

## Module 1. Welcome to your General Safety Online Induction

### Introduction

Hillsong is committed to providing physical, emotional, and spiritual environments that are safe and secure for all Hillsong-Related People.

As a church we want to do all that we can to reduce the risk of harm occurring to Hillsong-Related People and provide a caring and appropriate response, should any suspicion, allegation, disclosure, or complaint of misconduct or abuse occur.

If you are participating in this course you have, or are planning to have, some active involvement in the operations of Hillsong Church. In our Church, you may commonly be referred to as a 'Leader' or 'Volunteer'. In WH&S legislation and Safe Church policy and procedures you and those you serve alongside are collectively referred to as 'Worker'.

This online induction program provides the necessary information and resources to assist volunteers to understand and familiarise themselves with the safety requirements while serving with Hillsong Church.

### Sections covered in this induction includes:

- Section 1 - WH&S Requirements and Responsibilities
- Section 2 - Safety Expectations
- Section 3 - Hazards
- Section 4 - Hazard and Accident Prevention
- Section 5 - Hazardous Activities
- Section 6 - Incident Reporting
- Section 7 - Emergency Management

During the induction process you will be required to answer a number of questions at the end of each section. Each question must be answered correctly before proceeding.

**The estimated length of this initial induction will be 40-50 minutes.**

If you are unable to complete the course in one session, you are able to re-login and continue from where you left off.

To progress through this online induction, you can use the 'NEXT' buttons located at the bottom of your screen.



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## Declaration

Please carefully read the following and then click the "I Agree" button to continue.

By clicking on the '**I Agree**' button below you acknowledge to complete the online induction by **yourself** and declare that all answers provided will be your own.

If you are unable to complete the Induction on your own, you understand that you must advise Safe Church prior to starting the induction so that assistance can be provided.

You understand that your approval to serve as a volunteer will be cancelled if it is found that a person other than yourself completed the induction on your behalf.

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## SECTION 1 - WH&S Requirements & Responsibilities

### **The topics covered in this section include:**

- Safe Church Safety Fundamentals
- Why WH&S is Important
- WH&S General Requirements
- Safety Objectives
- Who's Responsible
- Safe Church Policy
- Safety Hierarchy
- Safety Resources

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## Why WH&S is important

Hillsong Church is committed to managing a high level of Workplace Health and Safety for all workers - our employees, contractors and volunteers who work and serve at our campuses and other locations.

This core induction is an important part of our Safe Church Framework. It contains information about what is required by you, necessary documentation, emergencies, evacuations, first aid and various other Workplace Health and Safety (WH&S) requirements.

Under the WH&S Act you are responsible for your safety and your actions must not put fellow workers or other people at risk.



## WH&S General Requirements



It is a condition that all volunteers are aware of the current Workplace Health & Safety (WH&S) Legislation and that all work practices are conducted according to these guidelines.

The WH&S Act applies the primary duty of care on any 'Person who Conducts a Business or Undertaking' (PCBU). This is a generic term used in WH&S legislation to describe all businesses and other organisations who engage with workers (including volunteers). PCBUs conduct a business or undertaking along or with others, whether or not for profit or gain. The term focuses on work arrangements.

PCBU's have the primary duty of care for workplace health and safety.

To comply, the PCBU must provide for the health and safety of all workers and visitors, by ensuring that they are not exposed to a risk to their health and safety when the PCBU:

- directs or influences work carried out by a worker, and
- engages a worker to carry out work.

### **A PCBU must provide:**

- a safe work environment
- safe use of plant, structures and substances
- safe systems of work
- adequate facilities for the welfare of workers
- adequate information, training, instruction and supervision
- effective systems are in place for monitoring the health of workers and work environment conditions
- notification and recording of all incidents.

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## Safety Objectives



Based on the Safe Church Policy Statement, the Executive Management have identified three (3) clearly defined objectives, which are:

- Provide safe and secure physical, emotional, and spiritual environments
- Reduce the risk of harm occurring to Hillsong-Related People
- Provide a caring and appropriate response, should any suspicion, allegation, disclosure, or complaint of misconduct or abuse occur.

The fulfilment of these objectives is the focus of the Executive Management and all those who have responsibilities within the Safe Church Framework. To assist with the fulfilment of these objectives, the Executive Management has established the 'Safe Church Office' and the 'Safe Church Framework Model'.

## Who's Responsible

### **Health and safety at work is everyone's responsibility.**

Hillsong's commitment to health and safety and the responsibilities for its outworking are described in the Hillsong Safe Church Policy.

In making its commitment, Hillsong acknowledges the shared responsibility of all Hillsong-Related People to:

- Understand and respect people's boundaries, in particular those who are vulnerable
- Take reasonable care for one's own health and safety
- Take reasonable care that one's own acts or omissions do not adversely affect the health and safety of other persons
- So far as is reasonably able, abide by any reasonable instruction that is given by Hillsong Executive Management, to allow Hillsong to comply with relevant legislation
- Understand the indicators and impact of harm
- Act on concerns raised regarding people's well-being
- Know and follow the law in relation to the reporting of harm
- Foster and protect a culture of well-being and wholeness for all Hillsong-Related People.



The policy also describes specific responsibilities for those who have roles (e.g. workers).

On the next slide, a copy of the policy has been provided for your review and acknowledgement.

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## Safe Church Policy

Please carefully read the following and then click the "I Agree" button to continue.

### **HILLSONG AUSTRALIA SAFE CHURCH POLICY**

#### **1.PURPOSE**

The purpose of this policy is to enable the provision of safe and secure environments for all people who are a part of Hillsong Church and its community services, in compliance with relevant legislation.

The policy forms part of a suite of documents that explain Hillsong Church's approach to protection of our people, referred to as the 'Safe Church Framework'. Refer to the section 8 'Associated Documents' for other related Safe Church document.



Safety Hierarchy



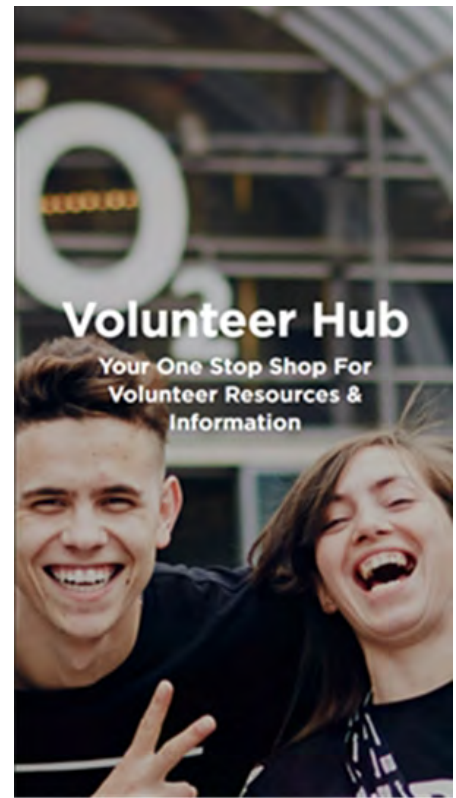
The illustration above provides a graphical representation of the safety hierarchy of the church. Each level has unique but complementary responsibilities allocated in the Safe Church Policy.

## Safety Resources

The Executive Management recognises the need for dedicated focus on the matters relating to church safety. The Safe Church Office has been established and staffed by personnel who have roles and responsibilities dedicated to the Safe Church objectives. Within the scope of their responsibilities, Head of Safe Church Office has been given authority to ensure effectiveness and integrity in handling reports of concerns or disclosures of harm.

The Safe Church Office can be contacted via email to [Safe Church](#) or phone (02) 8853 5352.

Important resources are also provided at the [VHub](#)



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## SECTION 2 - Safety Expectations

### **The topics covered in this section include:**

- Volunteer Presentation and Representation
- Bullying and Harassment Free Behaviour
- Inclusive Behaviour
- No Alcohol or Smoking
- Digital Conduct
- Stress Management
- Waste Management

## Volunteer Presentation and Representation

While serving at Hillsong Church you are required to wear neat, tidy and presentable attire at all times.

It is a requirement that you remain polite and courteous to people you may encounter.

While serving you are representing church and must always deal with all queries, concerns and complaints in a professional manner.

Harassing behaviour and inappropriate language such as swearing will not be tolerated.

All volunteers are expected to arrive fit to perform all duties and responsibilities assigned. If volunteers are unable to serve they are expected to provide as much notice as possible.



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## Bullying and Harassment Free Behaviour

Hillsong Church is committed to providing a positive environment free from intimidation, ridicule and harassment. Every volunteer has a responsibility to maintain a safe environment free from negative and bullying behaviour.

Seek advice on strategies that may help resolve the issue. Raise it either with the person directly or with your supervisor.

If you are unable to resolve the issue yourself, or with support of your supervisor, please contact Safe Church on [safechurch@hillsong.com](mailto:safechurch@hillsong.com)

### Other Support Services

Lifeline 13 11 14

Beyond Blue 1300 224 636



## Inclusive Behaviour



Hillsong Church is committed to providing a positive environment free from discrimination, victimisation, sexual harassment, and vilification. Every volunteer has a responsibility to help maintain a safe and inclusive environment.

Seek advice on strategies that may help resolve the issue. Raise it either with the person directly or with your supervisor.

If you are unable to resolve the issue yourself, or with support of your supervisor, please contact Safe Church on [safechurch@hillsong.com](mailto:safechurch@hillsong.com)

### **Other Support Services**

Lifeline **13 11 14**

Beyond Blue **1300 224 636**

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No Alcohol or Smoking



While serving at Church services, programs and events volunteers are not permitted to smoke or consume alcohol. This measure is to protect the health and safety of volunteers and those they are serving.

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## Digital Conduct

Using Hillsong Church's digital resources to seek out, access or send any material of **offensive, obscene, illegal or defamatory** nature is prohibited and may result in a volunteer's approval to be cancelled.

If you observe any conduct of this nature, please contact [information.security@hillsong.com](mailto:information.security@hillsong.com)





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## Stress Management

Work-related stress is usually described as the reaction in people to excessive demands, pressures and expectations. Usually people who are stressed feel a sense of loss of control over their lives, or that they cannot cope.

As a Hillsong Church volunteer, there may be times serving when you experience some stress.

Maintaining a balanced, healthy lifestyle and keeping fit will increase your ability to deal with stress.

If you continue to feel stressed in your role as a volunteer for sustained periods of time you should talk to your supervisor. If your stress sources from, or is contributed to by, significant life situations you may also wish to engage with Pastoral Care.

Talking to others about your concerns often eases the pressure, and together you can make changes needed to return your serving to a healthy level or direction.



## Other Support Services

Lifeline **13 11 14**

Beyond Blue **1300 224 636**

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## Waste Management

**Volunteers are responsible for disposing of all waste safely and responsibly.**

All waste can include liquid, food, paper and plastic waste.

**It is important to be environmentally responsible with waste disposal.**

Do not discharge any liquids or other items into storm-water drains under any circumstances.

Recycle where possible and minimise waste at all times. Water conservation should be undertaken whilst serving.

If you are unsure of how dispose of waste correctly at your location, please ask your supervisor or location operations team for direction.



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## SECTION 3 - Hazards

### **The topics covered in this section include:**

- Hazards Explained
- Risk Assessments and Controls
- Hazard Response

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## Hazards Explained

**A hazard is anything in the work environment that has the potential to harm people.**

Hazards can include objects, such as:

- equipment,
- dangerous chemicals, or
- the way work is done.

For instance, hazards during an activity could include:

- manual handling,
- excessive noise, and
- fatigue.

**A risk arises when it's possible that a hazard will actually cause harm.** The level of risk will depend on factors such as:

- how often the task is done,
- the number of workers involved, and
- how serious any injuries that result could be.

**Note:** When volunteers are serving it is most important that the risks associated with hazards are being mitigated for their own health and safety, and that of others.



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## Risk Assessments & Controls

Under WH&S Legislation it is each worker's duty to identify hazards, assess the risks that may be present, and put effective risk controls in place.

This important requirement can be fulfilled by applying the 'Take 5 Safety Steps', which are:

1. **STOP - and think through the task**
2. **LOOK - at what are the hazards**
3. **ASSESS - threats of damage or injury**
4. **CONTROL - through suitable control measures**
5. **MONITOR - has the hazard been successfully mitigated**

The intention is that 5 minutes is taken before each new task is undertaken to consider the risks and the best ways to mitigate them.

Below are points to consider as you 'Take 5' -

### 1. STOP - and think through the task

- Have you been asked to do this task by your supervisor or oversight?
- Do you know how to perform the task?
- Is where you are performing the task the best and safest place?

### 2. LOOK - at what are the hazards

- What hazards are present, e.g. manual handling?
- Are the identified hazards close, afar, above or below where you are?
- Have you considered the 'what ifs', e.g. someone doesn't follow instructions?

### 3. ASSESS - threats of damage or injury

- What is the possibility of the event occurring?
- What are the consequences of the event occurring?
- Have you calculated the risk?

### 4. CONTROL - through suitable control measures

Apply the 'hierarchy of controls'. It has six levels. The most effective control is at the top of the hierarchy and the least effective is at the bottom. Therefore, when selecting a suitable control measure, you must start from the top of the hierarchy and work your way down.

The hierarchy of control is as follows:

- **Elimination** – removes the cause of danger completely.
- **Substitution** - controls the hazard by replacing it with a less risky way to achieve the same outcome.
- **Isolation** – separates the hazard from the people at risk by isolating it.
- **Engineering** – using engineering controls, i.e. making physical changes, to lessen any remaining risk, e.g. adding safeguards to equipment.
- **Administration** – use administrative controls to lessen the risk, e.g. install signs, rotate jobs.
- **Personal Protective Equipment (PPE)** – requires you to wear PPE, e.g. provide gloves, earplugs, goggles, iridescent vests.

### 5. MONITOR - has the hazard been successfully mitigated

If 'yes', proceed as planned to while utilising the controls and monitor their effectiveness. If 'no', adjust the controls until the risk has been sufficiently managed.

**Note:** The use of PPE to control hazards should always be the last resort. Also, when planning for hazard controls, remember that the control selected must not mitigate one hazard while creating another.

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## Hazard Response

Each volunteer operating on behalf of Hillsong Church has a responsibility to be aware of all hazards when performing tasks in the work environment, and be committed to removing and / or controlling the hazard prior to commencement of work.

All potential or existing hazards observed by a volunteer should be reported to their supervisor or oversight. For any hazard, it is important to avoid the hazard until it is managed effectively. Also, not to continue to perform a task if it results in a hazard to people, environment or property.

**Where there is a hazard, all volunteers have the right to stop work so that the hazard can be controlled. A hazard or danger may include a situation where:**

- the volunteer is not properly trained or experienced
- the volunteer is not equipped (i.e. safety or personal protective equipment)
- the volunteer believes that proper procedures and work practices are not being followed
- a hazard that is not typical to the volunteer's work activities or job
- a volunteer is unfit for work due to the influence of alcohol or illegal or mind-altering substances
- a danger that would normally stop work in the affected area
- a situation where the environment may be adversely affected and authorities would be involved
- a situation which may result in equipment / property damage.

**Any stop work situations are to be reported immediately to the supervisor who is to be advised of the danger or hazard, the corrective action taken and when the situation is resolved.**

**Note:** It is okay to ask for help and support



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## SECTION 4 - Accident and Hazard Prevention

### **The topics covered in this section include:**

- General House Keeping
- Fatigue Management
- Sun Protection
- Personal Protective Clothing (PPE)
- Noise Protection
- First Aid
- Security
- Loading, Unloading Exclusion Zones
- Manual Handling
- Back Injuries
- Correct Lifting Techniques
- Good Sitting Posture

## General House Keeping

You are required to keep the areas where you perform your role in a **clean, tidy and safe** state at all times. Good housekeeping demonstrates good stewardship of the Church's resources and it will reduce the risks of injury, illness, and equipment damage.

You must not store materials, tools and other items in public areas. It is your responsibility to know your campus storage locations, and respond to direction given by your supervisor or oversight.

Good housekeeping is:

- Keeping all areas free from rubbish, paper and scrap by placing them in the bins provided
- Ensuring that WH&S warning and advisory signs are kept in good condition
- Keeping walkways and exit points free from all objects and obstructions
- Keeping plant and equipment in a clean and working condition
- Keeping outside areas neat and tidy
- Cleaning up all spills and any other messes immediately
- Storing items in cupboards and on shelves carefully
- Keeping drains leading to waterways free of environmentally hazardous substances
- Making safe any protruding objects that are a hazard.





## Fatigue Management



### Fatigue – A serious risk

The presence of fatigue can present a real risk to safety. Physical fatigue can cause physiological and musculoskeletal disorders and injuries. Mental fatigue can cause lapses and slips that may lead to serious or potentially fatal incidents.

As a volunteer serving in our church, your supervisor or oversight are mindful that you have other commitments, but won't always know what they are and how they impact you.

To reduce the risk of fatigue:

- ensure you get adequate sleep, hydration and rest while away from work
- accept roles and rosters that allow time for your other commitments, including rest and relaxation
- take into consideration the travel time required to and from the place you serve
- before commencing your task, plan for periodic breaks and arrange with your supervisor
- while serving be sure to ask for help if you need it
- speak to your supervisor if your personal or work circumstances have changed.

**Note:** If you are suffering from fatigue you must inform your supervisor immediately.

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## Sun Protection



Working outdoors for part or most of the day can put you at a high risk of developing skin cancer, including melanoma. This is because ultraviolet (UV) radiation is a known carcinogen (causes cancer). Skin damage is permanent, and your risk of skin cancer increases with each exposure.

Whenever serving outdoors, it is important to protect your skin and eyes.

**Volunteers are required to adopt the following sun safe practices:**

- wear sun protective clothing
- wear sun protective hats
- wear sunglasses (with UV protection)
- always have water available to rehydrate throughout the day
- apply and reapply sunscreen
- perform duties in shade areas (where able).

### **Heat Illness**

When the body is unable to cope with working in heat, heat illness can occur. Heat illness covers a range of medical conditions including heat stroke, heat exhaustion, heat cramps and skin rashes.

Signs and symptoms of heat illness include nausea, dizziness, clumsiness, collapse and convulsions. If left untreated, heat illness can be fatal.

**Important:** Contact your supervisor if you feel any of these symptoms and again always have water available to rehydrate throughout the day.

## Personal Protective Clothing (PPE)

**It is your responsibility to ensure that you are serving with the appropriate safety clothing.**

Any Personal Protective Equipment (or PPE), such as safety vests, foot protection, safety helmets, eye protection, etc., relevant to the tasks being performed is to be used at all times.

### Use of PPE

When hazards in the workplace can't be eliminated or reduced by other risk controls, then personal protective equipment and clothing (PPE) should be used.

Where it is provided, you must use it as you have been instructed to do. You should check that it is in good working order before you use it. Damaged or defective PPE must be returned to your supervisor and a suitable replacement provided.

### Types of PPE and Protective Clothing

Personal protective equipment and clothing can include:

- high visibility clothing (e.g. safety vests)
- protective headgear (e.g. safety helmets, wide brimmed hats)
- safety boots or closed-toe shoes
- safety glasses or goggles
- gloves
- earmuffs and earpieces
- overalls and protective aprons
- respirators and masks.

**Note:** If PPE is required and you are unsure where to obtain it, you should speak with your supervisor.



## Noise Protection

**If the noise around you forces you to raise your voice to make yourself heard a metre away, your hearing may be at risk.**

Noise levels are measured in decibels (dB). The scale used to measure noise as it is heard by the human ear is dB(A). Normal conversation is about 60 dB(A) to 65 dB (A). 85 dB(A) is the level at which you have to raise your voice. At 90 dB(A) you will have to shout to make yourself heard.



Long lasting exposure to noise above the level of 85 dB(A) significantly damages hearing. This is the level at which noise control measures must be taken.

If noise cannot be reduced or removed at its source, and there is no other way to separate people from damaging noise exposure, personal protective hearing equipment (PPE) must be worn.

Hearing protection may be used in combination with other noise reduction measures (i.e. reducing the time over which you are exposed to noise).

**Note:** If hearing protection PPE is required and you are unsure where to obtain it, you should speak with your supervisor.

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## First Aid

It is the responsibility of volunteers to know where to access first aid provisions and who at their campus or location is first aid trained.

If you require first aid assistance, or see someone who might, please notify your first aid representative or request a team member to do the same.

### **Medications**

All persons that take prescribed medications are to advise their supervisor of the details if any risk to safety applies. Further, if your prescriptions state that they will cause drowsiness, you should not operate any plant equipment or carry out any work that may put others or yourself at risk of harm.

### **Allergies**

Persons with a past medical history of allergy are strongly advised to record the following information with their supervisor:

- type of allergy
- degree of reaction
- treatment if required
- any other relevant information.



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## Security

At campuses and during events, contracted venue security and police are routinely engaged to protect from external threats. Volunteers are required to respond to direction provided by security and police at all times, particularly during emergency situations.

**Note:** If there are any concerns regarding the direction or conduct of these service providers, please refer to your supervisor.



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## Loading, Unloading Exclusion Zones

Safety around mobile plant equipment (e.g. fork lifts) during loading and unloading operations is a major safety issue.

Injuries sustained from mobile plant equipment incidents have a high potential for severe injury.

During their operation, volunteers in proximity of mobile plant are required to practice the following safety measures:

- avoid performing duties while mobile plant is being operated
- use designated pedestrian walkways, where provided
- maintain eye contact with operating mobile plant
- listen and respond to plant operators
- avoid walking behind reversing mobile plant
- wear high visibility vests.

**Important:** If you have a concern performing duties in near proximity to mobile plant, stop work immediately and refer to your supervisor.



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## Manual Handling

Hazardous manual handling involves:

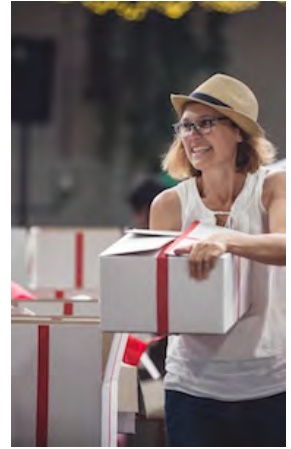
- repetitive or sustained application of force, awkward postures or movements
- tasks that are difficult due to the degree of force applied (high force)
- exposure to sustained vibration
- manual handling of people (in need)
- manual handling of unstable loads that are difficult to grasp or hold.

Hazardous manual handling can lead to injuries or disorders of the muscles, nerves, tendons, joints, cartilage and spinal discs. Some of these injuries are referred to as sprains and strains, back injuries, lower back pain, soft-tissue injuries to the wrists, arms, shoulders, neck or legs or abdominal hernias.

Collectively, these conditions are known as musculoskeletal disorders (MSDs).

All volunteers have a role to play in preventing manual handling injuries.

**Note:** If you identify manual handling hazards, refer to the **take 5 safety steps** for hazard management. If you are unable to manage hazards effectively then refer to your supervisor for further direction.





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## Back Injuries

Most back problems are the result of neglect, and wear and tear.

Common injuries include:

- Muscle Strain - muscles can be strained by sudden or unexpected overloading which may result in tears to all or some of the muscle fibres or its tendons.
- Ligament Sprain - ligaments can be sprained by overloading or prolonged loading. Scar tissue may occur resulting in joint tightness and loss of flexibility.
- Hernia - manual handling (usually involving a sudden maximal effort) may contribute to the rupture or separation of some part of the abdominal wall, enabling protrusion of an organ through the wall from its normal position.

**Important:** A combination of good posture, plus correct lifting techniques can all contribute to minimising wear and tear to your body and back while serving.



## Correct Lifting Techniques

While lifting an object, the following principles can minimise the risk of injury:

- Get as close to the weight as possible
- Keep feet wide apart to improve stability
- Bend from the hips and knees not from the waist, maintaining the natural curve of the lower back
- Tighten the lower abdominal muscles drawing the navel in against the spine, helping to support the spine
- Don't lift and twist from the torso, but rather move your feet
- Don't lift after sitting for extended periods, as the ligaments of the back are stretched and vulnerable to injury.



## Incorrect Lifting Techniques

Please make sure you **avoid** the following while lifting:

- lifting a weight beyond your capacity
- lifting a heavy weight
- lifting an object too high
- twisting of the body when lifting
- not having a firm hand grip on heavy, awkward, sharp or slippery objects
- not using the head, back and legs in the correct manner
- bad posture.

## Good Sitting Posture

While working at a desk you can help to prevent back injuries through correct posture, by:

- Sitting tall
- Supporting your lower back
- Maintaining the natural "S" curve of the spine
- Minimising trunk rotation
- Taking regular stretch breaks.



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## SECTION 5 - Hazardous Activities

### **The topics covered in this section include:**

- Operating Equipment
- Electrical Work
- Hot Works
- Working at Heights
- Hazardous Substances and Dangerous Goods
- Asbestos
- Specialised Activities

## Operating Equipment

Some mobile plant equipment requires operators that are licenced or hold a certificate of competency. Only those volunteers who hold a current and valid licence are permitted to operate. The operator must have this with them at all times when using the item.

When plant equipment is not in use, all keys and operating tools are required to be removed and the plant equipment is to be placed in a suitable location that is not publicly accessible.

Operators are not permitted to remove the equipment from the premises where they are based without prior approval from campus management.

**Note:** All licenced mobile plant operators must complete their location's plant induction before commencement of use of any plant.



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## Electrical Work

**Electrical work is only to be carried out by qualified licensed electrical contractors.**

Only qualified licensed electrical staff or contractors are permitted to access any electrical supply within or around the premise and only with the prior approval of relevant management. Volunteers are not approved to perform electrical work.

When using electrical devices, power leads should carry a current tag certifying that it has been tested and safe for use.

Where equipment or power leads do not pass testing, a discontinued tag is attached to notify workers of a potential hazard. These items must not be used, and disposed of if it is not effective to repair. The licensed electrical contractor who placed the tag on the equipment or lead is also the only person who can remove it or authorise its removal.

If you are unsure or need more direction relating to electrical work, please refer to Safe Church at [safechurch@hillsong.com](mailto:safechurch@hillsong.com)



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## Hot Works

Hot works is any work that introduces a source of ignition into an area with flammable or combustible materials or oxygen present.

This includes electric welding, cutting, grinding, naked flames, and some electrical equipment.

**Generally, no hot works are to be conducted by you, a Hillsong volunteer.**

If you are required to conduct hot works, the task must form part of your normal duties, you must be authorised by your staff oversight, have completed adequate training, and perform a risk assessment before commencement, wear personal protective equipment, and ensure other suitable controls are in place. Permission may become invalid if conditions change (i.e. adverse environmental condition).



### Fire Watch

The following steps will reduce the risk of fire for those approved to conduct hot works:

- assist hot works operator in preparation and clean up of hot works area
- wet down surrounding areas including lower floors and beams, if applicable
- assess the radius for potential fire hazards
- be alert to any changes and identify changes or concerns to hot works operator
- someone must 'standby' for 30 minutes after hot works is finished to check that a fire does not re-ignite.

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## Working at Heights

Working at heights is a high-risk activity and a leading cause of death and serious injury in Australia. Half of deaths involving working at heights are reported to have occurred from heights 3 metres or less.

Examples of working at heights includes ladders, suspended catwalks, roof tops, scaffolding, etc.

**Generally, all work conducted by you, a Hillsong volunteer, is required to be completed on the ground or a solid construction.**

If you are required to operate at heights, the task must form part of your normal duties, you must be authorised by your staff oversight, have completed adequate training, and perform a risk assessment before commencement.

If you are working at heights while operating plant you must also hold the relevant current licence and be approved by relevant church management.





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## Hazardous Substances and Dangerous Goods

**Volunteers are not permitted to handle hazardous substances and dangerous goods.**

A hazardous substance can be any substance, whether solid, liquid or gas, that may cause harm to your health.

Dangerous goods are substances that may be corrosive, flammable, explosive, spontaneously combustible, toxic, oxidising, or water-reactive. They should be identified in the workplace, and when being transported by a coloured 'diamond' symbol.

Harm to health may occur suddenly (acute), such as dizziness, nausea and itchy eyes or skin. Or it may occur gradually over years (chronic), such as dermatitis or cancer. Some people can be more affected than others.

If you or someone else has been exposed to hazardous substance or dangerous good immediately notify your supervisor and Safe Church on [safechurch@hillsong.com](mailto:safechurch@hillsong.com)



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## Asbestos



Asbestos and asbestos-containing materials (ACMs) were once typically used for the construction of buildings (including roofs), and in the heat insulation of plant. Use of asbestos and ACMs are now prohibited due to the extreme health risk that they pose to personal safety, in particular once the substance becomes airborne. The fibres once inhaled become trapped in the lungs and resulting harm can cause death.

For this reason, **volunteers are not permitted to conduct construction work on Church or other premises.** In the event that any structure is damaged (e.g. panels damaged etc), immediately notify your supervisor and Safe Church.

**Note:** If you believe the area you are conducting work in contains asbestos, you must STOP work immediately and report to your supervisor and Safe Church on [safechurch@hillsong.com](mailto:safechurch@hillsong.com)

## Specialised Activities

During Hillsong services, programs and events other 'specialised activities' are regularly being undertaken. These activities include the:

- care for children and young people (under 18)
- service of food, and
- transport of people and property.

Those who undertake these specialised activities must seek and be given prior approval. They will also be required to complete a specific induction, containing modules relevant to that activity.

For those wanting to serve in specialised areas at your location, please contact your locally based:

- Youth or Children's Pastor for child-related roles
- Food Safety Supervisor for food-related roles
- Venue Operations for transport-related roles



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## SECTION 6 - Incident Reporting

**The topics covered in this section include:**

- Personal Injury
- Property Damage

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## Personal Injury

Please notify your supervisor immediately, if you:

- suffer an injury
- see someone who has
- experience a dangerous occurrence, while working on any site.

All incidents, accidents and dangerous occurrences need to be reported to Safe Church using an incident report, as soon as practical after the event.



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## Property Damage

### **Reporting damage**

Any damage must be reported to your supervisor immediately. If damage presents a hazard to volunteers or other people, action should be undertaken to reduce the risk of personal injury, where it is safe to do so.

Damage needs to be reported to Safe Church using an incident report, as soon as practical after the event.



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## SECTION 7 - Emergency Management

### **The topics covered in this section include:**

- Fire Emergency
- Using Fire Extinguishers
- Types of Fire Extinguishers
- Fire Blankets
- Fire Hose
- Evacuation and Emergencies
- Emergency Exit Points

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## Fire Emergency

In the unlikely event of a fire or smoke, do not panic or shout.

Remain calm and remember **R\_A\_C\_E**

### **R**ESCUE

Rescue any people in immediate danger (only if safe to do so).

### **A**LARM

Raise the alarm:

- Ring the Fire Brigade on **000**
- Notify Management at your location.

### **C**ONTAIN

Close all doors and windows to contain the fire (only if safe to do so).

### **E**XTINGUISH

Try to extinguish the fire using appropriate fire fighting equipment (only if safe to do so).

After carrying out **RACE**:

- Follow the instructions of the Fire Officers
- Prepare to evacuate, if necessary
- If evacuation is required, go to the evacuation assembly areas.





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## Using Fire Extinguishers

There are four (4) basic steps for using portable fire extinguishers.

**P\_A\_S\_S** is used to describe these four basic steps.

**P****PULL** the pin or release any other locking device

**A****AIM** low, pointing the extinguisher nozzle at the base of the fire

**S****SQUEEZE** the handle to release the extinguishing agent

**S****SWEEP** from side to side at the base of the fire until the fire is extinguished















Remember, fire extinguishers are for small fires only. Don't endanger yourself when using them. If you have used an extinguisher you should arrange to have it recharged immediately.

**Note:** Remember that you may have only seconds to extinguish the fire, and only do so if it is safe to remain in near proximity to the fire.



# Types of Fire Extinguishers

Not all

		Type of Fire, Class and Suitability						Comments	D Metal Fires
Pre 1997	Current	Extinguishing Agent	A Wood Paper Plastic	B Flammable & Combustible Liquids	C Flammable Gases	E Electrically Energised Equipment	F Cooking Oils and Fats		
		Water	✓	✗	✗	✗	✗	Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires.	
		Wet Chemical	✓	✗	✗	✗	✓	Dangerous if used on energised electrical equipment	
		Foam*	✓	✓	✗	✗	LIMITED	Dangerous if used on energised electrical equipment	
		Powder	(ABE) ✓	✓	✓	✓	✗	Look carefully at the extinguisher to determine if it is a BE or ABE unit as the capability is different	
			(BE) ✗	✓	✓	✓	✓		
		Carbon Dioxide	LIMITED	LIMITED	✗	✓	✗	Not suitable for outdoor use or smouldering deep seated A Class Fires	
		Vaporising Liquid	✓	LIMITED	LIMITED	✓	✗	Check the characteristics of the specific extinguishing agent. 5 Yearly servicing must be done by ODS & SGG licenced persons.	
		Fire Blanket	LIMITED*	LIMITED	✗	✗	✓	* Fire Blankets may be used as a thermal barrier against radiated heat and to control a fire in clothes being worn by a person.	

Use only special purpose extinguishers and seek expert advice.

**LEGEND** ✓ = the class or classes in which agent is most effective  
 ✗ = not recommend for these class of fires  
 For more information go to: [www.fpaa.com.au](http://www.fpaa.com.au)  
 LIMITED = indicates that the Extinguishant is not the agent of choice for the class of fire, but it may have a limited extinguishing capability  
 \* Solvents such as alcohol or acetone mix with water and therefore require special foam  
 © FFA Australia ABN 30 005 366 576

portable fire extinguishers are made the same. Before deploying the extinguisher, check the labeling on the extinguisher to know that it is suitable for the type of fire you have encountered.

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## Fire Blankets

How to use a fire blanket:

- Remove by pulling down on the tabs
- Hold by the tapes keeping the blanket between your hands and fire
- Cover the burning object with the blanket

A fire blanket is very effective for smothering flames. You can use a fire blanket to cover burning cooking oil or burning clothing.

A fire blanket should only be used once. Throw the blanket away if it has been used.

**Important:** You must never use water to put out fat or oil fires.



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## Fire Hose

A fire hose reel is used for wood, paper and building material fires. Also, spray mode may be used to cool gas cylinders in Class C fires.

How to use a fire hose reel:

- Turn stop valve to charge hose
- Release the nozzle from its clamp
- Run out the length of the hose required
- Turn on water at the nozzle
- Use stream or spray.

**It is important to note they are dangerous if used on:**

- energised electrical equipment (i.e. electrical, Class E fires), as water conducts electricity
- flammable liquids (i.e. paint and petrol, Class B fires)
- cooking oil/fats (i.e. Class F fires).



## Evacuation and Emergencies

In the unlikely event of an emergency, all sites have emergency procedures in place.

You are required to follow the building's emergency procedures. Under no circumstances should you continue to work when there is an emergency situation occurring and alarms have been activated. This also applies in the event of a practice evacuation exercise.

Each location may have different alert tones and emergency announcements.

At your location, **you may hear an Alert Tone (e.g. Beep.. Beep.. Beep)**, which requires you to:

- prepare yourself for possible evacuation (e.g. secure personal belongings)
- time permitting, secure your work station (e.g. commence turning off equipment)
- follow the instructions of the Fire Officers or Emergency Service Officers.

At your location, **you may hear an Evacuation Tone (e.g. Whoop.. Whoop.. Whoop)**, which requires you to:

- gather your team and evacuate the area
- go to the nearest assembly area and wait for further instructions
- follow the instructions of the Fire Officers or Emergency Service Officers
- your assembly areas will be used in the event of an evacuation.

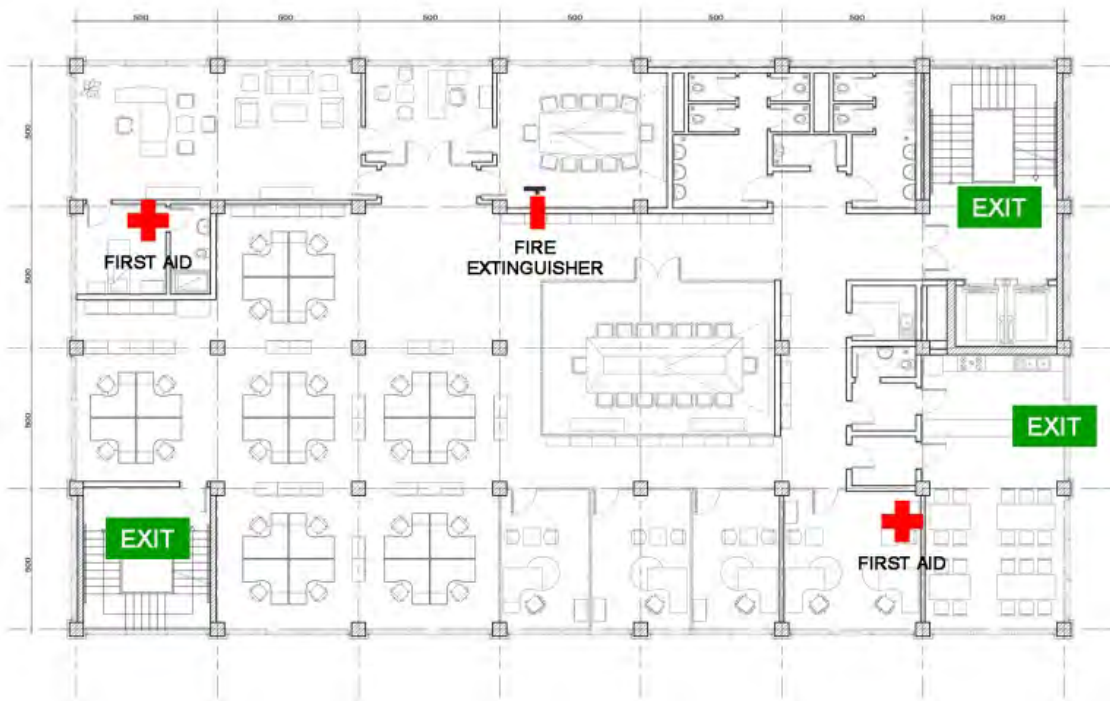
At your location, you will be provided with a **specific Assembly Area** commonly located in an:

- office car park
- open grounds (e.g. lawn).

Please study the maps at your location carefully. If you have any queries please speak to your supervisor.



## Emergency Exit Points



At each of our locations emergency exit points are marked with signage, and for larger facilities maps are provided. Volunteers should know each of the emergency exit points available for both them and those they are serving.

**If any objects are found to be obstructing exit points they are to be removed immediately.**

Emergency exit doors are fire-rated to prevent fires from spreading into stair wells dedicated for exiting multiple level facilities during an emergency. The practice of '**chocking**' doors open for easy entry and exit of a building may, in the event of a fire, allow harmful smoke and flames to enter the stair wells. The effect of this will be to hinder the exit of people during an emergency **resulting in injury or even death.**

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## Key Take Homes

### **Risk Management**

Remember to 'take 5' when you are about to undertake a task or activity.

1. **STOP - and think through the task**
2. **LOOK - at what are the hazards**
3. **ASSESS - threats of damage or injury**
4. **CONTROL - through suitable control measures**
5. **MONITOR - has the hazard been successfully mitigated**

### **Inappropriate Conduct**

If you observe behaviour of other leaders and volunteers that are not aligned with the code of conduct, please address your concerns with the individual or their supervisor. If you consider the behaviour is potentially harmful to the personal safety of yourself or others, please notify Safe Church on [safechurch@hillsong.com](mailto:safechurch@hillsong.com).

### **Report**

Report all safety incidents and hazards via <https://hil.so/vhub>

### **Resource**

Volunteer safety information and resources are available at <https://hil.so/vhub>

### **Support**

Additional support services contact:

- 1300 53 53 53 - Hillsong Pastoral Care
- 13 11 14 Lifeline - Crisis support and suicide prevention (chat online [lifeline.org.au](http://lifeline.org.au))
- 1300 22 4636 - Beyond Blue (chat online [beyondblue.org.au](http://beyondblue.org.au))

Safe Church Contact details:

- Email: [safechurch@hillsong.com](mailto:safechurch@hillsong.com)
- Ph: (02) 8853 5352