

### Westcity Risk Management

#### What is Risk?

Risk is the exposure to the possibility of such things as economic or financial loss or gain, physical damage, injury or delay, as a consequence of pursuing or not pursuing a particular course of action. The concept of risk includes the: perception that something could happen, likelihood of it occurring and the consequence if it does occur.

#### What is Risk Management?

Risk management is more than just a process of managing Westcity’s exposure to potential liabilities, but also ensures the safety and wellbeing of the community. It does this by identifying risks in order to prevent them or reduce them, and by providing funds to meet any liability if it occurs. This risk management tool looks at what might happen, and considers five key areas:

- How likely is the risk?
- What is the consequence should it occur?
- What is the overall level of risk?
- What does this level of risk require to be managed appropriately?
- How adequately are we managing this risk?

#### Instructions for completing a Risk Management Form:

1. Prior to your ministry/event/activity taking place, please read this document carefully.
2. Complete the *Risk Management Form* and submit to the Senior Pastor (where appropriate) for review. Consider using the *Site Safety Checklist* at the end of this document to consider any risks that the site the ministry/event/activity may present.
3. Implement any changes or strategies to minimise the level of risk in the ministry/event/activity.
4. Read through the information provided about *Critical Incidence Response Planning*.
5. Have a clear plan of what is needed and who will fulfill each role in the event that a critical incident does occur.
6. Keep a copy of this completed document handy with you whilst your ministry/event/activity is taking place.

#### LEVEL OF RISK MATRIX

		LIKELIHOOD				
		Occurs routinely and can be expected to occur	Occurs often and a good chance to happen	Should occur at sometime	Could possibly occur at some time	Could possibly occur but would be in exceptional circumstances
		Very Unlikely	Unlikely	Moderate	Likely	Very Likely
POTENTIAL CONSEQUENCES	Intolerable	Significant	High	High	High	High
	Major	Significant	Significant	High	High	High
	Moderate	Medium	Medium	Significant	Significant	High
	Minor	Low	Low	Medium	Significant	Significant
	Insignificant	Low	Low	Low	Medium	Significant

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**Potential Consequences:**

**Insignificant:** No likely injuries to person, no property damage, no financial loss, no effect on reputation, no disruption to the ministry/program, aims/goals still achieved

**Minor:** First Aid treatment for person, minor property damage, small financial loss, little impact on reputation, little disruption, most aims/goals achieved

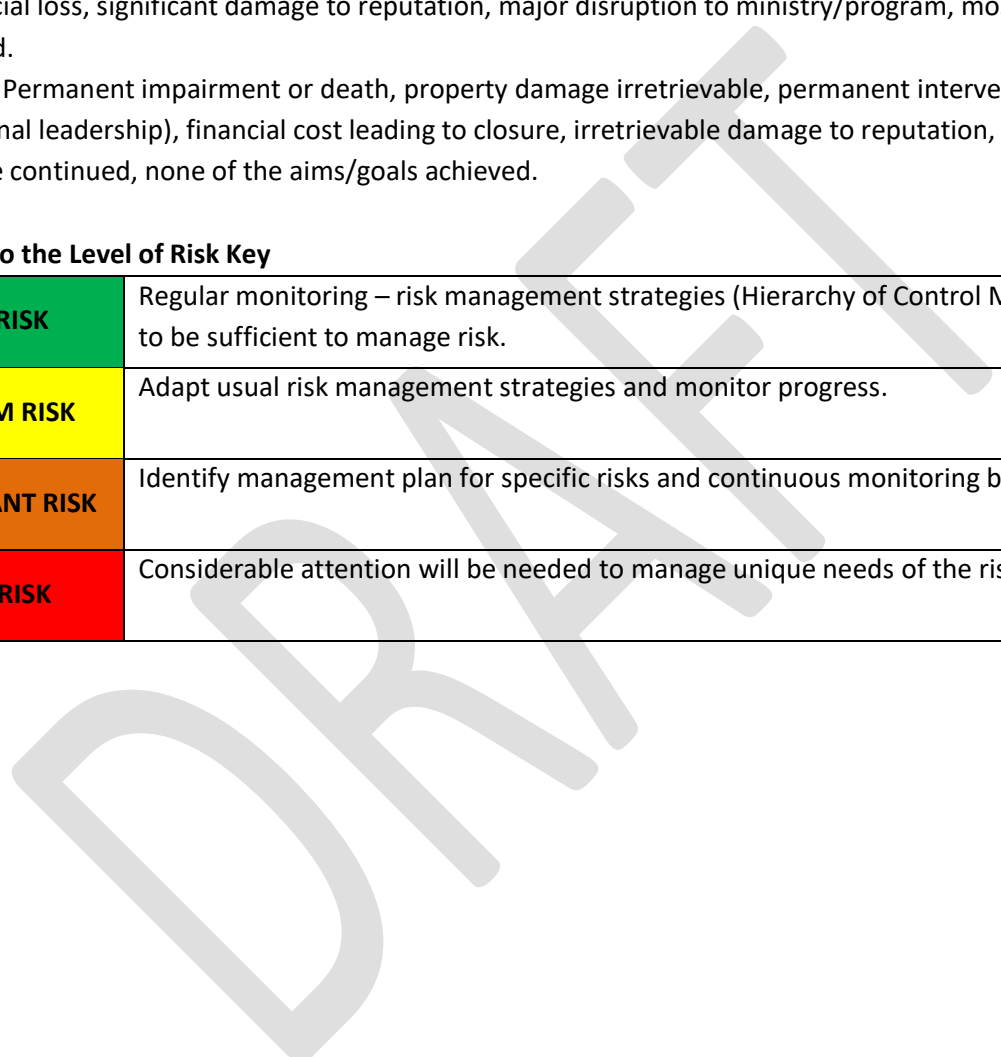
**Moderate:** Medical Treatment for self or others, significant property damage, intervention by outside agency needed, significant financial loss, some damage to reputation, moderate disruption to ministry/program, some of the aims/goals achieved.

**Major:** Extensive injuries or permanent impairment likely, major property damage, significant outside intervention, major financial loss, significant damage to reputation, major disruption to ministry/program, most of the aims/goals not achieved.

**Intolerable:** Permanent impairment or death, property damage irretrievable, permanent intervention required (organisational leadership), financial cost leading to closure, irretrievable damage to reputation, ministry/program unable to be continued, none of the aims/goals achieved.

**Responses to the Level of Risk Key**

<b>LOW RISK</b>	Regular monitoring – risk management strategies (Hierarchy of Control Measures) used likely to be sufficient to manage risk.
<b>MEDIUM RISK</b>	Adapt usual risk management strategies and monitor progress.
<b>SIGNIFICANT RISK</b>	Identify management plan for specific risks and continuous monitoring by leaders.
<b>HIGH RISK</b>	Considerable attention will be needed to manage unique needs of the risk situation.



**RISK MANAGEMENT FORM**

<b>Date of event, ministry or activity</b>		<b>Time of event, ministry or activity</b>	
<b>Team Leader Name</b>		<b>Name of person completing this form</b>	
<b>Description of Activity</b>			

To what degree is there potential for physical, emotional or spiritual harm to the participants and/or leaders? (1 – low, 5 – high)	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
To what degree is there potential to create personal discomfort for participants or leaders?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
To what degree is there potential for the activity to become emotionally or physically out of control?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
To what degree are the leaders confident that they know what the possible outcomes of activity might be?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
To what degree is there potential that the leader may lose control of the activity, resulting in one or more people [or the leader] being subject to trauma from others?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

Overall level of risk for this activity	<b>High</b>	<b>Significant</b>	<b>Medium</b>	<b>Low</b>
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Does the benefit of this activity outweigh the possible risks that may be involved for the participants, leader or church?	<b>YES</b>	<b>NO</b>
Can the activity be modified to reduce the possible risks?	<b>YES</b>	<b>NO</b>
Are there critical incident and emergency procedures in place if required?	<b>YES</b>	<b>NO</b>
Does the ministry have suitably trained people to address critical incidents or emergencies?	<b>YES</b>	<b>NO</b>
Has this activity been approved by the church?	<b>YES</b>	<b>NO</b>

<b>What strategies or changes can be implemented to reduce the level of risk in this activity?</b>	
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Please use the page overleaf to add additional information about any risks, strategies or changes.

**More Like Jesus – Love God, Love People, Follow Jesus**

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**Further details:**

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**CRITICAL INCIDENT RESPONSE PLAN****What is a Critical Incident?**

A critical incident is an event or set of circumstances that have the potential to result in physical or psychological outcomes ranging from mild trauma to a fatality for one or more people.

It is important to note that a person does not have to be directly involved in the trauma (e.g. injury) to be impacted by a critical incident. For example, a critical incident may occur at a youth camp when a young person is notified that their parent has died in an accident. It could be deemed that other young people and leaders at the camp will be psychologically impacted by the announcement of the death and their observation of the response of the young people whose parent has died.

Another example may include natural disaster, involving widespread death, injury and destruction. The young people involved in a youth group may not have any connection to people who have died or been injured, however, they could be impacted and need support to process what has taken place.

In both situations, a *Critical Incident Response Plan* may be warranted to manage the response to this situation.

**What is a Critical Incident Response Plan?**

A *Critical Incident Response Plan* is a systematic approach to planning and implementing an immediate and long-term response to a critical incident. It has three main stages: (1) Preparedness, (2) Response, (3) Recovery.

To get started on your *Critical Incident Response Plan*:

1. Meet with your ministry team to consider possible critical incidents that may occur during your ministry program either on-site or off-site.
  2. Complete the *preparedness* stage by allocating roles and briefing people on roles and responsibilities. It may be necessary to provide training on roles to adequately equip those fulfilling each specific role. Remember, it is not necessary to have a separate person to fulfill each role, however when allocating roles it is advisable to be mindful that in the *response* stage, some actions may need to take place simultaneously.
  3. If a critical incident occurs, implement the *response* stage.
  4. After the incident, implement the *recovery* stage, being mindful that this stage may take longer for different people, depending upon how they have been impacted by the critical incident.
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**CRITICAL INCIDENT RESPONSE PLAN**

PREPAREDNESS	
ROLE	ROLE DESCRIPTION
<b>Critical Incident Response Manager</b>	<p>This person is responsible for managing/overseeing to response. They will hold the authority in the situation and direct all others in response.</p> <p>They are responsible for ensuring safe and orderly emergency evacuation and safety measures used during the <i>response</i> period.</p> <p>They are also responsible for liaising with senior church leadership during the <i>response</i> and <i>recovery</i> periods.</p>
<b>Media Liaison</b>	<p>This person is the only person who has authority to liaise with the media during or after the specific critical incident, excepting in cases with the senior church leadership also chooses to make a media statement.</p> <p><u>NB:</u> In fulfilling this role, the Media Liaison person is not to seek out media contact, but respond to unsolicited media attention following guidelines as set down by the ACC.</p> <p>The person fulfilling this role is also to be approved the Senior Pastor.</p>
<b>Parental/Family Liaison</b>	<p>This person is responsible for notifying the parents or family of any person injured during a critical incident.</p>
<b>Emergency Services Liaison</b>	<p>This person is responsible for contacting emergency services if required</p>
<b>Pastoral Support</b>	<p>This person is responsible for coordinating and providing pastoral support to leaders and people who have been impacted by the critical incident, during the <i>response</i> and <i>recovery</i> periods.</p>
<b>Supervision of people not involved in incident</b>	<p>This person is responsible for ensuring that adequate supervision is provided for all people not immediately involved in the critical incident, during the <i>response</i> period.</p> <p>This person is al responsible for ensuring that all people are not exposed to media attention during the <i>response</i> period.</p>
<b>Emergency First Aid Officer</b>	<p>This person is responsible for administering emergency first aid <i>prior to the arrival of emergency medical treatment</i> to any person or leader impacted by a critical incident.</p>
<b>Complete a Risk Assessment &amp; Risk Action Plan for each activity</b>	

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RESPONSE	
STEPS	DETAILS
1	Attend to any injured people or leaders
	Supervise and ensure safety of uninjured people
2	Administer emergency first aid to injured people or leaders
	Notify emergency services as required, and senior church leadership
	Notify the contact person of any injured person or leader
3	Complete an Incident Report Form
4	Provide pastoral support to all people impacted by the critical incident

RECOVERY	
ROLE	ROLE DESCRIPTION
Critical Incident Response Manager	Complete an evaluation of how the critical incident was handled with suggestions for improvement (e.g. <i>How it could be handled differently if it occurred in the future, or how to minimise the likelihood of it happening again</i> ).
	Debrief with senior church leadership and pastoral support person on processes followed and outcomes of Critical Incident Response.
Pastoral Support	In consultation with parents, family and leaders, develop and implement a debriefing and pastoral support plan for people and leaders impacted by the critical incident.
Senior Church Leadership	In consultation with Critical Incident Response Manager, consider preparing a letter to all families of those who were impacted by the critical incident, providing information on a 'need to know' basis.
	In consultation with Critical Incident Response Manager, prepare a briefing paper to ACC WA as needed. Liaise with appropriate people from insurance and legal bodies to ensure compliance in responding to critical incident have been met.

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SITE SAFETY CHECKLIST

FLOORS, AISLES, STAIRS ETC.	<input checked="" type="checkbox"/>
Are all aisles clear?	
Are all floors, aisles, stairs and landings free of slip, trip and fall hazards?	
Are all stairs free or worn or broken treads?	
Are all handrails in good repair?	
Are non-skid strips on stairs in good repair?	

STORAGE	<input checked="" type="checkbox"/>
Are all items being stored clear of traffic areas?	
Where items are stacked for storage, are stacks stable with a good solid base?	
Are storage areas kept clear of rubbish and unwanted material?	
Where it is necessary to store flammable items, are they stored correctly?	

ELECTRICAL POWER	<input checked="" type="checkbox"/>
Are all electrical plugs, sockets and switches in good working order?	
Are all appliances free or frayed or otherwise defective leads?	
Do appliances have access to a power socket free of double adapters?	
Are all lights adequate and operational?	
Are residual current devices installed and maintained?	

FIRST AID	<input checked="" type="checkbox"/>
Are all first aid kits clearly identified?	
Are the first aid kits properly stocked and maintained and operational?	
Are the names of qualified first aiders clearly displayed?	

EMERGENCY RESPONSE	<input checked="" type="checkbox"/>
Is the church evacuation procedure clearly displayed?	
Are fire extinguishers appropriate to materials used in their vicinity?	
Are fire extinguishers readily available and properly mounted?	
Are fire extinguishers properly maintained and inspected?	
Are exits and exit signs adequately illuminated?	
Are all exits and fire doors in good repair?	
Are all exits unobstructed both internally and externally?	
Are all incidents recorded in the incident report form?	

CAR PARKS & OUTDOOR AREAS	<input checked="" type="checkbox"/>
Are car parks and outdoor areas kept clean and free of rubbish?	
Do car parks and outdoor areas have even surfaces (i.e. no holes)?	
Are car parks and outdoor areas free of grease and oil patches?	
In car parks, are vehicles traffic ways clearly marked and lit?	
Are car parks free of dense shrubbery obstructing vision?	
Does the program use a sign in/sign out role?	
Outside play fence have child-proof, self-closing gates?	
Is the playing space appropriate for the number of children?	
Are there any dangers outside?	
Are there appropriate surfaces for the activities?	
Do you have appropriate shade provided in outside play areas?	
Do you have access to a telephone in case of an emergency?	
Are there appropriate toilet facilities available for children?	