obligations if it requires a worker to work from home should a suitable work environment not be assured. The church needs to provide at least one suitable work station on its property that is available for the use of workers who chose not to work from home.

The following points will be considered when deciding whether the work can be performed at another location.

- The type of work and the amount of work.
- Can the work be completed efficiently?
- Can the work be completed without direct supervision?
- Will the work performed put the Church at risk i.e. privacy of information?

The designated working from home area must meet the following requirements:

- Comply with relevant legislation;
- Provide a safe work environment; and
- Provide an appropriate area for performance of duties, plus a locking cabinet for any work-related material and other church property.

If a worker desires to work from home and the Responsible Officer agrees to this, it is recommended that an agreement is signed off between the parties regarding this arrangement. Unless explicitly agreed otherwise, this arrangement shall include an acknowledgement by the worker that they are responsible for providing a safe and compliant work environment in their home. The Church shall assist this process by providing training and guidance (including this manual) to the worker on what constitutes a safe environment and how to maintain it.

It is recommended that a Working at Home Checklist is distributed periodically and workers are encouraged to self-audit their home environment.

Privacy can be a significant risk for a Church when it comes to workers working from home. On-line data storage should be considered to ensure data is being stored in a manner that is protected.

It is the Church's responsibility to ensure that workers working from home set up their home offices safely as mitigation of risk remains a church responsibility, even if they are not working in the building.

## Trips, slips and falls

### Housekeeping

Good housekeeping practices will result in a more efficient and productive work environment. Poor housekeeping will contribute to accidents, incidents and injuries. The following housekeeping standards are required:

- Tidy up and place scrap materials and rubbish in waste disposal containers provided, they are fire and accident hazards;
- Ensure rubbish is cleared away as soon as possible and placed in correct bins;
- Before beginning a new job, take five minutes and clean up, a clean job is a safe one;
- Clean up spillage of oil or chemicals immediately to avoid the hazards from fine slippery surfaces, toxic substances etc. Take appropriate safety precautions in cleaning up and dispose of spillage in an approved method;
- Do not accumulate food scraps and soft drink bottles. Deposit drinking cups in containers provided. Also place sandwich wrappers, paper bags, and other trash in these containers;
- Keep toilets, wash-up facilities and drinking fountains clean and sanitary;
- Vehicular aisles shall be wide enough to accommodate the authorised vehicles being used in the workplace area;
- Walkways and access areas to be kept clear of obstructions;
- Materials should be neatly stacked on stable and level floors and/or shelving ensuring there are no protrusions or excessive weight on shelves;
- Work and storage areas are to be kept neat and tidy at all times;
- Tools and portable equipment are to be replaced in storage areas after use and at the end of each shift;
- Electrical cords are not to be placed in areas where they may be subjected to damage or cause a trip hazard; and
- If required, personal protective equipment shall be maintained in good working order. When not in use, personal protective equipment is to be stored in a clean and hygienic manner.

### Safe access

The risk of slips, trips and falls may be reduced by:

- Keeping pedestrian areas free of trip hazards;
- Where practicable, ensuring pedestrian surfaces are non-slip or that appropriate footwear is worn;
- Ensuring the edges of walkways, paths, etc. are clearly visible to pedestrians;
- Providing hand rails on walkways, stairs, etc. These are particularly needed when accessing machinery; and
- Ensuring clear paths and good visibility where tandem carrying of goods, materials, etc. is necessary.

### Walkways

Under WHS laws, the layout of the workplace must allow people to enter, exit, move about and work without risk to health and safety, both under normal working conditions and in an emergency. Space and lighting must enable workers and others to evacuate the building safely if need be.



The *Code of Practice: Managing the work environment and facilities* recommends that “Aisles and walkways should be at least 600 mm wide and kept free of furniture or other obstructions at all times.”

Walkways will be kept clear and suitably illuminated, keeping all items off the floor through storage or cable management systems. Where objects cannot be moved, highlight them (e.g. yellow paint on edges of large equipment).

## External pathways

Common hazards for slips and trips outside are:

- Paths – uneven paving, changes in level, or affected by wet leaves, moss, sand or gravel;
- Steps – inconsistent sizes, uneven, lack of handrails;
- Ramps – too steep, slippery, lack of handrails;
- Tree roots and vegetation – that disrupt walkways and/or vision;
- Small holes or potholes;
- Surfaces that become slippery when wet – e.g. pebbles, tiles, some painted timbers, drain covers;
- Irregular surfaces – such as bushy/rocky areas, stone paths;
- Curbs, gutters, around drains or grate covers;
- Car park areas; and
- Exposed watering systems or hoses.

Workplaces should have well designed pathways and easy access to all work areas. Ensure the outside areas are suitable for all users, and this includes:

- Paths, steps and ramps suited to the tasks and users;
- Shelters or covered access where required;
- Surfaces providing a consistent, even pathway;
- Handrails are installed at steps or ramps;
- Suitable drainage is provided;
- Appropriate lighting is installed;
- Changes in curb or walkway elevation are highlighted (e.g. with yellow paint); and / or
- Watering systems are located away from pathways.

Outside areas also require systems for repair and maintenance, with paths and walking surfaces being most important. This may include:

- Patching or filling cracks in walkways greater than 1cm wide;
- Patching, filling, or repaving outdoor areas that have deep grooves, cracks, or holes;
- Removing debris from walking surfaces;
- Keeping paths free from moss and other vegetation; and / or
- Drainage to eliminate pooled water and muddy areas.
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## Manual handling

### What is a manual task?

The definition of performing a manual task can be as broad as lifting a box to sorting and filing. Not all manual handling tasks are hazardous, but because many tasks we carry out in the workplace are repetitive, there is a higher risk of musculoskeletal injury.

A manual task is where you are required to lift, lower, push, pull, carry, hold or restrain something. Such tasks can include:

- Repetitive movement;
- Repetitive or sustained force;
- High or sudden force
- Sustained or awkward postures; or
- Exposure to vibration.

Workers should always seek assistance with any manual handling task that they feel they cannot do safely.

Work tasks should be organized to minimise length of time doing repetitive tasks. Short breaks should be taken whenever necessary, and muscles should be warmed up gently prior to commencing strenuous tasks.

### Guidelines for lifting weights

There are no standard rules relating to the lifting of loads. Any manual lifting that requires force, awkward or static postures or is repetitive contains some risk of injury. It is recognised that different individuals no matter what their age or sex, have differing physical capabilities.

Other factors that increase the risk of strains, sprains or other musculoskeletal disorders are:

- The posture, movement and force relating to the task;
- The distance the load is to be moved;
- The duration and frequency of the task;
- Workplace environmental conditions that may affect the task or the worker performing the task;
- The design of the work area and the layout of the workplace, e.g. whether the load is to be moved in a restricted space or on an uneven surface;
- The systems of work used;
- The nature, size, number of persons or things involved in carrying out the task; and
- The features of the load, e.g. whether it is compact or bulky, and the ease of gripping the load.

Redesigning the task and/or the use of mechanical aids that eliminate the need to lift are always preferred. If loads must be manually handled a risk assessment should be performed and control measures introduced. Control measures would include:

- Task redesign to modify the layout, work process, actions and forces;
- Introducing mechanical aids to extend reach, improve grip, raise height, support and move loads;
- Training and induction on correct lifting techniques;
- Rotating workers between different tasks, providing frequent breaks, and arranging workflows to avoid peak physical and mental demands towards the end of a shift.

## Before lifting

**KNOW THE LOAD** - weight, size, shape, grips of the object being lifted.

**CHECK THE DISTANCE** to be travelled. Ensure the path you will use is clear of obstructions.

**TECHNIQUES** - what lifting aids are available?

**PREPARE THE AREA** - remove obstacles & clean-up spills.

**ARRANGE ASSISTANCE** - if additional personnel or equipment is required, ensure it is organised before performing the task.

Consider the overall situation, examine the object to be moved, and if too big or awkward to move by yourself, then seek assistance.

Decide where and how you are going to hold the object.

Know **where** and **how** you will let the object down.



clear

## 10 points to follow when lifting manually

1. Assess the load - get help if it is too heavy or awkward.
2. Make sure the pathway is clear.
3. Come in close to the load.
4. Place feet apart with one slightly in front of the other and relax the knees.
5. Lower the body.
6. Bend the knees and keep your back straight.
7. Tuck in your chin.
8. Get a firm grip on the load using the palm of your hand.
9. Raise your head, BREATHE in and lift the load by straightening the legs and move to desired location.
10. Lift and turn your feet



## Heavy or awkward objects

If the object is too heavy for one person to lift, then use one of the methods below:

- Use mechanical aids, e.g. trolleys, forklifts, rollers, cranes, etc.; or
- Team lift. Ensure that where possible people are approximately same height. Nominate one person to be in charge of the lift.

## Team lifting

When team lifting ensure:

- There is enough people to safely perform the lift;
- Team members have similar physical capabilities and height;
- Team members know their responsibilities during the lift;
- A team member has been appointed as the leader to coordinate and plan the lift; and
- Effective communication is maintained during lift. Tell your partner where the load is going before you lift and nominate one person to coordinate the lift (i.e. ready, set, go!).

## Stretching

Stretching can be an effective way to minimise muscular injuries. The types and extent of stretching exercises which should be attempted depends on individual characteristics, discuss with your Doctor or Physiotherapist especially if you have sustained a previous injury. When performing stretches:

- Don't bounce to intensify stretch, but instead slowly increase your stretch;
- Hold each position for about 20-30 seconds at stable resistance;
- Make sure to breathe slowly and rhythmically while stretching; and
- Stop if any pain occurs.

## Alternative methods of lifting



Sometimes a load is simply too heavy to lift with one person. For these loads, we use team lifting and/or mechanical aids when available. Manual handling aids such as trolleys and ladders not only minimise the risk of injury, they allow a more efficient use of human resources. Of course, when using any equipment as a means to lift, you need to make sure they are in good condition with all parts, such as brakes, etc., are in good working order, and that they are fit to take the load.

When introducing mechanical aids for lifting, adequate information, instruction, training and supervision is required to ensure that additional hazards and risks to workers are being introduced.

The **Hazardous Manual Tasks Code of Practice 2011** will provide further guidance and assistance in any manual tasks queries you have in your workplace. Visit Worksafe Queensland by following the link here:

<https://www.worksafe.qld.gov.au/injury-prevention-safety/hazardous-manual-tasks/hazardous-manual-tasks-resources>

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## Plant and equipment

### Use of plant

All items of plant, tool, and/or equipment must comply with the appropriate standards and maintenance requirements before being used and be fit for purpose. Only appropriately certified/registered/licensed operators are permitted to operate plant and equipment. Copies of all licences/certificates are to be provided upon completion of the induction.

Mosaic – a Baptist Church will:

- Risk assess new plant and equipment brought into the work environment for use;
- Ensure that plant is only used for the purpose for which it is designed unless a competent person has assessed that a proposed change in use does not present a health and safety risk;
- Ensure safety features or warning devices are used as intended;
- Ensure that workers do not work between fixed and traversing parts of plant;
- Provide information, training and supervision for workers;
- Provide appropriate guarding and a safe system of work if plant has moving parts and eliminating the risk of entanglement is not possible or it is not possible to eliminate the risk of parts or work pieces breaking or being ejected;
- Ensure that no unauthorised interference or alteration of the plant which may create a risk will occur;
- Ensure that appropriate tests, checks and inspections are made of the plant;
- Stop the item of plant from being used if it becomes unsafe, until risks have been eliminated, or if this is not practical, controlled; and
- Develop safe work systems to ensure people are not at risk from moving plant or plant which could start to operate without warning.

Anybody that sights any damaged plant and equipment must report it immediately.

Plant that is not in use will be stored:

- In a secure location;
- Where it is not likely to cause damage or pose a hazard to workers or others;
- With keys removed (where applicable);
- Where it is not likely to get damaged; and
- Where it cannot be interfered with i.e. guards removed.

### Maintenance and repair of plant

Controlling the risk often means carrying out preventive checks and maintenance on items of plant. Machinery, equipment and hand tools must be maintained in a safe condition. Where plant or equipment is found to be unsafe staff are to notify their Responsible Officer immediately and a Error! Reference source not found. will be completed. Unsafe plant and equipment will be removed from use until corrected or repaired.

During maintenance and repair we will ensure that:

- The necessary facilities or systems of work are provided for the safety of workers;
- The work is done in accordance with procedures recommended by the designer, manufacturer, the supplier or a competent person;
- Safety features and warning devices are maintained and tested;

- A competent person assesses and provides advice on damaged plant, and undertakes the repair, inspection and testing work; and
- During maintenance, cleaning and repair, plant is stopped and lock out/ tag out procedures are followed.

## Damaged or faulty plant and equipment

Where damaged or faulty plant and equipment is identified it must be:

- Disconnected, or isolated, from its electricity supply; and
- Not reconnected until it is repaired or tested and found to be safe; is replaced, or permanently removed from use.

The use of 'out-of-service' tags can assist in ensuring damaged or faulty equipment is not used.

## Plant requiring a certified operator

The operation of certain plant requires certification. This means that the operator will need to first obtain certification before using the plant. Workers will only be permitted to utilise equipment which they are appropriately qualified and licensed to operate.

## Isolation and danger tagging

Before working on any plant or equipment it must be isolated from sources of energy i.e. power, and/or the correct locking and/or danger tagging procedure followed where applicable.

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## Personal protective equipment

Personal protective equipment (PPE) is any clothing, equipment or substance designed to protect a person from risks of injury or illness.

When selecting PPE, consideration should be given to:

- Whether it is appropriate for the type of work being performed;
- Whether it gives protection to the user from hazardous elements;
- Ease of use and comfort for the individuals using it. Workers must be consulted about preference of PPE worn;
- Additional health or safety risks which may arise from its use;
- Correct fit and compatibility with other PPE required to be worn;
- Hygiene factors when considering shared, reusable or single use PPE; and
- Compliance with Australian Standards.

When using PPE ensure that:

- Workers are instructed and trained in how to use PPE;
- PPE is maintained in a clean and good working order in accordance with the manufacturer's recommendations;
- Appropriate signs are displayed to remind workers to wear appropriate PPE; and
- Disciplinary action is taken where workers fail to use, maintain or store PPE in accordance with the manufacturer's recommendations.

PPE should be replaced when:

- The manufacturer identifies a replacement or destruction date;
- It is damaged, or defective; or
- It is worn, dirty etc. in such a way that it no longer offers protection to the user from hazardous elements.

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## Electrical safety

When using electrical equipment in the workplace our Church complies with the *Electrical Safety Act 2002*, *Electrical Safety Regulation 2013*, Industry Codes of Practice, Australian Standards and Government guidelines. Where there are no applicable Industry codes of practice, Australian Standards or Government guidelines Mosaic – a Baptist Church endeavours to implement best practice policies, procedures and work practices.

Mosaic – a Baptist Church will:

- Ensure that appropriate personal protective equipment is provided for workers and workers are instructed in the safe use of the equipment;
- Ensure that, unless the circumstances required under the regulation for the performance of live work apply, live work is not performed;
- Ensure that electrical installations or equipment are maintained;
- Ensure that only licensed electricians are permitted to perform electrical work; and
- Provide information, training, instruction and supervision regarding the use of electrical installation as is necessary to enable workers to perform work without risk to health and safety.

### General requirements

Ensure that a register is kept for the purchase, testing and tagging of all electrical equipment.

Ensure double adaptors and piggyback plugs are not used.

Where cord extension sets or flexible cables are used at the workplace ensure that they are:

- (a) Located where it is not likely to suffer damage including damage by liquid; or
- (b) Protected against damage including damage by liquid.

Only use electrical equipment for the purpose which it was designed.

### Double adaptors and piggyback plugs prohibited

Under no circumstances should double adaptor or piggyback plugs be used in the workplace.

### Out of service electrical equipment

Any damaged or defective equipment will be isolated from supply, tagged as 'Out of Service' and removed from the work area as soon as possible for repair or disposal.

### Residual current devices (RCD)

This section applies to both fixed and portable RCDs (a.k.a. safety switches).

Inspection and testing of RCDs in accordance with AS/NZS 3760 is required by the Electrical Safety Regulation (Qld) 2013 and will be carried out at the intervals stated in, AS/NZS 3760.

If an RCD is tested and found to be faulty, the person conducting a business or undertaking must ensure a durable tag that warns people not to use the safety switch is immediately attached to the safety switch, and the safety switch is immediately withdrawn from use.



Where a fixed Safety Switch is installed it must be push tested every 6 months with records kept (see table below for requirements). Portable Safety Switches are to be checked for serviceability prior to the commencement of all daily activities by using the push test button.

## Thermal board imaging

Thermal board imaging can detect issues with electrical loads and potential faults before they occur. By conducting thermal board imaging, failure of the board or its components as well as the risk of fire/explosion can be prevented.

Mosaic – a Baptist Church will ensure that:

- Thermal imaging of the switchboard is carried out by a competent inspector on facilities greater than 1,000 square metres;
- Periodical thermal re-imaging of the switchboard is carried out as recommended by a competent inspector; and
- Critical defects identified through thermal imaging of the switchboard are rectified immediately, and an action plan put into place to resolve other areas of concern.

## Electrical equipment test and tag requirements

Portable electrical equipment operated by workers will be checked by a competent person and tagged as required by legislation (see table below). Under no circumstances will untagged electrical equipment (where a tag is required), damaged equipment or electrical equipment with expired tagging be operated.

## Test and tag requirements

Type of environment and/or equipment	Equipment including Class I equipment, Class II equipment, cord sets, cord extension sets and EPODs		Interval between inspection and tests						
			Residual current devices (RCDs)					Portable	
			Fixed		Push-button test - by user	Operating time and push-button test		Push-button test - by user	Operating time and push-button test
Push-button test - by user	Operating time and push-button test	Push-button test - by user	Operating time and push-button test						
1	Factories, workshops, places of manufacture, assembly, maintenance or fabrication	6 months	AND	6 months	12 months	OR *	Daily, or before every use, whichever is the longer	12 months	
2	Environment where the equipment or flexible <b>supply cord</b> is subject to flexing in normal use OR is open to abuse OR is in a <b>hostile environment</b>	12 months	AND	6 months	12 months	OR *	3 months	12 months	
3	Environment where the equipment or <b>supply cord</b> is NOT subject to flexing in normal use and is NOT open to abuse and is NOT in a <b>hostile environment</b>	5 years	OR	6 months	2 years	OR *	3 months	2 years	
4	Residential type areas of: hotels, residential institutions, motels, boarding houses, halls, hostels, accommodation houses, and the like	2 years	AND	6 months	2 years	OR *	6 months	2 years	
5	Equipment used for commercial cleaning	6 months	-	N/A	N/A	-	Daily, or before every use, whichever is the longer	6 months	
6	Hire equipment: Inspection	Prior to hire	-	N/A	N/A	-	Including push-button test by <b>hirer</b> prior to <b>hire</b>	N/A	
	Test and tag	3 months	-	N/A	12 months	-	N/A	3 months	
7	Repaired, serviced and second-hand equipment	After repair or service which could affect electrical safety, or on reintroduction to service, refer to AS/NZS 5762							

Reference: Table 4, AS/NZS 3760:2010 In-service safety inspection of electrical equipment and Electrical Safety Regulation 2013

**\* If the equipment is in a permanent workplace the electrical equipment must be connected to a fixed RCD. Where equipment is not located in a permanent workplace a portable RCD may be used.**

## Hazardous chemicals

The control of dangerous, flammable or hazardous chemicals is a major safety concern. In order to eliminate or minimise the risks associated with hazardous chemicals Mosaic – a Baptist Church will:

- Ensure that a Safety Data Sheet (SDS) is retained for all hazardous chemicals used by the Church and made available where the chemical is used;
- Undertake a risk assessment for hazardous chemicals;
- Ensure that every chemical is clearly labelled with details of the nature and hazard information of the chemical;
- Develop a Work Instruction that outlines how the chemical is to be used safely, ensure that the workers understand and follow the Work Instruction and monitor and periodically review the Work Instruction;
- Ensure workers working with or around hazardous chemicals are appropriately trained and competent;
- Transport, storage, use, handling and disposal will be in accordance with relevant legislation;
- Maintain quantities of chemicals to as low as reasonably practicable; and
- Safely dispose of chemicals no longer in use.

## Purchase of hazardous chemicals

If a new chemical is required for use in our operation:

- An SDS for the chemical will be obtained from the supplier or manufacturer which is not more than 5 years old, is made for Australia and includes an Australian based emergency contact, and meets GHS requirements;
- The SDS is used to complete a risk assessment for hazardous chemicals (**Chemical Risk Assessment**); and
- Approval for purchase will be given by the Responsible Officer.

If approval for a chemical is provided:

- The **Hazardous Chemical Register** will be updated and the SDS added;
- Relevant storage requirements will be organised; and
- The outcome of the risk assessment will be communicated to workers required to utilise the chemical. Records of training will be retained.

## Definitions

**Hazardous chemical** means any substance, mixture or article that satisfies the criteria of one or more Globally Harmonised System of classification and Labelling of Chemicals (GHS) hazard classes (including a classification in schedule 7 of the WHS Regulations), but excludes a substance, mixture or article in the following hazard classes:

- acute toxicity - oral - category 5;
- acute toxicity - dermal - category 5;
- acute toxicity - inhalation - category 5;
- skin corrosion/irritation - category 3;
- serious eye damage/eye irritation - category 2b;
- aspiration hazard - category 2;

- flammable gas - category 2;
- acute hazard to the aquatic environment - categories 1, 2 and 3;
- chronic hazard to the aquatic environment - categories 1, 2, 3 and 4; or
- hazardous to the ozone layer.

Most substances and mixtures that are dangerous goods under the Australian Code for the Transport of Dangerous Goods by Road or Rail (ADG) Code are hazardous chemicals.

**Dangerous goods** mean dangerous goods under the ADG Code.

**Health hazards** include chemicals that can make a person sick, ill or cause injury, as a result of direct contact with, or exposure to the chemical. Exposure usually occurs through inhalation, skin contact or ingestion. Adverse health effects can occur a short time after exposure - these are known as acute effects or a long time after exposure - these are known as chronic effects.

**Consumer products** include products that are packed or repacked for use by a household consumer or use in an office and if the product is packed in the way and quantity in which it is intended to be used by a household consumer or use in an office.

**GHS** is the Globally Harmonised System of Classification and Labelling of Chemicals.

## Asbestos

Asbestos was commonly used in building materials between the 1940s and the late 1980s. Therefore, there is a risk of contact with asbestos containing materials (ACM) in premises which were built before 1989. Any building built after 1989 is unlikely to contain asbestos materials. However, some buildings built in the 1990s and early 2000s may have still used asbestos cement materials until the total ban on any activity involving asbestos products became effective from December 2003.

An Asbestos Register is required for all buildings (that are considered workplaces under the Act) that are constructed before 1st January 1990 unless the duty holder has "reasonable grounds" to believe that asbestos or ACM is not present.

Examples of reasonable grounds include:

- A workplace building constructed after 31 December 1989;
- No plant or equipment at the workplace was made or installed before 2004;
- All asbestos or ACM has been removed from the workplace.

In particular, for buildings constructed/renovated before 1 January 1990 and plant/equipment made before 2004, it will be difficult to conclude on reasonable grounds that asbestos or ACM is not present. Therefore, a competent person should identify if asbestos or ACM is present at the workplace, or an assumption made that asbestos or ACM is present at the workplace.

The asbestos inspection must be done by a competent person who has acquired through training, qualification or experience the knowledge and skills to carry out this task in accordance with AS 4964: 2004.

Persons who may be considered to be competent in the identification of asbestos and ACM include:

- Occupational hygienists who have experience with asbestos and ACM;
- Licensed asbestos assessors;
- Asbestos removal supervisors;
- Individuals who have a statement of attainment in the VET course for asbestos assessors;
- A person working for an organisation accredited by the National Association of Testing Authorities (NATA) under ISO 17020 for surveying asbestos.

## Managing asbestos in the workplace

ACM shall be identified and the health risks associated with ACM will be assessed by competent persons and detailed within an Asbestos Register. The register will be reviewed at least once every five years to ensure it is kept up-to-date.

ACM presenting a risk of creating exposures exceeding exposure standards (an asbestos exposure risk) shall be removed or otherwise controlled to eliminate any exposure risk. How this will be achieved and any other relevant information for the management of the asbestos will be detailed within an Asbestos Management Plan.

## Noise

Excessive noise can result in noise induced hearing loss (NIHL) which is permanent. It can also create other problems such as tinnitus (constant ringing in the ears), headaches, increased fatigue and loss of concentration. Noise can have serious effects on the body and can cause dizziness, raised blood pressure and increased heart rate.

Noise increases the risk of incidents by disguising sounds of approaching danger or warnings, and affecting balance, concentration and communication among co-workers. Whilst a hearing loss of around 5% can be expected over a person's lifetime, this loss rate is rapidly accelerated where there is exposure to excessive noise.

Examples of noise exposure may include listening to or performing live music, and using or working near plant and equipment.

## Definitions

A Decibel is a measurement of sound pressure or noise level.

The **A-weighted scale** is a decibel measurement scale which measures the human ears response to noise.

The **C-weighted scale** is a decibel measurement scale is used to measure peak sound levels.

**dB(A)** stands for decibels on the A-weighted scale.

**dB(C)** stands for decibels on the C-weighted scale.

## Responsibilities

The WHS Regulation provides that workers must not be exposed to noise in excess of:

- an average of 85dB(A) over an 8 hour period; or
- a peak sound pressure of 140 dB(C) at any one time.

## Mosaic – a Baptist Church

Mosaic – a Baptist Church is to ensure that:

- personnel are not exposed to excessive noise; and
- where PPE is used as a control measure, management must provide training in the proper use of equipment and take steps to ensure that it is used.

Management is required to determine whether noise levels in the workplace exceed the exposure limits specified in Section 12 of the Regulations and, if noise levels do exceed these limits, they must implement noise management systems to eliminate the noise hazard or reduce exposure to acceptable levels.

Personnel are trained in the use of hearing protection and that it is worn, when necessary, to reduces noise exposure.

## What is excessive noise?

Excessive noise exposure can lead to permanent hearing loss. It has been determined that anything over a noise exposure of 85 dBA over an 8 hour period (or an equivalent- see table below) is excessive.

A guide for deciding whether noise levels are over 85 dBA is when the voice has to be raised to be heard one metre away.

A peak exposure (e.g. a short spurt of noise) of 140 dB(C) is also considered to be excessive noise.

To determine if a worker or other person is exposed to excessive noise levels a noise survey or readings need to be taken and the outcome compared to the acceptable exposure limits.

## Exposure limits

The noise level doubles (or halves) with every increment of 3 decibels. That is, 88 decibels is twice the noise level of 85 decibels.

Therefore, to keep the noise exposure constant, if the decibel level increases by three then the exposure time must be halved. The daily noise dose in all cases equals one. The following table demonstrates this.

dB(A)	Time exposure
83	12 hrs
84	10 hrs
85	8 hrs
88	4 hrs
91	2 hrs
94	1 hr
97	30 mins
100	15 mins
103	7 mins

Where workers are exposed for longer than 8 hours, the noise level must be further reduced to allow for this additional time exposure.

The noise level generated by normal conversation is about 60 dB, a lawn mower is about 90 dB, and a loud rock concert is about 120 dB.

## Managing noise exposure

If noise cannot be eliminated, we must take the following measures (in the order specified) to minimise the risk to the lowest level reasonably practical:

1. substitute the hazard;
2. isolate the hazard from the person;
3. minimise the hazard using administrative means; and
4. use personal protective equipment.

A combination of the above measures may be necessary to minimise the risk to the lowest possible level if a single measure is not sufficient for that purpose. Generally speaking, adequate noise management can be achieved by treating the noise at its source or its transmission path. This may be done by:

- substituting with a quieter machine;
- isolating the noise by installing noise insulation;
- isolating workers by separating them from the noise by barriers or distance;
- reducing the amount of time workers are exposed to the noise, i.e., by implementing shorter shifts (This control may not control risks other than NIHL for instance headaches.); or
- as a last resort the use PPE, such as ear muffs or plugs, can be implemented. It is important to ensure that hearing protection used:
  - conforms to AS1270;
  - is rated to reduce the noise exposure by an appropriate factor.  
For example, if the noise exposure is 120dB and ear muffs are used with a rating of 32dB that would reduce the noise exposure to 88dB which would mean the worker would still only be able to be exposed to the noise for 4 hours; and
  - is used, stored and maintained in accordance with the manufacturer's recommendations.



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## Air conditioners

### Filters

An air conditioner's filters, coils, and fins require regular maintenance for the unit to function effectively and efficiently throughout its years of service.

The most important maintenance task that will ensure the efficiency of your air conditioner is to routinely replace or clean its filters. Clean or replace your air conditioning system's filter or filters every month or two during the cooling season. Filters may need more frequent attention if the air conditioner is in constant use or is subjected to dusty conditions.

### Coils

The air conditioner's evaporator coil and condenser coil collect dirt over their months and years of service. A clean filter prevents the evaporator coil from soiling quickly. In time, however, the evaporator coil will still collect dirt. This dirt reduces airflow and insulates the coil, reducing its ability to absorb heat. To avoid this problem, check your evaporator coil every year and clean it as necessary.

Outdoor condenser coils can also become very dirty if the outdoor environment is dusty or if there is foliage nearby. You should minimize dirt and debris near the condenser unit. Clean the area around the coil, removing any debris, and trimming foliage back to allow for adequate airflow around the condenser.

### Coil fins

The aluminium fins on evaporator and condenser coils are easily bent and can block airflow through the coil. Air conditioning wholesalers sell a tool called a "fin comb" that will comb these fins back into nearly original condition.

## Window seals for room air conditioners

At the start of each cooling season, inspect the seal between the air conditioner and the window frame to ensure it makes contact with the unit's metal case. Moisture can damage this seal, allowing cool air to escape.

## Hiring a professional

When your air conditioner needs more than regular maintenance, hire a professional service technician.

## Amendments

Version number	Date	Amendments
1	Original	
2	March 2012	
3	March 2013	<p>Reference to harmonised National WHS legislation removed from front page.</p> <p>First release date removed.</p> <p>Medical Emergency Response Procedures updated.</p> <p>Definition of <i>Emergency Diagram</i> amended.</p> <p>Inclusion of Special Events, Stall Convenor Safety Survey, Food Stall Volunteers and Working Bees.</p> <p>Included Building Access to Monitoring Safety on the Church Property.</p> <p>Removed Event Checklist from body of document and added to Forms section.</p> <p>Added Stall Convenor Safety Survey to Forms section.</p>
4	May 2014	<p>Legislative References updated.</p> <p>'Five Steps of Risk Management' are now 'Four Steps of Risk Management'.</p> <p>Updated Forms: Risk Assessment Form; Contractor / Supplier Pre-qualification</p>
5	November 2017	<p>Legislative review and update.</p> <p>'Steps of Risk Management' - revised.</p> <p>'Ministry to Under 18s' – revised.</p> <p>Risk Matrix revised.</p> <p>New sections – 'Managing Volunteer's, 'Specific Risks: Asbestos'; 'Specific Risks: Air Conditioning' and 'Specific Risks: Baptistries'.</p> <p>'Working from Home' – amended.</p> <p>Specific Risk sections – revised.</p> <p><b>New Forms:</b> Volunteer Agreement, Volunteer Induction Checklist, Volunteer Contact Details, and Working from Home Agreement.</p>
6	June 2021	<p>Legislative review and update.</p> <p><b>New forms:</b> Incident and injury register, Contractor register and Licence register</p> <p><b>New sections:</b> Management of change, WHS issue resolution, Consultation with other organisations, First aid requirements, Certificate of classification, Lockdown procedures, Aggression, violence and threats, and Noise.</p> <p><b>Updated sections:</b> Church details information tables, Requirements section updated and re-named Overview, Medical emergency response procedures – amended, Fire blanket removed, Statutory reporting requirements updated, Personal protective equipment updated, Hazardous chemicals updated, Ministry to under 18's replaced and Incident management section replaced.</p>



# Work Health and Safety Forms

## Safety observation/hazard report

This form may be used to record a safety observation or for any hazard **that you cannot** rectify. Please complete this form and forward it to the Responsible Officer.

Name of person completing the form	
Contact telephone	
Signature	
Form submitted to	
Date submitted	

### Details of the safety observation or hazard

Location			Report date	
The exact location of the safety observation or hazard				
What date was this safety observation or hazard observed?		And time?		
Please describe the safety observation or hazard in detail				
Please detail suggestions for correcting the hazard or improving safety				
Have any near misses occurred?	<input type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, please provide details				
Have you reported this safety observation or hazard previously?	<input type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, please provide details				
Risk rating <u>before</u> risk control	Likelihood	Consequence	Risk rating	
Action taken				
Risk rating <u>after</u> control measures in place (residual risk)	Likelihood	Consequence	RISK rating	
Signature				

## Risk assessment form

This form is used to assess the risks at your workplace / worksite. Please complete, retain the original in a file and **SEND A COPY TO THE OFFICE**

Details of task/plant/chemical assessed				
Details of person/s completing assessment				
Completed by			Date completed	
Identify hazards and assess risk				
Job procedure in steps	Possible health, safety, and environmental hazards or risks	Risk score before	Health, safety, and environmental controls	Risk score after

RISK MATRIX										HIERARCHY OF CONTROLS		
LIKELIHOOD	CONSEQUENCE											
	Insignificant		Minor		Moderate		Major		Catastrophic			
	1	2	3	4	5							
A. Almost certain	M	52	H	64	E	76	E	88	E	100	<ul style="list-style-type: none"> <li>• Most effective control measure</li> </ul>	
B. Likely	M	44	H	56	H	68	E	80	E	92		
C. Possible	L	36	M	48	H	60	E	72	E	84		
D. Unlikely	L	28	L	40	M	52	H	64	E	76		
E. Rare	L	20	L	32	M	44	H	56	H	68		
SCORE INDICATOR												
SCORE	LEVEL OF DANGER	REQUIRED ACTION										
72 – 100	EXTREME	<b>NO WORK SHOULD COMMENCE AT THIS LEVEL!</b> This is an unacceptable level of risk, action must be taken to eliminate or minimise the risk immediately. Report this risk immediately to management.										
56 – 68	HIGH	<b>WORK CAN COMMENCE AT THIS LEVEL IF THE CONTROL MEASURES ARE APPROVED BY THE OFFICER OR DELEGATE</b> The Officer or delegate will review existing controls to ensure that the risk is reduced to as low as is reasonably practicable.										
44 – 52	MODERATE	Work can continue with controls in place. Management must continually monitor and review the controls and aim to reduce the risk further.										
20 - 40	LOW	Some control may be necessary, or the risk is acceptable.										
Date for reassessment												

## Risk treatment plan

Risk No		Risk score before	
Name		Signature	
Risk		Risk score after	
Cause			
Treatment			
<b>WHAT</b> do you intend to do (i.e. general strategy)?			
<b>HOW</b> do you intend to do it (i.e., specific actions)?			
<b>WHERE</b> will it be incorporated in the WHS Management System			
<b>WHO</b> is the accountable Person?			
<b>WHO</b> will implement the treatments?			
<b>WHEN</b> will they do it?			
<b>WHEN</b> will it be reviewed?			
<b>HOW</b> will you know when it's done?			
<b>WHAT</b> are the performance Indicators			

## Chief warden evacuation drill checklist

<b>Location</b>				
<b>Date of fire drill</b>				
<b>Time drill commenced</b>		<input type="checkbox"/> am <input type="checkbox"/> pm	<b>Time drill completed</b>	
<b>Evacuation time</b>		minutes		seconds
<b>All accounted for time</b>		minutes		seconds

Prior to any drill	Yes	No	N/A Comments
Have wardens been assigned and trained?	<input type="checkbox"/>	<input type="checkbox"/>	
Do wardens have clipboards with a checklist?	<input type="checkbox"/>	<input type="checkbox"/>	
Have persons with disabilities been identified and assigned a “buddy” to assist in evacuation to an Emergency Assembly Area?	<input type="checkbox"/>	<input type="checkbox"/>	
Have assembly areas been designated and employees trained?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>During the drill</b>			
Did the wardens perform their duties?	<input type="checkbox"/>	<input type="checkbox"/>	
Was evacuation orderly and quick?	<input type="checkbox"/>	<input type="checkbox"/>	
Was the building evacuated in 3 minutes?	<input type="checkbox"/>	<input type="checkbox"/>	
Did everyone in the building leave?	<input type="checkbox"/>	<input type="checkbox"/>	
Were all restrooms, break rooms checked?	<input type="checkbox"/>	<input type="checkbox"/>	
Were all doors closed?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>After the drill</b>			
Were all employees and visitors accounted for?	<input type="checkbox"/>	<input type="checkbox"/>	
Did the alarm system work properly?	<input type="checkbox"/>	<input type="checkbox"/>	
Was there any significant disruption of services?	<input type="checkbox"/>	<input type="checkbox"/>	
If so, list any problems	<input type="checkbox"/>	<input type="checkbox"/>	

List things done well during the drill

--

List any deficiencies or problems noted during the drill

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**Reminders**

- Become familiar with the location of fire extinguishers and fire alarms in your work area.
  - Move quickly and orderly to your assembly areas.
  - Use handrails on all stairs.
- Persons with disabilities – make arrangements for assistance NOW.
  - Do not return to the building until an “all clear” is announced.
  - Close doors.



## Observer’s evacuation drill checklist

<b>Name</b>			
<b>Location</b>			
<b>Area observed</b>			
<b>Date of fire drill</b>			
<b>Time drill commenced</b>		<b>Time drill completed</b>	
<b>Evacuation time</b>	Minutes		seconds
<b>All accounted for time</b>	Minutes		seconds

<b>Prior to any drill</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Could the alarms be heard in all areas? – if not state where	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did people evacuate in an orderly manner, but without running?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the Wardens give clear direction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were tools and equipment shut-down, chemicals left safe (as far as practical)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the area (including enclosures such as storerooms and toilets) checked for persons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OFFICE - Was the air-conditioning unit shut down in office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the visitors’ book used to account for contractors and visitors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were persons held in their groups to enable easy marking off of names?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was every person accounted for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did staff obey instructions from Wardens?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did Wardens report to the Chief Warden once staff were evacuated and accounted for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did staff stay at the assembly area until told to leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>List things done well during the drill</b>
<b>List deficiencies or problems noted during the drill</b>

## Staff emergency training record

Types of Training:

1. **General evacuation instruction** must be given to a person within 2 days of starting work, 1 month of changes to the emergency procedures and annually after that.
2. **First response evacuation instruction** must be given to a person within 1 month of starting work, 1 month of changes to the fire alarms or firefighting equipment and every 2 years after that. An RTO or FSA can give this training or arrange for the instruction to be given.
3. The occupier must give **evacuation coordination instruction** to the members of the ECO within 1 month before they become ECO members and yearly after that.

NOTE: Use prefix numbers for the type of training conducted e.g. 1, 2 or 3 as above.

Print Name	Signature	Date	Type of Training	Instructor (name and signature)

## Threatening situation checklist

Wording of threat							
<b>Bomb threat - questions to ask</b>							
When is the bomb going to explode?							
Where is it right now?							
What does it look like?							
What kind of bomb is it?							
What will cause it to explode?							
Who placed the bomb?							
Why?							
<b>Identifying the caller</b>							
Where are you?							
What is your name?							
Estimated age of caller:		Sex <input type="checkbox"/> Male <input type="checkbox"/> Female					
<b>Background sounds</b>			<b>Callers voice (tick relevant boxes)</b>				
<input type="checkbox"/>	Long-distance	<input type="checkbox"/>	PA system	<input type="checkbox"/>	Cracking voice	<input type="checkbox"/>	Deep breathing
<input type="checkbox"/>	Clear	<input type="checkbox"/>	Static	<input type="checkbox"/>	Clearing throat	<input type="checkbox"/>	Disguised
<input type="checkbox"/>	House noises	<input type="checkbox"/>	Street noise	<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Ragged
<input type="checkbox"/>	Office machine	<input type="checkbox"/>	Factory machine	<input type="checkbox"/>	Loud	<input type="checkbox"/>	Soft
<input type="checkbox"/>	Animals	<input type="checkbox"/>	Children	<input type="checkbox"/>	Deep	<input type="checkbox"/>	Raspy
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Voices	<input type="checkbox"/>	Lisping	<input type="checkbox"/>	Nasal
<input type="checkbox"/>	Music	<input type="checkbox"/>	Motor	<input type="checkbox"/>	Normal	<input type="checkbox"/>	Slow
<input type="checkbox"/>	Other			<input type="checkbox"/>	Rapid	<input type="checkbox"/>	Stuttering
				<input type="checkbox"/>	Laughing	<input type="checkbox"/>	Crying
<b>Threat language</b>				<input type="checkbox"/>	Calm	<input type="checkbox"/>	Excited
<input type="checkbox"/>	Incoherent	<input type="checkbox"/>	Foul	<input type="checkbox"/>	Angry	<input type="checkbox"/>	Accent
<input type="checkbox"/>	Irrational	<input type="checkbox"/>	Intoxicated	<input type="checkbox"/>	Distinct	<input type="checkbox"/>	Familiar*
<input type="checkbox"/>	Well spoken (educated)	<input type="checkbox"/>	Other	*If familiar, who did it sound like?			
<input type="checkbox"/>	Message read by maker	<input type="checkbox"/>	Taped	<input type="checkbox"/>	Other		

### Response to threat

1. Even though the caller may have done so, do not hang up your telephone.
2. Contact the chief fire warden
3. Assess seriousness of threat
4. Notify police
5. Assess if evacuation is necessary

Receiver of call			
Phone number at which call was received			
Date		Duration of call	
Name		Position	
Remarks			

## Evacuation Diagram

(include a diagram of the building here)

**Legend** - Note the following (add additional fire safety reference points as necessary) on the above diagram. If not available, delete from legend.



Emergency Assembly Area



Evacuation Route



Exit



First Aid



Fire Extinguisher – Dry  
Chemical



Fire Blanket



Fire Extinguisher – CO2



Fire Extinguisher – Wet  
Chemical



Fire Hose Reel

## Induction checklist

<b>Worker name</b>		<b>Person providing induction</b>	
<b>Status</b>	employee <input type="checkbox"/> casual <input type="checkbox"/> permanent <input type="checkbox"/> Labour Hire <input type="checkbox"/>	<b>Date</b>	
<b>WHS induction</b>			
<input type="checkbox"/> Read and understand the WHS Manual			
<input type="checkbox"/> Competency assessment			
<b>Physical induction</b>			
Walk around site tour for new employees to point out and explain the following (tick when complete)			
<input type="checkbox"/> “Meet and greet” with other staff. Introduce worker to assigned “buddy”			
<input type="checkbox"/> Safe walk ways to access various areas of the workplace. Parking location and availability			
<input type="checkbox"/> Emergency assembly points, wardens			
<input type="checkbox"/> Fire extinguishers– location and use			
<input type="checkbox"/> First aid equipment / first aiders/ Incident report form			
<input type="checkbox"/> Safety equipment and personal protective equipment (PPE)			
<input type="checkbox"/> Amenities e.g., drinking water, toilets, lunchroom, designated smoking area etc.			
<input type="checkbox"/> Housekeeping			
<input type="checkbox"/> Workplace areas			
<input type="checkbox"/> Other:			
<b>Organisational and human resource induction</b>			
<input type="checkbox"/> Organisational and management structure			
<input type="checkbox"/> Personal details obtained from employee (e.g. tax declaration)			
<input type="checkbox"/> Job responsibilities discussed			
<input type="checkbox"/> Hours of work discussed			
<input type="checkbox"/> Holidays and personal /carer’s leave provisions and related forms			
<input type="checkbox"/> Licenses/qualifications sighted and copies retained			
<b>Acknowledgement</b>			
I have completed the Mosaic – a Baptist Church induction and I have received a copy of the Mosaic – a Baptist Church WHS Manual I agree to abide by the policies, procedures, and rules and work in a manner not to injure myself or others.			
Worker’s signature		Date	
I have inducted the above person in the Mosaic – a Baptist Church WHS Manual and have deemed them as “competent” in the understanding of Mosaic – a Baptist Church WHS policies, procedures, rules, and basic site requirements.			

Instructor's signature		Date	
------------------------	--	------	--

## Contractor/supplier prequalification and review

### Contractor/supplier details

<b>Legal entity name</b>				
<b>Trading name</b>				
<b>Company structure</b>	Company <input type="checkbox"/>	Partnership <input type="checkbox"/>	Sole trader <input type="checkbox"/>	Trust <input type="checkbox"/>
<b>Business address</b>				
	Suburb	State	Post code	
<b>Mailing address (only if different from above)</b>				
	Suburb	State	Post code	
<b>ABN/ACN</b>				
<b>Phone</b>				
<b>Email</b>				
<b>Nature of business/services</b>				

### Key contacts

<b>New projects/tenders</b>	First name		Last name	
	Email address		Mobile	
<b>Account related enquiries</b>	First name		Last name	
	Email address		Mobile	

### Your insurance details

Please provide copies of all insurances

Public liability (Minimum \$5mil)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Name of insurer		Cover amount	
		Policy number		Expiry date	
Professional indemnity insurance (if applicable)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Name of insurer		Cover amount	
		Policy number		Expiry date	
Workers compensation insurance / income protection	<input type="checkbox"/> Yes <input type="checkbox"/> No	Name of insurer		Cover amount	
		Policy number		Expiry date	

Materials/Services provided	Do you have safe operating procedures documented for this activity?
	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Licences or certificates required for the contracted work**

Anyone undertaking a prescribed occupation and or prescribed activity will need to provide evidence of their qualifications.

	Licence number	Expiry date
1.		
2.		
3.		

**Details of any subcontractors which your company will be bringing onto site**

Company name	Contact name	Contact number	Scope of work

**ISO /AS/NZS compliance and certification**

<b>Does your company comply with ISO/AS/NZS Standards?</b>	If yes	
	<input type="checkbox"/> Quality	<input type="checkbox"/> Integrated management system
	<input type="checkbox"/> Environmental	<input type="checkbox"/> Other (specify)
	<input type="checkbox"/> Safety	
<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Is the system accredited?	
	<input type="checkbox"/> Self-assessed	<input type="checkbox"/> Third party accredited
	<input type="checkbox"/> Second party assessed	

**Contractor health and safety documentation:** please attach the following information for your company and any subcontractors being utilised by your company.

	Yes	No
Site safety documentation i.e. WHS management plan	<input type="checkbox"/>	<input type="checkbox"/>
Safe work method statements for high risk work	<input type="checkbox"/>	<input type="checkbox"/>
Site specific risk assessment	<input type="checkbox"/>	<input type="checkbox"/>
Safety data sheets for all chemicals used on the site	<input type="checkbox"/>	<input type="checkbox"/>
<b>WHSFo20 Contractor documentation review complete</b>	<input type="checkbox"/>	<input type="checkbox"/>

**Health and safety compliance**

	Yes	No
The business is aware of the obligations under the WHS Act, Regulation and codes of practice and complies with all requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Health and safety compliance		
	Yes	No
You have safe work method statements (SWMS) for all high risk work and these comply with the WHS Regulations.	<input type="checkbox"/>	<input type="checkbox"/>
All workers are trained to perform their work safely and have relevant and current qualifications and licenses	<input type="checkbox"/>	<input type="checkbox"/>
The business provides adequate supervision to ensure that workers comply with the SWMSs and other safe work procedures	<input type="checkbox"/>	<input type="checkbox"/>
Plant and equipment will be guarded and in safe working condition	<input type="checkbox"/>	<input type="checkbox"/>
Work will be carried out in accordance with WHS Act, Regulation, codes of practice and Australian standards	<input type="checkbox"/>	<input type="checkbox"/>
Electrical leads will be tested and tagged	<input type="checkbox"/>	<input type="checkbox"/>

**Declaration:**

The information provided above is accurate and complete.

Contractor name			
Signature		Date	

Office use only					
	Yes	No		Yes	No
Contractor approved	<input type="checkbox"/>	<input type="checkbox"/>	Further information requested	<input type="checkbox"/>	<input type="checkbox"/>
Detail					
Contractor approved	<input type="checkbox"/>	<input type="checkbox"/>	Date		
Approved by					

## Contractors' responsibilities

Contractors or subcontractors are required to fulfil their obligations as a business or undertaking by:

- assessing and eliminating risks to health and safety, so far as is reasonably practicable and if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable;
- providing and maintaining a work environment without risks to health and safety;
- providing and maintaining safe plant and structures;
- providing and maintaining safe systems of work;
- ensuring the safe use, handling and storage of plant, structures and substances;
- providing adequate facilities for the welfare at work of workers in carrying out work on behalf of their organisation, including ensuring access to those facilities;
- providing any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out on behalf of their organisation; and
- ensuring that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business.

Contractor's or subcontractor's responsibilities include:

- becoming acquainted with and understanding and signing the church's policies and procedures. These policies and procedures apply to contractors and sub-contractors; the only exemption being if the contractor can show that they have equivalent if not better safe work practices and procedures;
- having appropriate qualifications, training and experience in order to competently complete the work required;
- submitting appropriate documentation i.e. WHS management plans, safe work method statements, safe work procedures, copies of licences and insurance details, before work commences;
- ensuring that contract work is conducted in accordance with statutory requirements, policies and procedures, unless it can be shown that there are alternatives that are equivalent or better procedures;
- complying with provisions of relevant legislation and relevant Australian Standards and Codes of Practices;
- complying with other statutory requirements as appropriate;
- complying with our health and safety policies and procedures; and
- advising immediately of incidents, including any plant, equipment and property damage sustained, and to provide a full written report as soon after as possible. If a serious bodily injury, a work caused illness or dangerous event occurs, notice must be given within 24 hours of that event.

**I agree to abide with the contractor responsibilities outlined above**

Name		Signature		Date	

## Internal audit

<b>Completed by</b>	
<b>Date</b>	

**Complete this checklist in January each year. Retain this as a record.**

The Responsible Officer should periodically evaluate the effectiveness of the Safety Program. Print out these pages, so you can use this Safety Program Report Card to evaluate the effectiveness of our Church’s Safety Program. For an added challenge, copy this report card and allow workers at all levels to evaluate the program as well. Finally, compare the grade that you gave the program with the grades given by the workers. Can you identify any areas of concern or needed improvement?

Management involvement	Yes	No
Is it common knowledge within the Church that the leaders have the overall responsibility for WHS?		
Do leaders provide adequate support for WHS initiatives?		
Do leaders promote a “Safety First” attitude within the Church?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

Risk management	Yes	No
Does the church <b>apply</b> a risk management process?		
Are hazards identified and reported?		
Have tasks been risk assessed?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

Consultation	Yes	No
Do personnel participate in safety discussions on a regular basis?		
Do you seek feedback from personnel?		
Is WHS information provided to personnel?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

Emergency preparedness	Yes	No
Has the Emergency Information and Emergency Diagram been filled in?		
Are Emergency Evacuation Drills conducted?		
Are personnel trained in emergency procedures?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Incident Reporting</b>	<b>YES</b>	<b>NO</b>
Are worker or volunteer and other persons incidents reported?		
Have relevant personnel received proper training in incident investigation techniques?		
Do you closely monitor WorkCover claims?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Managing workers</b>	<b>Yes</b>	<b>No</b>
Do personnel undergo a health assessment prior to commencing work which requires one?		
Are personnel appropriately licensed, inducted and trained to perform required work?		
Are training records retained?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Managing contractors</b>	<b>Yes</b>	<b>No</b>
Are contractors required to fill in Section 1 of the Contractor Prequalification Form?		
Is Section 2 of the Contractor Prequalification Form completed?		
Are contractors monitored to ensure they follow safety requirements?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Manual handling</b>	<b>Yes</b>	<b>No</b>
Are materials appropriately stored to reduce the need for manual handling?		
Do personnel use correct lifting techniques?		
Are mechanical aids available if required?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Plant and equipment</b>	<b>Yes</b>	<b>No</b>
Appropriate tests, checks and inspections are made?		
Plant and equipment is suitably maintained?		
Appropriate guarding and safety procedures are in place for the use of plant and equipment?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Personal protective equipment</b>	<b>Yes</b>	<b>No</b>
Is personal protective equipment provided to personnel as required?		
Is this equipment in good condition, has it been properly maintained and are records maintained?		
Do personnel know how this equipment should be cleaned and stored?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Electrical safety</b>	<b>Yes</b>	<b>No</b>
Double adaptors and piggy back plugs are not used?		
Electrical safety switches are installed and tested where required?		
Electrical equipment is tested and tagged where required?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

<b>Hazardous chemicals</b>	<b>Yes</b>	<b>No</b>
Have you done risk assessments for hazardous chemicals?		
Are there SDSs available for chemicals used?		
Is the Hazardous Chemical Register up to date?		
<b>Total</b> (3 yes = 4 points, 2 yes = 3 points, 1 yes = 2 points, 0 yes = 0 points)	<b>Total:</b>	

Add the total points from the twelve sections and divide this sum by twelve.

**Final total:** \_\_\_\_\_










If the final total is:

<b>3 or higher:</b>	Your WHS program is performing well.
<b>2 to 3:</b>	Your WHS program could use some improvement in the areas where you answered "No".
<b>1 to 2:</b>	Indicates a need for a comprehensive review of your WHS program.
<b>Below 1:</b>	Indicates minimal effort toward WHS program development.





## Hazardous chemical risk assessment

<b>Risk assessment of</b>		<b>Location</b>			
<b>Completed by</b>		<b>Date</b>			
<b>In consultation with</b>		<b>Date of next review</b>			
<b>Chemical name/s</b>		<b>Manufacturer/supplier</b>			
<b>GHS signal word</b>	<input type="checkbox"/> Danger <input type="checkbox"/> Warning <input type="checkbox"/> Not applicable	<b>Hazardous</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Safety Data Sheet (SDS) date</b>		<b>Dangerous goods class</b>	<b>Packaging group</b>		
<b>Classification and pictograms</b>					
	Classification - Category	Classification - Category	Classification - Category	Classification - Category	Classification - Category
					
	Classification - Category	Classification - Category	Classification - Category	Classification - Category	



<b>Hazard Statements</b>	Code	Descriptor		Code	Descriptor
				<b>Odour</b>	
<b>Description</b>					
<b>Intended use</b>					
<b>Health Surveillance</b>	<u>Health surveillance is required if:</u> <ul style="list-style-type: none"> <li>If TWA and STEL limits are exceeded.</li> <li>Someone has an adverse effect from a hazardous substance at work and there is a way to detect signs of the health effect.</li> <li>The level of risk (from question 13) is significant and the substance contains (or is) one or more of the following:</li> </ul>				<input type="checkbox"/> Is required <input type="checkbox"/> Is not required
	4,4' Methylenebis (2-Chloroaniline) (MOCA) Acrylonitrile Asbestos Benzene	Crystalline silica Inorganic arsenic Inorganic chromium Vinyl chloride	Inorganic mercury Isocyanates Organophosphate Pesticides	Pentachlorophenol (PCP) Polycyclic aromatic Hydrocarbons (PAH) Thallium	

PROCEDURE	HAZARDS/RISKS	RISK SCORE BEFORE	CONTROL MEASURES	RISK SCORE AFTER
Storage	Reaction with incompatible goods			
	Accidental Release			
	Ventilation			
	Ignition sources			
	Incorrect Labelling			

PROCEDURE	HAZARDS/RISKS	RISK SCORE BEFORE	CONTROL MEASURES	RISK SCORE AFTER
	Inappropriate or open containers			
Use	Manual handling resulting in musculoskeletal disorders			
	Inhalation of fumes			
	Contact with eyes			
	Contact with skin			
	Ingestion			
Cleaning / Spill Response	Exposure to substances Equipment required			
Disposal	Environmental damage Hazardous by-products			
First Aid	Ingestion -			
	Eye contact -			
	Skin contact -			
	Inhalation -			

RISK MATRIX						HIERARCHY OF CONTROLS		
LIKELIHOOD		CONSEQUENCE						
		1	2	3	4	5		
		Insignificant	Minor	Moderate	Major	Catastrophic		
A.	Almost certain	M 52	H 64	E 76	E 88	E 100		
B.	Likely	M 44	H 56	H 68	E 80	E 92		
C.	Possible	L 36	M 48	H 60	E 72	E 84		
D.	Unlikely	L 28	L 40	M 52	H 64	E 76		
E.	Rare	L 20	L 32	M 44	H 56	H 68		

SCORE INDICATOR		
SCORE	LEVEL OF DANGER	REQUIRED ACTION
72 – 100	EXTREME	<p><b>NO WORK SHOULD COMMENCE AT THIS LEVEL!</b></p> <p>This is an unacceptable level of risk. A review of controls must be performed to reduce risk as low as reasonably practicable. If risk cannot be further reduced, a Permit System must be applied. The permit must be available at all times work is being performed, signed by both the workers, a senior management representative and the Client (if applicable) to ensure that the risk is reduced as far as practicable.</p>
56 – 68	HIGH	<p><b>WORK CAN COMMENCE AT THIS LEVEL IF THE CONTROL MEASURES ARE APPROVED BY THE OFFICER OR DELEGATE</b></p> <p>The Officer or delegate will review existing controls to ensure that the risk is reduced to as low as is reasonably practicable.</p>
44 – 52	MODERATE	<p><b>WORK CAN COMMENCE WITH CONTROL MEASURES IN PLACE.</b></p> <p>The Officer must monitor and review the controls to ensure controls are adequately used, do not present further hazards / risks and aim to reduce the risk further if practicable.</p>
20 - 40	LOW	<p><b>REVIEW IF CHANGES OCCUR.</b></p> <p>Record and review if any equipment, people, materials, work processes, or procedures change.</p>

## Stall convenor safety survey

<b>Name of the stall</b>	
<b>Stall convenor</b>	
<b>Please list the hazards that may exist at your stall</b>	
E.g. Hot plates, hot water, use of substances, electrical leads, slippery wet areas, fire ant contamination	
<b>Identify the risks to our visitors and volunteers</b>	
E.g. Burns to toddlers, people tripping over and falling over leads, people slipping on wet surface, people falling over objects	
<b>Please list how you plan to control these risks</b>	
E.g. Barricade the cooking area, conceal cords with mats or elevate cords, barricade wet areas, keep passage ways clear	

## Volunteer agreement

### Your rights:

- A healthy and safe environment.
- An orientation or induction session.
- Information about the organisation you are working for, including policies and procedures.
- A volunteer role description or volunteer agreement which outlines the tasks that you will be expected to perform and the agreed working hours.
- Be provided with sufficient training and supervision.
- Be reimbursed for necessary out of pocket expenses as agreed.
- Be protected by appropriate insurance.
- Have your personal information dealt with in a confidential manner.
- Be treated in a fair and equitable manner.
- Be informed and consulted with on matters which affect you and your work.
- Be under no obligation to attend the workplace or perform work.

### Your responsibilities:

- Be reliable and punctual.
- Be trustworthy and respect confidentiality.
- Respect the rights of people you work with.
- Carry out the specified role. Avoid overextending yourself or performing tasks that you are not qualified or competent to complete.
- Give feedback (i.e. participate in evaluations when asked).
- Be accountable and accept feedback.
- Acknowledge decisions made by the staff or the organization.
- Address areas of conflict with the appropriate staff member or volunteer coordinator.
- Undertake training where appropriate or required.
- Ask for support when it is needed and support other team members where appropriate or required.
- Stay safe on the job; take reasonable care for your own health and safety, that your acts or omissions do not adversely affect the health and safety of others.
- Follow all reasonable instructions and cooperate with reasonable policies and procedures.
- Report any injuries or hazards that you notice in the workplace.
- Give notice if your availability changes or you no longer wish to volunteer at the Church.
- Display a positive attitude and be an active member of the team

### Upon signing this document, I agree and consent to:

- Provide voluntary services to Mosaic – a Baptist Church with the understanding that I have no entitlement to pay or any other type of remuneration; or guarantee of regular work or an ongoing relationship with the Church.
- Provide voluntary services to the best of my ability and comply with my responsibilities as detailed above.
- To safeguard my personal property when located on the premises, and recognise that the Church is not responsible for any lost, stolen or damaged personal property.
- Act appropriately when providing voluntary services and not exhibit any behaviour that may reflect badly on the Church.

<b>Volunteer name</b>	
<b>Volunteer signature</b>	<b>Date</b>
<b>Volunteer coordinator name</b>	
<b>Volunteer coordinator signature</b>	<b>Date</b>

## Volunteer induction checklist

The following information is collected for our office records only. The information you provide is strictly confidential and will not be used for any other purpose than to facilitate the safe and effective management of the Church’s volunteers.

Start up information	
<input type="checkbox"/>	Volunteer Agreement and Consent Form - completed and signed
<input type="checkbox"/>	Volunteer Induction Checklist (this form) - completed and signed
<input type="checkbox"/>	Volunteer Contact Details Form - completed and signed Identification - copy retained on file
<input type="checkbox"/>	Licences or competencies - copy retained on file
<input type="checkbox"/>	Blue Card (if applicable) - copy retained on file
Welcome to the team	
<input type="checkbox"/>	Introduction to the Church
<input type="checkbox"/>	Leadership overview and introduction with relevant team members and other volunteers
<input type="checkbox"/>	Overview of your role
<input type="checkbox"/>	Tour of facilities, work areas and amenities including toilets, staff and/or tea rooms, meeting rooms
<input type="checkbox"/>	Storage for personal belongings
Policies and procedures	
Volunteers have been provided with a copy of the following.	
<input type="checkbox"/>	Bullying and Sexual Harassment
<input type="checkbox"/>	Work Health and Safety Policy
<input type="checkbox"/>	Issue Resolution
Fire and emergency	
<input type="checkbox"/>	The procedures for evacuating the building safely in the event of a fire or hazardous materials emergency
<input type="checkbox"/>	Location of fire alarms, exits, assembly area, any other relevant fire safety reference points
<input type="checkbox"/>	Use of fire alarms
<input type="checkbox"/>	Location of firefighting equipment – fire extinguishers, blankets and fire hose reels
<input type="checkbox"/>	Use of fire extinguisher
<input type="checkbox"/>	Use of fire hose reel
<input type="checkbox"/>	Use of fire blanket
<b>Volunteer</b>	<b>Date</b>
<b>Volunteer coordinator</b>	<b>Date</b>

## Volunteer contact details

The following information is collected for our office records only. The information you provide is strictly confidential and will not be used for any other purpose than to facilitate the safe and effective management of the Church’s volunteers.

Personal Details – please print clearly			
First Name		Last Name	
Address			
Telephone		Mobile	
Date of Birth			
Email			
Next of Kin			
Name		Contact number/s	
Emergency Contact Person (if different to next of kin)			
Name		Contact number/s	
Qualifications			
License/Certificate	Reference Number	Expiry Date	
Fitness for Work			
Do you suffer from any allergies including those that might result in anaphylaxis - the most severe form of allergic reaction which can be potentially life threatening? If yes, provided details below?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you aware of any physical disability or medical reason that would affect your ability to perform this role safely and efficiently? If yes, provided details below?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered YES to any of the above questions please PROVIDE DETAILS including how they may affect your ability to perform the role:			
Other information			
Please inform us of anything that may affect your involvement with the Church.			

<b>Volunteer</b>		<b>Date</b>	
<b>Volunteer coordinator</b>		<b>Date</b>	

## Working from home agreement

It is the responsibility of the staff member to be readily contactable while at the home-based work site during days and times specified. This form is to be used to detail the agreed working from home arrangements and contractability requirements. Changes to the conditions described in this form must be reported to a manager/supervisor immediately.

### Section A: Worker to complete

Staff member's details			
Name		Position title	
Normal office location		Department/work area	
Home phone		Mobile phone	
<b>Employment status</b>	<input type="checkbox"/> Full time	<input type="checkbox"/> Part time	<input type="checkbox"/> Casual <input type="checkbox"/> Contract
Requested working from home arrangements			
Commencement date			
Address of home-based work site			
End date			

### Availability

The staff member agrees to be available at the following dates/times while working from home:

Day	From	To	Day	From	To	Day/s	From	To
Monday			Wednesday			Friday		
Tuesday			Thursday			Sat/Sun		

### Key tasks

List below the tasks to be completed and the outcomes that will result from the work at home arrangement.

Task	Performance indicators

### Communication strategy

Frequency (i.e. daily, weekly)	Mode (i.e. phone call/email)	Details/comments



## Equipment

List here the equipment supplied for use by the staff member at the home-based work site.

Equipment	Description/Details	Asset no.

## Designated work space/s

Any changes to the checklist must be reported to your supervisor immediately

Description of the work space in the home-based work site. (Attach photos)

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Define the boundaries of the designated work space. The designated work space is not the entire dwelling. The boundaries of the work space will be agreed and may include an office area, bathroom amenities and meal preparation facilities (water, table for eating).

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Complete and attach WHSFo63 Working from home self-evaluation checklist. Detail any concerns or issues this has raised.

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Note: Working from home self-evaluation checklist is required to be completed and submitted with this agreement

## Staff member acknowledgement

Working from home self-evaluation checklist attached

I certify that all information contained in this **Working from home agreement** is true and complete to the best of my knowledge.

I authorise the organisation to inspect the home-based designated work space provided I am given 24 hours' notice of the inspection.

I understand that any erroneous, misleading or fraudulent information is sufficient grounds for termination of this agreement and/or disciplinary action.

I agree to complete **Working from home self-evaluation checklist** periodically and as requested.

Signature		Date	
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## Section B: Employer to complete

Question	Yes	No
Has the worker completed all of <b>Section A</b> and signed the staff member acknowledgement?	<input type="checkbox"/>	<input type="checkbox"/>
Photos of the designated work space/s have been received?	<input type="checkbox"/>	<input type="checkbox"/>
Has the worker <b>Working from home self-evaluation checklist</b> completed satisfactorily?	<input type="checkbox"/>	<input type="checkbox"/>
To be re-completed every	<input type="checkbox"/> 1 month <input type="checkbox"/> 4 months <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> Other (specify)	
Has anti-virus software been installed on church computers?	<input type="checkbox"/>	<input type="checkbox"/>
Are strategies in place to ensure data protection?	<input type="checkbox"/>	<input type="checkbox"/>
Are strategies in place to ensure the protection of intellectual property?	<input type="checkbox"/>	<input type="checkbox"/>
Are contact details for next of kin available in the case of an emergency?	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor/Manager details			
Supervisor's name		Position title	
Department/work area			
Agreed working from home arrangements			
Commencement date			
Address of home-based work site			
Date to be reviewed		End date	

### Supervisor/manager acknowledgement

As the worker's supervisor/manager I support the <i>Working from home agreement</i> as detailed above.	
Signature	Date

### Senior management acknowledgement

I approve the <i>Working from home agreement</i> as detailed above.	
Signature	Date

## Incident report form

### Section 1–Incident details

Officer to complete for all incidents

Date of report		Time		Report #	
Reported to		Position		Mobile	
Reported by		Position		Mobile	
Type of incident	<input type="checkbox"/> Lost-time injury/disease <input type="checkbox"/> No lost-time injury/disease <input type="checkbox"/> Commuting injury <input type="checkbox"/> Near miss <input type="checkbox"/> Property damage <input type="checkbox"/> Other:				
Date of incident		Time		Shift	<input type="checkbox"/> D <input type="checkbox"/> A <input type="checkbox"/> N
Exact location					
Level of supervision at the time	<input type="checkbox"/> Working under direct supervision <input type="checkbox"/> Working under indirect supervision <input type="checkbox"/> Working with another worker/s <input type="checkbox"/> Working alone				
Name of supervisor				Mobile	
Name of co-workers/ witnesses					

### Section 2–Incident description

Reporting person to complete for all incidents



For injuries/illnesses this section is to be **completed by the injured person**. If the injured person is unable to complete the supervisor will complete using the words of the injured person e.g., *the worker states “I was walking along ... and I tripped...”*

Where were you?	<input type="checkbox"/> Working <input type="checkbox"/> On a work break <input type="checkbox"/> Travelling to/from work <input type="checkbox"/> Other				
If other, specify					
<b>What happened?</b> What were you doing at the time? What happened unexpectedly? What injury/damage occurred/ nearly occurred? How exactly did the incident/injury/disease occur? What did you do after the incident occurred?					
Tick if further information is attached <input type="checkbox"/>					
Injured person’s signature		Date		Time	

### Section 3–Injury details

Officer to complete where injury/disease is sustained

Injured person				
Name		DOB		
Occupation		Gender	<input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> X	
Address		Mobile		
Employment status	<input type="checkbox"/> F/T or P/T worker <input type="checkbox"/> Casual worker <input type="checkbox"/> Contractor <input type="checkbox"/> Other			
If other, specify				

Injury/disease		Initial treatment				
List here <u>all</u> injuries or illnesses sustained by the person	Mark which part of the body is injured	First aid				
	 Front  Back	<input type="checkbox"/> Not required <input type="checkbox"/> Treatment advised and received <input type="checkbox"/> Treatment advised but refused				
		<table border="1"> <tr> <td>First aid officer name</td> <td></td> </tr> <tr> <td>First aid treatment provided</td> <td></td> </tr> </table>	First aid officer name		First aid treatment provided	
First aid officer name						
First aid treatment provided						

### Section 3.1–Injury outcome

Officer to complete where injury/disease is sustained

Treatment			
<b>Medical</b>	<input type="checkbox"/> Not required	<input type="checkbox"/> Treatment advised and received	<input type="checkbox"/> Treatment advised but refused
<b>Hospital</b>	<input type="checkbox"/> Not required	<input type="checkbox"/> Treatment advised and received	<input type="checkbox"/> Treatment advised but refused
	Transported by	<input type="checkbox"/> Ambulance	<input type="checkbox"/> Work colleague <input type="checkbox"/> Self-drive
	Name of hospital		
	Hospital admission	<input type="checkbox"/> Yes, for observation only	<input type="checkbox"/> Yes, for treatment <input type="checkbox"/> No
Injury/disease outcome			
<b>Fatality</b>	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Yes	
<b>Lost time</b>	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Yes	Shift start time
	Date stopped work		Time stopped work
	Date returned to work		Full days/shifts lost
<b>WorkCover</b>	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Yes	Claim number

### Section 4–Incident outcome

Manager to complete for all injuries

Reporting required			
<b>Internal</b>	<input type="checkbox"/> Officer	<input type="checkbox"/> Office	<input type="checkbox"/> Safety Committee
<b>External</b>	<input type="checkbox"/> Client	<input type="checkbox"/> Next of kin	
<b>Authorities</b>	<input type="checkbox"/> WHS Qld Notifiable Incident*	Reference number	
	<input type="checkbox"/> Police	Reference number	
	<input type="checkbox"/> Insurer	Reference number	
	<input type="checkbox"/> Other	If other, specify	

Investigation level required		
<input type="checkbox"/> <b>A detailed investigation is required if any of the following apply; OR</b>		
<ul style="list-style-type: none"> <li>▪ The death of a person</li> <li>▪ A serious injury or illness of a person*</li> <li>▪ Dangerous incident*</li> </ul>	<ul style="list-style-type: none"> <li>▪ Serious electrical incident*</li> <li>▪ Dangerous electrical event*</li> <li>▪ Regulator (WHS Qld) attended incident</li> </ul>	<ul style="list-style-type: none"> <li>▪ Disputed Workers' Compensation Claim</li> <li>▪ Injury with &gt;1 day lost time, hospital admission or musculoskeletal injury resulting in incapacity</li> <li>▪ Significant environmental or property damage</li> </ul>
<small>* See section on Incident management for definitions</small>		
<input type="checkbox"/> <b>All other incidents, complete Section 5</b>		

### Section 5–Investigation

Manager to complete where indicated above

<b>Documented safe systems of work</b>	<input type="checkbox"/> WHS safety manual				
	<input type="checkbox"/> Other, specify				
Was worker following the safe system of work?		<input type="checkbox"/> Y <input type="checkbox"/> N	Was safe system of work adequate?		<input type="checkbox"/> Y <input type="checkbox"/> N
<b>Worker experience and supervision</b>	Date employed				
	Relevant task experience		Years	Months	
Was the level of supervision adequate?		<input type="checkbox"/> Y <input type="checkbox"/> N	Was supervisor appropriate?		<input type="checkbox"/> Y <input type="checkbox"/> N
<b>Training provided</b>	<input type="checkbox"/> Induction training		<input type="checkbox"/> Task-specific training	<input type="checkbox"/> None	
	<input type="checkbox"/> Other, specify				
<b>Plant, equipment and PPE</b>	<input type="checkbox"/> Appropriate for task	<input type="checkbox"/> Used correctly	<input type="checkbox"/> Maintained	<input type="checkbox"/> N/A	
<b>Chemicals</b>	<input type="checkbox"/> Appropriate for task	<input type="checkbox"/> Used correctly	<input type="checkbox"/> SDS available	<input type="checkbox"/> N/A	
<b>Work environment</b>	<input type="checkbox"/> Appropriate for task				
<b>Investigation findings</b>					
<b>Action</b>	<b>Proposed</b>	<b>Taken</b>	<b>Action</b>	<b>Proposed</b>	<b>Taken</b>
Change to induction training	<input type="checkbox"/>	<input type="checkbox"/>	Change to ongoing training	<input type="checkbox"/>	<input type="checkbox"/>
Equipment/machinery maintenance	<input type="checkbox"/>	<input type="checkbox"/>	Equipment/machinery modifications	<input type="checkbox"/>	<input type="checkbox"/>
Change to work procedures	<input type="checkbox"/>	<input type="checkbox"/>	Change to work environment	<input type="checkbox"/>	<input type="checkbox"/>
Other job redesign	<input type="checkbox"/>	<input type="checkbox"/>	Other preventative action	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corrective/preventative action details</b>					

### Section 6–Close out

Officer to complete for all incidents

<b>Corrective/preventative action verified as complete</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Incident closed by</b>		<b>Signature</b>	
<b>Position</b>		<b>Date</b>	





