



Emergency Response Plan

This plan outlines how the programs and ministries of Springwood Church of Christ will prepare for and respond to emergencies, including medical emergencies, intruders and fire/evacuation.

All ministry supervisors and staff will be provided a copy of this plan and will take their leaders through it annually at a ministry/staff meeting.

This will include a review of emergency exit locations and the emergency assembly point.

Illness/injury

Someone with first aid qualifications will attend all ministries/programs. First aid kits will be regularly checked and re-stocked.

If someone is ill or injured, use the first aid kit if this is adequate. Names of those who are qualified are written on the First Aid box. Alternatively, organise for the person to be taken to the nearest medical centre or hospital – see Emergency list at end of this document. Suitable transport must be organised for someone who is under 18 or who is too unwell or injured to drive themselves. This may include calling an ambulance to transport them.

For under 18s, parents/caregivers must be advised immediately their child becomes ill or is injured if medical treatment is required to be organised. If first aid is administered, parents/caregivers must be informed upon picking up their child.

For situations that are serious or urgent in nature, have someone remain with the person/s and **call 000**.

For programs operating away from the church, ensure a first aid kit is taken and the ministry leader/s are aware of the location of the nearest medical centre or hospital.

Fire/evacuation

Should a fire, explosion or chemical emergency occur, a leader should yell 'emergency, evacuate' and call 000 immediately.

Leaders must calmly assist all attendees to evacuate and move immediately to the emergency assembly point. One or more leaders must also be designated/instructed to check all spaces and bathrooms if it is safe to do so. A head count should be undertaken to ensure no attendees are missing. No one should be allowed to leave until emergency services have arrived.

Intruder/lockdown

This is of specific importance for youth/children's activities, but all program/ministry leaders should be aware of this protocol.

Should a member of the public who is not a participant in the program/ministry and is displaying unsafe or inappropriate behaviour (e.g. may appear affected by drugs or alcohol, or make verbal or physical threats), come onto the site during a program/ministry, leaders should immediately initiate lockdown by separating program participants from the individual. The police should also be called via 000.



Lockdown may include calmly closing and locking all doors to the part of the building the participants are in and instructing them to remain in the room and to sit/stand at a distance from the door/s. If need be (e.g. the person tries to enter), participants could be exited in a direction away from the intruder, into a safer space. If participants are outside, they should be instructed calmly by leaders to move away from the person, without drawing undue attention to the person's presence, and to move into a more secure/distant location.

A minimum of two leaders should politely and sensitively approach the intruder (only if safe), seek to engage in casual conversation, asking them to leave while the program is running. If it is not safe to approach the person, leaders should remain in lockdown with participants and wait for the police to arrive.

Reporting and debrief

A leader should contact the Senior Pastor to inform them of the incident/emergency as soon as possible. The Senior Pastor should flag the incident with the Chair of the Governing Group and ensure any immediate or ongoing actions to ensure the safety of all and follow up of the incident, including any responses or changes to processes required, are carried out/implemented.

As soon as practical after an incident/event, **an incident report form should be completed** and placed on file. Incident Forms are available on the website or in the blue folder in Reception. Leaders should be debriefed, including sharing any lessons learned.

If a significant incident (e.g. critical injury, violent intruder) occurs during a program involving children, ensure a communication is sent to all parents/caregivers debriefing the incident as soon as possible, while maintaining privacy. If the incident has been particularly serious or traumatic, offer for a pastor to debrief with the family.

Receiving a Concern or Disclosure

Complaints and Allegations Form is available in the blue Safety folder in Reception.

If anyone is in immediate danger, call the police 000. If a complaint or allegation has been received relating to children, it should be immediately escalated to the Safe Ministry Contact, Senior Pastor and Chair of the Board. A disclosure relating to the abuse of a child must also be reported to Police Link and the police report number should be recorded. The church leadership team will work through the full Incident Response Process and follow up on a reasonable course of action.

If the alleged perpetrator is a person connected to the church and the concern relates to a child, the CofCQ Safeguarding Response Group must also be contacted within 48 hours by the Senior Pastor or Chair of the Board. If the alleged perpetrator is the Senior Pastor or another Ministering Person endorsed by CofCQ, the complaint or disclosure can be made directly to the CofCQ 99Ministry Ethics Unit.



Emergency Contacts

Name of Service	Details	Phone Number
Emergency Services	Ambulance/Fire/Police	000
Nearest Medical Centre	Parfrey Road Medical Centre 196 Parfrey Road, Rochedale Sth	3341 2002
	Dennis Road Medical Centre 18 Dennis Road, Springwood	3290 4566
Nearest Hospital with Emergency Department	Logan Hospital Loganlea Road, Meadowbrook	3299 8899
Policelink	Non urgent incidents e.g break and enters, stolen cars or alleged harm to children etc.	13 14 44
Poisons Information Centre	Australia wide	13 11 26
Nearest Police Station	Rochedale Sth Police Beat	3219 7850
	Slacks Creek Station	3387 8333
Crime Stoppers		1800 333 000
Energex	Loss of Supply	13 62 62
Graffiti Removal		1800 731 026
State Emergency Services	Storm damage, floods	13 25 00
Senior Pastor	Dale White	0419 756 469
Safe Ministry Contacts	Leanne Thomson	0430 107 634
	Justine Cadena	0423 479 649
Chair of Church Board	Stephen Parker	0410 614 894

Referring Agencies

Name of Service	Details	Phone Number
Kids Helpline	Available for support for ages 5-25	1800 551 800
Department of Children, Youth Justice and Multicultural Affairs	General concerns related to the safety of children (not in immediate danger and non-sexual)	1800 177 135
Lifeline	Adults needing counselling	13 11 44
Parentline	8am – 10pm	1300 301 300
Relationships Australia		1300 364 277
Suicide Callback Service	Suicide Prevention help	1300 659 467
Headspace	Mental Health help	1800 650 890
Beyond Blue	Mental Health help	1300 224 636
CofCQ Ministry Ethics Unit	Where concerns are about the behaviour or actions of Ministering Persons (church pastors)	governance@cofcqld.com.au
CofCQ Safeguarding Response Group	Where disclosure or concerns received in relation to the harm of children and the alleged perpetrator is connected to the church. Complete Concern Reporting Form.	safeguarding@cofcqld.com.au