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Welcome to the Anglican Church Southern Queensland (ACSQ)

As a new member of the Parish (Clergy, Parish worker or volunteer) you are a valuable addition to the Parish and ACSQ. This induction pack has been designed to provide you with the information necessary to assist you in understanding how safety is managed within the Parish and how you can play a vital role in making the Parish environment a safe place for all of our people.

Our commitment to safety

ACSQ is committed to:

- Ensuring its activities comply with relevant State legislation, including, but not limited to the Work Health and Safety Act (Qld) 2011 (the Act), Work Health and Safety Regulations 2011 (Qld) and established practices such as Australian Standards and Codes of Practice.
- Ensuring the health and safety of all persons exposed to its activities by implementing risk management strategies aimed at continuously monitoring and, where necessary, improving health and safety in the work environment.
- Consulting with workers and providing them with a genuine opportunity to participate in decision making regarding work health and safety.
- Maintaining safe systems of work, the work premises and work environment, including systems to adequately manage emergency response.
- Providing, monitoring and maintaining systems for the safe use, handling, storage and transport of plant, equipment and substances.
- Providing sufficient information, instruction, training and supervision to enable all workers to carry out their responsibilities in a safe manner and effectively participate in safety management.
- Regular review and evaluation of the safety management system including audits and workplace inspections.

All persons in the workplace have a duty regarding work health and safety. The success of safety performance relies on the willingness of everyone to cooperate and to work in a manner which supports and encourages healthy and safe work practices.

The ACSQ Workplace Health & Safety Policy is displayed in the Parish workplace and is available on the ACSQ website for you to read.

What is Work, Health and Safety?

A Workplace is any place where work is performed, whether paid or unpaid. The Parish is your workplace.

Under the Work Health and Safety Act 2011 (Qld) (the Act) and Work Health and Safety Regulation 2011 (Qld), Work Health and Safety Regulation 2011 (Qld), a paid worker, volunteer, contractor or Clergy, is a “Worker” and has individual duties and obligations for safety, both physical and psychological.

Safety obligations of the Parish

The Parish has a duty of care to:

- Ensure persons are not put at risk from the work carried out as part of the Parish activities including:
 - provision and maintenance of a work environment without risks to health and safety; and
 - provision and maintenance of safe plant and structures; and
 - provision and maintenance of safe systems of work; and
 - Provision of information, training, instruction or supervision that is necessary to protect all persons from risks.

Safety responsibilities of Workers

As a worker you have the following responsibilities and accountabilities while at work, and must:

- take reasonable care for your own health and safety and the safety of others; and
- take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as is reasonably able, with any reasonable instruction that is given by the Parish regarding safety; and
- Cooperate with any reasonable policy or procedure relating to health and safety at the workplace that has been notified to workers.

What does this mean for you?

You must:

- Take reasonable care by thinking first about how you will undertake a task. Will your actions put you or another person at risk of injury?
- assess a task or activity before you do it to ensure you have identified and eliminated any safety hazards
- report safety hazards and incidents promptly to your Parish Leaders
- read and cooperate with all safety policies and procedures provided to you
- Attend WHS training when provided.

Hazard and Risk Identification

What is a Hazard?

A hazard is a situation, or thing that has the potential to harm a person e.g. moving plant or vehicles, hazardous substances, manual handling, working at height, repetitive movement of a body part, bullying.

What is a Risk?

A risk is the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard.

Prompt reporting of safety hazards and risks within the Parish is essential to ensuring a safe environment for our people.

This can include:

- Identifying hazards before commencing an activity or task
- While work is being carried out.
- Before undertaking work involving high risk tasks e.g., electrical, working at height, use of ladders.
- Before hazardous substances or dangerous goods are used
- Before lifting or handling awkward or heavy items
- When an injury or near miss has occurred.
- When a hazard is identified, ask the following question:
- Can I eliminate it now? If so, do so and continue with the work.
- If it is not practicable to eliminate, you must minimise the risk of injury to the lowest possible level.

How do I report a hazard when I cannot immediately fix it?

Use the Parish Hazard Report Form to detail the hazard, assess the level of risk and consult with your co-workers or the Parish Leaders to agree on suitable measures to minimise the hazard. If you require assistance to complete this process, contact the WHS Team.

Incident Identification

What is an Incident?

An incident is an unplanned event or chain of events, which has, or could have caused a workplace injury (Physical or Psychological), disease and/or damage (loss) to people, assets or reputation. It is important that all incidents or near misses are reported promptly.

Incident Reporting

All incidents' workers, volunteers, contractors, Clergy or visitors must be reported immediately to the Parish Leaders and recorded on the Parish Incident Report form. If you require assistance to complete this process contact the WHS Team.

Workers Compensation and Injury Management

The Parish is committed to ensuring the safety of all workers. In the unfortunate event that you are injured while working at your workplace or travelling to or from work, the Parish is committed to ensuring that all workers are provided medical assistance and are able to return to work as soon as it is safe to do so. The Clergy and all workers are entitled to Workers Compensation if an injury is incurred while at work or travelling to or from work.

It is important that you report an injury as soon as possible after the incident to assist Parish Leaders or Clergy to arrange medical attention and contact the ACSQ Injury Management Advisors.

First Aid

Each Parish will have a fully stocked First Aid Kit. The First Aid Kit should be identified during your orientation of the Parish facilities. If you need to access the kit, please ensure your Parish Leaders are aware if restocking is required.

Hazards and Risks Specific to Parish Activities

Parish activities are central to Parish life and include a variety of activities and tasks both on and off Parish property.

The following is a list of those activities and tasks you may undertake, and the known risks and hazards associated to them.

Computer and Office Hazards

- Poor workstation area set up such as cramped workspace, clutter around walkways or under desks, poorly adjusted office chair, cords run across walkways, poor lighting.
- Complete the [Health and Safety Checklist – Office and Home/Rectory Workplaces](#) checklist (an ergonomic checklist) ensure correct set up and give to the Parish Office as a record of assessment.

Contractor on site hazard and risks

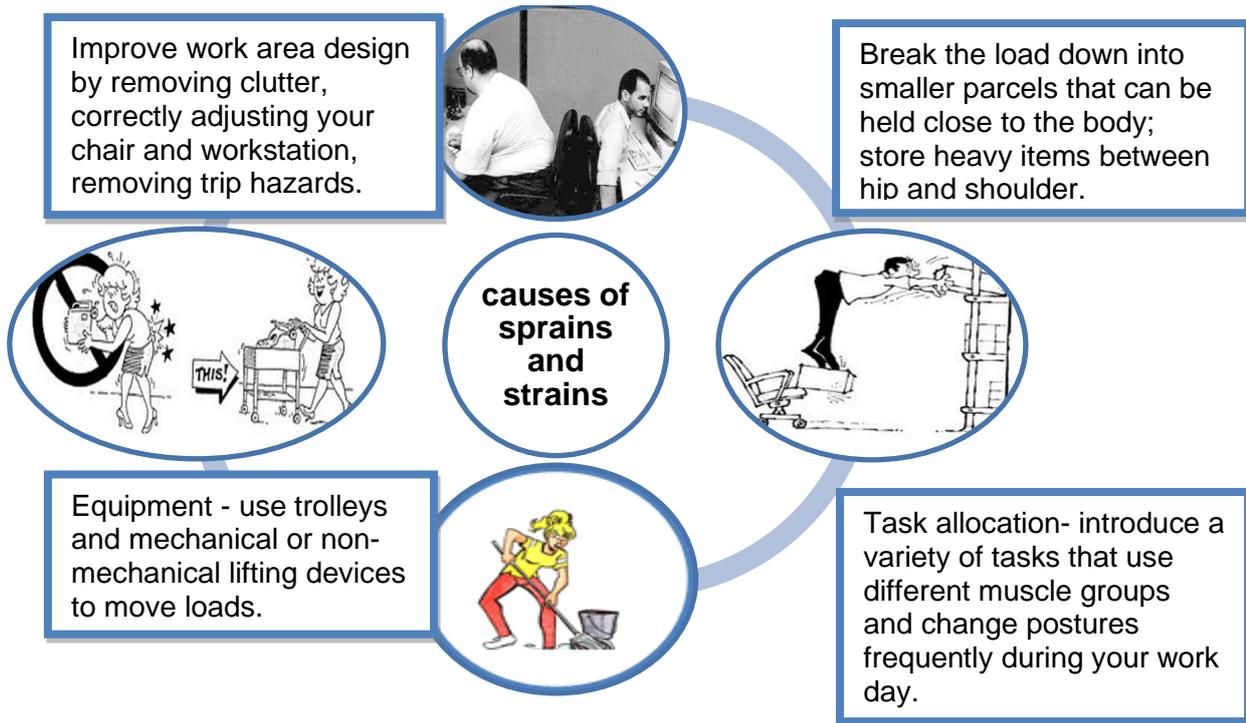
Contractors pose a risk to parish members from their scope of work. The following applies with contractors on parish grounds:

- No personnel apart from contractors are to be given permission to enter the site unless specifically permitted by the contractor.
- Where practical, all entries to the site should be locked/secured except where required for entry/exit of contractors.

Manual Handling Hazards

- Awkward postures e.g. lifting above shoulder height, twisting the trunk when lifting; squatting, leaning or bending for a sustained time.
- Exertion of force to lift, pull, push, awkward or large shaped items, lifting without assistance e.g. setting up tables and chairs in the hall.
- Frequent use of a muscle group e.g. lifting for extended periods, sweeping, mopping, vacuuming for long periods of time.

How to Fix the Contributing Factors to Manual Handling Injury



Safe Lifting Technique

Use the following safe lifting steps when lifting and carrying:

- Step 1 Check the load, is it within your capacity to lift
- Step 2 Position your feet, keep your back straight, secure your grip
- Step 3 Keep the load close as you stand using your leg muscles to lift, not your back
- Step 4 Place your feet in the direction you wish to travel, check your travel path is clear
- Step 5 Lower the load using the same process



Substance Hazards

- Use of some cleaning substances can cause allergies, skin and eye irritation, burns; or respiratory illness e.g., bleach; drain clearing products.
- If possible, replace hazardous products with environmentally safe choices.
- Most products will have information on safe use, personal protective equipment (e.g. gloves, eye protection) and first aid treatment on the container or packaging. Read the container before using any substance.
- Do not decant substances into other containers.
- Ensure all containers are labelled correctly and clearly.

NOTE: All chemicals are required to be used as per labels and safety instructions.

Electrical Hazards

- Remove or replace appliances/equipment that have damaged or frayed cords or sockets.
- Do not use double adaptors to piggyback electrical plugs, only power boards must be used.
- If a Safety Switch is not installed at the switchboard, an electrician or suitably qualified person is to inspect, test and tag all mobile and unfixed electrical equipment every 12 months.
- Use a power board with individual switches. Take care not to overload circuits and fuses by using too many appliances from the one power point.
- Keep electrical cords off the floor and away from water to reduce the risk of damage from drag or contact with sharp objects. A damaged electrical cord or power pack can cause a fatal electric shock.
- Employ only licensed electrical workers to perform electrical work.

Driving Hazards

- Do not drive when fatigued or tired or under the influence of drugs or alcohol.
- Ensure the seat is adjusted for comfort and support.
- Ensure schedules allow for regular rest breaks when driving distances.
- Restrain equipment securely in the vehicle.
- Know where the break-down contact details are located.
- Report any damage or mechanical failure, do not use until repairs are fully completed.

Trips, Slips and Falls Hazards

- Wear closed in shoes with good grip on soles where possible.
- Do not stand on chairs.
- Clean up spills and leaks immediately.
- Do not run cords or leads across walkways or access points.
- Report damage to floor surfaces e.g. lifting or frayed carpet, holes in floors or flooring, etc.
- Ensure lighting is adequate where tasks are performed.
- Take care when working in wet areas after rain or on grass or slippery surfaces.

Ladder Use

If ladders are used, they must be selected to suit the task and must have a load rating of minimum 120kg and be manufactured for industrial use.

SAFETY REQUIREMENTS

- Please ensure that the following safety requirements are adhered to when using portable ladders:
- Choose the correct height of ladder for the task. (If you have not been instructed in this safe work procedure, see the Parish Leader immediately for review).
- Ensure the ladder is in good working order prior to use, never use a damaged or broken ladder.
- Apply manual handling lifting techniques when lifting and carrying the ladder or ask for assistance if it is too large or heavy for one person to move.
- Watch out for other persons and fixtures as you manoeuvre the ladder into place.
- Where two hands are needed to perform a task, use the Platform Ladder with the safety platform and handrail for stability when working at height.
- Never use near energised power lines.
- Never set up a ladder in places such as driveways, doorways or where a person or vehicle could hit it, always erect a barrier or lock access doors.
- Never use tools that require a high degree of leverage type force which could cause you to overbalance or fall from the ladder.
- Never carry large, heavy or bulky items up or down ladders.
- Never work over other people
- Never allow anyone else to be on the ladder at the same time.



OPERATING PROCEDURE

A portable ladder is used for gaining access to areas or items placed at height, where permanent access is not reasonably practicable. It is important to realise that there are limits to the safe use of a ladder. Most accidents involving ladders occur because these limits are exceeded. Under no circumstances are persons to climb, walk or stand on shelving or unstable surfaces e.g. boxes or fixtures to access an item that has been stored at height.

The following outlines the steps to be taken when using a portable ladder and the risks involved and how to minimise the risks and prevent injury to yourself and others.

- Place the ladder directly in front of the item to be retrieved or where work needs to be performed.
- Ensure all four feet are firmly placed on a level surface. Castor wheels should retract as soon as weight is placed on the ladder preventing it from moving.
- Ensure the braces are fully extended and braces are locked in place.
- Ensure steps are dry, and your shoes are dry and have good grip.
- Face the steps and keep your body centred between both side rails one hand on the ladder.

RISK CONTROLS which must be followed when using a ladder:

1. Do not use a ladder until you have assessed the job. Can an alternate solution be used in lieu of the ladder, can you work from the ground. Consider extension poles, a platform ladders or scaffolding.
2. Do not use a ladder unless a second person is providing support and stability for the ladder at all times.
3. Only use a ladder if you are physically capable of doing so.
4. Always set up the ladder on a flat, stable surface.
5. Never lean or reach away from the ladder while using it.
6. Ensure you have three points of contact on the ladder at all times (e.g. both feet and one hand on the ladder when climbing up and down).
7. Never work above 2 metres (distance from ground to bottom of feet) unless the platform ladder has a fall protection rail.
8. A-frame ladders: Never climb or stand on or past the 2nd top step.
9. Inspect the ladder for damage before each use.
10. Ladders should have a load rating of a minimum 120kg.



If you need to use a ladder, what will be your first step?

Home Visitations Hazards

- Threatening behaviour, verbal threats, harassment and physical abuse.
- Visiting private residences after dark.
- Ensure a contact system is agreed with the Parish Leaders or Clergy prior to visits. If the visit is high risk (being made for the first time or is after hours or in a high-risk area suburb) you will need to make contact prior to entering the premises, give an approximate departure time. Call again upon leaving.
- If you are concerned for your safety, LEAVE THE SITUATION IMMEDIATELY and contact your Parish Leaders or Clergy immediately.
- Always have your mobile phone with you.

Food Safety

Parishes provide a broad range of catering activities from providing refreshments after services on Sunday, to running a small café or providing meals to the homeless. While each parish will use their kitchens for different purposes, it is very important that parishes are aware of the Food Safety Standards that are required to be met and whether food licenses need to be held.

Good personal hygiene can prevent food poisoning.

- Bacteria that cause food poisoning can be on everyone – even healthy people. You can spread bacteria from yourself to the food if you touch your nose, mouth, hair or your clothes, and then food.
- Good personal hygiene also makes good business sense. People like to see food-handlers who take hygiene seriously and practise safe food handling.
- Watch how others in the parish handle food and consider it from a parishioner’s point of view. Would you want to eat it?

Food handlers – personal hygiene tips

To prevent food poisoning using good personal hygiene, follow these tips:

- Wash and dry your hands thoroughly before handling food, and wash and dry them again frequently during work.
- Dry your hands with a clean towel, disposable paper towel or under an air dryer.
- Never smoke, chew gum, spit, change a baby’s nappy or eat in a food handling or food storage area.
- Never cough or sneeze over food, or where food is being prepared or stored.
- Wear clean protective clothing, such as an apron.
- Tie back or cover long hair.
- Keep fingernails short so they are easy to clean,
- Avoid wearing jewellery, or only wear plain-banded rings and sleeper earrings
- Completely cover all cuts and wounds with a wound strip or bandage (brightly coloured waterproof bandages are recommended).
- Wear disposable gloves over the top of the wound strip if you have wounds on your hands.
- Change disposable gloves regularly.
- If you feel unwell, and don’t handle food.

Food handlers – handwashing

Thoroughly washing your hands reduces the chance of contaminating food with bacteria from yourself.

Wash your hands with soap and warm water, and don’t forget the backs of your hands, wrists, between your fingers and under your fingernails.

Thoroughly dry your hands immediately after you wash them. Always dry your hands with a clean towel, disposable paper towel or under an air dryer. The important thing is to make sure your hands are completely dry. Never use a tea towel or your clothes to dry your hands.

Wash your hands after:

- | | |
|-----------------------|--|
| • going to the toilet | • touching your ears, nose, mouth or other parts of the body |
| • handling raw food | • every break |
| • blowing your nose | • handling animals. |
| • handling garbage | |
| • smoking | |

If you are wearing disposable gloves, change them regularly – at the same times you would normally wash your hands if you weren't wearing gloves. Wash and dry your hands before putting on gloves.

Potentially hazardous food

Potentially hazardous foods are foods that must be kept at 5°C or colder or at 60°C or hotter, to minimise the growth of food poisoning bacteria that may be in the food, or to stop the formation of toxins.

Examples of potentially hazardous foods include:

- raw and cooked meat, or foods containing meat such as casseroles, curries and lasagne
- dairy products such as milk, custard and dairy-based desserts
- seafood (excluding live seafood)
- processed or cut fruits and vegetables, such as salads
- cooked rice and pasta
- foods containing egg, beans, nuts or other protein-rich food such as quiche and soy products
- foods containing raw eggs such as mayonnaise, aioli and hollandaise
- foods that contain any of the above foods including sandwiches and rolls.

If your parish receives, displays, transports, or stores potentially hazardous food in the temperature danger zone (between 5°C and 60°C), you must ensure that 2-hour/4-hour rule is followed.

2-hour/4-hour rule

The 2-hour/4-hour rule provides guidance on how long potentially hazardous food can be held safely at temperatures between 5°C and 60°C (temperature danger zone). The time refers to the life of the food, including preparation, cooling and display, so it's important to add up the total time the food was between 5°C and 60°C.

Reheating potentially hazardous food

Potentially hazardous food that requires reheating must be reheated rapidly (in under 2 hours) to 60°C or hotter. Potentially hazardous food should be discarded and never reheated a second time.

- hot holding equipment (such as a bain maire or warmer) must never be used to reheat food
- food should be reheated to above 70°C for at least 2 minutes if it is to be hot held
- ensure the hot holding equipment is clean and pre-heated before use
- temperature setting on hot holding equipment must be set to keep food at 60°C or hotter
- do not overload hot holding equipment.

Cooling potentially hazardous food

If potentially hazardous food is to be cooled after cooking, it must be cooled to 5°C or colder as quickly as possible. Food poisoning bacteria may still be on food even after cooking and by cooling food faster, you reduce the time that bacteria are able to grow.

- [Food Temperature Rules – Poster](#)
- [Cleaning and Sanitising – Poster](#)
- [Handwashing - Poster](#)
- [Kitchen Checks – Poster](#)

Bullying and Harassment

What is bullying?

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. 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:

- aggressive or intimidating conduct
- belittling or humiliating comments
- spreading malicious rumours
- teasing, practical jokes or 'initiation ceremonies'
- exclusion from work-related events
- unreasonable work expectations, including too much or too little work, or work below or beyond a worker's skill level
- displaying offensive material
- pressure to behave unreasonably.

What is harassment

Workplace harassment includes offensive, belittling or threatening behaviour towards an individual or group of workers. The behaviour is unwelcome, unsolicited, usually unreciprocated and often repeated.

Even if the behaviour is not meant deliberately, it can still be harassment where a reasonable person would conclude that it would humiliate, offend, intimidate or cause a person unnecessary hurt or distress. In the case of sexual harassment, it need only be shown that a reasonable person would anticipate the possibility that the behaviour would offend, humiliate or intimidate.

Examples of behaviour that may be considered as harassment may include, but are not limited to:

- persistent and unjustified criticism
- humiliation through sarcasm
- offensive gossip and defamatory remarks
- exclusion from conversations and events
- imposing unreasonable deadlines or withholding information needed to complete work.

All forms of bullying and harassment are to be reported to your manager or delegate or the Diocesan Human Resources department.

What is not bullying and harassment?

A single incident of unreasonable behaviour is not considered to be workplace bullying or harassment; however, it may be repeated or escalate and should not be ignored. When dealing with a single incident of unreasonable behaviour, worker should firstly consider talking to the person who displayed this behaviour. If workers do not wish to speak directly to the person displaying the behaviour, they should consider talking to their manager and/or Human Resources. The following are examples of incidents that may not necessarily be instances of bullying and harassment.

Reasonable management action taken in a reasonable way

It is reasonable for managers to allocate work and give feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are carried out in a respectful and reasonable way, taking the particular circumstances into account. A manager exercising their legitimate authority at work may result in some discomfort for a worker. The question of whether management action is conducted in a reasonable way is determined by considering the actual management action rather than a worker's perception of it.

The following provides examples of reasonable management action, including but not limited to:

- setting realistic and achievable performance goals, standards and deadlines
- fair and appropriate allocation of working hours
- transferring a worker to another area or role for operational reasons
- deciding not to select a worker for a promotion where a fair and transparent process is followed
- informing a worker about unsatisfactory work performance in an honest, fair and constructive way
- informing a worker about unreasonable behaviour in an objective and confidential way
- implementing organisational change or restructuring
- taking disciplinary action including suspension or termination of employment where appropriate or justified in the circumstances.

Reporting

All workers have a responsibility to report inappropriate behaviour informally or formally by email or face to face to a direct manager and/or Human Resources.

The matter must be reported to Human Resources when a staff member makes a complaint to a manager that meets the following criteria:

- is serious or has the potential to be a serious matter
- is affecting the staff members health and/or well-being (i.e. they are in distress)
- is affecting the staff members ability to attend work, or
- is affecting other staff



Emergency/Evacuation Procedure

The following steps will be followed in the event of an emergency or evacuation:

In the event of a fire or other emergency:

- ◆ **Stay calm**, remove anyone from immediate danger.
- ◆ **Notify** others in the area of the emergency situation.
- ◆ Identify a clear path to the closest safest exit.
- ◆ **Call Emergency Services** “000”, request relevant service e.g. Fire, Ambulance, and Police.
- ◆ Follow the delegated a person to lead everyone to the Assembly Area.
- ◆ Delegate a person/s to assist mobility impaired persons.
- ◆ Delegate a person to check the amenities and ensure all areas are clear, close doors if safe to do so and evacuate through the safest exit.
- ◆ Wait in the Assembly Area for Emergency Services to arrive.
- ◆ Brief Emergency Services of all details, including any persons requiring assistance.
- ◆ Follow the instructions of Emergency Services upon arrival.
- ◆ Do not re-enter the building or leave the Assembly Area until advised by Emergency Services that it is safe to do so.

Event Attack – Escape Hide Tell

In the event of an attack, what you do matters

The Office of Australian National Security under the Australian Government has released guidance for keeping safe in the event you find yourself under attack and what actions to take in the case of an armed offender attack.

While terrorist attacks in Australia are not common, it is important we know how to respond if the need arises. This guidance can be applied to many places and situations, including attacks that are not terrorism related.

The guidelines make very clear that the chances of being caught in such an attack in Australia are very low but establish a three-word slogan for staying safe if such an attack were to occur of **‘Escape Hide Tell’**.



ESCAPE – move quickly and quietly away from danger, but only if it is safe to do so.

HIDE – stay out of sight and silence your mobile phone.

TELL – call the police by dialling Triple Zero (000) when it is safe.

All situations are different. You will need to make quick decisions during an attack and be prepared to change your plan. Remembering the ESCAPE. HIDE. TELL principles will help in deciding what to do.

For instance, you may have to hide before you have the opportunity to escape. In some situations, you may still need to hide once you have escaped the immediate area.

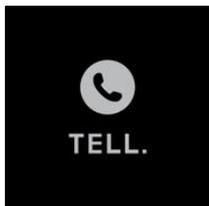
See below for specific procedures.



- Be aware of your surroundings. If you see a commotion, hear screams, gunfire or loud noises, try to identify where it is coming from. If you think it is dangerous, consider what you can do to stay safe.
- If you see a safe route, ESCAPE and leave the area immediately.
- Take your mobile phone with you if you can, but do not go back to get it if it puts you in danger.
- Leave your other belongings behind.
- Encourage others to go with you, but don't let their hesitation slow you down.
- Try to stop others from entering the area, but only if it doesn't put you in any danger.



- If you are unable to escape, or are unsure if it's safe to do so, HIDE.
- Silence your mobile phone and other devices and turn off vibrate.
- Secure your environment by locking doors and windows and barricading entries.
- Move away from doors and be as quiet and still as possible so you do not give away your hiding place.
- Be aware of your exits.
- A safe hiding spot in an armed offender situation is one that puts a sturdy physical barrier between yourself and the offender.
- Constantly review the situation and your options based on your surroundings.
- If you come across any injured people while hiding, providing first aid may help save their lives. But only help if it does not put yourself and others at risk.
- Do not move closer to see what is happening—this may put you at risk.
- Consider looking for something you can use to defend yourself as a last resort if you are found by the offender



- When it is safe to do so, TELL.
- Call the police by dialling Triple Zero (000). But never at the risk of your own safety or the safety of others.
- The more information you can give about your location, surroundings, the attackers and the events that have occurred, the better.
- You may be asked to stay on the line and provide further information that the operator requests or if the situation changes.
- If it is safe to do so, think about obtaining the following information:
 - exact location of the incident
 - description of the offender/s and whether they are moving in any particular direction
 - details of any weapons being used
 - number of people in the area and any that have been injured
 - the motive or intent of the offender/s (if known or apparent)

Emergency Signage and Documentation

- The Emergency Response Poster will be displayed on the Notice Board and in the Parish buildings where group activities are held. Know the procedure to assist others in case of evacuation.
- The Emergency Evacuation Plan for People with a Disability/Large Group Activities Poster provides guidance for assessing any evacuation needs prior to commencing a large activity, using the Parish Emergency Evacuation Plan for People with Mobility Impairment.
- The Emergency Contact Poster will be located near the phone and displays the relevant emergency numbers for the Parish.
- If evacuation is required via a flight of stairs, DO NOT carry people downstairs. Close doors assign a person to remain with the mobility impaired person and report directly to the Emergency Services that assistance is required. The Emergency Services will assist with removal of the person to safety.

Evacuation Assembly Area

The primary Assembly Area shall be located approximately 100 metres from the workplace, preferably on the same side of the road. A secondary Assembly Area should be identified for use should the primary area be compromised during an emergency.

Fire Evacuation Diagrams

- The Fire Evacuation Diagram is a floor plan of the workplace and is displayed at each Fire Exit of the workplace. This indicates pathways to exits; location of the assembly area; the location of firefighting equipment; and the use of fire extinguishers. (Note: For a small one room environment with unobstructed view of the access doors may not be needed.)
- Emergency Signs
- Directional Emergency Exit Signs are located above each designated Fire Exit and throughout the workplace to show the direction to the Fire Exit.
- These signs are battery operated and will remain illuminated in the case of a power failure.
- Fire Exit signs must be tested by a qualified electrician every 6 months.

Fire Extinguishers

- Should a fire occur, ensure all persons are evacuated to safety before considering the use of fire equipment to extinguish the fire.
- Your life and the lives of your workers and Parishioners are the first concern.
- Note: A portable fire extinguisher only has capacity to fight a fire for approximately 30 seconds. Always make sure you have another person with a back-up extinguisher behind you with a clear path to the exit.

Fire moves extremely fast, so do not attempt to fight the fire unless the fire is small and you can immediately react to the fire e.g. fire extinguisher or fire blanket is within immediate reach to smother the fire.

Types of fire extinguishers likely to be located within the work area:

1. **Dry Chemical/Dry Powder Extinguisher** (Red with a White Band)



For use on ALL TYPES OF FIRES

2. **CO2 Carbon Dioxide Extinguisher** (Red with Black Band)



For use on ELECTRICAL FIRES

(**Caution:** Do not use in a confined area as asphyxiation can occur)

Never re-hang a used extinguisher, organise for the extinguisher to be re-filled before returning it to its location. All fire extinguishers must be checked every 6 months and pressure tested regularly by a registered provider.

To operate a Fire Extinguisher

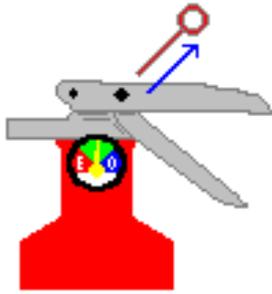
The **PASS** method is used when operating an extinguisher:

Pull the pin (break the plastic tie to release the trigger), test the nozzle by pointing it away from people at the ground and pressing the trigger.

Aim the nozzle at the base of the fire.

Squeeze the trigger.

Sweep the hose across the base of the fire.



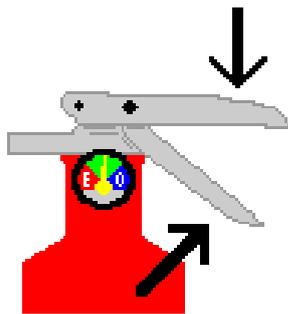
Pull the pin.

This will allow you to operate the extinguisher.
(Always test the extinguisher first before using on the fire)



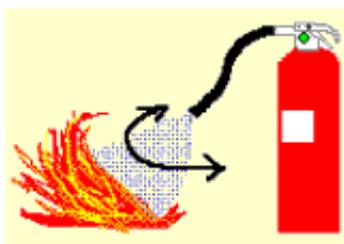
Aim at the base of the fire.

This is where the fuel is.



Squeeze the top handle or lever.

This releases the pressurized extinguishing agent in the extinguisher.



Sweep from side to side

Until the fire is completely extinguished.

Hold the extinguisher a safe distance away, then move forward as the fire diminishes. Once the fire is out, monitor the area in case it re-ignites.

RULES TO REMEMBER:

- **Always** ensure you have a backup person with an extinguisher
- **Always** ensure you have a safe path of escape behind you before attempting to extinguish the fire
- **Always** ensure all workers are evacuated from the area before attempting to extinguish the fire.

Fire Blanket

A fire blanket can be used to smother fire on the cook top or to wrap around a person if their clothes catch fire.

To use:

- Pull the tab to release the blanket from the pouch.
- Unfold and place or drop the fire blanket over the cook top and item which is alight, keep hands and face protected behind it.
- Turn off the heat source and leave the blanket over the burnt area for at least 15 minutes or until the heat has dissipated.
- Evacuate everyone from the workplace.
- Call Emergency Services on “000” to follow up and ensure the situation has been managed correctly.
- A used fire blanket must be disposed of after use.



Fire Hose

Fire hoses are NOT to be used by workers to fight a fire. They can be very difficult to handle when the pressure is turned on and if you have not been trained to use one, do not attempt to do so. The fire hose is for the specific use of Emergency Services and must be maintained in good condition at all times. Maintenance must be provided by the Contracted Fire Provider every 6 months and records kept.

It is also illegal to use a fire hose for other purposes such as washing cars, filling buckets, watering the garden. A sizeable fine will be applied by Emergency Services.

Fire Hose Operation:

- Turn on water at the stop valve to release the nozzle. The nozzle may be held in place by an interlock at the stop valve and is released when the stop valve is turned on.
- Run out length of hose required.
- Turn on water at nozzle and direct stream at base of fire.
- The hose will discharge approximately 27 litres per minute with a throw of 6 metres.
- Rewind hose in even layers while hose is still under pressure.
- Turn off the stop valve and release pressure in the hose by turning nozzle on briefly.

Note: It is recommended that a maintenance inspection is scheduled by a competent person after use to ensure the hose is wound correctly and the system is in operating order.

Threat or Aggression Behaviour Management

Should you become involved in a situation involving a physical threat or aggression, apply the following:

- Remain calm.
- Keep your voice level and avoid expressive language.
- Calmly, clearly ask the person not to be aggressive or abusive and you will find someone who can assist them.
- Call for assistance from another worker to join you in the area to provide a calming presence.
- If the person will not listen to your request, politely but firmly ask the person to leave the premises.
- If they won't leave, call the Police on "000" or ask another worker to call immediately.
- Continue to speak calmly until assistance arrives.

Robbery/Armed Hold-up

Should you be involved in a robbery or armed hold-up situation, please follow these steps:

- Always obey the instructions given by the perpetrator and only speak when spoken to.
- Don't attempt actions which may put yourself or those around you in danger.
- Avoid making any sudden movements, it is best to calmly explain your actions before making any movement, especially if you have to duck down or reach into enclosed spaces that may cause the offender to panic.
- Take specific note of hair colour, distinguishing marks, tattoos, eye and skin colour, accent, clothing, mode of transportation and weapon if relevant.
- Do not chase or follow the offender.
- As soon as it is safe to do so, call the Police on "000" and then record all information.

Safe Work Procedures

The following is a list of Parish Safe Work and Safe Operating Procedures:

- [Safe Work Procedure - A Frame Ladder](#)
- [Safe Work Procedure Manual Handling](#)
- [Safe Work Procedure - Unpacking Donated Goods](#)
- [Safe Operating Procedure - Chainsaw Operation](#)

Training

All workers must refresh their knowledge of the Emergency Procedure every 12 months. All new workers and volunteers must complete the Parish Induction Pack which includes the emergency procedure upon commencement.

Safety Posters:

The following posters are displayed at your parish, please note these:

- [Emergency Response Plan – Poster](#)
- [Emergency Contact – Poster](#)
- [Evacuation Procedure for People with Mobility Impairment – Poster](#)
- [Know Your Safety Rights and Responsibilities - Poster](#)
- [Food Temperature Rules – Poster](#)
- [Cleaning and Sanitising – Poster](#)
- [Handwashing - Poster](#)
- [Kitchen Checks – Poster](#)