

## Managing Safety Through COVID-19

### Introduction

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

This training module will help you to remain safe and manage your responsibilities towards COVID-19.

### Sections covered in this module includes:

- Section 1 - About COVID-19
- Section 2 - Protecting Worker Health
- Section 3 - Workplace Safeguards

### Course requirements

Prior to completing this module, you should have already completed the Hillsong Safe Church Safety Fundamentals module and Protecting People module.

To complete this Managing Safety Through COVID-19 module you will need to review the content provided and answer a few short questions. Each question must be answered correctly before proceeding.

This module should take **20-25** minutes to complete.

During this time, you may require a short break. You can resume training at any point. The system will remember the slide you have last completed. It is recommended that you plan to complete the course in an environment that is free from distraction and provides reliable internet access.



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## Your Safety Responsibilities

The model Work Health and Safety (WHS) laws require Hillsong Church to take care of the health, safety and welfare of its workers, including yourself and other staff, contractors and volunteers, and others (clients, customers, visitors) at each of its workplaces.

As a Pastor or Manager of a location, a department, or groups of either, this requirement needs to be carried by you, for your area of responsibility.

This includes:

- providing and maintaining a work environment that is without risk to health and safety
- providing adequate and accessible facilities for the welfare of workers to carry out their work, and
- monitoring the health of workers and the conditions of the workplace for the purpose of preventing illness or injury.

The following information will provide you with information on how to do this effectively in response to COVID-19.



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## SECTION 1 - About COVID-19

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

- What is COVID-19
- Symptoms of COVID-19
- How is COVID-19 Spread

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## What is COVID-19

Coronavirus disease (COVID-19) is an infectious disease that is caused by a newly discovered form of coronavirus. COVID-19 is a respiratory infection that was unknown before the outbreak that started in Hubei Province, China, in December 2019. Other known forms of coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).



## Symptoms of COVID-19

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. The common symptoms of COVID-19 may include:

- fever
- coughing
- sore throat
- fatigue (tiredness), and
- difficulty breathing or shortness of breath.

Most people infected with COVID-19 will have a mild to moderate illness and will recover without special medical treatment. Some people, such as those with underlying medical problems or disease and older people, are more likely to suffer from more serious symptoms of the diseases.



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## How is COVID-19 spread

The most likely way someone will catch the virus is by breathing in micro-droplets a person close to them has released by sneezing, coughing – or just breathing out.

A person can, however, also catch it via the hand-to-face pathway. This happens by touching a surface where live virus material is present, then touching their mouth, nose or eyes.

Importantly, the spread of COVID-19 is highest from people with symptoms, whereas the spread before symptoms appear is less common.



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## SECTION 2 - Protecting Worker Health

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

- How to Reduce the Risk of Spreading
- Physical Distancing
- Hand Hygiene
- Other Hygiene
- Wellness

## Physical Distancing

### Why is physical distancing important?

Physical distancing is necessary because the most likely way of catching the virus is by breathing in micro-droplets from another person sneezing, coughing, or exhaling. By ensuring there is 4 square metres of space per person and maintaining a physical distance of at least 1.5 metres from others where possible, you will reduce the likelihood of exposure to micro-droplets of others.

Current health advice is that everyone, including people at workplaces, must implement physical distancing measures wherever possible.

### How to apply the 4 square meter rule?

To achieve the 4 square metre 'rule' you would:

- calculate the area of the room (e.g. length of room in metres x width of room in metres = area of room in square metres), and
- divide the area of the room by 4.

For example, if you had a room that was 160 square metres in size, you should only allow up to 40 people in the room, to allow each person to have 4 square metres of space.

### How to make sure there is 1.5 meters between people?

You should consider and make adjustments to the layout of the workplace and your workflows to enable workers to keep at least 1.5 metres apart to continue performing their duties. For example, this could be achieved by, spreading out furniture or plant to increase distancing, or considering floor and/or wall markings and signage to identify 1.5 metres distancing requirements. You should also review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers where it is practical and safe to do so.

### Do I need to do both? That is, make sure there is 4 square metres per person and physical distancing of 1.5 metres?

Yes. You need to do what you can to make sure there is 4 square metres in your workplace per person and keep everyone apart at least 1.5 metres, where possible.

### What if you are unable met the requirements?

Practically speaking these requirements may mean that not all workers will be able to return to the workplace. In these circumstances a roster system may need to be considered. You may also have to limit the number of students or volunteers that can come onsite. These decisions need to be made considering the demand on shared spaces as well (e.g. restrooms). To remain safe and compliant, you will need to work with Leadership at your location and respond to the direction given.





## Hand Hygiene

To reduce the risk of exposure to COVID-19 you must direct your workers, and visitors to the workplace, to practice good hygiene while at the workplace. Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and drying them with clean paper towel.

Everyone must wash their hands:

- before and after eating
- after coughing or sneezing
- after going to the toilet, and
- when changing tasks and after touching potentially contaminated surfaces.

An alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient must be used as per the manufacturer's instructions when it is not possible to wash hands.

### Manager Responsibilities

To enhance good hygiene outcomes:

- train workers on the importance of washing their hands with soap and water for at least 20 seconds and drying them correctly, or using an alcohol-based hand sanitiser, before entering and exiting a common area
- place posters near handwashing facilities showing how to correctly wash and dry hands and clean hands with sanitiser
- ensure there are adequate and accessible facilities to achieve good hygiene and that they are in good working order, are clean and are otherwise safe.



## Other Hygiene

Good hygiene also requires everyone in the workplace to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues, e.g. in closed bins
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day, and
- have no intentional physical contact, for example, shaking hands and patting backs.

### Manager Responsibilities

To enhance good hygiene outcomes:

- inform workers of workplace hygiene standards that are expected when utilising common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces, etc.)
- place posters in work spaces and common areas showing correct respiratory etiquette (i.e. coughing and sneezing safely), and
- work with Leadership at your location to ensure that you have hygiene supplies (e.g. soap, paper towels, etc.).



## Wellness

Now more than ever, it's important we all do things that help us to cope and maintain good mental health. Not only will this take better care of you, but it will also enable you to help others as well (e.g. colleagues or family).

The Department of Health suggest these ways to stay mentally healthy -

- Maintain a healthy lifestyle
- Stay informed
- Stay positive, and
- Access support.

For more information on each of these topics refer the Head to Health website, using this [LINK](#).

For yourself and your staff there are also great resources being regularly made available through StaffHub.

### Manager Responsibilities

Your should encourage your workers to take part in well-being training sessions and to access resources. Regularly consult with your workers regarding difficulties they may be having in their role or current work arrangements.

Where workers are distressed about the challenging conditions caused by the pandemic, acknowledge their feelings about the situation and reassure workers they are doing what they can in the circumstances. Talking to others about their concerns often eases the pressure, and together you can make changes needed to return their work life to a healthy level or direction.

If a worker's mental health concerns are resulting from other significant life situations, you should encourage them to engage with Pastoral Care or a mental health professional. To make this available to them, give the support needed in terms of allowing leave or flexiable work arrangements.

For more information and tips on managing mental health in the workplace refer to Safe Work Australia, using this [LINK](#).

### Additional support services:

1300 53 53 53 - Hillsong Pastoral Care

13 11 14 Lifeline - Crisis support and suicide prevention

1300 224 636 - Beyond Blue or [coronavirus.beyondblue.org.au](https://coronavirus.beyondblue.org.au)



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## SECTION 3 - Workplace Safeguards

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

- Consultation and Communication
- Rights and Discrimination
- Monitor and Report Health Concerns
- Responding to Health Concerns
- Tracking Close Contacts
- Managing Risk
- Clean Workspaces
- Personal Protective Equipment (PPE)
- Safeguarding Vulnerable Team
- Staff Working From Home
- Operational Planning

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## Consultation and Communication

The impact of COVID-19 is different for each person. For instance, they may share a household with elderly parents. Or, they may not have the financial capacity to cover extended periods of leave.

How people understand health and safety information and interpret it to their circumstances is also different. Some people may be comfortable describing risks to their safety, where others find it difficult to keep it in perspective.

As you lead your team members through the Church's response to COVID-19 you will need to be mindful and respectful of their individual circumstances and views.



### Consultation

You must consult with your workers on health and safety matters relating to COVID-19. This means you must consult when:

- assessing the risk COVID-19 presents to the health and safety of workers
- deciding on control measures to eliminate or minimise the risk of exposure to COVID-19
- deciding on the adequacy of facilities for the welfare of workers (e.g. hand washing facilities), and
- proposing other changes to the workplace as a result of COVID-19 which may affect health and safety.

You must allow workers to raise and express their views on work health and safety issues that may arise directly or indirectly because of COVID-19. You must genuinely take the views of workers into account when making decisions and advise them of your decision.

Workers are most likely to know about the risks of their work, including new risks introduced as a result of COVID-19 control measures. Involving them will help build commitment to this process and any changes you make at the workplace.

**Remember:** Consultation does not require consensus or agreement but you must allow your workers to be part of the decision making process. You must genuinely take into account their views.

### What do my workers need to know?

You must provide workers with clear direction and guidance about what is expected including:

- when to stay away from the workplace
- what action to take if they become unwell
- what symptoms to be concerned about, and
- that workers have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

**Note:** Each of these topics are covered in the Safe Church COVID-19 Safety online training course for staff and volunteers.

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## Rights and Discrimination

### Rights

In some circumstances, workers have the right to refuse to carry out or stop unsafe work. They have this right if there is a reasonable concern that the worker will be exposed to a serious risk to their health and safety from an immediate or imminent hazard. This could include exposure to the COVID-19 virus.

If a worker stops work because it is unsafe, they need to tell you as soon as possible. The worker must then be available to carry out suitable alternative work, including doing other tasks that they are trained or able to do, or performing their work from another location, such as working from home.



### Discrimination

You cannot discriminate against or disadvantage workers for raising work health and safety concerns in the workplace. You should encourage your workers to raise any concerns they have about work health and safety in your workplace, including in relation to the COVID-19 virus.

**Note:** If you need direction or support with regards to worker rights or discrimination, contact [peopledevelopment@hillsong.com](mailto:peopledevelopment@hillsong.com). For safety concerns please contact [safechurch@hillsong.com](mailto:safechurch@hillsong.com).

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## Monitor and Report Health Concerns

### Monitor

You must monitor your workers for key symptoms of COVID-19 which are:

- fever
- coughing
- a sore throat
- fatigue, and
- shortness of breath.



### Report Health Concerns

You must require workers to report to you as soon as possible, even if they are working from home:

- if they are experiencing symptoms of COVID-19
- if they have been, or have potentially been, exposed to a person who has been diagnosed with or is suspected to have COVID-19 (even if the person has not yet been tested), or
- if they have undertaken, or are planning to undertake, any travel.

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## Responding to Health Concerns

### If sick or unwell

If your worker is sick or unwell they **must** stay home. Even if they are not experiencing symptoms of COVID-19.

### COVID-19 Symptoms

If they are showing symptoms of COVID-19 (i.e. fever, coughing, sore throat, fatigue, and shortness of breath) seek medical attention immediately and follow advice given.

**Note:** If they have serious symptoms such as difficulty breathing, call 000 for urgent medical help.



### Report to Safe Church

Safe Church **must** be notified as soon as possible where:

- A staff or volunteer is suspected or confirmed to have COVID-19
- Another person who is suspected or confirmed to have COVID-19 is, or has been, on premise at a Hillsong location.

Safe Church will direct you with the initial response required and steps that need to be taken to protect other workers in the workplace.

### Location Response

Safe Church will have already made arrangements with a nominated representative at your location. They will quickly be contacted and will provide you with on the ground support.

**Note:** Instances of COVID-19 in the workplace may be required to be reported to WorkCover. Safe Church will support locations with this responsibility.



## Tracking Close Contacts

In the event that a worker or another person in the workplace is suspected or has COVID-19, it will be important to know who else is at risk. An infected person may have been symptomatic for days and during that time come in contact with many people. Our Government Health Officials will want to know this information to understand the source and to who it might have spread to.

Tracking each close contact effectively is a difficult task especially as physical distancing restrictions are eased.

### Location Response

At each Hillsong location there will need to be means of knowing who has recently been onsite. This information will need to be made available to Safe Church at any given point in time. How this is facilitated will be up to Leadership at your location. Your manager responsibility will be to ensure your workers understand and consistently use the means provided.

**Note:** Without an accurate way of knowing this, the location Leadership may be required by Health Officials to use other means to alert those at risk (e.g. public media).

### Individual Response

While the location response described above will provide important information for the workplace, there will also be a individual response required to protect family, friends and the wider community. The most effective means for an individual to support this process is by downloading the COVIDSafe App using the links below. Managers should promote the App within their teams. For further information refer to this [LINK](#).

**Note:** The use of the COVIDSafe App (COVIDSafe) is completely voluntary. You can not require workers to download or then retain it on their phone.

Downloads -

[Get the iOS App](#)

[Get the Android App](#)



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## Managing Risk

### General Requirements

All currently operating businesses and organisations must assess the risks associated with exposure to COVID-19 and implement control measures to manage those risks. They must also assess any other new or changed risks arising from COVID-19, for example working in isolation.

### When to Prepare a Risk Assessment

You must undertake a risk assessment with response to risks to any vulnerable workers working in your business.

Other examples of when you must undertake a risk assessment with respect to COVID-19, include where the area you oversee:

- changes work practices, procedures or the work environment
- recommences operations following a shut down
- increases operations following a period of reduced operations
- introduces workers back into the workplace following the cessation of working from home or stand-down arrangements
- is responding to workplace incidents (e.g. where a worker has tested positive to COVID-19)
- is responding to concerns raised by workers, health and safety representatives, or others at the workplace

**Note:** Go to [StaffHub](#) for safety risk assessment guidance and templates.

### When to Review a Risk Assessment

Risk assessments should be reviewed periodically as the operating environment changes (for example, in response to changes in COVID-19 cases or changes to public health orders) or when new information on workplace risks becomes available. This should include the periodic review of control measures implemented to ensure their ongoing appropriateness and effectiveness based on the latest information.



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## Clean Workplaces

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

A key way you can protect workers and others from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for your workplace. A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus.

The general safety advice given is that workplaces must be cleaned at least daily. Cleaning with detergent and water is usually sufficient. Once clean, surfaces can be disinfected. When and how often your workplace should be disinfected will depend on the likelihood of contaminated material being present. You should prioritise cleaning and disinfecting surfaces that many people touch.



### Location Responsibilities

Your location Leadership will be responsible for implementing and maintaining a cleaning roster. They will need to provide a daily clean of the premise and manage access to the necessary cleaning supplies. They will also respond to cleaning direction given by Health Authorities and Safe Church if there is a suspected or confirmed case of COVID-19.

### Manager Responsibilities

Managers and their workers also have a role in supporting a clean and healthy work environment. Tidy workspaces enable cleaning of hard surfaces to be done more effectively. Their workspaces must be kept clean, clear and free from clutter at all times. No rubbish can be left in the workspace and must be placed in a rubbish bin provided. If available, they should wear gloves when cleaning or handling rubbish.

**Note:** Workers choosing not to eat at your workspace makes this requirement easier to observe.

In addition, ask workers to use disinfectant wipes to routinely clean their desks, office equipment (e.g. phone handsets) and other frequently touched surfaces (e.g. door handles). Also, personal items such as glasses and phones.

**Remember:** Consult the manufacturer's instructions for cleaning and disinfection products used.

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## Personal Protective Equipment

Personal protective equipment (PPE) refers to anything used or worn to minimise risk to worker health and safety.

Common PPE that can be used to protect against COVID-19 include:

- masks
- gloves
- eye protection, and
- screens.

### Manager Responsibility

The decision to use PPE will be made in consideration of the risks and other controls measures put in place to protect against COVID-19. These other controls include good hygiene measures, physical distancing, environmental cleaning, and providing information and training. Any use of PPE must only be to supplement other controls.

The type of PPE used will depend on the workplace and the outcomes of consultation with your workers and any relevant risk assessment. If, after consultation, you decide to require your workers to wear PPE you must provide them with appropriate instruction and training on how to wear it safely and correctly.

**Note:** The use of PPE in response to COVID-19 will not be required for many workplaces.



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## Safeguarding Vulnerable Team

Some people are at greater risk of more serious illness with COVID-19:

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions
- People 65 years and older with one or more chronic medical conditions
- People 70 years and older, and
- People with compromised immune systems.

These categories may increase or vary depending on the latest evidence. See [Department of Health website for further information](#).



### Manager Responsibilities

Not all Managers will need to respond to this responsibility.  
Consult with any worker directly if you are unsure they meet the criteria.

**Note:** Managing this or any risk on the basis of age and pre-existing medical conditions will require some sensitivity. However, it must be done.

Where vulnerable workers have been identified, you must undertake a risk assessment. Risk needs to be assessed and mitigated with consideration of the characteristics of the worker, the workplace and the work. This must be done in consultation with the vulnerable worker.

While you might not be comfortable with the process of preparing a risk assessment, you are the right person to understand the worker's role and lead the worker through it. You will also be better positioned to respond if any circumstances change.

**Note:** If you are responsible for vulnerable person contact Safe Church for support.

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## Staff Working From Home

Your WHS responsibilities still apply if workers work somewhere other than their usual workplace, for example, from home.

### Manager Responsibilities

What you can do to minimise risks at a worker's home may be different to what you can do at the usual workplace. However, in consultation with workers, you should:

- provide guidance on what is a safe home office environment, including what a good workstation set up looks like, why workers should not be sedentary all day and how to avoid this
- allow workers to borrow any necessary work station equipment from the office to take to the home as agreed
- require workers to familiarise themselves and comply with good ergonomic practices, consistent with any workplace policies and procedures, for example requiring workers to complete a workstation self-assessment checklist and provide their responses to you
- maintain regular communication with workers
- provide access to information and support for mental health and wellbeing services.



### Applying Policy & Procedures

You must also think about, and consult your workers, on how your existing policies and procedures apply when working from home, including:

- notification of incidents, injuries, hazards and changes in circumstances
- consultation and review of work health and safety processes, and
- attendance, timesheets, leave and other entitlements and arrangements.

### Resources

To help meet WFH requirements the COVID-19 Working From Home Policy and Healthy Workspace Guide have been provided to all staff and are available for download at StaffHub.

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## Operational Planning

As you complete this training and digest the other resources provided, you should begin to realise that there are significant safety requirements that will need to be fulfilled in response to COVID-19. These requirements will continue for the foreseeable future, and need to be factored into operational planning.



### Locations

The requirements on our location Leadership include:

- creating safe environments – having ready all the safeguards necessary to help prevent the spread of COVID-19 (e.g. cleaning supplies and arrangements, signage, per person limits for rooms and buildings, access management, etc.)
- undertake safety training – by all staff, volunteers, and students before returning to their locations
- be response-ready – if some suspected or known to be COVID-19 positive attends their locations
- meet the significant budget restraints - required to ensure the Church's financial strength.

### Service, Programs and Events

For our service and event-based Leadership, you will need to do more than manage the safety responsibilities for your own team. You will also need to ensure the locations you are directing them to operate in are COVID safe and ready to go. This will require you to:

- plan further ahead
- engage early with location Leadership and empower them to raise safety concerns
- make contingencies for when road blocks happen (e.g. forced location closure due to COVID)
- adjust your pre-COVID expectations of locations and teams.

### Large Locations

Many of our locations are currently subject to a 100 person maximum allowed on premise. For our larger locations this will mean that building usage for staff (alone) will need to be rostered and priority given to key operations (e.g. Church Online production).

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## Key Take Homes

### Additional Resources

- For a download of this course material go to <https://hil.so/vhub>
- For other volunteer safety information and resources go to <https://hil.so/vhub>
- For other staff related resources go to StaffHub Australia

### Government Resources

- For all COVID-19 Workplace Safety information search [Safe Work Australia COVID-19](#)
- For all COVID-19 Health information go to [www.health.gov.au](http://www.health.gov.au) or download [Coronavirus Australia App](#)

### Worker or Workplace Concerns

- If you observe behaviour of other staff and volunteers that are not aligned with the training, 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>

### All Medical Emergencies

- Call 000 - Emergency services

### 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 224 636 - Beyond Blue (or [coronavirus.beyondblue.org.au](http://coronavirus.beyondblue.org.au))

Safe Church Contact details:

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



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You have successfully completed this module!



**Thank you for completing COVID-19 Safety!**

Don't forget to save your completion certificate. Or, alternatively record the receipt number if you are unable.

**Remember:** You can resume training at any point. The system will remember the slide you have last completed. Feel free to take a break at anytime.