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| **Department / Parish** | **Site / Location** | **Specific Work Area** |
| Guides and Welcomers | St. Stephen's Cathedral Parish | St. Stephen's Cathedral Precinct |
| **Date of Assessment** | **Job Task Description** | |
| 3 March 2022 | Welcoming and Guiding others in and around the Cathedral Precinct - for booked tours, walk in visitors and ushering at events including marshalling  Please refer to individual Risk Assessments for specific events. | |

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| **Risk Assessment Developed By / Consulted With** | | | |
| **Name** | **Signed** | **Position** | **Date** |
| Barbara Reynolds-Hutchinson  Kate Pearson, Mike Garrett |  | Chairperson and Education Coordinator, Guides and Welcomers |  |
| Angela O’Dea |  | WHS Advisor |  |
| Roqer Bishop |  | Facilities Manager |  |

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| **Risk Assessment Approved By** | | | |
|  | **Low Risk / Medium Risk – Local Manager / Coordinator / Parish Priest / Parish Dean** | **High Risk - Regional or Area Manager / Director / Vicar General** | **Extreme - Executive Director / Vicar General** |
| **Signed** |  |  |  |
| **Position** |  |  |  |
| **Date** |  |  |  |

***Risk Assessment Steps***

Step 1. Identify the potential hazard and the sources of the hazard

Step 2. Break the activity or tasks into logical steps

Step 3. Identify and review the existing control measure for each hazard

Step 4. Assess the risk given all control measures applying the risk matrix

Step 5. Implement agreed control measure applying the hierarchy of controls

Step 6. Monitor and review control measuring

| Item No: | Activity/Work Step | Type of Hazard | Description of Risk | Existing Control Measures | Existing Risk Score | Proposed Control Measures | Proposed Risk Score | By Who |
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| 1 | Preparing for the activity | Lack of competency/ experience | \* Persons unknown to Parish  \* Non-compliant Blue Card holder  \* Inappropriate behaviours  \* Does not understand or follow role description;  \* Does not understand or use positive behaviour management approach  \* Does not understand or use code of ethical behaviour | \* current National Police Check  \* current Working with Children (Blue Card)  \* completed recruitment and induction procedures  followed according to  \* completed Safeguarding Level 2 Training  \* the trainer is experienced and has a comprehensive understanding of the role of Guide and Welcomer  \* completed 7 days of training before commencing the activity  \* 6 months supervised probation  \* Guides to be paired with another Guide for regular activity  \* assessment completed at the completion of Guides training  \* annual training including WHS, Fire and Security training | Medium (moderate, unlikely) | \* Consider possibility of extension of training if required  \* ensure current compliance of National Police Check and Working with Children (Blue Card) | 2 - Low (unlikely, minor ) |  |
|  |  | Physical Injury | Slips Trips and Falls  Manual Handling | \* Ensure that workers are aware of any potential slippery, uneven surfaces  \* Advise all volunteers to wear appropriate footwear  \* Discourage large items being carried – use appropriate manual handling techniques, i.e. do not move heavy items such as tables by yourself | Medium (unlikely, moderate) |  |  |  |
|  |  | Unable to communicate  Unable to perform  role | Lack of ability to  communicate with others in the event of an emergency  Inappropriate attitude | Carry duress alarm  \* Place yourself in the right mind-set before commencing the activity  \* Focus on the task at hand | Low (minor, rare) | Consider mobile phone available to all volunteers | Low (minor, rare) |  |
|  |  | Fitness for duty | Unwell or  fatigued | \* Do not put yourself at risk  \* Consider your own health and safety  \* Contact your Roster Coordinator and advise them  \* Ensure that you sign in  \* Take duress alarms (one for guide and one for welcome) | Low  (minor, rare) |  |  |  |
|  |  | Heat related illness | High temperatures,  over exertion | \* If the temperature is too high to work in, notify your Roster Coordinator  \* Use natural shade when moving about  \* Guides and Welcomers are to be attentive to the needs of themselves and the group for hydration – have own personal water containers and have bottled water for people overcome by heat  \* Tour Coordinators to advise all groups to bring own water | Low - (Unlikely, insignificant |  |  |  |
| 2 | Conducting the  activity  Gathering people,  including large booked groups | Physical injury, Emotional, Psychological, Sexual harm  Physical Injury  caused by fall, or crowding | \* Welcomer being alone with vulnerable persons  \* Non-compliant behaviour  \* Perception of inappropriate touching  \* Temperature (Heat)  \* Slips Trips and Falls  \* Larger groups  \* Inadequate  lighting | \* Establish group rules  \* Two adult rule to be followed and stay in CCTV Camera Coverage  \* Use of positive behaviour specific feedback  \* Follow Archdiocesan Safeguarding Procedure  \* Follow established procedures as per manual  \* Ensure lead guide is designated  \* Large groups are broken into smaller sized groups.  \* Consider the space of the chapel for manoeuvrability  \* Ensure adequate lighting when moving groups around  \* Liaise with Sacristan | Medium (unlikely, moderate) | Welcomer or Guide to understand the specific needs of the group  Lighting is in the  process of being improved | Medium (unlikely, moderate) |  |
| 3 | Interacting with the  public (including ushering) | Large groups of  People  Aggressive behaviour;  Vulnerable homeless persons  Unattended baggage | \* Members of the public  \* Tour Groups  \* Beggars | \* Crowd management  \* Remain calm and polite  \* Maintain professional boundaries  \* Do not provide money to beggars (refer them to  the Cathedral Office)  \* Calmly Repeat Advice  \* Suggest an alternative seat  \* If safe, remove the item  \* Liaise with internal employees (Parish personnel, Facility Management, Interfaith and Ecumenical personnel)  \* If inappropriate behaviour escalates use  duress alarm, and call Facilities Manager | Low (Possible, insignificant) | Use Duress Button at all times |  |  |
| 4 | Photography | Exploitation and Abuse | \* Inappropriate boundaries  \* Breach of privacy  \* No children photographed without parental consent | \* Request visitors not to take photos of anyone  \* Prior to taking photos, obtain consent  \* Refer professional photographers to the  Cathedral Office | Low  (unlikely, insignificant) |  |  |  |
| 5 | Emergency event | Physical, psychological harm | \* Fire, evacuation  \* Bomb threat  \* Protests  \* Police response  \* Aggressive person  \* Medical emergency  \* Intent to cause physical harm with weapon or other devices | \* Refer to Emergency Management Plan  \* Refer to WHS, Fire and Security Training for  evacuation, medical emergency and lock down procedure  \* Seek assistance / use duress alarm  \* Contact Police/security to advise of situation and to obtain further advice | Medium (unlikely, moderate) |  |  |  |
| 6 | General Security | Loss or damage of  belongings | \* Lost items  \* Suspicious items  i.e. unattended luggage | \* Collect, register and secure found items  \* Report suspicious items to Cathedral Office/Security  \* Set aside area for school bags  \* Do not accept or store luggage or belongings from members of the public | Low (possible, insignificant) | Use Duress Button and / or call 000 |  |  |
| 7 | COVID 19 | Exposure to COVID 19 | Transmission of  COVID -19 to COVID Marshal, volunteers, parishioners due to interaction between people | \* adhere to current Qld Government requirements  \* availability of hand sanitisers  \* Social Distancing as required  \* wearing of masks as required  \* allocated Seating  \* as per Archdiocesan Policy - vaccination of staff as required | Medium  (unlikely, moderate) |  |  |  |

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| **Implementation of Proposed Control Measures** | | | | |
| **Item No** | **Action Required** | **By Who** | **By When** | **Date Complete** |
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| **Risk Assessment Read and Understood by / Sign Off** | | | |
| **Name** | **Signed** | **Position** | **Date** |
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**Hierarchy of Controls**



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| **CONSEQUENCE DESCRIPTORS** | |  | **LIKELIHOOD RATING FOR RISKS** | | |
| **Rating** | **Description** |  | **Rating** | **Description** | **Occurrence** |
| **Insignificant** | No Injury |  | **Almost Certain** | Expected to occur in most circumstances | Multiple / 12 months |
| **Minor** | First aid treatment |  | **Likely** | Will probably occur | Once / 12 months |
| **Moderate** | Medical treatment required |  | **Possible** | May occur | Once/12 months - 5 years |
| **Major** | Serious Injury requiring hospitalisation/ serious illness requiring long term absence |  | **Unlikely** | Not likely to occur | Once / 5 - 10 years |
| **Significant** | Death or multiple serious injuries requiring hospitalisation |  | **Rare** | May only occur in exceptional circumstances | Once / > 10 years |

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|  | **CONSEQUENCE** | | | | | | | |
| **LIKELIHOOD** |  | | **Insignificant** | **Minor** | **Moderate** | **Major** | **Significant** | |
| **Almost Certain** | | **Medium** | **High** | **Extreme** | **Extreme** | **Extreme** | |
| **Likely** | | **Medium** | **High** | **High** | **Extreme** | **Extreme** | |
| **Possible** | | **Low** | **Medium** | **High** | **High** | **Extreme** | |
| **Unlikely** | | **Low** | **Medium** | **Medium** | **High** | **High** | |
| **Rare** | | **Low** | **Low** | **Low** | **Medium** | **Medium** | |
| **RISK LEVEL** | | **DESCRIPTION** | | | | | |
| **Extreme** | | **Risk level not acceptable. Immediate action required. If the activity continues, all possible mitigation strategies be analysed to reduce exposure to the risk. Active review and monitoring. Oversight by Executive Director.** | | | | | |
| **High** | | **Proactive management required: Risk mitigation strategies to be developed including contingency plans where relevant. Active review and monitoring. Oversight by Executive Director or Delegated Officer.** | | | | | |
| **Medium** | | **Potential action require. Risk may be acceptable if reduced to as low as reasonably practical through application of acceptable controls. Review and monitoring by risk owner.** | | | | | |
| **Low** | | **Accept and monitor. Managed by routine procedures and controls. Periodically monitored by risk owners.** | | | | | |