



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

1. Policy Information

Title:	Facilities Management
Effective Date:	14-Aug-2026
Policy Owner:	EO
Oversight:	R&CC
Next Review Date:	Aug-2027

1.1. Definitions

This policy uses the terms defined in the TNC Master Definitions Table, available on the Toukley Neighbourhood Centre website (www.tnc.org.au/policies). Policy-specific definitions are listed below.

Term	Explanation
Hazardous Materials Register	TNC's record of hazardous substances and chemicals held at each site, including safety data sheets and storage/handling controls
WHS	Work, Health and Safety

1.2. Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the TNC Policy Framework and support the delivery of safe, effective and accountable community services.

TNC policies are developed to:

- Assist TNC to meet its organisational objects and manage risk effectively
- Support staff and volunteers in performing their duties
- Demonstrate how TNC meets its governance, compliance and quality expectations
- Provide clarity, transparency and consistency across all areas of TNC operations.

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

1.3. Related Documents

- Work, Health and Safety Policy
- WHS Handbook
- Risk Management Policy
- Organisational Resilience Policy
- Compliance Policy
- Hazardous Materials Register (RMS)



1.4. 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-2025	Donna Tudman	BoM	Align to new template. Remove measurement criteria.
[draft]	Bronwyn Evans	Draft for R&CC	Rebuilt on current Policy.dotx structure. Updated WHS legislative references to the WHS Regulation 2025 and added a psychosocial hazard cross-reference. Added a Hazardous Materials Register clause, owned by the EO. Added an annual fire safety inspection commitment for each site, alongside the WHS Handbook's existing monthly facility inspection and quarterly/6-monthly WHS Committee and Audit cycle. Updated terminology to reference the Risk Management System (RMS) in Salesforce. Added Related Documents and RACI sections per the current template.

1.5. Contents

1.	<i>Policy Information</i>	1
1.1.	<i>Definitions</i>	1
1.2.	<i>Context</i>	1
1.3.	<i>Related Documents</i>	1
1.4.	<i>Change Control</i>	2
1.5.	<i>Contents</i>	2
2.	<i>Policy Overview</i>	4
2.1.	<i>Purpose</i>	4
2.2.	<i>Overview</i>	4
2.3.	<i>Scope</i>	4
3.	<i>Policy Principles</i>	5
	<i>Principle 1: Facility Security and Access Control</i>	5
	<i>Principle 2: Work Health and Safety (WHS) Compliance</i>	5
	<i>Principle 3: Facility Maintenance and Hazardous Materials</i>	5
	<i>Principle 4: Facilities are Designed and Maintained for Physical Accessibility</i>	5
4.	<i>Roles and Responsibilities</i>	6
4.1.	<i>Overview</i>	6
4.2.	<i>RACI</i>	6
5.	<i>Policy Guidelines</i>	7
6.	<i>Processes</i>	8
6.1.	<i>Facility Access, Security and Emergency Procedures</i>	8
6.2.	<i>Hazard Reporting and the Risk Management System (RMS)</i>	8
6.3.	<i>Facility Inspections, Audits and Hazardous Materials</i>	8
6.4.	<i>Recordkeeping Requirements</i>	8

2. Policy Overview

2.1. Purpose

TNC is committed to ensuring the safety, security and wellbeing of staff, volunteers and community members attending its facilities. This policy aligns with relevant state and federal legislation, including but not limited to the Work Health and Safety Act 2011 (Cth & NSW), the Work Health and Safety Regulation 2025 (NSW), the Security Industry Act 1997 (NSW), the Disability Discrimination Act 1992 (Cth), and the Disability (Access to Premises — Buildings) Standards 2010. TNC maintains operational procedures to prevent workplace hazards, mitigate security risks, and ensure facilities are accessible, safe and compliant.

Psychosocial hazards arising from facility conditions — such as lone working, after-hours attendance, or access restrictions — are managed under the Work, Health and Safety Policy, consistent with TNC's obligations under section 26A of the WHS Act 2011 (NSW) and the WHS Regulation 2025.

2.2. Overview

TNC operates from two locations in Toukley: the Offices and Community Hub at 7–9 Summerside Street, and the Op Shop at Ron Alt Lane. This policy standardises the management of those facilities, in line with TNC's Risk Management Framework and the WHS Handbook.

2.3. Scope

This policy applies to all TNC staff, volunteers, contractors, students, and any other individuals engaged in TNC activities.

It applies to all TNC programs, services, premises, digital systems, equipment and activities unless otherwise stated within this policy.

3. 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 the following controls:

- 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 on arrival. Where applicable, visitor tracking extends to non-shopping attendees.
- Emergency procedures: Every facility has a documented emergency response plan, including fire exits, emergency contact numbers and security alert protocols.
- Opening/closing procedures: Every facility has documented open/close procedures, ensuring secure entry and exit.

Principle 2: Work Health and Safety (WHS) Compliance

TNC ensures facilities comply with WHS laws, including the Work Health and Safety Act 2011 (Cth & NSW) and the Work Health and Safety Regulation 2025 (NSW), by:

- Hazard identification and risk management: WHS concerns (e.g. damaged flooring, poor lighting, equipment failures) are promptly reported, monitored and resolved via the RMS.
- Personal safety obligations: staff and volunteers take reasonable steps to protect their own safety, avoid actions that adversely affect others' safety, and report hazards, near misses or incidents immediately.
- Safe footwear policy: staff and volunteers in roles involving lifting, standing or movement wear slip-resistant, closed-in footwear, and avoid high heels, loose-fitting sandals or worn-out soles.
- Emergency response training: staff and volunteers complete mandatory WHS and security training, including fire safety and incident reporting, per the WHS Handbook.

Principle 3: Facility Maintenance and Hazardous Materials

TNC maintains its facilities and manages hazardous materials to protect staff, volunteers and the community:

- Hazardous Materials Register: TNC maintains a Hazardous Materials Register, owned by the Community Support Manager, recording chemicals and hazardous substances held at each site together with safety data sheets and storage/handling controls — consistent with the chemical and biohazard checks in the WHS Handbook's Facility Inspection Template.
- Fire safety inspections: a formal fire safety inspection is conducted at each TNC site (Summerside and the Op Shop) at least annually, in addition to the monthly facility inspections and fire/emergency equipment checks set out in the WHS Handbook.
- Regular facility inspections: each site is inspected monthly using the WHS Handbook's Facility Inspection Template, and results are reviewed at the quarterly WHS Committee meeting and the formal 6-monthly WHS Audit.
- Maintenance procedures: maintenance or repair needs are reported to the Community Support Manager, logged in the RMS, and tracked until resolved.

Principle 4: Facilities are Designed and Maintained for Physical Accessibility

TNC facilities comply with the Disability (Access to Premises — Buildings) Standards 2010, ensuring ramps, elevators and accessible pathways are available where feasible. Any new building work or significant refurbishment is designed to the current edition of AS 1428.1 (design for access and mobility).

4. Roles and Responsibilities

4.1. Overview

Clear roles and responsibilities ensure that TNC policies are implemented effectively, monitored appropriately and aligned with governance expectations. Accountability for policy application is shared across the organisation, with oversight provided by the R&CC.

The Community Support Manager administers this policy day to day and owns the Hazardous Materials Register. Program and Volunteer Coordinators support facility inspections and report issues promptly. All staff and volunteers are expected to follow access, security and WHS procedures at their site.

4.2. RACI

This RACI identifies who is Responsible (R), Accountable (A), Consulted (C) and Informed (I) for the activities required under this policy.

Activity	BoM	Oversighting Committee	Community Support Manager	Program / Volunteer Coordinators	Staff and Volunteers
Generic Policy Activities					
Understand and comply with the policy	I	I	C	R	R
Implement policy requirements in daily operations	I	I	A	R	R
Maintain procedures and records required by the policy	I	I	A	R	R
Monitor compliance and identify issues	I	A	R	R	R
Report incidents, risks or non-compliance	I	C	A	R	R
Review policy effectiveness and recommend improvements	I	A	A	C	I
Approve policy revisions	A	C	R	I	I
Policy Specific Activities					
Maintain the Hazardous Materials Register	I	A	R	C	I
Conduct monthly facility inspections (WHS Handbook template)	I	I	A	R	C
Conduct annual fire safety inspections at each site	I	A	R	C	I
Feed facility inspection results into the quarterly WHS Committee review and 6-monthly WHS Audit	I	A	R	C	I
Report maintenance issues and hazards via the RMS	I	I	A	R	R

5. Policy Guidelines

The policy guidelines outline the rules, expectations and minimum requirements that must be followed under this policy. These guidelines apply to all individuals covered in the Scope section and support consistent, safe and compliant delivery of TNC operations.

- Facility incidents (e.g. security breaches, WHS issues) are logged and tracked as incidents in the RMS, with corrective actions assigned and monitored.
- Every facility has current, documented open/close and WHS procedures.
- The Hazardous Materials Register is maintained by the Community Support Manager and reviewed at least annually, and after any related incident.
- A formal fire safety inspection is conducted at each site at least annually, in addition to monthly facility inspections.
- Facility inspection findings are reported into the quarterly WHS Committee review and the 6-monthly WHS Audit, consistent with the WHS Handbook.
- Maintenance requests are logged and tracked to completion via the RMS or other approved systems.

6. Processes

The processes describe how the requirements of this policy are applied in practice. Detailed procedures or work instructions, where required, are maintained separately and referenced from this section.

6.1. Facility Access, Security and Emergency Procedures

- Apply restricted access and sign-in/visitor tracking at every site.
- Apply the two-person policy where possible, and after-hours notification procedures.
- Maintain documented open/close procedures and a site emergency response plan.

6.2. Hazard Reporting and the Risk Management System (RMS)

- Report hazards, near misses and incidents immediately, and log them in the RMS Incident Register.
- Control Owners review and update facility-related entries in the RMS Control Register.
- Escalate unresolved or high-risk facility matters in accordance with the Risk Management Policy.

6.3. Facility Inspections, Audits and Hazardous Materials

- Conduct monthly facility inspections at each site using the WHS Handbook's Facility Inspection Template.
- Review facility inspection results at the quarterly WHS Committee meeting.
- Review facility inspection records and equipment maintenance logs as part of the formal 6-monthly WHS Audit; at least one of the two annual audits is conducted by an external reviewer where possible.
- Conduct a formal fire safety inspection at each site at least annually.
- Maintain the Hazardous Materials Register (Community Support Manager), including safety data sheets and storage/handling controls; review at least annually and after any related incident.

6.4. Recordkeeping Requirements

Records created under this policy must be stored in accordance with TNC's records management requirements. This includes ensuring records are complete, accurate, accessible to authorised personnel, and retained for the required period. Records may include facility inspection reports, fire safety inspection records, the Hazardous Materials Register, maintenance logs, and RMS entries for facility-related incidents and controls.