

Thank you for Volunteering

Thank you for your willingness to serve and volunteer!

This presentation will feature important safety information and procedures to follow during your time onsite at StayKCC.

At the end of the presentation, if in doubt, don't hesitate to contact or call your KCC Convention Coordinator or KCC Property Staff.

We hope that during your time here you will be blessed by God's Word and by each other!



A photograph of a band performing on a stage. The stage is lit with blue and white lights. In the background, there are three large white vertical panels, with a large black cross symbol on the central panel. The band consists of five members: two guitarists on the left, a keyboardist in the center, a female singer, and another guitarist on the right. The audience is visible in the foreground, mostly in silhouette.

Be Gracious to People

Some people might be rude to you or you may feel under-appreciated, but it's important to project the right attitude and show love to everyone.

Your love and graciousness might make a big difference in their lives.

With God's help, each volunteer makes this event a success. KCC loves volunteers — we can't do this without you. We really appreciate you!

Meet the KCC Team

Narelle Harris

Event Coordinator – KEC Children's Program,
OneLove & Onward Youth

Katherine Fernandez

Event Coordinator – KEC, NextGen & Oxygen

Rebecca Hardman

Event Coordinator – KYCK & BASECAMP

Mary Jung

Manager – Conventions & Admin

Greg Tolhurst

Operations Manager – Functions (Acting) – StayKCC

Lachlan McGuire

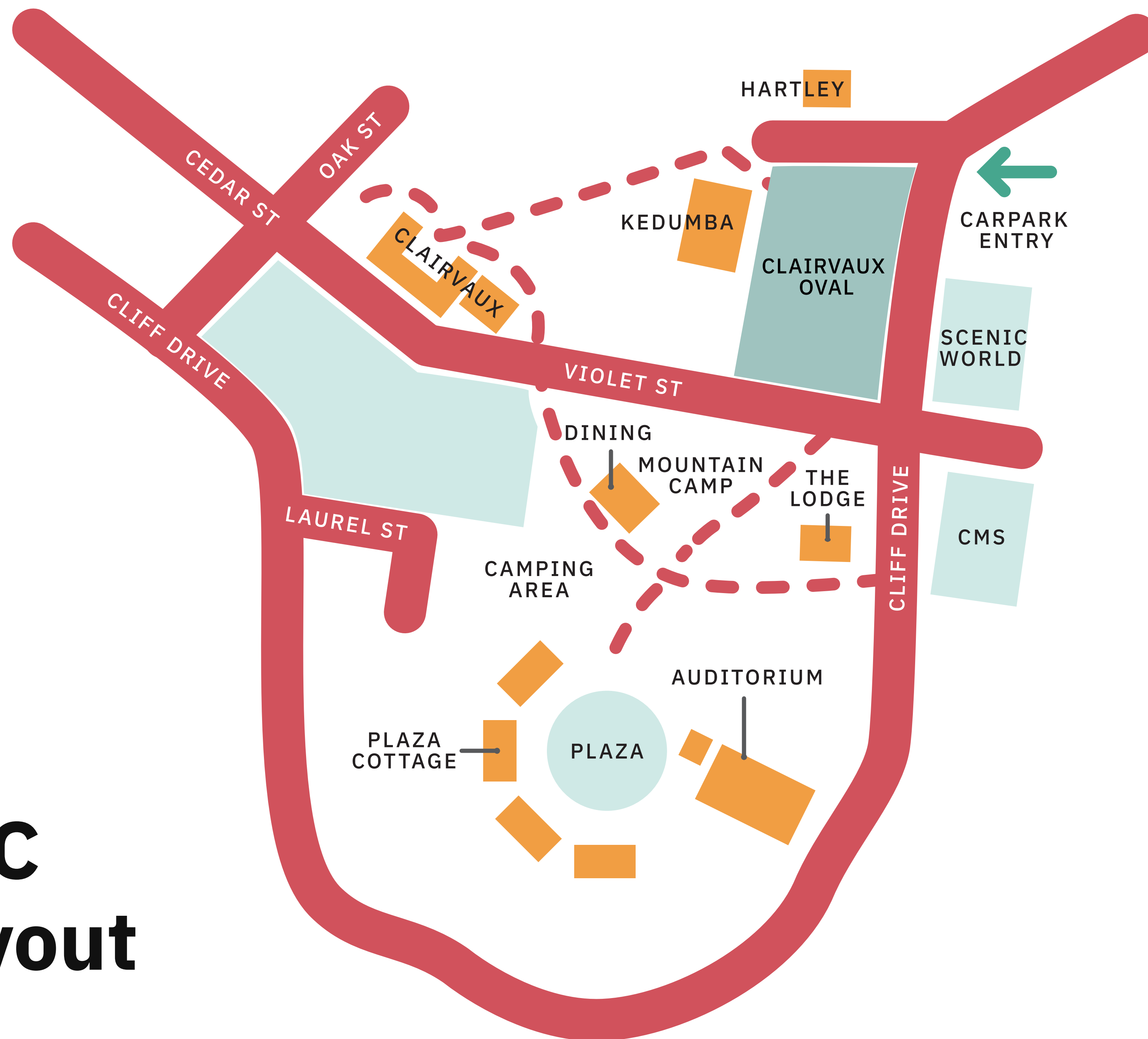
Events & Bookings Officer

Garry Berger

Facilities Manager



StayKCC Site Layout



Katoomba Site Layout



Emergency Evacuation

In the event of an emergency evacuation of an area, please ensure:

Leaders

Check and account for any children/delegates you are responsible for and report to team leaders

Team Leaders

Check and account for any leaders/volunteers you are responsible for and report to the KCC Convention Coordinator

Team Members

Report to your team leader

Site Hosts

Bringing sign in/out sheets from your accommodation centre to the oval (if possible)

Then await further instructions. The KCC Convention Coordinator & Property Staff will be coordinating the response.



Emergency Assembly Points



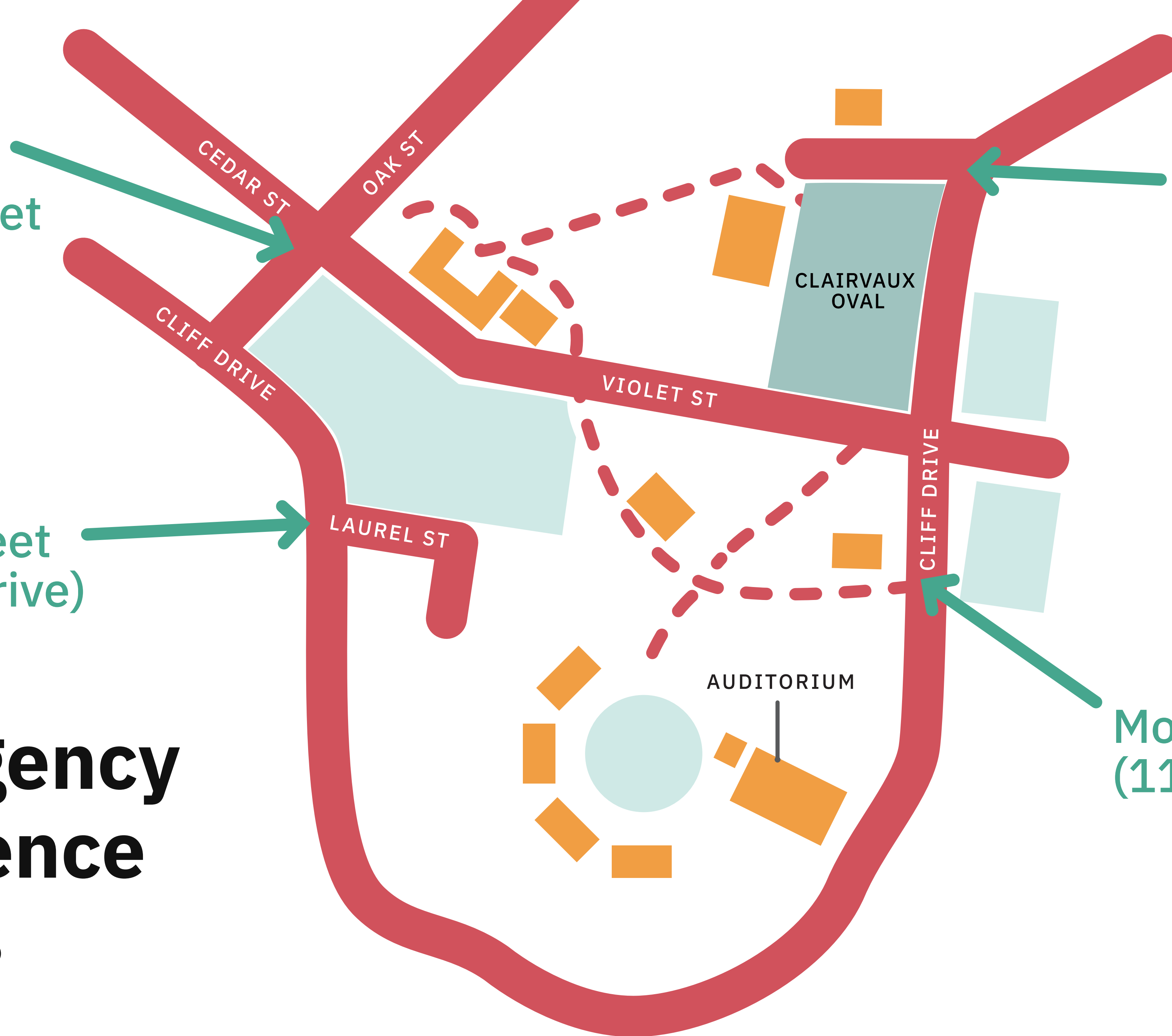
Corner of
Oak and
Violet Street

Kedumba
(off Cliff Drive)
Opposite
Scenic World
Car Park

Laurel Street
(off Cliff Drive)

Mountain Camp
(119 Cliff Drive)

Emergency Reference Points





Emergency Contact Numbers

In the event of an emergency, please contact KCC Property Staff & Convention Coordinator. Use your radios or the phone as below:

KCC Convention Coordinator: 0403 455 842

KCC Property Staff: 0408 825 588 on call 24/7

Please note that these calls are forwarded to whoever is on call — so please no texts!

Please put these numbers in your phone. We would prefer to assist and guide you in the event of an emergency and for KCC staff to be calling emergency services. However, if for some reason we are unavailable, or the situation is urgent, then call:

Police/Fire/Ambulance: 000/112

Emergency Contact Numbers

If you need to contact emergency services directly, emergency contact numbers are below. Please ensure that you notify the Facilities Manager & Convention Coordinator immediately after making any emergency call.



Katoomba Police Station

4782 8199 (24 hours)
217 Katoomba St,
Katoomba

Poisons Information Centre

131 126

Interpreter Service

(24 hours)
131 450

ELGAS Emergency No.

1800 879 783

HOSPITALS

Katoomba Hospital

4784 6500
Cnr Woodlands Rd &
Great Western Highway,
Katoomba

Nepean Hospital

4734 2000

DOCTORS

**Upper Mountains Medical
Centre**

4782 2222
98– 108 Bathurst St,
Katoomba

Katoomba Medical Practice

4782 3888

CHEMIST

Greenwell & Thomas
4782 1066

Blue Mountains Pharmacy

4782 5450

**Family & Community
Services Helpline NSW**

(for child safety concerns)
132 111 (24/7)



Police / Fire / Ambulance

Auditorium: main entrance 119 Cliff Drive, near cnr of Cliff Drive and Violet St OR top entrance via Laurel St, off Cliff Drive (give the exact spelling of Laurel St)

Mountain Camp: main entrance 119 Cliff Drive, near cnr of Cliff Drive and Violet St

Lodge: main entrance 119 Cliff Drive, near cnr of Cliff Drive and Violet St

Kedumba: 113 Cliff Drive, driveway almost opposite Scenic World Carpark

Hartley: 20 Ficus St Katoomba, nearest intersection Oak St

Clairvaux: corner of Oak and Violet St

Camping Area: end of Laurel St, off Cliff Drive (give the exact spelling of Laurel St)

IMPORTANT: Designate the person who made the phone call to meet the ambulance on the street and direct it to the location of the casualty — this is to ensure that if the ambulance gets lost or needs to make contact they can call the person who is waiting to meet them.



First Aid

- Alert Ushers or your team leader
- Use the First Aid Provider on-site during convention session times
- Notify Convention Coordinator & KCC Property Staff
- KCC Property Staff can provide first aid when the First Aid Provider isn't available
- First Aid Kits are located in every accommodation centre — talk to KCC Property Staff if you need more supplies
- Ensure an incident report is filled out by the First Aid provider and/or yourself

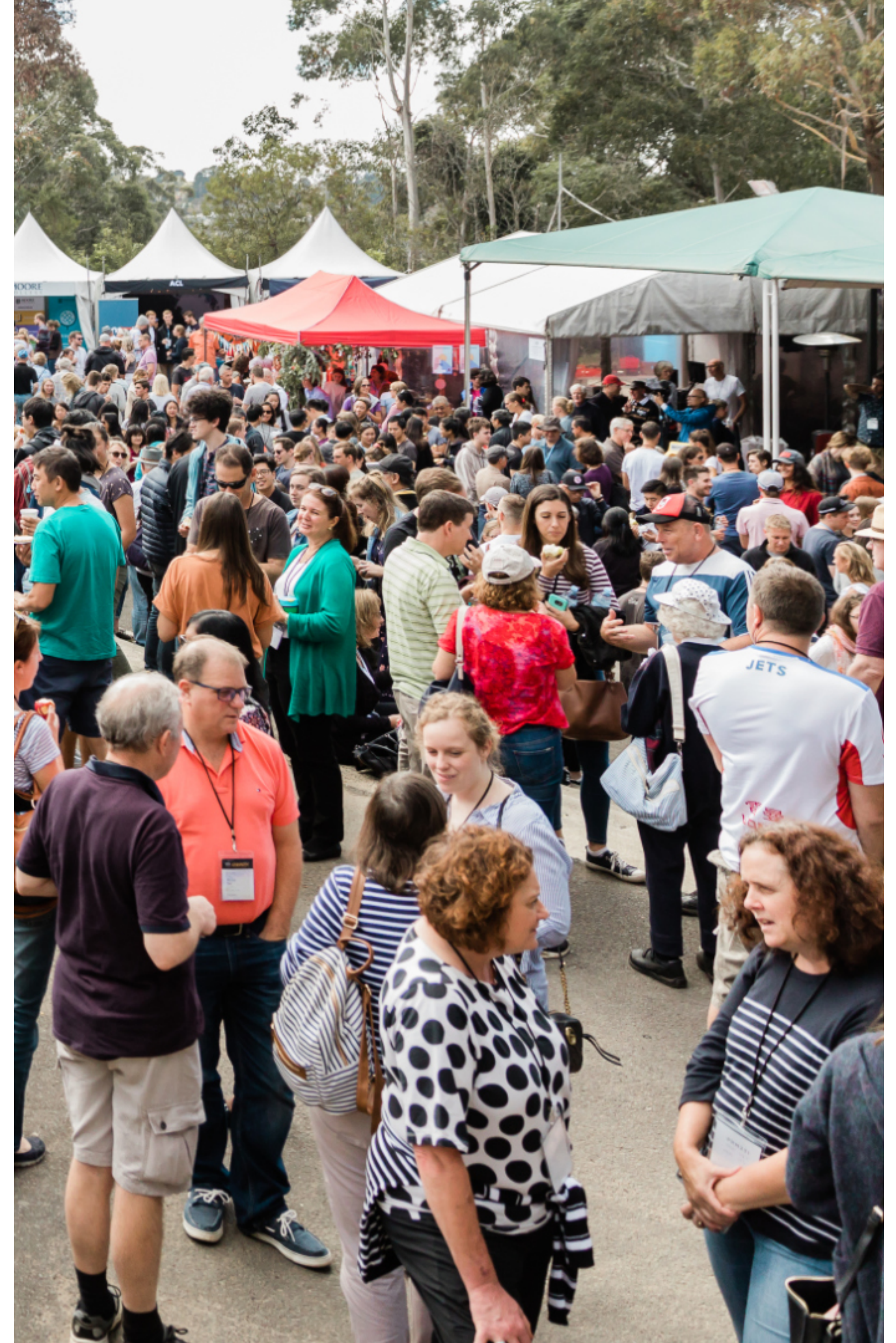
Medical Emergency

In the event of a MEDICAL EMERGENCY on site KCC Staff and volunteers should:

- Check for DANGER or any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Notify First Aid Personnel
- Notify KCC Property Staff— it is preferable for KCC to call emergency services as needed, or if urgent
- Call the Ambulance Service on 000/112 giving location
- Designate someone to meet the ambulance and direct it to the location of the casualty

NOTE

- Provide support and appropriate assistance
- Do not leave the casualty alone
- Do not move casualty unless they are exposed to a life-threatening situation by being left as or where they are.



Anaphylaxis

What is it and what to do?





What is it?

Some people are extremely allergic to certain foods or items that can have a severe reaction that could cause breathing difficulties and may cause death. Time is critical — with just minutes to respond.

- Facial swelling, including swelling of the lips and eyelids
- Swollen tongue
- Swollen throat
- Reddening of skin across the body
- Hives (red welts) appearing across the skin
- Abdominal discomfort or pain
- Vomiting
- Strained or noisy breathing
- Inability to talk or hoarseness
- Wheezing or coughing
- Drop in blood pressure
- Unconsciousness
- Young children may get floppy and pale

A close-up photograph of several bees on a light-colored wooden surface. One bee is in sharp focus in the upper left, while others are blurred in the background and foreground. The bees are yellow and black with visible wings and antennae.

What to do?

Children

- There is a trained person on each team – find out who that person is
- Kids identified with this condition have an Anaphylactic Action Plan and Epipen
- In the event of child having a reaction
 - Find the trained person urgently
 - Call 000 for help
 - Call KCC support staff for help

What to do?

Adults

- If someone is having a reaction:
 - Call for help immediately
 - Find a trained person and epi-pen (preferably the First Aid provider if possible)
 - **Note:** people who know they have this condition usually have an Anaphylactic Action Plan and an EpiPen on them
 - Call 000 for help
 - Call KCC support staff for help

EpiPens are kept in Mt Camp kitchen (catering staff can assist) and the KCC office (usually locked, KCC staff can access — call on site number).



Delegates who are sick or unwell

Registration teams and ushers should be alert at spotting individuals who may look unwell. Registration is the best time to do this.

- Watch for signs of flu-like symptoms or other signs that the delegate may be unwell
- Speak to parents or leaders during registration if you have any concerns about a child's symptoms.

If someone begins to look or feel unwell while in the program, contact the parents or leaders to immediately attend to the individual or child. Encourage adults to go home and rest. We do not want sickness spreading throughout the convention.



Child Protection

KCC treats protection of children with utmost importance.

KCC expects all leaders to respect other people's minds, emotions and bodies.

Safe recruitment — checked volunteers have nametags — therefore it is important for you to wear your nametag at all times on-site.





Child Protection

Leader Behaviour

- Stay where others can see you – never be alone with a child
- Be inclusive and non-discriminatory. Don't show favouritism
- Model appropriate physical contact
- Model appropriate verbal interactions
- Follow appropriate behaviour management guidelines
- Toileting procedures are specific to ages – speak to your team leader
- Ensure that all children are signed in and signed out by an authorised person.

Appropriate Physical Contact

Physical contact is primarily for the purpose of assisting or comforting a child for a short period of time. Leaders should not continue physical contact for longer than necessary to achieve this purpose. All physical contact should be in the open and able to be seen by others and should be sort out or initiated by the child.

Child Protection (Continued...)

Non-Appropriate Physical Contact

No one is to be touched in a way that could be considered provocative or sexual. This includes wrestling, tickling, patting, pinching, frontal hugging, kissing, sexual or offensive hand or body gestures, and physical touch anywhere except in what is accepted as the safe area between the shoulder and elbow.

Restraining a Child

Leaders are allowed to physically restrain a child only if he/she is physically endangering other children, other Leaders, or themselves. In such cases, leaders should use the least force needed for the least time possible, to re-direct the child in order to remove the danger to themselves and/or others. When restraining a child, gentle force should be applied to the upper arms from behind.

Appropriate Verbal Interactions

- Avoid all crude language and sexually explicit jokes,
- Do not bully, prank, intimate or humiliate any person.
- Use culturally sensitive language
- Be careful discussing overly private matters
- Be very careful about offering advice and suggestions

Acceptable means of redirecting inappropriate behaviour may include:

- Correcting the child verbally
- Redirecting the child to another more suitable activity
- Withholding a certain privilege or activity for a brief time
- Non-exclusionary time out i.e. the child

or youth is given time out due to the occurrence of a challenging behaviour. The child cannot participate but remains in the same room and can observe what is happening but not participate.

- All correction should be discrete, immediate, and consistent.
- Additional information available in Code of Conduct about creating an environment that encourages positive behaviour.

Guidelines to discern appropriate behaviour:

- Will my words/actions in any way impinge upon the achievement of KCC Program's objectives?
- Will my words/actions pose a risk to anyone's safety (physically, emotionally, spiritually)?
- Has my Program Leader or KCC representative consented to my actions?

Child Protection (Continued...)

Responding Appropriately to Concerns and Suspected Abuse

1. Child makes a disclosure of abuse
 2. Observe abuse or physical signs of abuse
 3. Reasonably suspect inappropriate behaviour has occurred
- Stay calm and believe the child. Make sure that the needs of the child are the priority.
 - Do NOT make any promises – “not to tell anyone”, “I’m going to fix this”
 - Do NOT ask ‘leading questions’ e.g. “did they....”

- Your job is to listen to the child, not to investigate the situation
- Do NOT contact the person suspected of inflicting abuse or the parents
- Do NOT speak about this to anyone other than the Team Leader, KCC Safe Ministry Representative, or appropriate government authorities
- Write down the details of the conversation straight away

Report ALL incidents or concerns immediately to your Team Leader who will contact the Safe Ministry Representative. They will follow the KCC Safe Ministry Incident Response Process and work with you to complete a report.





Social Media

KCC asks that all volunteers do not interact with any program delegates under 18 years of age via social media during or following the event. Be upfront with children in letting them know that if they try and add you as a friend (or similar) that you can't accept that request.

Intruder?

No adults, except for KCC Staff & approved volunteers (wearing a convention volunteer tag) are permitted onsite at kid's programs.

Unless the person seems agitated, calmly ask the person to leave. If they do not comply, call KCC Property Staff immediately and then if deemed necessary call the POLICE on 000. Do not do anything that may encourage irrational or threatening behaviour.

If possible and safe to do so, initiate action to:
Restrict their entry into a building
Confine or isolate them from other guests
Ensure someone has a line of sight to the person at all times.

Evacuation may be considered, if necessary and safe to do so. Take a photo or note of what the person looks like for providing a Description of Offender form later. In the case of a Personal Threat being made — similar action.



Missing or Lost Guest / Visitor

If someone goes missing, please alert the Convention Coordinator and KCC Property Staff, and be available to assist them to:

- Double check with the person's team or group leader to gather information and determine who is missing
- Check all buildings, especially bedrooms and bathrooms systematically
- Check car park areas using portable PA system to call for the person
- Assist KCC Property Staff who will oversee the search or Call Police on 000 if deemed necessary and commence search as instructed.





Safety and WHS

KCC doesn't ask anyone to do anything that compromises anyone's safety.

If you think a situation is unsafe to you or others, either do something about it (if it can be safely done so) or raise the issue with your team leader.

Look out for the person next to you.

Wear appropriate clothing and enclosed footwear.

Lifting — don't lift more than 20 kg & don't bend your back (bend your knees).

Look out for traffic — particularly crossing Violet Street.

Don't use electrical leads that are not tagged.

Sign in/out Procedure

KCC needs to know who is onsite — in case of an evacuation being needed. Make sure you sign in and out of your accommodation centre and also let your team leader know if you are going offsite. If you don't know who your team leader is, talk to your Convention Coordinator.



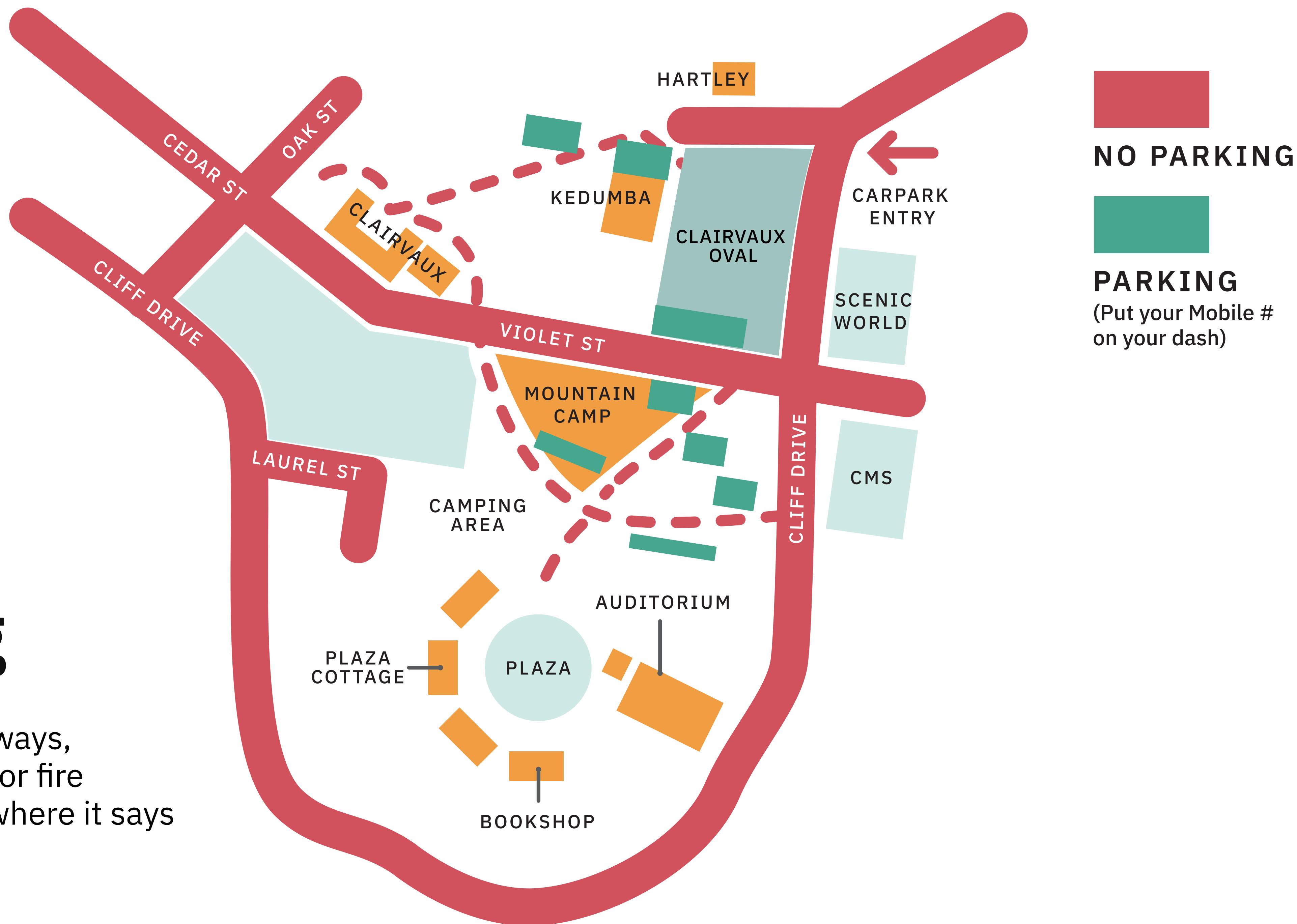


Be Considerate of Others

- Please try not to wake others up late at night or early in the morning
- Please be prompt for the program, meals and your tasks
- If you park someone in, make sure you put your phone number on your dash
- Be helpful to your Brothers and Sisters in Christ!
- No alcohol, smoking or vapes on-site
- Curfew of 11pm

Parking

Don't block driveways, emergency exits, or fire extinguishers or where it says "No parking".



A group of young people, mostly teenagers and young adults, are gathered in a large room with a high ceiling. They are all looking upwards and to the right, some with their hands raised in a gesture of praise or prayer. The room is dimly lit, with warm, glowing string lights hanging from the ceiling. In the background, there are large doors with green exit signs above them. The overall atmosphere is one of a religious or spiritual gathering.

Thank you

As a result of your ministry...

People come together to focus on God's Word
God willing, some people will become Christians and others will be built up in their faith
Many friendships are formed and strengthened