

WHS Training and Communication

Training and Development

At Generocity Church, we recognize that effective Workplace Health and Safety (WHS) training is crucial for maintaining a safe environment for all staff, volunteers, visitors, and congregation members. This section outlines our requirements for WHS training, including induction, ongoing training, and evaluation.

Induction Training

1. New Staff and Volunteers:

- All new staff and volunteers must complete a comprehensive WHS induction program before commencing their roles.
- The induction program will cover, at a minimum:
 - Generocity Church's WHS policies and procedures
 - Emergency response procedures and evacuation routes
 - Incident reporting procedures
 - Hazard identification and risk assessment
 - Safe work practices specific to their role
 - Use of any relevant personal protective equipment (PPE)

2. Contractors:

- All contractors must undergo a site-specific induction before commencing work at Generocity Church.
- This induction will cover relevant WHS policies, emergency procedures, and any specific hazards associated with the work area.

3. Induction Documentation:

- Completion of induction training must be documented and records kept for a minimum of [placeholder] years.
- Induction checklists will be used to ensure all necessary topics are covered.

Ongoing Training

1. Regular WHS Training:

- All staff and volunteers must participate in regular WHS training sessions, at least annually.
- These sessions will cover updates to WHS policies and procedures, refresher training on key safety topics, and address any emerging WHS issues.

2. Role-Specific Training:

- Staff and volunteers will receive additional training specific to their roles and responsibilities.
- This may include:
 - First aid training for designated first aiders
 - Fire warden training for emergency response team members
 - Manual handling training for those involved in physical tasks
 - Food safety training for those involved in food preparation or service

3. Safer Churches Training:

- ACC Credential and Certificate holders shall complete ACC Safer Churches training every three years at a minimum.
- All people who have a Direct Role with children shall receive adequate training in the concepts of Child Protection at a minimum of every 3 years.

- See the Safer Churches topic in this handbook for further information.

4. Training Calendar:

- A training calendar will be maintained by the [placeholder: responsible person/team], outlining scheduled WHS training sessions for the year.
- This calendar will be communicated to all staff and volunteers and updated as needed.

Training Delivery Methods

1. Face-to-Face Training:

- Where possible, training will be delivered in person to allow for interactive discussions and practical demonstrations.

2. Online Training:

- Some training modules may be delivered online to provide flexibility and accessibility.
- Online training will be supplemented with face-to-face sessions where necessary.

3. External Training:

- Where specialised knowledge is required, external training providers may be engaged to deliver specific WHS training courses.

Training Evaluation

1. Participant Feedback:

- All training sessions will conclude with a feedback survey to assess the effectiveness and relevance of the training.

2. Knowledge Assessment:

- Where appropriate, knowledge assessments will be conducted following training sessions to ensure key concepts have been understood.

3. Practical Assessments:

- For skills-based training (e.g., first aid, manual handling), practical assessments will be conducted to verify competence.

Record Keeping

1. Training Records:

- Detailed records of all WHS training will be maintained, including:
 - Date and content of training
 - Names of participants
 - Name and qualifications of the trainer
 - Results of any assessments

2. Record Retention:

- Training records will be kept for a minimum of [placeholder] years or as required by relevant legislation.

Training Review and Continuous Improvement

1. Annual Review:

- The WHS training program will be reviewed annually by the [placeholder: responsible person/team] to ensure it remains current and effective.

2. Continuous Improvement:

- Feedback from training evaluations, incident reports, and WHS audits will be used to continually improve the training program.

Responsibilities

1. Management:

- Ensure adequate resources are allocated for WHS training.
- Support and encourage participation in WHS training activities.

2. Supervisors:

- Identify training needs within their teams.
- Ensure staff and volunteers attend required training sessions.

3. Employees and Volunteers:

- Participate in all required WHS training.
- Apply the knowledge and skills gained from training in their daily activities.

By implementing this comprehensive WHS training and development program, Generocity Church demonstrates its commitment to maintaining a safe and healthy environment for all. Regular review and updating of these procedures will ensure ongoing effectiveness in managing workplace health and safety risks.

Communication Strategies

Effective communication is crucial for maintaining a safe environment at Generocity Church. This section outlines our strategies for communicating safety information and updates to all stakeholders, including staff, volunteers, congregation members, and visitors.

Multi-Channel Communication Approach

1. Digital Channels:

- Church Website: Maintain a dedicated safety section on the church website with up-to-date information.
- Email: Send regular safety updates and newsletters to all registered members.

- Social Media: Utilise platforms like Facebook, Instagram, and Twitter to share safety information and updates.
- Mobile App: If applicable, use the church's mobile app to send push notifications for urgent safety updates.

2. Physical Channels:

- Notice Boards: Display safety information and updates on church notice boards.
- Printed Materials: Distribute safety brochures, flyers, and posters throughout church facilities.
- Bulletin Inserts: Include safety reminders and updates in weekly service bulletins.

3. Verbal Communication:

- Announcements: Make safety announcements during church services and events.
- Team Meetings: Discuss safety topics in staff and volunteer team meetings.
- One-on-One Conversations: Encourage leaders to discuss safety matters with their team members.

Targeted Communication Strategies

1. Staff and Volunteers:

- Regular Safety Briefings: Conduct monthly safety briefings for all staff and volunteers.
- Training Sessions: Incorporate safety communication into all training sessions.
- Internal Newsletter: Create a dedicated safety section in the internal staff/volunteer newsletter.

2. Congregation Members:

- Welcome Packets: Include safety information in welcome packets for new members.
- Annual Safety Update: Provide an annual safety update to all congregation members.
- Small Groups: Encourage small group leaders to discuss safety topics in their meetings.

3. Parents and Guardians:

- Parent Meetings: Hold regular meetings to discuss child safety procedures.
- Information Sheets: Provide detailed safety information sheets for all children's programs.
- Direct Communication: Establish a system for direct communication with parents regarding safety matters.

4. Visitors:

- Welcome Desk: Ensure the welcome desk has up-to-date safety information for visitors.
- Signage: Display clear safety signage throughout the church premises.
- Visitor Guides: Include safety information in visitor guides or welcome brochures.

Emergency Communication Plan

1. Emergency Notification System:

- Implement a rapid notification system (e.g., text message alerts) for emergency situations.
- Conduct regular tests of the emergency notification system.

2. Emergency Contact List:

- Maintain an up-to-date emergency contact list for all staff, volunteers, and key congregation members.

- Ensure the list is easily accessible to authorised personnel.

3. Crisis Communication Team:

- Establish a crisis communication team responsible for managing communication during emergencies.
- Develop pre-approved message templates for various emergency scenarios.

Feedback and Reporting Mechanisms

1. Safety Suggestion Box:

- Place physical and digital safety suggestion boxes for anonymous feedback.
- Regularly review and act on suggestions received.

2. Incident Reporting System:

- Implement a clear and accessible system for reporting safety incidents or concerns.
- Provide multiple channels for reporting (e.g., online form, phone hotline, in-person reporting).

3. Follow-up Communication:

- Establish a protocol for communicating the outcomes of incident investigations and actions taken.
- Ensure timely responses to all safety-related queries and concerns.

Training and Education on Safety Communication

1. Communication Skills Training:

- Provide training to key personnel on effective safety communication techniques.

- Include topics such as clear messaging, active listening, and handling difficult conversations.

2. Safety Ambassador Program:

- Implement a Safety Ambassador program, where designated individuals help disseminate safety information within their teams or groups.

Regular Review and Update of Communication Strategies

1. Annual Communication Audit:

- Conduct an annual audit of safety communication strategies to assess effectiveness.
- Use feedback from various stakeholders to improve communication methods.

2. Adaptation to New Technologies:

- Stay informed about new communication technologies and platforms.
- Adapt communication strategies to incorporate effective new methods as appropriate.

Culturally Sensitive Communication

1. Multilingual Communication:

- Provide safety information in multiple languages as appropriate for the church community.
- Ensure interpreters are available for important safety meetings or training sessions.

2. Cultural Considerations:

- Take into account cultural differences when developing safety communication strategies.

- Consult with cultural leaders within the church community to ensure messages are appropriate and effective.

By implementing these comprehensive communication strategies, Generocity Church demonstrates its commitment to maintaining open and effective channels for sharing safety information and updates. Regular review and updating of these strategies will ensure ongoing effectiveness in communicating crucial safety matters to all stakeholders.

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