



Services and Programs Team Member Info Sheet

COVID-19 SAFETY FOR HILLSONG CHURCH SERVICES AND PROGRAMS

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COVID-19 Safety for Services and Programs

Importantly, online services are the main way we as a Church continue to gather. The good news is that the health restrictions provided by our State and Federal governments appear to be easing nationally. The further easing of restrictions may mean we can gather in a greater capacity. Also, gatherings may be initiated in new ways than were undertaken pre-COVID.

While restrictions continue to change and opportunities are explored by Church Leadership, we (the Church) need to make sure that we are as ready as we can be. An important part of being ready is to prepare our locations and key teams.

This information sheet will help us manage the spread of COVID-19 at services and programs.

Safety Responsibility

Those engaged in services and programs have a responsibility to protect their own health and safety and those they are working with onsite. There is also a responsibility to ensure adherence to State and Federal health directions. The following instructions have been designed to enable the fulfillment of your responsibilities as a representative of Hillsong Church.

Associated Risks

A key risk during the current pandemic is contracting or spreading COVID-19 through close contact or surfaces. To help manage these risks, COVID Safe plans and corresponding risk assessments have been prepared. The following information outlined in this document describes important safety controls that you need to adhere to.



State and Territory Requirements

Each State and Territory have differing responses to the coronavirus pandemic, so please refer to your local State or Territory government for the latest responses and advice. Below are links to the State and Territory information for locations where Hillsong Church operates:

NSW
nsw.gov.au/covid-19

QLD
covid19.qld.gov.au

VIC
vic.gov.au/coronavirus

TAS
coronavirus.tas.gov.au

WA
wa.gov.au

NT
coronavirus.nt.gov.au

Important Safety Information

Safe Church Training and Resources

Safe Church has launched an online training platform to provide Safe Church training to Leaders and Volunteers. The training contains important information about the role you have in keeping yourself, your team, and other congregation members healthy and safe.

All Leaders and Volunteers need to complete the course title '4. COVID-19 Staff & Volunteer Safety Training'. If you don't have an account, please register as a new user. If you already have an account, the course may have been assigned to you within the training portal. Helpful instructions for both NEW and EXISTING users are provided in the Training Portal Access Guide.

Symptoms

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience symptoms such as:



Fever



Coughing



Sore Throat



Shortness of breath

For other symptoms please refer to this Australian Government Department of Health [website](#)

To stop the spread of COVID-19 people with even mild symptoms of respiratory infection are encouraged to get tested.

Training Quick Links

Click here to access the [Training Portal](#)

Click here to view the [Training Portal Access Guide](#)

You will also find a wide range of additional safety resources available at hil.so/vhub

Protect others and stop the spread

- ✓ Practice good hygiene
- ✓ Practice physical distancing
- ✓ Follow the limits for public gatherings
- ✓ Understand how to isolate if you need to
- ✓ Download the COVIDSafe App

Who is most vulnerable?

- Aboriginal and Torres Strait Islander peoples and remote communities
- older people
- people in aged care facilities
- people with chronic conditions
- people with disability

Team members who may be more vulnerable should not be excluded but rather engaged in volunteering in other ways that don't expose them to risk. Congregation members or visitors to services or programs should be encouraged to connect online.

Caring for Yourself and Others

A great starting for how best we can support you is to go to <https://hillsong.com/online/help/>

Also, you may have some well-being or safety concerns about role, in particular relating to COVID-19.

Be sure to raise any concerns with your supervisor or team leader and work together to find a suitable resolution.

Onsite Requirements

Conditions of Entry

An important part of your role as a leader is to know and uphold the **Hillsong Conditions of Entry**. The 'conditions' provide general requirements that apply to all those who may come onto a Hillsong site. They also provide specific direction to staff and volunteers.

Note: you will need to routinely refer to <https://hillsong.com/australia/safechurch/conditions>, as they may be updated.

The current conditions state:

You are **not permitted** to enter or remain onsite if you:

- Have travelled from overseas or a COVID-19 hotspot in the last 14 days and required to quarantine or isolate
- Have been in close contact with a person who is positive for COVID-19
- Are an active COVID-19 case or awaiting test results
- Have currently, or recently, experienced cough, fever, sore throat, fatigue, or shortness of breath.

While onsite you **need to**:

- Register your personal details using the system required for contract tracing purposes
- Keep 1.5 metres away from others wherever possible
- Avoid physical greetings, like handshakes or hugs
- Follow all other safety directions given by your oversight or location management
- Avoid the sharing of food, drink, water, and eating implements with others
- Wear a face mask if you are required to do so, in accordance with government health directions.

Note: In some States & Territories or certain venues we hire, proof of vaccination may be required to attend services and events.

For staff and volunteers there are **additional requirements** for being onsite, which are:

- Be pre-approved to be onsite by your Manager and location management
- Be rostered on for a duty or activity being undertaken
- Complete the Safe Church online COVID-19 safety training
- Attend safety briefs at your location, where provided
- Demonstrate adherence to worker vaccination requirements, if applicable
- Immediately respond to any safety concerns observed or report them to someone who can
- Not bring guests (e.g. family members) or grant access to others who do not meet the above requirements.

How to respond to those with flu-like symptoms

If a person is unwell from something that is contagious, kindly ask that they do not attend or remain at the service or program. COVID-19 can present much the same as influenza (i.e. the flu) so during flu season there may be more people displaying symptoms. You should feel empowered to ask people who present unwell to leave and return home. This must be done in a polite and caring way that does not cause embarrassment or fear for the person affected.

How to respond to a suspected or confirmed COVID-19 cases onsite

Hillsong Executive Management requires persons suspected or confirmed as COVID-19 positive while onsite at a Hillsong location to be responded to. Here are the steps you need to follow:

Step 1 Call 000 if the person is in need of urgent medical attention.

Step 2 Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.

Step 3 Contact the nominated COVID response person at your location and wait for further instructions on the remaining steps. [Note: If you are unsure who to contact please call Safe Church (1800 557 264)]

Step 4 Ensure the person has transport to their home or to a medical facility.

[Note: They should travel in their own vehicle, or with a friend or relative that they may have attended with. They should not use public transport or return on any transport provided by our Church (e.g. van). For young people attending services or programs, their parents should be required to collect them.]

Guide to Maintaining Safe Spaces

Hygiene practices



To prevent infection:

- Clean your hands with soap and water for 20 seconds, or an alcohol-based hand rub.
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow.
- Avoid close contact with anyone with cold or flu-like symptoms.
- Practice cough etiquette (keep away from other people, cover coughs and sneezes with disposable tissues or clothing, and clean your hands).
- Avoid touching your eyes, nose and mouth.
- Stay at home if you feel unwell.

Cleaning



During the current exposure of COVID-19 it's important to clean more frequently and especially those areas used for services and programs.

- Routinely clean frequently touched surfaces, such as tables, doorknobs, light switches, handles, desks, toilets, faucets, and sinks.
- Use cleaners that are appropriate for the surface, following label instructions.
- Clean before people arrive to ensure that the space is hygienic.
- Clean after people leave and between services and programs.
- Use gloves while cleaning and disposing of rubbish (e.g. food scraps, sanitary items, etc.).
- For bathrooms, it is recommended that disposable paper hand towels and a rubbish bin be provided for drying hands after washing.

What is the difference between cleaning and disinfecting?

Cleaning	Cleaning refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
Disinfecting	Refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

HOW TO CLEAN SURFACES

- Wear disposable gloves when cleaning
- Gloves should be discarded after each cleaning
- If reusable gloves are used, these should be cleaned and disinfected after use
- Clean hands immediately after gloves are removed
- Consult the manufacturer's instructions for cleaning and disinfection products used
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfecting. Disinfecting works best on a clean surface.

HOW TO DISINFECT SURFACES

- To disinfect, use diluted household bleach solutions, alcohol solutions with at least 70% alcohol or most common household disinfectants should be effective.
- Diluted household bleach solutions can be used if appropriate for the surface. Follow the manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.
- To mop floors or sanitise equipment using household grade bleach, add 5 millilitres to every 2 litres of water. To spray and wipe surfaces using household grade bleach, add 1.25 millilitres to every 1 litre of water. If using commercial grade bleach, follow the manufacturer's instructions. Prepare bleach solution daily as they are not effective after this time.
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible dirt, soil, dust if present and clean with appropriate cleaners indicated for use on these surfaces.
- For smaller surfaces you may use disinfectant wipes, alcohol wipes or disinfectant sprays. For example, Dettol Glen 20 wipes and sprays.

Top Tips

- ✓ Provide hand sanitiser
- ✓ Download signage from hil.so/vhub and display in prominent areas such as bathrooms, kitchens and entrance way
- ✓ Encourage those that are unwell to refrain from attending until they are well.

Remember: labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Safe Spaces Checklist

Team Leader's Checklist for maintaining safe spaces

Below are the steps and resources required by you and your team members to maintain safe spaces.

Items required:

- Hand sanitiser
- Hand washing facilities (separate to the kitchen sink)
- Tissues
- Disposal gloves for cleaning and disposing of rubbish
- Dettol surface wipes
- Dettol Glen 20 spray
- Other cleaning products

Setup the service or program environment:

- Colour print and display the hand wash and cough etiquette posters found at hil.so/vhub
- Posters to be displayed where people can see them
- Ensure that the environment is clean, tidy and sanitary before and whilst guests are present

Communicate to service or program attendees:

- What hygiene products are provided
- When they are sick they must stay home
- If they have any health or safety concerns they should contact Hillsong Safe Church at safechurch@hillsong.com

Team Leader's Checklist

Team leader's should ensure the following is in place prior to the service or program.

- Have a copy of the risk assessment for the service or program
- Have a copy of the COVID Safe Plan or Certificate
- Provide additional safety instructions based on the controls described in the risk assessment
- Have access to all the resources needed to maintain safe spaces
- Consult with team members who may be more vulnerable and find suitable ways for them to stay engaged

Confirm with each of the team members coming on location that they:

- Meet the conditions of entry
- Have completed Safe Church online COVID-19 safety training
- Have signed in



QUESTIONS OR NEED HELP?

- Contact Safe Church safechurch@hillsong.com or 1800 557 264
- If a person is in immediate danger or their health or safety is at risk contact 000
- 1800 020 080 National Coronavirus Helpline for information on coronavirus (COVID-19) or help with the COVIDSafe app.
- Visit health.gov.au for more resources and information about Coronavirus