

# Baptist Insurance Services

APRIL 2017

## CYBER BACKUP

Churches are increasingly dependent upon computers for efficient operation of their administrative functions and ministry activities. To help mitigate the impact of lost or damaged data and programs, it is important that extra copies are kept of all key systems and data. These copies are referred to as backup. Backup can provide an organisation with the ability to continue processing with the minimum loss of functionality and data.

Currently, society has experienced a surge in attempts to infiltrate computers connected to the internet. Examples of such activity go by the names: virus, Trojan horses, malware etc. The purposes of such activities are varied, including: theft of commercially sensitive data; obtaining personal details of individuals (identity theft); to access value (bank accounts and the like); to hold organisations to ransom and demanding payments; or purely malicious. When a church attempts to recover from an attack, the availability of backup data means that the church may not have to start again from scratch.

4 Reasons why churches are easy targets for a Cyber Incident:

1. Lack of resources resulting in less sophisticated protection
2. Less educated on cyber risk
3. Weaker network security or IT infrastructure
4. Churches hold valuable data



Recently one of our Baptist Churches experienced a Ransomware attack when hackers from Russia locked their data and demanded money to provide a release key. With no guarantee this would happen, the request was ignored with the policy responding, enabling the Church to completely rebuild their data base with updated protection. The overall cost to complete this task was nearly \$10,000. The Church's costs were limited to their excess.

Backups should provide the church with the ability to restore data to a point as close to the current date as possible. As a minimum, we recommend that all data should be backed up weekly. Where you are using a computer service operated by a third party supplier (eg. accounting packages), ask the supplier to provide you with a written explanation of their back-up regime. As a general principle, backup should be on media other than that used for storing operational data files. For example, "cloud" based backup, separate from where operational copies of data are stored. Consider keeping one backup copy offline and offsite, eg. on a removable or portable hard drive. A minimum of 3 generations of backup data should be kept, ie. the current copy and 2 previous copies.

Further information can be found at [www.baptistinsurance.com.au/Risk-Management-For-Churches](http://www.baptistinsurance.com.au/Risk-Management-For-Churches)

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**Does your insurance include Landlord Insurance?** No. If you have a property that you rent out to tenants, our property insurance will not extend to cover all that Landlord Insurance includes. Two major items that are not covered are damage to property caused by tenants and loss of rent.

**Are we covered for building works or renovations to our church?** Yes, your property insurance (Industrial Special Risks) covers for building works up to the value of \$500,000 over a period of 12 months. However if the building works exceed this amount, you will need to obtain separate Contract Works Cover. We can supply a quote from our office, or you may wish to go with your Builder or another Third Party for this cover.

**Our hall carpet has sustained water damage. What should we do?** The number one priority is to try and get them dry as soon as possible, to stop any mould building or having to replace the whole carpet. You will need to contact a Carpet Cleaning/Drying company immediately. If the carpet is damaged beyond repair, then in your claim submission, it will need to include 2 quotes for carpet replacement (with written advice from the Carpet Cleaning company advising it was not repairable) for the damaged area up to the nearest architectural line (normally a doorway).

**What ages does the Volunteer/Youth Personal Accident policy cover?** This policy covers voluntary workers between the ages of 12 and 85 and youth workers between the ages of 12 and 21. Compensation shall only be payable to volunteers over 85 years of age whilst undertaking reading and talking activities.

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## COMMUNITY GARDENS

Some of our churches have initiated community focused ministries based around the provision of garden space and equipment - for members of their congregations and the wider community. In pursuing this form of ministry, your church has a responsibility to maintain the garden as a safe place. Because gardening typically involves the use of tools and chemicals, risks arise that might not exist in other church promoted activities.

Below are some areas we recommend be incorporated in the planning of a Community Garden:

- \*Have you determined the rules for using the garden?
- \*What orientation is provided to new gardeners, including training in the correct use of equipment?
- \*Has responsibility been assigned for ensuring all equipment is safe and in good condition?
- \*Do guidelines identify allowed and/or disallowed plants?
- \*Have you developed procedures for reporting incidents and determining the causes of those incidents?
- \*Have all power sources been tested and tagged, eg. power boards, power leads, residual current devices? Is a safety switch in use?
- \*Are all power sources clear from water and foot traffic?
- \*Have traffic exclusion zones been planned for areas where equipment is to be operated?
- \*Are garden users trained to lift correctly?
- \*Does the garden provide equipment to minimise the need for lifting and carrying, eg. wheelbarrows?
- \*Are garden users advised of the need to protect themselves from the sun – hats, sunscreen etc?
- \*Dangerous materials (including insecticides, pesticides, chemicals, petrol, diesel & lubricants) must be securely stored while not being used. Appropriate Material Safety Data Sheets must be available for all dangerous materials to guide handling and usage of those materials.
- \*Manures, mulches and potting mix may contain micro-organisms dangerous to health. Are gardeners provided with instruction on how to properly handle those items, eg. masks, gloves etc?



For a more comprehensive listing see Community Gardens at <http://baptistinsurance.com.au/Risk-Management-For-Churches>

**Don't forget to check out the BIS website for more information on:  
[www.baptistinsurance.com.au](http://www.baptistinsurance.com.au)**

**We have just uploaded additional risk guides on: Churches Bush & Grass Fire  
Preparedness/Water Skiing/First Aid/Community Gardens/Cyber**

## INCIDENT REPORTS

We have received a number of claims related to personal injury, where the organisation has not completed an Incident Report at the time of injury.

This can make it complicated if the party wants to claim through the organisation's Personal Accident or Public Liability policies (depending on the nature of the injury).

An Incident Report, no matter how small the injury, will protect your organisation in the event of a claim. It also allows the Insurer to see that your organisation takes all injuries seriously.

There have been incidents where an organisation has failed to complete an Incident Report where someone has tripped and simply bruised their leg. Six months later the injured party is claiming costs for surgery for an unrelated procedure. But the organisation has no record of the contradiction and finds itself sued for costs it should not have been liable for. Please ensure your organisation completes Incident Reports for every injury, ranging from a grazed knee to broken bone. If you sense the injured party may want to claim costs from you, please contact our office immediately, so that we can notify our Insurer and provide assistance.

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## MINISTRY IN HOMES

When it comes to insurance, a person's home is treated differently to a church-owned building. Below are a few scenarios to help explain.

For example, if someone is injured while attending a small group in someone's home, while volunteers who are "leading" or "serving" can be covered under our Volunteer Personal Accident cover, "participants" or those simply attending who are injured and incur medical costs, will not be able to claim under this cover.

If the injury is caused by some form of negligence on the home owner's part, for example a pothole in the driveway, or a power cord jutting out that someone trips over, then should the injured participant request reimbursement of medical costs, they would need to claim under the home owner's personal house and contents policy. Under most people's house and contents policy, there is a general public liability component which protects home owners in this regard. The injured party cannot claim under the church's public liability cover unless they could prove negligence on the church's part.



If the person is injured from an item owned by the church and used in the home, then the injured party can claim against the church's public liability cover because the item is owned by the church.

If the person is injured purely by accident, in other words, negligence cannot be attributed, then there may be no cover for that person in any circumstance.

If the person's home sustains damage from an event they are hosting, for example someone in the small group trips and puts a hole in their wall, the church's cover will not extend as we do not cover damage for personal home

and contents. Again this would come under their own personal home and contents cover.

It is important to ensure that people who host church events in their homes have their own personal home and contents cover. It is also important to encourage people to do a general risk assessment of their homes to ensure it is adequately prepared to host events.

## RISK MANAGEMENT GUIDE FOR CHURCHES

Don't forget our Risk Management Guides. They are a great tool to assist with providing effective risk management tools for your organisations. For additional hard copies, PDF forms and templates, contact your local BIS office.

### BIS Insurance Panel

Below is a summary of your insurance providers for the period 30 September 2016 to 30 September 2017:

Property	<b>Allianz Insurance</b>
Liability and Professional Indemnity	<b>Vero Insurance</b>
Personal Accident (Volunteers and Youth)	<b>Accident and Health</b>
Personal Accident (Pastors and Spouses)	<b>Accident and Health</b>
Corporate Travel	<b>Chubb/ACE Insurance</b>
Management Liability and Comprehensive Crime	<b>Chubb Insurance</b>
Cyber Protection	<b>CGU Professional Risks Insurance</b>
* Motor Vehicle (Cars, Trailers, etc)	<b>Vero Insurance</b>
* Marine (Canoes, rafts, kayaks, boats)	<b>Vero Insurance</b>
* Contract Works (for works over \$500K)	<b>Vero Insurance</b>

*\* This is only available for those who have paid an extra premium for this cover*

# Baptist Insurance Services

## HOW STRONG ARE YOUR PASSWORDS?

Passwords represent the most common way of protecting resources and activity when using a computer. Protection of passwords is a critical component in maintaining the integrity of your church computers and networks. Passwords should be changed on a regular basis; we recommend a minimum of quarterly for functions with lower levels of risk or monthly where the risk is higher. Change default passwords the first time you use an application or hardware or software components. Do not leave default passwords unaltered. Don't share passwords; if guest passwords are used, limit the functionality that can be undertaken using them.

Do not provide your password to anyone in response to requests over the phone or via email or messaging service. Do not write down passwords. Change passwords if there is any doubt as to whether they have been compromised. Do not make passwords obvious. Follow the following principles for establishing your passwords:

- Minimum of 8 characters with upper and lower case letters, numbers and special characters
- Do not use words or names associated with the user
- Do not use numbers associated with the user (eg. Birthday)

It is recommended that all access to online financial services be closely monitored to enable timely identification of any unauthorised access. Be extremely careful when using public computers (eg. in an internet café) or accessing the internet when you do not know how access is secured. Do not attempt to access secure data or functions as the security of these computers may have been compromised. When data is removed from church servers or networks on portable devices, eg. on iPads, laptop computers or memory sticks, we recommend that access to data be password protected and/or encrypted.

Further information can be found on our website under Risk Management, [www.baptistinsurance.com.au/Risk-Management-For-Churches](http://www.baptistinsurance.com.au/Risk-Management-For-Churches)



## IMPORTANT!

Please note that Property Claims need to be notified as soon as possible, ie. within 14 days. If claims are not reported in a timely manner after the date of loss/damage and/or the insurer's rights have been prejudiced, your claim may not be accepted. Unless there are extenuating circumstances, claim notification outside 6 months will not be accepted.

## Motor Vehicle Insurance

(This relates only to those who have paid an extra premium for Motor Vehicle Insurance)

For those who have their motor vehicle insurance through BIS, if you do have a motor vehicle accident, please contact Vero direct to lodge your claim and quote the motor vehicle policy number. The Vero claims consultant will assist you with the claims process. If your vehicle falls under Vero's "SMART repair" criteria, you must use the "SMART" Centre for repairs. If a repairer asks you to pay the excess directly, please do not pay, but contact the BIS office as all excess invoices come through our office, and not through the repairer or insurer.

## Potential Claims

Please contact your local State BIS office as soon as you are aware of any potential claims, ie where you receive/have:

- A verbal complaint which cannot be easily solved and without expense
- A letter threatening legal action from an individual
- A solicitor's letter threatening legal action
- A writ/summons/subpoena/legal court document
- Have a contentious employee termination

If you have any potential claims that have not yet been reported to us, please advise us immediately.

## BAPTIST INSURANCE SERVICES CONTACTS:

Queensland	Ken Conwell
New South Wales/ ACT	Tim Williams
South Australia/ NT	Glenn Dixon
Western Australia	Natalie Coulson
Tasmania	Rodney Marshall
National/Victoria	Kym Bennetts Stephen Lockrey Chris Mackenzie Sue Roggero