

Emergency and Incident Management

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At Generocity Church, we recognise that being prepared for emergencies and having clear procedures for managing incidents is crucial to our commitment to care for all people. While we remain prayerful in all situations, we also understand the importance of having robust, well-structured processes to ensure the safety of our community.

Emergency Preparedness and Response

Crisis Management Plans

1. Comprehensive Plan Development:

- We have developed a comprehensive Crisis Management Plan that outlines our response to various emergency scenarios.
- This plan is regularly reviewed and updated to ensure its effectiveness.

2. Role Allocation:

- Specific roles have been assigned to team members for emergency response, reflecting our commitment to being connected and accountable:
 - Critical Incident Response Manager
 - Media Liaison
 - Parental Liaison
 - Emergency Services Liaison
 - Pastoral Support
 - Supervision of children & young people
 - Emergency First Aid Officer

3. Communication Protocols:

- Clear communication protocols have been established for notifying relevant parties during an emergency, including senior church leadership, emergency services, and parents/guardians.
- Each Crisis Management Plan should be accompanied by a Crisis Communication Plan.

4. Regular Training and Drills:

- We conduct regular training sessions and drills to ensure all staff and volunteers are familiar with emergency procedures.

Evacuation Procedures

1. Evacuation Plan:

- A clear evacuation plan has been developed and is displayed prominently throughout each of our facilities.
- The plan includes:
 - Designated escape routes from each location
 - Assembly points outside the building
 - Reporting procedures once clear of the building
 - Instructions not to collect personal belongings

2. Signage and Equipment:

- Luminous or illuminated exit signs are installed over all doorways and emergency exits
- Fire-fighting equipment locations are clearly marked

3. Regular Drills:

- Fire and evacuation drills are conducted regularly, preferably when there is high occupancy.
- Observers are assigned to make notes during drills to identify areas for improvement.

4. Special Considerations:

- Procedures are in place for the safe evacuation of individuals with disabilities, reflecting our belief that every person is valuable and deserving of care.

Incident Reporting and Investigation

Incident Reporting Forms and Procedures

1. Mandatory Reporting:

- Reporting of incidents and near misses is mandatory for all workers, volunteers, visitors, and contractors.

2. Reporting Timeline:

- All incidents must be reported verbally immediately to supervisors
- Written reports must be submitted within 24 hours of the incident occurring
- Significant incidents must be reported to the Senior Pastor or delegate immediately

3. Incident Report Form:

- A standardised Incident Report Form is used to document all incidents.
<https://incident.generocitychurch.com.au>
- The form includes sections for incident details, injury/illness information, property damage, and witness statements.

4. Confidentiality and Privacy:

- All incident reports are treated confidentially, with information shared only on a need-to-know basis.

Investigation Processes

1. Investigation Initiation:

- Formal investigations are carried out for incidents involving:
 - Injuries/illnesses requiring medical treatment
 - Property damage exceeding a certain threshold
 - Potential contamination from biological hazards
 - Security breaches

2. Investigation Team:

- Investigations are conducted by the Senior Pastor or delegate, along with the person(s) involved in the incident and a WHS representative, demonstrating our commitment to connected accountability.

3. Root Cause Analysis:

- Investigations follow a Root Cause Analysis / 5 Why Methodology to identify underlying causes of incidents.

4. Timeline:

- Significant Incidents (e.g., major injuries, substantial property damage, or critical safety breaches): Verbal reports must be made immediately, followed by a written report within 24 hours, with the investigation commencing within 24-48 hours.
- Non-Significant Incidents: Written reports are required within 48 hours, and investigations must commence within 48 hours of the incident occurring.

5. Corrective Actions:

- Based on investigation findings, appropriate corrective actions and preventive measures are implemented.
- The Senior Pastor or delegate is responsible for ensuring actions are assigned, completion dates are set, and action close-out is monitored.

6. Reporting and Communication:

- Investigation findings and corrective actions are reviewed by the Senior Pastor or delegate and reported to the Generocity Church Board.

- Hazard Alerts may be issued to communicate lessons learned and preventative measures to the wider church community.

7. Follow-up and Review:

- Regular reviews of incident reports and investigation outcomes are conducted to identify trends and areas for improvement in our risk management practices.

While we maintain these comprehensive emergency and incident management procedures, we also recognise the importance of covering all our preparations and responses in prayer. This balanced approach of structured process and spiritual support helps create a safe environment for all members of our community while continuously improving our risk management practices.

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