

16.8 SAFE CASH HANDLING

16.8.1 INTRODUCTION

Opportunity Shops

Opportunity shops (op shops) are an important part of the Diocese's community work. Op shops are primarily run by volunteer workers and provide a valuable service to the community. Part of this service requires the handling of money by workers and therefore the Diocese will ensure, so far as reasonably practicable, the health and safety of all workers whilst working in op shops.

Parish Offertory & Cash

Part of parish activity is the collection of offertory and cash. The handling of the offertory and cash will be done in a manner that will ensure, so far as reasonably practicable, the health and safety of all workers involved with this activity.

16.8.2 PURPOSE

To ensure as far as reasonably practicable that risks associated with cash handling in op shops and the parish are eliminated or mitigated.

16.8.3 LEGISLATIVE REQUIREMENTS

- WHS Act 2011 (NSW)
- WHS Regulations 2011 (NSW)
- Code of Practice How to Manage Work Health and Safety Risks
- Armed Hold-Ups and Cash Handling – A Guide to protecting people and profits from armed hold ups

16.8.4 PROCEDURE

Stage 1 Identify hazards associated with op shop or parish site lay out and preparedness

Step 1 Hazards that may be associated with an op shop or parish include:

- Location of the op shop/parish: is it in an isolated area?
- Design of the op shop layout/parish: is the cash register close to an entry/exit point? Where is the safe? Are the lighting levels low?
- Amount of cash in both the register and safe?
- Cash movements: is cash transferred to the bank at the same time on the same day?
- Workers: is there more than one worker visible at all times?
- Level of information, instruction and training provided to workers: do workers know what to do if they are in a robbery situation?

Step 2 A risk assessment shall be conducted on the identified hazard(s) associated with cash handling using the Diocese’s risk methodology.

LIKELIHOOD	CONSEQUENCE		
	Minor: First Aid injury or medical treatment	Moderate: Alternate work or lost time injury	Major: Fatality or permanent injury
Almost Certain (Will probably occur)	CHECK	STOP	STOP
Possible (May occur, has happened)	START	CHECK	STOP
Unlikely (could occur - known to happen)	START	START	CHECK

Step 3 Control the risks associated with cash handling, using the hierarchy of control.

Risk should be eliminated or removed where reasonably practicable as the first option. If the risk cannot be eliminated, then the Diocese will utilise the hierarchy of control (as outlined below) to determine the most appropriate action.

The following diagram shows examples of possible cash handling control options.

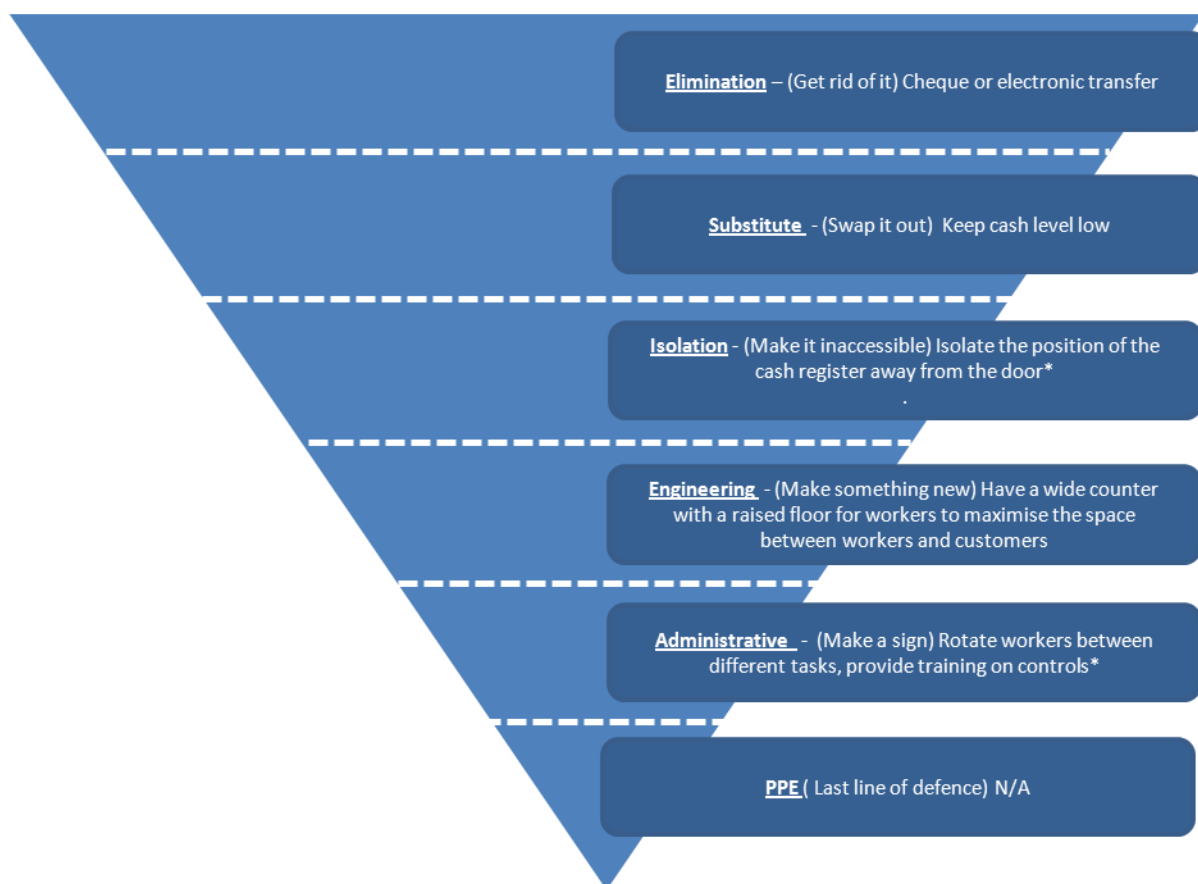


Figure 1

* There are many other isolation, engineering and administrative controls that should be considered. Specifically for Op Shops and the Parish Offertory, these include:

Op Shop

- Be aware of people coming into the shop and browsing at length
- Have more than one volunteer working at any time
- Always keep the back door and any other potential access points in the op shop locked or secure.
- Install electronic sensors that emit a sound whenever a customer enters or leaves the premises, this is an aid for keeping tabs on how many customers are in the shop at any one time.
- Use strong exterior lighting so that all approaches to the op shop are brightly lit. This will enable the workers on duty to notice the approach of a potential robber and to take note of the get-away vehicle details.
- Do not allow a cash register to fill with cash.
- Monitor the amount of cash held and make frequent, random bank deposits through the day, or regularly change the day deposits are made.

- Constantly change the procedures for cash transfer including changing routes, times, schedules, the amounts transferred and the vehicle used for the transfer
- Count cash in a secure room. Do not leave money out of the safe to investigate a disruption in the shop. Make sure that the premises is locked and that you are out of sight from those passing by when counting money.

Parish Offertory

(See Diocesan Handbook Point 10.2 Handling the Offertory & Cash)

- Two people related or in a close personal relationship will not handle or count the offertory or other monies together.
- The offertory should be moved from the Sanctuary to a secure locked area immediately after it has been blessed; this should be done by two responsible members nominated by the churchwardens.
- The offertory should be moved to the safe immediately following the service by two responsible members nominated by the churchwardens
- The money should be counted and checked by at least two responsible members nominated by the churchwardens, as soon as possible following the service prior to banking.
- A copy of the counting sheet should be kept in a separate file in order that the Parish Council Treasurer can verify that the monies counted agree with the monies banked. Where possible, the Parish Council Treasurer should not be involved with the counting or banking of monies; but should oversee the process by ensuring that banked monies equal the counted monies.
- Always count the offertory in a locked room. Do not allow children and other visitors into the room during counting.
- Where a clerical person receives a donation, collection or offertories, and no other lay or clerical persons are present (i.e. nursing homes, home visits, separate baptism services) they should arrange for this to be placed in the parish safe immediately, with a note advising the source of the money.
- Only in special circumstances (i.e. a very aged and female congregation) should a clerical person take the monies to the bank.
- Under no circumstances should a clerical person count money for the bank.

Step 4 The Diocese has developed SWMS/TRA for the above identified cash handling hazards. Controls have been developed and implemented based on the hierarchy of controls.

Each parish is responsible for ensuring that the Task Risk Assessment is specific to their particular op shop's and parish offertory requirements. This

shall be done in consultation with all workers who work in the op shop or handle offertory and cash.

The WHS Officer will assist with this step as required.

Step 5 All workers who work with cash shall be provided with adequate information, instruction and training on the developed safe work procedure/risk assessment. This will include information relating to:

- Cash handling procedures
- Emergency procedures and operation of security devices
- Confidentiality about procedures and security devices
- Worker support services during an armed hold-up
- How to identify robbers
- How to identify suspicious behaviour
- How to behave during an armed hold-up

Step 6 Each parish shall retain records of any information, instruction and training provided to workers.