



Toukley Neighbourhood Centre

Ph: 02 43961555 / Email: admin@tnc.org.au / Website: www.tnc.org.au
PO Box 55, Toukley NSW 2263 / ABN: 64 997 484 484 / Association No: Y02437-47

TNC is the heartbeat of a connected, supported, empowered, inclusive and thriving community. We partner with the broader community to share what we can and provide a hand up to those in need, so they can Wallamba-bayn (come back) and join us in delivering our vision.

POLICY – FACILITIES MANAGEMENT

Policy Information

Title:	Facilities Management
Effective Date:	24-Mar-2025
Policy Owner:	Chairperson, Board of Management
Applies To:	All staff and volunteers
Next Review Date:	31-Mar-2026

Change Control

Effective Date	Author	Approver	Comments
14-Aug-2023	Bronwyn Evans	BoM	Initial document
08-Apr-2024	Bronwyn Evans	BoM	Updated for changed locations and to change requirement for closed in footwear
19-Mar-25	Donna Tudman	BoM	Align to new template Remove measurement criteria



Contents

<i>Policy Information.....</i>	<i>1</i>
<i>Change Control</i>	<i>1</i>
<i>Contents</i>	<i>2</i>
<i>Policy Overview.....</i>	<i>3</i>
<i>Purpose</i>	<i>3</i>
<i>Context</i>	<i>3</i>
<i>Overview</i>	<i>3</i>
<i>Definitions</i>	<i>3</i>
<i>Policy Principles.....</i>	<i>4</i>
<i>Facility Security and Access Control</i>	<i>4</i>
<i>Principle 1:</i>	<i>4</i>
<i>Work Health and Safety (WHS) Compliance</i>	<i>4</i>
<i>Principle 2:</i>	<i>4</i>
<i>Principle 3: Facility Maintenance and Accessibility</i>	<i>4</i>
<i>Principle 4: Facilities are designed / maintained for physical accessibility</i>	<i>4</i>



Policy Overview

Purpose

TNC Commitment to Safety and Security

TNC is committed to ensuring the safety, security, and well-being of its **staff, volunteers, and community members** attending its facilities. This policy aligns with relevant **state and federal legislation**, including but not limited to:

- Work Health and Safety Act 2011 (Cth & NSW)
- Work Health and Safety Regulation 2017 (NSW)
- Security Industry Act 1997 (NSW)
- Disability Discrimination Act 1992 (Cth)
- Local Government (Building and Facilities) Regulations
- TNC maintains operational procedures to prevent workplace hazards, mitigate security risks, and ensure facilities are accessible, safe, and compliant.

Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the [TNC Policy Framework](#).

TNC Policy documents are developed to:

- Assist TNC to meet the objects of the organisation and manage risk effectively
- Assist TNC staff and volunteers in performing their duties
- Outline how TNC will meet governance expectations
- Provide transparency and clarity to TNC staff and volunteers.

TNC is bound by the [Australian Charities and Not-for-profits Commission Act 2012 \(Cth\)](#) and regulated by the [ACNC](#).

Overview

TNC operates from several locations in Toukley. These are:

- Offices and Community hub, located at 7 Summerside Street
- Op Shop, located in Ron Alt Lane.

The purpose of this policy is to standardise management of those facilities.

Definitions

Term	Explanation
ACNC	Australian Charities and Not-for-profits Commission
BoM	Board of Management
TNC	Toukley Neighbourhood Centre

Policy Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

Principle 1: Facility Security and Access Control

To prevent unauthorised access and enhance security, TNC enforces:

- **Restricted access:** Only authorised personnel (staff, volunteers, contractors) are permitted in operational areas. Visitors must be signed in and accompanied.
- **Two-person policy:** Staff and volunteers avoid being alone in a facility where possible.
- **Attendance outside normal hours:** Any staff or volunteer working outside standard hours must notify management and follow after-hours security procedures.
- **Site visibility:** Staff, contractors, and volunteers must wear identification badges and check in upon arrival. Where applicable, visitor tracking must extend to non-shopping attendees.
- **Emergency procedures:** All facilities must have a documented emergency response plan, including fire exits, emergency contact numbers, and security alert protocols.
- **Opening/Closing Procedures:** Each facility must have documented open/close procedures, ensuring secure entry and exit.

Principle 2: Work Health and Safety (WHS) Compliance

TNC ensures facilities comply with **WHS laws** by:

- **Hazard identification and risk management:** Any WHS concerns (e.g., damaged flooring, poor lighting, equipment failures) must be promptly reported, monitored, and resolved.
- **Personal safety obligations:** Staff and volunteers have a duty of care to:
 - ◆ Take **reasonable steps** to protect their own safety.
 - ◆ Avoid actions that **adversely impact others' safety**.
 - ◆ Report **hazards, near misses, or incidents** immediately.
- **Safe footwear policy:** To minimise the risk of slips, trips, and falls, staff and volunteers must wear:
- **Slip-resistant, closed-in footwear** in roles involving lifting, standing, or movement.
- **Avoid** high heels, loose-fitting sandals, or worn-out soles.
- **Emergency response training:** Staff and volunteers must complete **mandatory WHS and security training**, including fire safety and incident reporting.

Principle 3: Facility Maintenance and Accessibility

- **Physical accessibility:**
 - ◆ Facilities must comply with Australian Disability Access Standards, ensuring ramps, elevators, and accessible pathways are available where feasible.
- **Maintenance procedures:**
 - ◆ Any maintenance or repair work is to be reported to the Executive Officer, preferably electronically
 - ◆ Regular facility inspections must be conducted.
 - ◆ Maintenance issues must be logged, assigned resources, and tracked until resolved.

Principle 4: Facilities are designed / maintained for physical accessibility

To ensure policy effectiveness, TNC will measure compliance by:

1. Facility Incident Reporting – tracking incidents (e.g., security breaches, WHS issues) and corrective actions.
2. Documented Procedures – ensuring all facilities have updated open/close and WHS guidelines.
3. Maintenance Records - logging maintenance requests and verifying completion.
4. Security & WHS Audits - conducting periodic facility inspections for security, safety, and accessibility compliance.