



Protecting and supporting your community



# Security Toolkit for Places of Worship

# Overview

Ansvar is proud to be a leading insurer offering specialist risk solutions to the Australian Faith community. Our extensive history and in-depth knowledge of the complex nature of religious and Faith-based organisations enables us to provide the right solutions and support for your needs.

With more than 50 years of experience in the Australian insurance industry we've developed a deep understanding of our clients' needs, and the risks and challenges they face, as well as the environments in which they operate.

Knowing what risk is, understanding risk in the workplace and managing risk to prevent unnecessary incidents is a critical element of day to day operations in faith based organisations around Australia.

Risk is unavoidable, organisations and their members are constantly exposed, which is why managing risk is one of the most critical areas of importance within every Church, regardless of its size.

As a valued Ansvar Client we want to ensure you have all the tools and information you need to assess and identify areas that your Church may be susceptible to and how to respond when it comes to managing risk within your organisation.

We understand our Clients can face specific risk issues that are unique to their organisations. Usually the more steps you take to reduce the risk of damage or accident, the lower the likelihood of interruptions. Mitigating risks and managing potential losses saves money, reduces stress and disruption to your Church as well as injury/illnesses to your congregation members, volunteers and visitors alike. Most importantly, risk mitigation advice provides comfort that your Church is better protected if anything untoward does occur.

This Risk Mitigation Pack has been compiled to focus on the main risks that we have identified your sector is most vulnerable to, these are:

- Arson/Fire
- Break-ins, Thefts and Vandalism
- Storm Damage
- Slips, Trips and Falls

Other emerging risks that your sector is facing are also addressed in this pack.

# Contents

## Safe Place

Arson and Fire Damage Prevention Checklist	5
Storm Advice Fact Sheet	6
Security Of Premises	8
Closed Circuit Television (Cctv)	10
Graffiti	11
Cash Handling	12
Credit Card Fraud	14
Electronic Crime (E-Crime)	15

## Safe People

Church Risk Checklist - Slips, trips and falls	18
Personal Safety	20
Aggressive People	21
Telephone Threats - Bomb & Other	22
Phone Threat Checklist	23
Suspicious Incident Report	24
Description Form	25



**SAFE PLACE**

# Arson and Fire Damage Prevention CHECKLIST

- Do not allow rubbish bins to be stored near any structure
- If bins are in the grounds have them fixed/non movable
- Rubber door mats rather than coir
- Ensure access to underneath of structures are secure/locked
- Clean debris/rubbish/leaves/vegetation out of spaces under structures
- Ensure accumulated rubbish is regularly cleaned up
- Gutters are cleaned out regularly
- Remove any items including bricks and tools that can be used to gain entry
- Sheds storing fuels for maintenance/gardening are secured/locked
- Last to leave to ensure all doors and windows are secured/locked
- Turn off charging computers/laptops/mobile phones
- Shut down PCs
- Turn off heating
- Extinguish all candles prior to vacating
- Take notice of any attempted break-ins and arson attempts
- Report same to Police (000)
- Make sure perimeter gates and fences are functional/secured
- Consider movement activated external lighting
- Consider external monitored alarm systems
- Engage with neighbours, promote the reporting of any suspicious activity to 000
- Engage with local police to promote appropriate partnership
- Consider CCTV (externally stored) and appropriately placed warning signs
- Discourage afterhours entry to premises
- Remember only working smoke detectors save lives.
- Always call 000 for Police & Fire Brigade

**Remember only working smoke detectors save lives.**

**Always call 000 for Police & Fire Brigade**

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# Storm Advice

## FACT SHEET

Storms are unpredictable but churches can take basic precautions such as maintaining their roof structures, managing their trees to reduce potential damage to buildings and making sure that roofs, gutters and drains are properly maintained.

Churches can also prepare by having contingency plans in place to deal with a disaster should the worse happen. Ideally, churches should prepare a Resilience Plan covering how to deal with a severe weather event causing flood, storm or other damage so that the effects of this on the structure and its contents can be minimised and the church kept open. Please look at our tips and advice below.

### How to prepare for a storm

- Have a regular roof inspection process built into the Churches maintenance program and all identified issues repaired to insure the roof structure is in good condition
- Sign up for severe weather warnings at <http://www.bom.gov.au/australia/warnings/> or keep up-to-date with the latest weather news using local TV or radio stations
- Arrange for any bushes or trees that could damage windows and roofs in high winds to be trimmed back
- Ensure the church or property is properly maintained throughout the year. Particular attention should be paid to areas most likely to bear the brunt of any storm such as steeples, pinnacles, and the roof
- Secure loose objects in the churchyard and grounds - such as ladders, benches or anything else that could be blown into windows
- Close and securely fasten doors and windows, particularly those on the windward side of the building and especially large doors



- Hail damage can in roof areas of disrepair or older areas of a roof structure. Repairing/ replaces areas of concern prior to a hail event can lead to dramatic reductions in damage that may be sustained.

### What to do during a storm

- Do not visit the church to repair damage while the storm is in progress
- If you have to go into a church or are in a church during a storm, enter and leave the building through doors in the sheltered side, closing them behind you.

### After the storm

- Be careful not to touch any electrical/telephone cables that have been blown down or are still hanging
- Do not walk too close to walls, buildings and trees as they could have been weakened
- Contact reputable contractors to make safe items such as fallen trees and walls.

## We're here to help

If any damage has been caused to your property or its contents we are here to help – often the quicker you tell us about a possible claim the quicker and easier it is to deal with the consequences. Please call our claims team on 1300 650 540

## Don't make lightning a rod for your own back

It is common knowledge that tall buildings attract lightning and for centuries, the spires of religious buildings have dominated the skylines making Churches particularly vulnerable to lightning strikes.

## How lightning causes damage

A single bolt of lightning can contain up to one billion volts of electricity\* which can cause considerable structural damage if the bolt strikes a building.

Lightning damage comes in two forms:

1. Structural damage to the fabric of the church, which is usually minor but can result in fires or falling masonry
2. Indirect damage to electrical systems and equipment. The resultant voltage surge can cause malfunctions and shutdowns and burn out wiring. Telephones, computers, electric organs and alarm systems are all at risk.

Approximately six-out-of-ten insurance claims for lightning damage to churches are for electrical wiring and equipment rather than structural damage.

## Lightning conductors

Of course, there is no way to predict or prevent lightning strikes. The traditional defence for most churches has been a lightning conductor – a single Franklin rod leading from the top of the spire or tower to an earth stake buried in the ground. A more modern approach to protection would be what is known as a Faraday Cage system, comprising a mesh of conductors laid at intervals over the roof and down the walls of the church, and connected to the ground by earth electrodes.

Recent estimates suggest that around 80% of churches have some form of lightning protection installed. Perhaps counter-intuitively, churches with lightning conductors are actually more likely to be struck, but the energy will be directed harmlessly away from the building and into the ground. Churches without protection are five times more likely to suffer structural damage as the result of a strike.

## Advice on lightning and insurance

When it comes to lightning, the team at Ansvar Insurance offers the following advice:

- A lightning conductor is not a condition of cover but Ansvar Insurance does advise having one fitted if a risk assessment indicates one is required
- Lightning conductors should be properly maintained and inspected at least every four years – ideally every two-and-a-half years
- Older lightning protection systems do not have to be upgraded unless the upgrade has been identified during assessments of the church
- Installing surge protection equipment can prevent damaging electrical power surges
  - Any work on a church's lightning protection system should be conducted by a competent and fully qualified contractor.
  - Once any damage to the earthing system has been noticed, repairs should be carried out without delay.

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# Security of Premises

Addressing security issues quickly and employing some basic risk management principles, can reduce the risk of crime for the church, staff, volunteers and visitors. This section provides important security advice and information however it is not intended to replace privately contracted security advice.

## The main aim of church security is to:

- Prevent the church being targeted by offenders
- Reduce the impact that crime can have on the church
- Reduce the rewards for the offender
- Increase the effort required to access the premises
- Increase the likelihood of an offender being identified and caught
- Assist police in the apprehension process of any offender/s.

## Your level of security should depend on:

- The type of activities carried out at your church property.
- The nature of the services or activities
- The period of time that the premises is not occupied
- The location of the premises
- The history of offences at the premises.

## Prevention

### Basic Security Tips

1. Make sure laneways and other external areas are well lit. Lighting should be in good working order and regularly inspected.
2. Prune all trees and shrubs around your building to enable clear visibility. Ensure that this is maintained.
3. Clear all building perimeters including fences of rubbish and potential climbing aids.
4. Maintain well built and adequately secured boundary gates and fences.
5. Fully secure all external doors and windows with good quality locking devices. Make sure they are regularly maintained. All doors should be of solid construction and well fitted.
6. Fasten steel door jamb strengtheners to door frames.
7. If padlocks are required to secure fixtures or items, confirm that selected locks meet or exceed the requirements of Standards Australia and are appropriate for their intended use. Standards Australia endorsement will be visible on product packaging.
8. Consider installation of security bars, screens, grills or roller shutters to vulnerable windows and/or skylights, subject to Fire Brigade approvals.
9. Consider installation of bollards, heavy planters or large rocks to act as ram raid barriers.
10. Consider installation of a monitored security alarm system.
11. Prominently display any signs indicating the presence of a security system, the continual surveillance of the premises and any other security measures present.

12. Provide a 'No Cash on Premises' sign near entrance.
13. Consider installing electronic sensors to advise staff/volunteers when visitors/customers are entering and leaving the premises.
14. Install a quality surveillance camera which will act not only as a deterrent but will assist police in identifying offenders.
15. Minimise posters and notices on windows (where possible) to ensure visibility to and from the street is maintained.
16. In a retail situation such as an opportunity shop ideally, stand alone shelves within the store should be no more than 1.6 metres high thereby enabling clear visibility throughout the floor area by staff.
17. Secure and register all property of value including details of make, model, serial number, description etc.
18. Clearly and permanently mark all property with your church name or a driver's licence number, preceded by the letter V if the licence is Victorian, NSW for New South Wales etc.
19. Never leave large amounts of cash on premises overnight. Banking should be conducted during working hours.
20. If a safe is present on site, ensure that it is located in a secure position and affixed to a solid object. Seek advice from a specialist safe supplier and locksmith and look for a safe which meets European standards.
21. Ensure all staff understand and obey lock-up procedures.
22. Advise local police and any security provider of emergency after hours contacts for the church. Key/Access Card Control • Must be maintained at all times to ensure internal security • Utilise security keys/cards that cannot be copied without authorisation • Maintain a formal key/card register, ensuring that their issue and return is monitored • When not in use keys/cards should be kept in a lockable steel cabinet located in a secure area • Keys/cards should be restricted to a minimum number of people and retrieved from ex-employees/volunteers.

# Closed Circuit Television (CCTV)

## Where to use

- After hours of surveillance of areas which have little or no natural surveillance from passing motorists, pedestrians or employees/volunteers.
- Areas at risk to vandalism, graffiti or other criminal offences
- High-risk areas such as computer rooms or cash handling areas that are not adequately protected by staff/volunteer surveillance
- Entrances, exits, inside of the church, etc.

## Equipment consideration

- Cameras - quality digital lenses provide quality images
- Video recorders/computer hard drives - connected to camera/s, continually recording and stored in a secure room
- Copying facilities - to provide police with a copy of recorded footage
- Signage - clearly displayed reminding visitors/customers that all activity is being recorded
- Monitors - placed in a prominent position easily observable by staff/volunteers.

## CCTV at Night

Depending on the system in place CCTV after hours can have limited potential, due to dark images and the greater potential for disguises. Having an alarm activated and monitored CCTV system can provide confirmation of unwanted activity.

## Positioning of cameras

- At places where the offender/s are most likely to have to pass or want to access, such as building entry/exit points, cash registers, rear storerooms or areas where high value items are kept
- Clearly visible if seeking to deter potential offenders
- Placed at a height that captures a full view of the offender's face whilst not being obscured by other interferences
- In areas where image capture will not be compromised by insufficient lighting.

For CCTV to be useful for police purposes, the largest possible facial image of an offender is required. The usefulness of facial images captured is largely dependant upon the quality of cameras used and placement of cameras. Do not position cameras at heights that only provide vision of the top of a persons head.

It is important that staff/volunteers know how to operate security equipment and that it is tested and checked regularly.

## Private Security

When selecting a security firm, ensure that the firm is registered with your local Police Force. To check whether a security company is registered, refer to your local Police website or alternatively contact your local Police station directly. It is advisable to select a company that has an established reputation for quality service.

To check whether a company is reputable, you can enquire with them about their professional accreditations and associations with peak body regulatory agencies such as the Australian Security Industry Association Ltd (ASIAL) that offer complaint resolution processes for concerns about unsatisfactory or defective work. [www.asial.com.au](http://www.asial.com.au)

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# Graffiti

Graffiti is not art, it is a crime.

Graffiti is the marking of another person's property without their consent. Spray cans and felt tipped pens or sharp objects are usually used to mark or etch graffiti on walls, fences or windows.

Graffiti takes two forms. The first, known as a 'tag', is usually a quick scrawl depicting the initials or nickname of the person responsible. The second form, known as a 'piece', may be likened to a mural.

No matter how small or insubstantial the graffiti is it should be removed as quickly as possible. Continual immediate removal is the only truly successful measure. Graffiti management is a war of attrition. The most determined party will eventually win.

Your local council may have a graffiti hotline to assist in cleaning and removal. Contact your local council for more information.

## Prevention

Strategies to minimise opportunities for Vandalism and Graffiti. Some suggestions are:

- Remove rocks and any object that can be used to cause damage and clean up debris
- Clean up and remove flammable materials such as leaves and garden cuttings
- Install security cages on external lights and speakers
- Involve students in beautification programs, named gardens, murals, mosaics
- Erect clear and unambiguous warning signs about trespass and potential prosecution
- Replace glazing with damage resistant material such as polycarbonates
- Install movement activated lighting in areas at risk
- Ensure that lighting is target directed e.g. on entrances
- Direct foot traffic where you want it to go with fencing such as pool fencing
- Remove canvases for graffiti by planting shrubs in front of walls
- Consider closed circuit television systems
- Inform members of the local community about vandalism affecting the church grounds
- Develop a close relationship with local police and council
- Report all instances of graffiti to police. A photo of the graffiti should be attached to the report to assist police in apprehending offenders. Documentation of costs incurred to remove graffiti should also be attached to facilitate claiming restitution in court or to make a claim on your insurance
- Make positive use of casual (natural) surveillance, involve neighbours, business communities, community groups
- Remove the canvas, cover graffiti prone walls with student murals or mosaics
- Prompt removal within 24 hours makes graffiti easier to clean off and deters graffiti artists from re 'tagging', reducing kudos by limiting exposure time.

# Cash Handling

The safe handling of cash within a church environment can assist in preventing crimes. Cash handling incorporates not only general cash security, but also the secure storage and transport of cash. It is important that all church members having responsibilities involving cash are aware of cash handling procedures.

Some considerations relating to cash on premises

1. Money stored as a float on the premises should be kept to a minimum.
2. Additionally, individual floats should be kept as small as possible.
3. To minimise damage to offering boxes/cash registers by after hours thieves, leave your tills empty and open overnight. This will avoid an offender damaging the collection box/cash register to find out there is nothing inside.
4. Consider installing a safe that is securely fitted to a solid object.
5. Safe keys and combinations should be stored securely.
6. Ensure that before cash is counted the attending church members are in a safe and secure area of the church that is out of public view. This may include checking the premises, including the toilets and other concealment locations such as large cupboards, for people who may be hidden.
7. Make sure all exterior doors and windows are properly secured from the inside before counting money.
8. Ideally, money should be counted out of public view and away from windows that allow observation of the process.
9. If cash is being counted in a specific area, consider installation of a telephone or duress (panic button) alarm system at this site.
10. Don't discuss cash amounts or handling procedures in public.
11. It is not advisable to take cash home and be known to do so.

Should your church have a retail outlet cash register security is critical. The following tips should be considered:

1. Do not leave the register drawers open longer than necessary during business hours.
2. Position the register to eliminate or restrict public view of its contents, which should not be within the reach of potential offenders.
3. Keep as little cash in the register as possible, by regularly transferring it to a more secure place. Ensure this is done at random times.
4. Ensure staff/volunteers do not give change to customers or keep large amounts of cash in their pockets whilst serving.
5. Encourage staff/volunteers to be alert at all times.

## Transporting Cash

Be alert and use common sense, consider the following:

1. The safety of employees/volunteers is paramount. Use of a cash transporting service, especially when large amounts of monies are involved, is strongly recommended.
2. If employees/volunteers are utilised to courier deposits, it is recommended that they be criminal and reference checked, suitable and able bodied, properly trained in cash carriage procedures and robbery response, be comfortable with the duty and have access to a mobile telephone.
3. Consideration may be given to the carriage of a personal safety alarm that can easily be activated in the event of an emergency.
4. Company uniforms should not be worn or if they are worn, they should be covered by other clothing items. Any badges should be removed from uniforms that could identify the courier as a church staff.
5. Use ordinary looking plastic shopping bags or a properly constructed cash carrying bag specifically designed to carry money.
6. Do not place money, cheques etc. into a handbag, bank bag or bag that identifies the outlet/church.

7. Vary the route and times of bank deposit trips - do not follow a pattern.
8. When carrying cash try and stay in populated areas rather than deserted ones.
9. Have two members of staff/volunteers attend to the banking where possible.
10. Walk facing the oncoming traffic, remaining close to the fence line and away from the kerb.
11. Be alert at all times to persons and/or vehicles following and take note of registration and personal description details.
12. When utilising a private vehicle, ensure that it is properly maintained, the doors and windows are appropriately secured and do not make any unnecessary stops on the way to the bank.
13. Watch for suspicious persons and vehicles and report observations including descriptions, to the police on Triple Zero '000'.
14. Ensure co-workers know your expected time of return so an alarm can be raised if necessary.

## Staff/Volunteer Training

1. All staff and volunteers should be trained on robbery procedures and security equipment activation. This should be conducted as an integral part of all staff/volunteer induction courses and then maintained and renewed annually.
2. Attendance by people to the church outside normal operating hours should be treated as suspicious and identification should be requested before entry is allowed.
3. Staff and volunteers personal name tags should not contain surnames.
4. Seek National Name Checks (Police Checks) for all staff and volunteers when applicable.
5. Staff/volunteers should be attentive towards suspicious behaviour, motor vehicles or out of the ordinary incidents.
6. Observation by staff/volunteers may prevent an offence from occurring. Police should be notified of any reasonable suspicions as soon as possible.
7. When a staff member/volunteer leaves your church or employment ensure all keys and staff passes are returned or change the locks, if a staff member/volunteer leaves under difficult circumstances, also consider changing cash handling procedures and security codes.
8. Review and monitor the security and safety of your church if you consider it to be at high risk.



# Credit Card Fraud

With the reduction in the use of cash, the issue of credit card fraud has increased.

## Prevention

### Basic Security Tips

1. If using an electronic terminal, ensure printed receipts match with the printed details on the card.
2. Do not return the card to the purchaser before the sale has been processed.
3. If a manual imprint system is in use, ensure carbon sheets are destroyed.
4. Should alterations or irregularities be found:
  - Hold onto the card
  - Ask for additional photo identification
  - Call for authorisation or contact the credit card provider.
5. If the transaction is not authorised:
  - Hold onto the card
  - Listen to the instructions given to you from the credit card authorising agency
  - Call the police on Triple Zero '000' if required.
6. Contact the bankcard authorisation centre to obtain authorisation for credit card transactions:
  - Where the value of the transaction exceeds the floor limit
  - Where you suspect that the card presenter is not the cardholder.
7. Check that the refund limit for each EFTPOS terminal is set at an appropriate limit.
8. Ensure the EFTPOS password or PIN is changed regularly and kept confidential.
9. Make sure that there is adequate security of the EFTPOS terminal.
10. Ensure staff members are trained to identify fraudulent credit cards, cheques and currency.

For further advice about credit cards, refer to the websites of banking institutions or credit card providers.

### Customer considerations

Be alert for the person using the credit card:

- Produces a card with a name that does not match the person eg: wrong gender title, physical appearance to name
- Is in a hurry, nervous, blushes, talks hesitantly or is being overly chatty or friendly
- Requests immediate access to the goods
- Repeatedly returns to make additional charges
- Produces alternate cards when the first or subsequent cards don't work
- Reluctant to produce photo identification

### Card considerations

When you get the card look at the front and check to see if:

- The card has a valid expiry date
- The card is damaged
- That the embossing has not been altered
- That the hologram does not appear to be suspicious
- The card is listed on the warning bulletin.



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# Electronic Crime (E-Crime)

Increasingly, retailers that churches use for goods and services are opening their business and telephone lines to customers and suppliers through electronic trading. Coupled with the many benefits that electronic trading provides, it can however expose a church organisation to unique methods of crime involving the church, suppliers and customers.

## How Can I Protect My Organisation?

It is important to put in place some measures to reduce risk and protect your church's business information.

### Prevention

#### Basic Security Tips

1. Install reputable anti-virus software and keep it up-to-date.
2. Install reputable firewall software and keep it up-to-date.
3. Keep software patched up-to-date.
4. Passwords should be confidential, complex and regularly changed.
  - Immediately remove internal/external network access of staff/volunteers leaving employment for whatever reason
  - Where you suspect that your network/access password has become known to a third party, change it immediately
  - Do not leave your computer logged in to the network whilst you are not present (log off or lock your computer)
  - Where possible consider setting a short time out on your screen saver and ensure that log-in is required to recover from the screen saver.
5. Delete any suspicious emails without opening - curiosity is a tool often used to hack a computer system or send a virus.
6. Do not open email attachments which have not been scanned for viruses/malware, or have been received from an unknown source.
7. Only download software from reputable sources.
8. Backup critical data and keep it separate from your Internet connected computers. Regularly copy the data to a CD or other backup device.
9. Test that you can recover the information using that backup device.

## How Do I Know If Network Has Been Hacked?

The following is a useful list of potential indicators which may indicate the presence of hackers within your network/computer system.

1. Your website has been changed.
2. Your computer system performance is unusually and exceptionally slow.
3. Your antivirus software does not appear to be functioning or has been disabled.
4. Confidential information on your church's activities have been exposed to the general public.
5. Transactions have been changed eg: a client or supplier account which had a balance of \$1,000 now has \$950 without your authorisation.
6. Your web/server logs have been deleted
7. There is odd activity in a computer log and the more it's investigated the more you suspect that something is wrong.

8. Established business procedures do not appear to have been followed and transactions are unexplainable. This may indicate that someone is operating outside of your control and using your system.
9. You are no longer receiving emails and no-one receives emails you have sent.
10. You can no longer access Microsoft Word, Excel, Powerpoint or PDF documents.
11. The entire system shuts down.
12. There is a new program on your computer that you didn't install. Your password has been changed and/or you can't access your network. There is an unexplained large increase in web traffic to your website.

**Online Fraud**

If you believe that you have been the victim of an online auction fraud, immediately report the matter to the auction company (i.e. eBay). Most online auction houses have an identified process for reporting following-up suspect transactions and can often assist you with recovering your property and providing you with records that you will require to report the matter to the police, if a crime is identified.

If you become the victim of on-line fraud, report the matter to your local police. Ensure that you preserve any electronic evidence (logs, emails or other communications between yourself and the suspect) relating to the matter. If you are confident in the process, create an electronic copy of each email including all header information, and burn it to a CD or DVD. Do NOT delete the original emails. When reporting the fraud ensure that you provide a copy of the CD or DVD to the police.





**SAFE PEOPLE**

# Slips, trips and falls

Slips, trips and falls are a major cause of injuries to volunteers, church members and visitors alike. Hazards are present not just in the church itself but in church halls, churchyards and car parks - in fact anywhere where people are likely to walk.

While most injuries are minor, serious injuries can require hospital treatment or lead to permanent disability. This checklist highlights some of the most common hazards and the control measures that can be put in place to reduce or eliminate the risk.

### Checklist (check and tick as appropriate)

Check each item and tick 'yes' or 'no' as appropriate. **If you put 'yes', please make sure you have made the appropriate arrangements to ensure that the preventative measures are enacted. If you answer 'no' to any item, make sure you consider whether you do need to take any appropriate measures.**

Risk area	Common hazards	Preventative measures	Yes	No
Paths	Paths that become slippery when wet	Are handrails needed?	<input type="checkbox"/>	<input type="checkbox"/>
		Do you arrange to sweep up leaves?	<input type="checkbox"/>	<input type="checkbox"/>
		Do you use a proprietary algae remover?	<input type="checkbox"/>	<input type="checkbox"/>
		Do you display warning signs when it is wet?	<input type="checkbox"/>	<input type="checkbox"/>
	Ramps for wheelchair users or for the movement of items using trolleys, etc	If these are for temporary use, are they removed when not in use?	<input type="checkbox"/>	<input type="checkbox"/>
	Uneven footpaths and flagstones	Are they inspected regularly, and repaired and maintained?	<input type="checkbox"/>	<input type="checkbox"/>
	Concealed kerbs and gravestones, particularly horizontal ledger stones	Do you ensure grass is cut regularly so that kerbs and graves are clearly visible?	<input type="checkbox"/>	<input type="checkbox"/>
Floor surfaces	Floor surfaces that become slippery when wet, particularly in kitchen areas	Do you mop up spills immediately?	<input type="checkbox"/>	<input type="checkbox"/>
		Smooth floors such as wood, vinyl, tiles or terrazzo. Floors in halls used for a variety of functions and by large numbers of people are particularly hazardous	Do you avoid over-polishing and buffing?	<input type="checkbox"/>
		Do you remove contamination such as water and food spills immediately?	<input type="checkbox"/>	<input type="checkbox"/>
		Do you remove dust with regular cleaning?	<input type="checkbox"/>	<input type="checkbox"/>
		Do you use a proprietary anti-slip solution?	<input type="checkbox"/>	<input type="checkbox"/>
	Carpet edges, rugs and doormats	Have you fixed down carpet edges or do you use an edge strip?	<input type="checkbox"/>	<input type="checkbox"/>
		Have you removed loose rugs and doormats?	<input type="checkbox"/>	<input type="checkbox"/>
	Wires, cables and trailing leads	Are all electrical outlets permanently wired in?	<input type="checkbox"/>	<input type="checkbox"/>
Are cable covers only used for temporary installations?		<input type="checkbox"/>	<input type="checkbox"/>	

Stairs	Worn and uneven staircases and steps, particularly to external boiler rooms, which may also become wet and covered in leaves and debris	Are stairs repaired and maintained in good order and is debris cleared regularly?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Do you provide a handrail, adequate lighting and a locked gate at the top of stairs?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Do you display warning signs?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Single steps or changes of level such as a chancel step	Do you accentuate using lighting?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Do you display a warning sign?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Have you marked the edge if possible?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Balconies	Falls from balconies	Do you keep balconies locked when not in use?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Do you ensure supervision when in use?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Are rails at least 1.1 metres high and securely fixed?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Do you prohibit access to disused balconies?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Falls through floors	Do you prohibit access to unused tower rooms and other areas?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
		Do you undertake a detailed risk assessment and survey before starting any work in towers or other areas where floors may have become rotten?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

## Important advice

### Obstructions

Make sure you keep all thoroughfares clear at all times.

### Working at height

Make sure that you have read our checklist and guidance before considering working at height.

You should ensure that you keep a copy of this form for your records.

## General advice

### Elimination of risk

The best control measure of all is to eliminate the risk entirely. For example, if a path is in very poor condition or steps are badly worn, ask yourself whether they are really needed or could they be closed and an alternative route used instead.

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# Personal Safety

Under Occupational Health and Safety legislation, all people have the right to work in a safe environment in which risk to their health and safety is minimised. Employers have a duty to provide a safe working environment. Below are some tips that may assist staff to satisfy their individual sense of personal safety. Additional factors may need to be considered depending upon individual circumstances.

## Within The Premises

1. Familiarise all staff/volunteers with emergency procedures and policies on how to deal with aggressive people, armed robberies, cash handling etc.
2. Restrict access to employee only areas and back rooms.
3. Ensure valuables such as personal possessions belonging to staff/volunteers remain locked away at all times. Items such as mobile phones, handbags and wallets should not be left unattended and in view, even for a moment.
4. Install audible door announcers to identify when people enter the premises or similar.
5. Keep doors and windows locked if staff/volunteers are working late.
6. When a staff member or volunteer is temporarily leaving the premises, notify a second party and advise that person of the staff member's/volunteers likely movements, expected time of return or arrival at next location.
7. Encourage staff members/volunteers to move their private vehicles closer to the church/place of work during daylight hours. After hours, arrange an escort to the car park or have someone watch their safe arrival into the car.
8. Pre-program important numbers such as Triple Zero '000' and security into church telephones and the mobile telephones of staff members and volunteers.

## On The Street

1. If a second person has been notified of a staff member's/volunteers departure from the premises, ensure that the same person is contacted and advised that the staff member/volunteer has reached their intended destination safely.
2. Avoid walking alone at night unless absolutely necessary, stay on lit paths and wear visible clothing.
3. Wear comfortable clothes and footwear that allow for freedom of movement.
4. Avoid shortcuts and dark, isolated areas.
5. Walk purposefully and know where you are going.
6. Walk on the footpath facing the oncoming traffic.
7. If you feel threatened, cross the road or enter a store or place of business even if you have just left it.
8. If using a public telephone, stand with your back to the phone after dialling maintaining a view of the surrounding area and persons approaching.
9. Carry purses and handbags close to your body.

## In Your Car

1. Position vehicles as close to your church/work premises as allowed.
2. Have keys in hand ready for use. Do not search for them in a handbag or backpack along the way or when standing at the car door.
3. Check inside the car by looking through the windows before getting in.
4. Consider driving with all of the doors locked and the windows wound up.
5. Do not leave valuable items visible inside the car.
6. When leaving the car, always close the windows, remove the ignition key and lock the doors.

## **NO AMOUNT OF PROPERTY IS WORTH RISKING YOUR SAFETY**

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# Aggressive People

Whilst the vast majority of attendees and visitors are polite and friendly to deal with, violent outbursts that occur inside a church or other church property can result in physical injury to staff, volunteers and visitors. The offender can also cause damage to property. It may be useful to keep photocopies of the Description Form (also included in this pack) in a convenient location within the office area for quick and easy reference and use by people to identify aggressive people and help Police with any investigations.

## Prevention

Educating staff/volunteers about conflict resolution can be a useful investment in avoiding aggressive situations and potential risks. Staff/volunteers should be skilled to tell the difference between assertive, aggressive and potentially violent people. In all instances of dealing with aggressive people, the main priority is to ensure the safety of yourself, your staff/volunteers and your visitors. Every situation is different and as such there is no one, absolute set of procedures in dealing with aggressive people. Following some basic steps however, may assist people to respond to such situations.

### Basic Security Tips

1. Assess the situation and remain calm at all times.
2. If onsite security officers are employed, ensure staff are aware of when and how to contact them.
3. If it appears that the safety of staff/volunteers or visitors is at risk, the police should be called immediately on Triple Zero '000'.
4. Do not respond to bad behaviour in the same manner.
5. Remain respectful. Try to restore a sense of justice for the person. Explain what options are available and encourage them to try one of these.
6. Patience is usually a good strategy and this can be achieved by not only listening to the person but by acknowledging their problem or situation:
  - Staff/Volunteers should not take insults personally - they are being delivered by a person who appears unreasonable and may relate to policies and procedures as opposed to the church attendees personally
  - Listening can be useful to allow the person to 'let off steam'
  - Remember that over a period of time anger can diminish.
7. Other staff/volunteers not involved in the incident should not become an audience; however they should monitor the situation for any possible escalation.
8. If the person is not able to be calmed and they continue to be offensive or obnoxious, politely request the person to leave the church's property.
9. If having been politely requested to leave, a person refuses, contact the police and await their arrival. Do not engage in any further unnecessary dialogue.

## Violent Offenders

1. Do not enter the person's physical space as this can escalate the situation. Holding your stance can appear aggressive to the offender - consider stepping back etc.
2. Discreetly remove any items that could potentially be used as weapons.
3. Counter areas or pews can be discreetly used to create natural barriers and distance between staff/volunteers and the aggressive person.
4. Employees and volunteers alike are entitled to protect themselves from violence. The amount of force used however to deter the violence, must be reasonable and proportionate to the harm that is being sought to be avoided. Excessive force is not justified and can result in a counter claim of criminal assault or civil litigation.

# Telephone Threats - Bomb & Other

Although rare, telephone and bomb threats are an issue that all parishioner volunteers and members of staff should be made aware of. It would be useful to keep a photocopied or laminated version of the Phone Threat Checklist directly beside/near the office telephone for immediate use, should a threatening call be received.

## Telephone Response

1. Stay calm.
2. Do not panic or make return threats
3. If possible, fill out the information on the Phone Threat Checklist while you are on the phone to the caller.
4. Listen carefully for a full description
  - Sex of the caller
  - Age of the caller
  - Any accents or speech impediments
  - Any background noise
  - Any key phrases used by the caller
5. Ask the caller
  - What the threat is?
  - When the threat is to be carried out?
  - Where the threat may be located?
  - Why the threat is being made?
6. Keep the person talking as long as possible (to obtain as much information as possible)
7. Whilst not alerting the caller, have an available person or other person present, contact the police on **TRIPLE ZERO '000'** using a separate telephone line or mobile.
8. Once the call is finished **DO NOT HANG UP** – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up.
9. Ensure all information has been written down.
10. Inform Parish and Diocese management and if not already been able to do so, report threat to police immediately on **TRIPLE ZERO '000'** – use a separate telephone line or mobile phone.

## Locating An Item – If an item or suspect package is located:

- Do not touch, tilt or tamper with the item
- Notify police immediately the police on **TRIPLE ZERO '000'** and follow the instructions given to you by them.

## Evacuation – if an evacuation is deemed necessary, it should be conducted in a pre-planned manner in accordance with your emergency management procedures

- If appropriate in the circumstances, clear the area immediately within the vicinity of the package of all people, ensuring that they are not directed past the package.
- Evacuate people to a safe, designated location in accordance with your emergency management and evacuation procedures.
- Request that people remain available at the designated location to assist police.
- Alert your Parish and Diocese management and if not already been able to do so, report threat to police immediately on **TRIPLE ZERO '000'**

### DO NOT HANG UP - REMEMBER TO KEEP CALM

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# Phone Threat Checklist

**Remember To Remain Calm**

**Who received the call?**

Name (print) Signature: .....

Telephone number called: .....

Date call received: ..... Time received: .....

**General Questions To Ask The Caller**

What is it?
When is the bomb going to explode? OR When will the substance be released?
Where did you put it? What does it look like? When did you put it there?
How will the bomb explode? OR How will the substance be released?
Did you put it there?
Why did you put it there?

Bomb Threat Questions	Chemical/Biological Threat Questions
What type of bomb is it?	What kind of substance is in it?
What is in the bomb?	How much of the substance is there?
What will make the bomb explode?	How will the substance be released?
	Is the substance a liquid, powder or gas?

**Exact Wording Of Threat:** .....

**Analysis Of Caller's Voice**

Sex:	Accent:		Voice:		Speech:		
Male	Australian	Irish	Angry	Obscene	Fast	Lisp	Distinct
Female	American	European	Soft	Loud	Slurred	Muffled	Other:
	Asian	British	Child	Giggling	Stutter	Slow	
	Middle Eastern	Other:	Calm	Other:	Clear	Distorted	

Duration of Call: ..... Did the caller appear familiar with the area? Yes / No ..... Estimated Age: .....

Comments from person receiving the call: .....

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# Suspicious Incident Report

This information could help solve a crime

Location of Incident: ..... Date: .....  
 Nature of Incident: ..... Time: .....

**Suspect Person** (complete one page for each suspect)

Sex (circle): M / F Height: ..... cm

Build	Hair Colour	Hair Style	Eye Colour	Complexion	Facial Hair
Fat	Red/Ginger	Straight	Grey	Fair	Moustache
Obese	Sandy/Blonde	Balding	Brown	Pale	Beard
Muscular	Bleached	Short	Black	Olive	Unshaven
Thin	Black	Long	Green	Medium	Clean shaven
Medium	Grey	Curly	Hazel	Dark	No facial hair visible
Solid	Brown	Distinctly cut	Blue	Tanned	Distinct facial hair
Other:	Other:	Other:	Other:	Other:	Other:

**Clothing**

Upper Body / Lower Body / Shoes .....

**Tattoos/Scars/Piercings/Other Distinguishing Characteristics**

Location / Description .....

**Previously Observed Or Other Incidents**

Where / When .....

**Suspected Vehicle** (circle)

Vehicle Make	Type Of Vehicle	Car Body Colour	Car Accessories	Car Registration	
Mazda	Sedan/Hatch	Blue (L/D)	Fawn	Roof racks	
Toyota	Station Wagon	White	Brown	Spoiler	Other:
Mitsubishi	Panel Van	Grey	Silver	Rear louvre	e.g. Damage, signs
Ford	Utility	Red	Green	Body kit	
Holden	Truck	Cream	Black	Rims	
Other:	Other:	Gold	Other:	Other:	

**Summary Of Incident**

**Action Taken** (Please include information pertaining to whether there is security footage)

# Description Form

If you are a victim of a robbery, please complete this form by yourself. If you are unsure of an answer don't guess - leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.

Offenders	1	2	3
Gender			
Height			
Build			
Age			
Hair			
Facial Hair			
Complexion			
Eyes			
Accent/race			
Disguise			
Scars/Tattoos			
Headwear			
Glasses			
Shirt/jacket			
Pants/dress			
Clothing logos			
Shoes/boots			
Carry bag			

Vehicle Details		
Make: .....	Registration: .....	Number of Occupants: .....
Model: .....	Plate Colour: .....	Year (Approx): .....
Colour: .....	Type: .....	
Distinguishing features / Accessories: .....		

Weapon Details		
Gun / Pistol: .....	Knife: .....	Other: .....
Shotgun: .....	Syringe: .....	Distinguishing features: .....
Rifle: .....	Bat / pole: .....	

Witness Details
Witness 1: .....
Witness 2: .....
Witness 3: .....

## Acknowledgement

Ansvar Insurance would like to acknowledge Victoria Police who provided information for this pack.

## Disclaimer

The materials provided in this kit are for guidance and information purposes only, and are up to date at the time of publication. Security Toolkit for Places of Worship does not constitute legal advice and should not be relied upon as such.

Readers may need to obtain professional advice or assistance on specific security issues tailored to their own circumstances. Ansvar Insurance expressly disclaims any liability for injury, loss or damage sustained by any person or body as a result of the reliance placed upon the information contained in this kit.



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