

Core Risk Management Framework

Introduction to Risk and Hazard Management

Defining Risks and Hazards

At Generocity Church, our commitment to being people of "courageous influence" in God's Kingdom includes wisely stewarding the safety and wellbeing of our community. As we create discipleship communities across regional, rural and coastal Australia, understanding and managing risks and hazards becomes a practical expression of how "People Matter."

Living out our Leadership Cultural Imperative to "lead with authenticity, integrity and humility," we recognize the important distinction between risks and hazards:

Risk is defined as the possibility that harm (such as injury, illness, or loss) might occur when exposed to a hazard. It is characterised by both the likelihood of occurrence and the severity of the potential consequences.

Hazard refers to a situation or thing that has the potential to cause harm to people, the environment, or equipment. Hazards can take many forms and may be present in various aspects of our church operations.

In alignment with our commitment to "move beyond our comfort to care as Jesus cares," we must be aware of various hazards in our church setting, including:

- Physical hazards: Slippery floors, uneven surfaces, or poorly maintained equipment
- Chemical hazards: Cleaning products, paints, or other substances used in maintenance
- Biological hazards: Exposure to infectious diseases or allergens
- Ergonomic hazards: Poor workstation setups or repetitive tasks
- Psychosocial hazards: Stress, bullying, or other factors affecting mental well-being
- Environmental hazards: Poor lighting, extreme temperatures, or noise

Understanding the distinction between risks and hazards is crucial for effective risk management. While we may not be able to eliminate all hazards, we can work to minimise the risks associated with them through Spirit-led wisdom and practical action.

The Risk Management Process

Reflecting our value of "Humble Growth" (Ephesians 5:21) and our understanding that "structure serves what the Spirit is doing," we follow a systematic approach to risk management that aligns with both spiritual wisdom and best practices:

1. **Establish the Context:** As a church that is "locationally motivated, centrally supported," we must understand the internal and external factors that may influence risk management across our locations.
2. **Identify Risks and Hazards:** Systematically identify potential risks and hazards across all areas of our operations. This involves:
 - Conducting regular inspections of our premises and equipment
 - Consulting with staff, volunteers, and congregation members
 - Reviewing past incidents and near-misses
 - Considering potential future scenarios
3. **Analyse Risks:** Evaluate the likelihood and potential consequences of each identified risk. This helps us prioritise our risk management efforts.
4. **Evaluate Risks:** Compare the level of risk against our predetermined risk criteria to determine which risks need treatment and the priority for treatment implementation.
5. **Treat Risks:** Develop and implement specific strategies to eliminate or minimise risks. We follow the [zz Hierarchy of Controls](#):
 - **Elimination:** Remove the hazard entirely if possible
 - **Substitution:** Replace the hazard with something less dangerous
 - **Engineering Controls:** Implement physical changes to reduce the hazard
 - **Administrative Controls:** Change work practices or procedures
 - **Personal Protective Equipment (PPE):** Provide protective gear as a last line of defence

6. Monitor and Review: Continuously monitor the effectiveness of our risk controls and review our risk management processes to ensure they remain relevant and effective. This is helped by our robust incident reporting (<https://incident.generocitychurch.com.au/>) and investigation processes.
7. Communicate and Consult: Engage with stakeholders throughout the risk management process to ensure all perspectives are considered and everyone understands their role in managing risks.

By following this structured approach, Generocity Church aims to create a safer environment for all who engage with our community, while also protecting our assets and reputation. Remember, effective risk management is an ongoing process that requires the participation and vigilance of all church members and leaders.

Policies and General Procedures

Core Policies

At Generocity Church, our policies reflect our commitment to "lead with authenticity, integrity and humility" while creating safe environments where everyday people can live in a restorative and transformative relationship with Jesus. Living out our value that "People Matter" (Matthew 22:37-39), we maintain comprehensive policies that protect and care for all members of our community:

1. Anti-Discrimination Policy: Reflecting our belief that every person is valuable and deserving of love, respect and care, we prohibit discrimination based on race, colour, religion, sex, national origin, age, disability, or any other protected characteristic. All individuals are to be treated with respect and dignity, recognizing they are made in the image of their Creator. [zz Anti-Discrimination Policy](#)
2. Anti-Harassment Policy: In alignment with our commitment to "honour all people" (Leadership Cultural Imperative 5), Generocity Church has zero tolerance for harassment of any kind. This includes sexual harassment, bullying, or any behavior that creates an intimidating, hostile, or offensive environment. [zz Anti-Harassment Policy](#)

3. Child Protection Policy: Demonstrating our value that "People Matter," we are resolutely committed to the safety and wellbeing of all children and young people who access our activities, programs, services, or facilities. Our policy aligns with the ACC Child Protection Policy and Safer Churches Guidelines. [100a GC Child Protection Policy](#)
4. Social Media Policy: We have established clear guidelines for the proper use of social media by all personnel, employees, and volunteers to prevent potential risks such as harassment, discrimination, defamation, or breach of confidentiality. [zz Social Media Policy](#)
5. Workplace Health and Safety Policy: We are committed to providing a safe and healthy environment for all staff, volunteers, and visitors, in compliance with relevant WHS legislation. The full workplace health and safety policy is found later in this handbook. [090a Workplace Health and Safety Policy](#)

Reporting Procedures (Incident Reporting)

Embodying our commitment to being "connected and accountable" (Leadership Cultural Imperative 3), we maintain clear reporting procedures that help us care well for our community:

Centralised Incident Reporting Protocol

Generocity Church has established a centralised incident reporting system to ensure all incidents, accidents, and near-misses are properly documented and addressed.

Incident reporting can be done online here: <https://incident.generocitychurch.com.au>

Or by using this form: [zz Incident or Hazard Report Form](#)

Our protocol includes:

1. Immediate verbal reporting of all incidents to supervisors.
2. Completion of an Incident Report Form within 24 hours of the incident occurring.
3. Reporting of significant incidents to the Senior Pastor or delegate immediately.
4. Notification to relevant authorities and insurers as required.

Roles and Responsibilities in Reporting

Living out our value of "Humble Growth" and understanding that "structure serves what the Spirit is doing," we establish clear responsibilities:

1. All Staff, Volunteers, and Contractors:

- Report all incidents, including near-misses, immediately to their supervisor.
- Assist in completing the Incident Report Form.
- Participate in incident investigations when required.

2. Supervisors:

- Ensure all incidents are reported to the Senior Pastor or delegate within 12 hours.
- Assist in completing the Incident Report Form within 24 hours.
- Participate in incident investigations.

3. Senior Pastor or Delegate:

- Ensure all reported incidents are recorded on the Incident Report Form.
- Report significant incidents to the Generocity Church board and statutory authorities as required.
- Oversee incident investigations for serious incidents.

Use of Incident Reporting Forms

1. The Incident Report Form (<https://incident.generocitychurch.com.au/>) must be completed for all incidents, accidents, and near-misses.
2. Forms should be filled out completely, providing a factual record of the incident without opinion or supposition.
3. For significant incidents, witness statements should be collected and attached to the report.
4. The form must be signed by the person involved in the incident (if possible) and the supervisor or other authorised person.

Review and Update Procedures

Reflecting our commitment to "Humble Growth" (Ephesians 5:21) and being "Spirit Led" (John 16:13), we regularly review and update our practices:

1. We will conduct regular reviews of our policies and procedures, at least annually or after any significant incident.
2. All incidents will be analysed to identify trends and areas for improvement in our risk management practices.
3. We will stay informed about changes in relevant legislation and industry best practices, updating our policies and procedures accordingly.
4. Training on updated policies and procedures will be provided to all staff and volunteers.
5. We will maintain open communication channels for feedback from all members of our church community on our risk management practices.

By adhering to these policies and procedures, Generocity Church aims to create a safe, respectful, and inclusive environment for all members of our community while effectively managing risks and responding to incidents.

Training and Induction

As a church committed to creating discipleship communities where everyday people live in a restorative and transformative relationship with Jesus, our training and induction processes reflect both our spiritual values and practical responsibilities. Living out our value of "Humble Growth" (Ephesians 5:21), we approach training as an opportunity for mutual learning and development while ensuring our structure serves what the Spirit is doing.

Induction Processes

Our induction process embodies our Leadership Cultural Imperative to "lead with authenticity, integrity and humility" while equipping our people for effective ministry across regional, rural and coastal Australia:

1. General Induction:
 - Introduction to Generocity Church's mission, vision, and values

- Overview of how our Risk Management Plan (RMP) supports our mission to create discipleship communities
 - Explanation of relevant policies and procedures, including Child Protection Policy, Code of Conduct, and Workplace Health and Safety (WHS) policies
 - Introduction to key personnel and their roles in advancing our mission
2. Role-Specific Induction: Living out our commitment to "champion the call, gifts and talents of others, even when it means we go unseen" (Leadership Cultural Imperative 1):
- Detailed explanation of the individual's role and responsibilities
 - Training on specific equipment, programs, and procedures relevant to their position
 - Introduction to team members and reporting structures
 - Identification and nurturing of individual gifts and talents that can strengthen our ministry
 - Creation of pathways for growth and development within their area of service
3. Safe Ministry Induction: Reflecting our value that "People Matter" (Matthew 22:37-39):
- Training on the ACC Child Protection Policy and ACC Safer Churches Guidelines
 - Education on recognizing indicators of child harm and neglect
 - Instruction on reporting procedures for concerns about a child's safety or wellbeing
4. Health and Safety Induction: Demonstrating our commitment to "move beyond our comfort to care as Jesus cares":
- Overview of WHS policies and procedures
 - Emergency response and evacuation procedures
 - First aid locations and procedures
 - Incident reporting processes

5. Documentation and Verification:

- Completion of necessary forms, including the Volunteer Church Workers Declaration
- Verification of Working with Children Check (or equivalent)
- Signing of relevant Code of Conduct documents

6. Supervised Observation:

- New volunteers may undergo a period of supervised observation before fully taking on their role

7. Induction Checklist:

- Use of a comprehensive induction checklist to ensure all aspects of the induction process are covered

Ongoing Training Requirements

In alignment with our value of "Humble Growth" and our commitment to be "connected and accountable," we implement comprehensive ongoing training that enables our people to serve with excellence:

1. Regular Safe Ministry Training:

- All ACC Credential and Certificate holders must complete ACC Safer Churches training every three years at a minimum
- People in Direct Roles with children must receive adequate training in Child Protection concepts at least every 3 years

2. Workplace Health and Safety Updates:

- Annual refresher training on WHS policies and procedures
- Updates on any changes to relevant legislation or best practices

3. Child Protection and Safeguarding:

- Ongoing education on child protection issues, including recognising signs of abuse and neglect

- Regular updates on reporting procedures and legal obligations

4. Role-Specific Professional Development:

- Tailored training programs to enhance skills relevant to specific roles and responsibilities
- This may include first aid training, leadership development, or other specialised qualifications

5. Cultural Competency Training:

- Training to enhance understanding and respect for diverse cultures

6. Emergency Response and Risk Management:

- Regular drills and updates on emergency procedures
- Training on identifying and reporting potential hazards and risks

7. Team Building and Communication:

- Workshops to improve teamwork, communication, and conflict resolution skills

8. Feedback and Continuous Improvement:

- Regular opportunities for staff and volunteers to provide feedback on training effectiveness
- Ongoing assessment of training needs based on incident reports, feedback, and emerging risks

By implementing these comprehensive induction processes and ongoing training requirements, we create environments where people can safely grow in their relationship with Jesus while serving effectively in their roles. This approach reflects our understanding that "structure serves what the Spirit is doing" (Ministry Philosophy Point 5) as we pursue our mission across Australia.

We recognize that effective training and induction are ongoing processes, and staying true to our value of "Humble Growth," we are committed to regularly reviewing and updating our programs to ensure they remain relevant, engaging, and aligned with best practices in risk management and safe ministry.

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