

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!





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

Katherine Fernandez

Event Coordinator – KEC & OneLove

Rebecca Hardman

Event Manager – KYCK & BASECAMP

Mary Jung

Event Director

Michael Mallin

General Manager – StayKCC

Lachlan McGuire

Events & Bookings Officer – StayKCC

Garry Berger

Facilities Manager – StayKCC





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

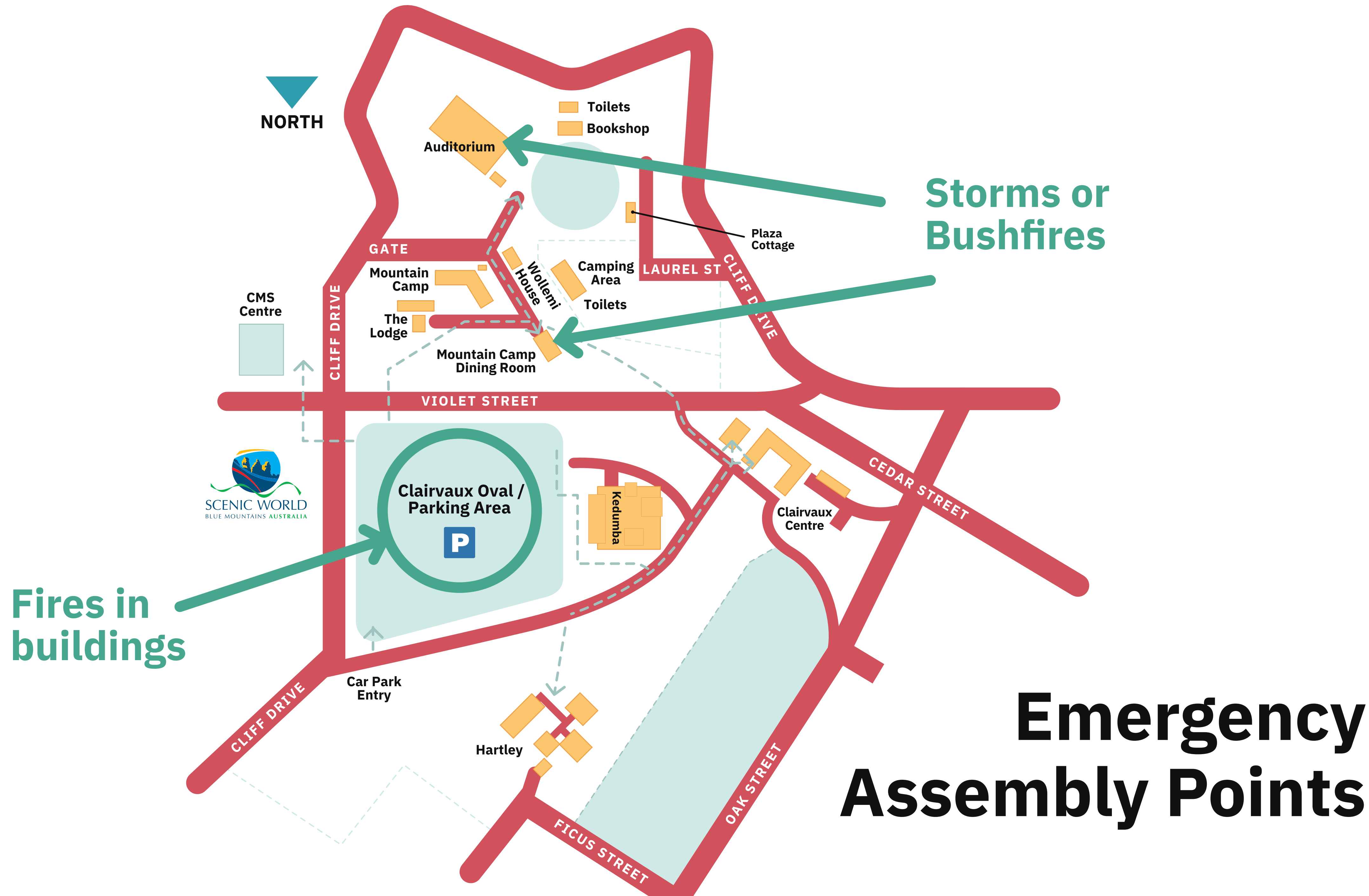
Report to your team leader

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.







- Toilets
- Bookshop

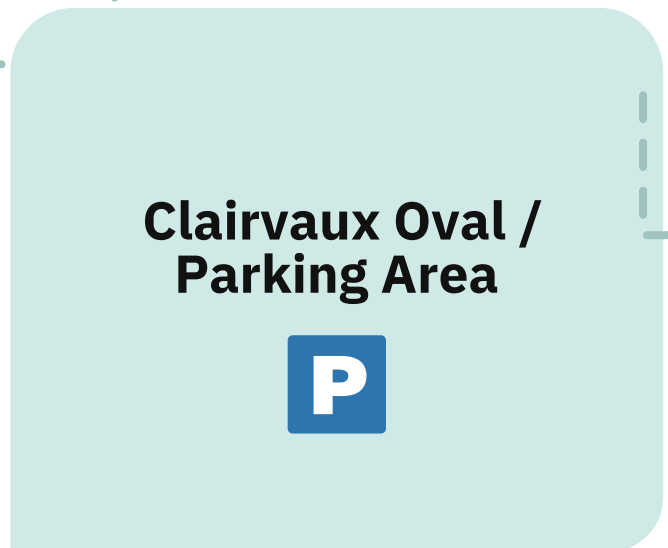
**Mountain Camp
(119 Cliff Drive)**

**10 Laurel Street
(off Cliff Drive)**

**CMS Conference
Centre (8 Violet
Street)**



**Kedumba
(113 Cliff Drive)
Opposite
Scenic World
Car Park**

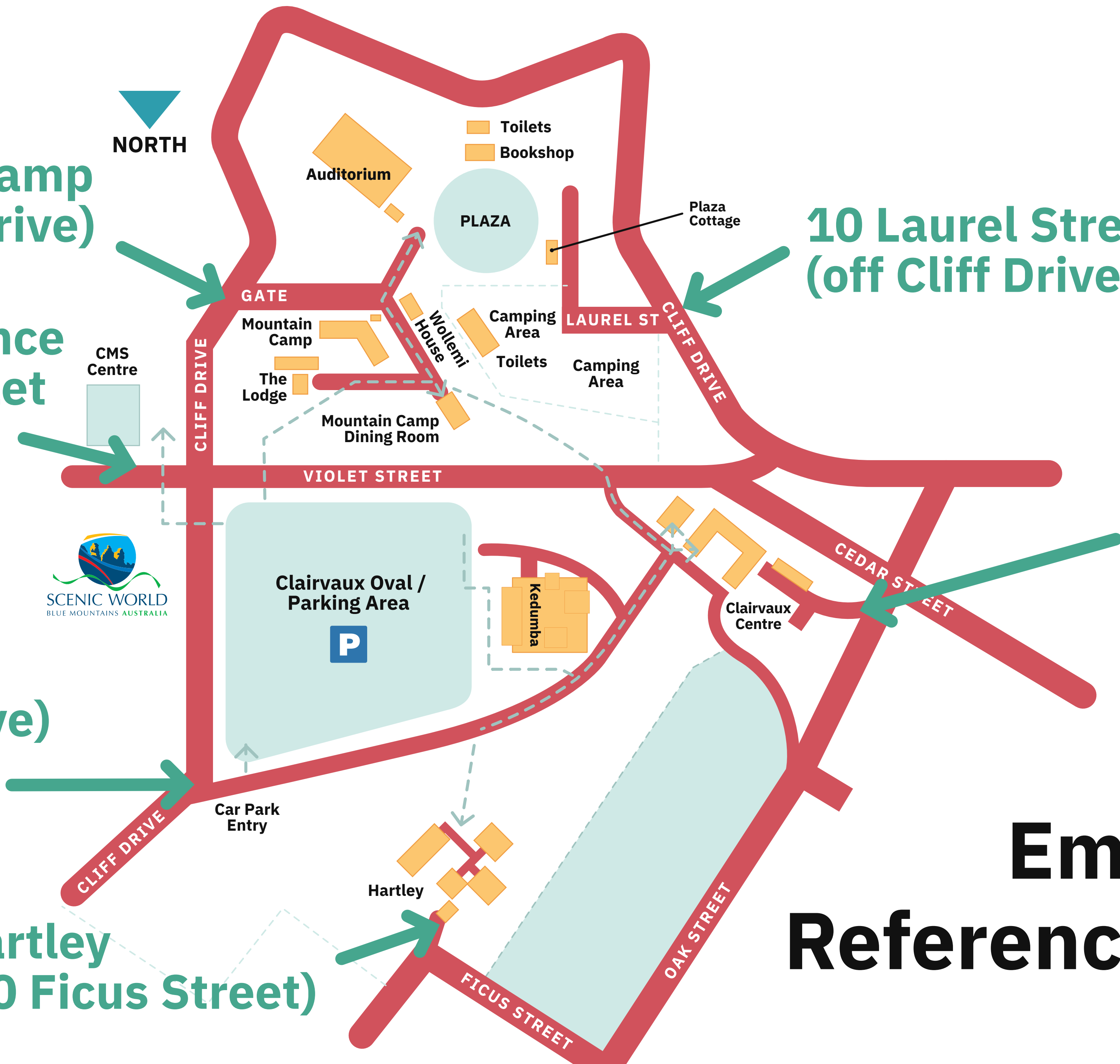


**Hartley
(20 Ficus Street)**



**Corner of
Oak and
Cedar Street**

**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:

Bec Hardman: 0410 556 199

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)

CMS Conference Centre: 8 Violet Street Katoomba

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

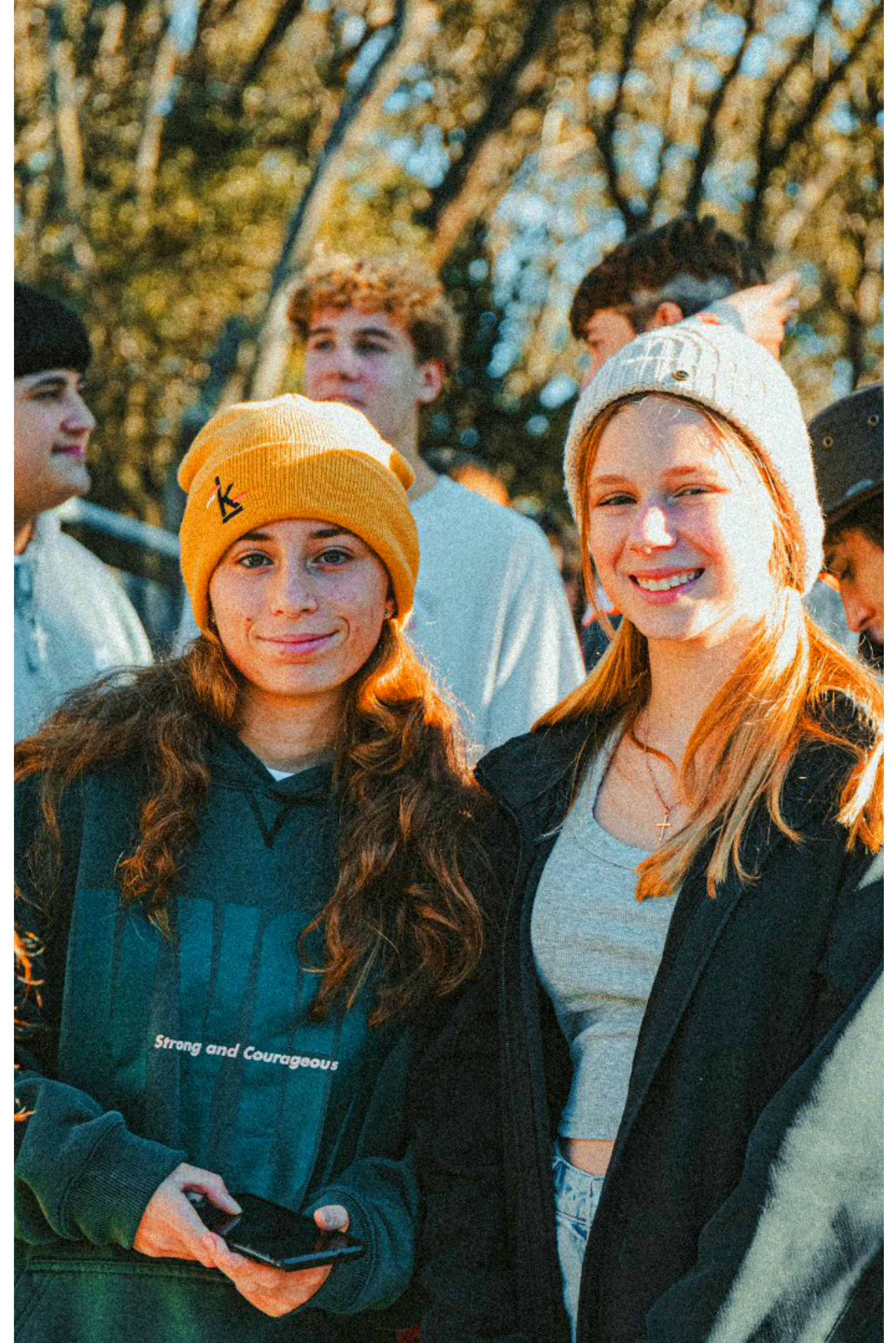
Medical Emergency

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



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

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.





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.



A large audience is seated in a theater, facing a stage. On the stage, a woman is speaking at a podium. A large screen above the stage displays a close-up of the speaker. The stage backdrop features the text "The Father's Joy" and "ONE LIVE".

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



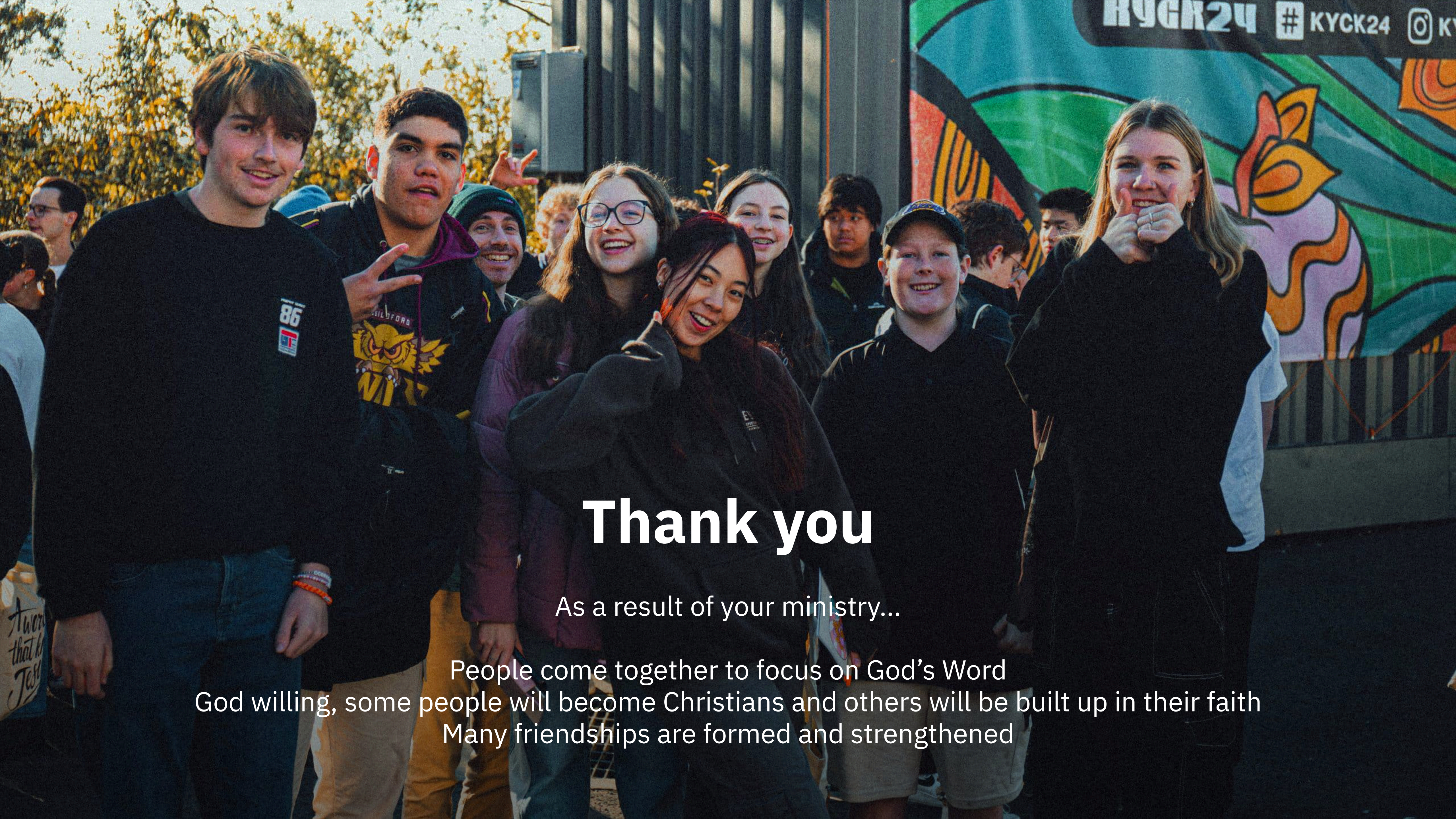
NO PARKING

PARKING
(Put your Mobile # on your dash)



Parking

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



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