



WHAT'S THE BUZZ

SECRETARIES DAY

'be encouraged, be informed, be supported'



**LUTHERAN
CHURCH**
OF AUSTRALIA

**SOUTH AUSTRALIA
NORTHERN TERRITORY**

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God gives many gifts to the church for the mission of the Gospel, and one of those is the gift of administration or leadership. (Romans 12:8)

The church provides us all with many opportunities to serve in a variety of areas and no one area is more important than any other. God gives us all different skills and abilities and He wants us to use them for the benefit of the church but also for the wider world.

Administration plays an important part in many aspects of church life – from organising the weekly PowerPoint or bulletin to completion of paperwork for a wedding and so much more! Organisation and paperwork are not everyone's favourite things to do, but for some of us we appreciate the order it brings. The gifts of administration and leadership are spiritual gifts from God that He does not give to everyone.

This book has been compiled with what we hope is lots of useful information that will help you fulfil your role as Office Secretary. There will be parts of this book that may not be applicable to your situation but other sections that you find very helpful. Please have a read through it and refer back to it as you need. Hopefully there will be some 'light bulb' moments in here for you and that we have provided you with an answer to something or debunked a myth. If there is information you think should be included in a future edition of this book, we would welcome you letting us know.

If you have a question about anything in this book, please do not hesitate to contact the District Office. Our team is skilled and knowledgeable in many different areas and will be able to assist you or point you in the right direction.

Thank you for all you do for our church. It is through you and people like you who are sharing and using their gifts from God that we will spread the love of Jesus.

The District Office Team
LCA SA-NT District



THE ROLE OF OFFICE SECRETARY

The role of the Office Secretary encompasses so much more than just a 'secretary'. You are often the first point of contact for someone coming to the church outside of Sunday worship. You are the face of the church, the friend that greets people each time they come to the office, the person who helps them with their paperwork or photocopying, the person who arranges the bulletin for Sunday, and usually the person who knows what is happening in the church.

Your role may be a paid position or volunteer – either way it is a very important position in a congregation. You will often be the person who 'pulls things together', by completing paperwork, making phone calls, coordinating or just keeping those all-important lists and bits of information.

THE ROLE OF CHURCH COUNCIL

The role of Church Council in congregation life is one of governance – the oversight, control and operation of the congregation, the mechanisms by which it and people are held to account. Ethics, risk management, compliance and administration are all elements of governance.

The Church Council, as the governing body, appoints and provides direction and oversees the functioning of the congregation and makes the 'rules' they are expected to follow.

The staff, including the pastor and office secretary, are operational, and their job is to achieve the objectives of the organisation – working within the church's ethics and complying with the 'rules' as well as providing assurance back to the Church Council that this is being accomplished.

CUSTOMER SERVICE

"Kind words can be short and easy to speak, but their echoes are truly endless." – Mother Theresa

Customer service is a set of job skills which you will utilise in your role as the first point of contact for your congregation. As a skill set, customer service entails several qualities like active listening and communication, empathy, problem-solving and time management.



Good customer service skills are vital to assist you in performing the wide variety of tasks that will come across your desk. You will need to be able to communicate well, both verbally and in written format, manage your time well, be patient, be goal focussed and know your limits.

Here are some words that you might find helpful in your role:

- Patience
- Attentiveness
- Ability to communicate clearly – both written and verbal
- Knowledge of your product
- Ability to use positive language
- Time management skills
- Unflappability
- Goal-oriented Focus
- Ability to handle surprises
- Empathy
- Willingness to learn



Good customer service does not mean that you have to stop everything you are doing to listen to someone for hours. If you explain politely that you are in the middle of a task that must be completed very soon they will generally understand.

Some tips for ending a conversation:

- There are a couple emails I have to send before [time], so I'm going to have to excuse myself.
- Look, I'm so sorry, but I have to go because...
- It really has been good talking to you, but...
- I've got to head back to my desk and work on [X project].
- ...it was really nice talking to you.
- Let me not take up all your time. It was wonderful talking with you.
- It was nice chatting with you.

If you're feeling these sound like you're just trying to "get away," then you're thinking of them in the wrong "tone of voice." In other words, say these with true sincerity and it won't seem harsh.

You can also use your body language to let the other person know that you want the conversation to end without saying it directly. For instance, if you were seated while having your conversation, standing up will signal to the other person that you have somewhere else you need to be.

Such a non-verbal cue coupled with a conversation ender can be very effective. Similarly, checking your watch can also let the other party know that you are running out of time and need to make an exit.

Here are some helpful phrases for talking to 'difficult' people on the phone:

- I'm sorry to hear that, can you please give me some more detail?
- I understand how that would be frustrating. Please give the details and I will see what I can do to help you.
- Please accept our apologies. If I can write down your details, I will ask someone to contact you.

Don't forget that people are not just calling to complain at you, but more often have other matters adding to their frustration. Don't take it personally. Sometimes you just happen to be

the person who 'cops' it. Do not take abuse but advise them that you are unable to continue the conversation if they continue to talk to you in the wrong way.

Another aspect of customer service is knowing what ministries and services are available in your congregation and who is responsible for them. People do not expect you to do everything and will appreciate you passing them on to someone who can assist them. Make a list of the various things your congregation is able to offer and who to contact for each, also noting when/where the activity is on. Knowing your 'product' is important.

Please remember that office staff are not the pastor and should not be responsible for pastoral care in your congregation.

Dealing with grief over the phone

How do you deal with a person on the phone who is sobbing because their partner or family member has just died?

It is ok to say that you are sorry for their loss, but also ask them how you can help them as that will help them focus on what they need. Let them chat for a minute or two but be aware that you might not be the best person to help them. Refer them onto someone else who can help - this will often be the pastor or a pastoral assistant.

OFFICE PROCESSES

You probably use dozens of regular processes every day. For example, you may go through the same steps each time you generate the Sunday PowerPoint or bulletin.

You've likely come across the results of inefficient processes, too. Unhappy members, stressed pastors, missed deadlines, and duplication are just some of the problems that inefficient processes can create.

That's why it's so important to improve processes when they are not working well.

Processes can be formal or informal. Formal processes – also known as procedures – are documented and have well-established steps. For example, you might have procedures for receiving and submitting invoices. Formal processes are particularly important when there are safety-related, legal or financial reasons for following particular steps.

Informal processes are more likely to be ones that you have created yourself, and you may not have written them down. For example, you might have your own set of steps relating to a baptism service.

The Importance of Efficient Processes

These different kinds of processes have one thing in common: they're all designed to streamline the way that you and your congregation work. When everyone follows a well-tested set of steps, there are fewer errors and delays, there is less duplicated effort, and staff and members feel more satisfied.



Processes that don't work can lead to numerous problems. For example:

- doubling-up of staff and volunteers doing the same task
- tasks taking twice as long as they could or should
- incorrect information being published or provided
- work not being completed in the time available

Don't be afraid to examine your office processes and make changes.

Please document your office processes. If you need to be away from your office for an extended period or are sick someone needs to be able to pick up and keep things running. A procedure manual, either digital or paper, is a good idea, with a contents page to make things easy to find. Don't forget to let someone know where this is stored or saved so they can access it if and when needed.

Prioritising your workload and putting important tasks first is vital, particularly as your role is often part time or voluntary. Ensuring that everything is ready for Sunday worship is more important than ensuring the coffee machine is cleaned (if this is in your role description). Utilising volunteers can be helpful in your congregation if they have the appropriate skills and knowledge for what you are asking them to do. Ensure they know what is expected of them and they have clear instructions to complete the task.

Consider creating templates for commonly used documents within your congregation, for example, a template for the congregation letterhead, weekly bulletin, rosters, order of service etc. These can be very helpful to streamline office processes and avoid unnecessary double-up of work.

Have a regular catch up with your chairperson and/or pastor, which does not need to be formal but is honest and open about what the priorities are for the next period and how everything is tracking in the office. This can help you plan your week so that the necessary tasks are completed on time, any remaining hours can be dedicated to completing other tasks and volunteer resources can be bought in if required.

Don't forget to be mindful of the church calendar too and that it can be busier for office secretaries around Easter and Christmas with additional services. Make sure that you plan around these times so that you are not overloading with too many tasks.

HIRING OUT OF CHURCH FACILITIES

Does your congregation allow groups to hire your church facilities? If so, do you have an agreement that they need to sign so that you can agree to a hall hire cost, cleaning bond and to record details of who the responsible person is in the event anything happens?



The District has prepared a template [Hall Hire Agreement](#) that congregations are welcome to use and adapt to their individual circumstances. Please feel free to add to this document any particular items you feel necessary, ie cupboards or equipment that should not be accessed, rules on smoking - we have included the basics for you. If you would like a version of the document that can be easily edited, please contact the District Office.

Please note that events of the church are covered by the LCA Public Liability Insurance Policy. When an external or non-Lutheran group is using your facilities eg Girl Guides, dancing group or sporting club, wedding caterers, these groups must provide evidence of a current Public Liability policy of no less than \$10,000,000. For further information about this please contact LCA Insurance at admin@lcainsurance.org.au.

WHITE PAGES LISTING

Individual congregations wishing to continue to have a listing in this book will need to organise this via their own account with White Pages-Sensis. Many congregations have now chosen to remove their listing due to the LCA one-page websites and the ease through which people can locate contact information for congregations via the internet.

Please contact Sensis direct on 1800 810 211 or use their live chat at www.sensis.com.au/sensis-contact-us to make your approved changes. If you find that no one from your congregation is an authorised person to make changes on your account please contact the LCA Churchwide Office on (08) 8267 7300 or admin@lca.org.au.

RECORDS MANAGEMENT AND ARCHIVING

Church records tell the story of your congregation and its ministries. They highlight how God is working through your congregation and how you are bringing God's love to life. They are an integral part of our history as the Lutheran Church of Australia and New Zealand.



Every congregation is required to keep records to fulfil administrative and legal requirements - recording events, decisions and finances. You also need to keep the 'soul' records that complement these legal records and turn them into the story of God's faithfulness: take photographs of events, document the ministries, the events and stories of the people who reach out into the community, showing how we live God's love.

So what records should a congregation keep?

- Registers – baptisms, confirmations, marriages and burials
- Minutes – parish and congregation meetings
- Minutes – management committee (eg Parish Council, Church Council, Executive, Elders)
- Minutes – all committees and groups (eg Worship, Evangelism, Women's, Men's, Youth, Sunday School, Property)
- Selected correspondence – all committees and groups. If it helps tell the story of the congregation and to facilitate the understanding of the minutes or other documents, it needs to be kept permanently. If it is purely 'administrative' it can be destroyed when it is no longer useful.
- Annual Reports – congregation, parish, committees, groups
- Annual membership lists – ensure they are dated
- Sunday School records (eg attendance rolls)
- Risk assessments and other records (eg medical details, consent forms) relating to children's ministry programs – these need to be kept indefinitely
- Financial records
- Legal documents – constitutions, property titles, employment contracts
- Building plans
- Newsletters – regular, monthly, quarterly (add Lutheran Archives to your mailing list)
- Publications – histories, brochures, anniversary booklets and service orders
- Photographs and audio-visual material: tapes, video & film (of buildings, pastors, members, special occasions, etc)
- Special service orders & bulletins for special services – (eg installations, dedications, anniversaries)

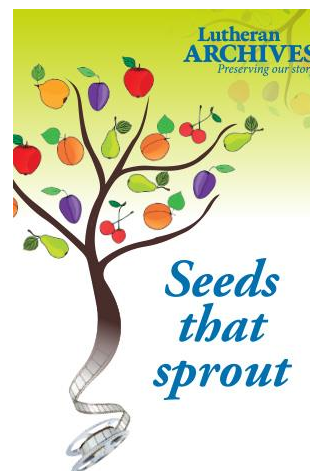
The following records should be maintained and kept at your church premises:

- Records you are regularly accessing
- Records within their statutory & auditable period (eg finances for 7 years). Beyond this, the archives is primarily interested in your annual financial statements and details of significant purchases (eg an organ or a stained glass window). They do not require weekly finances.
- Any records relating to children and youth ministry
- Bulletins (generally, Lutheran Archives does not accept bulletins, so if you would like a copy permanently retained they need to be kept by your own congregation)

Send to Lutheran Archives all other records. We recommend a periodic review of your records and regular depositing – set an annual reminder in your calendar.

Some tips on how to manage your congregation/parish records:

- Date records - including the year. Label records with your congregation, the place, and the event or committee.



- Photographs – ensure photographs are identified
- Digital photographs - use folders and subfolders to help sort these, eg a folder for each year, a subfolder for each event. Send a selection to Lutheran Archives along with identifying details.
- Printed photographs – photocopy the photograph and write identification on the photocopy. Alternatively, use a very soft pencil (4B or 6B) to write on the back.
- Printed records can be more durable than electronic records – print registers of vital records (baptisms etc), minutes and membership lists in addition to the electronic record.

Regularly back-up your electronic records. It is strongly recommended to keep a copy of the backed-up records off-site from the church office (but make sure more than one person knows where this is). If you need assistance with back-up and archiving of records LCA IT can also assist.

LCA PORTAL, LAMP2 AND LCA HRS



LCA Portal

The LCA Portal is where users can access LCA email accounts, LAMP2, HRS and other tools to assist with congregation life, including many of the resources provided by the LCA Churchwide Office.

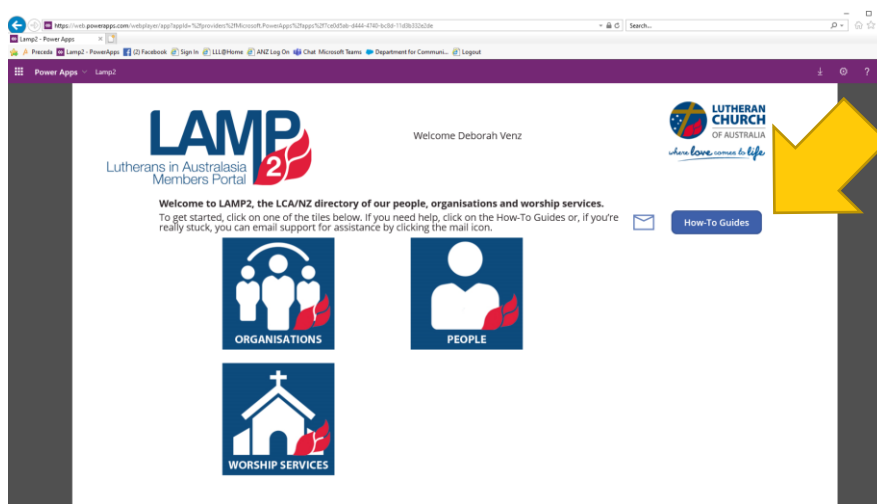
To login to the portal, you will need your LCA email address and password. Visit the LCA or District website and click on the LCA Portal button (found on the black strip at the top of the page). If you do not know your LCA email address or password, please contact LCA IT on (08) 8267 7380 or itsupport@lca.org.au.

LAMP2

LAMP2 is the church database for all LCA people, places and other information.

Members of your congregation who will need access to LAMP2 must have completed a LAMP2 form and received their LCA email address and login details. At a minimum, this should be your congregation/parish Chairperson, Secretary, Treasurer, assistants to any of these positions, your Safe Church Coordinator, congregation/parish Statistician and Office Secretary, if applicable. LAMP2 forms can be obtained from the LCA website www.lca.org.au/departments/ministry-support/finance-administration/lamp2/, by contacting the LCA Churchwide Office on (08) 8267 7300. Please note it takes a couple of weeks for new forms and changes to be processed.

If you need help finding anything in LAMP2 there is a link to User Guides which may assist. Click on the button on the LAMP2 home page.



Once signed in to the LCA Portal, you will be able to access LAMP2 by clicking on the LAMP2 file which will open a separate tab on your browser. You can search for organisations, people and worship service information in LAMP2.

Once you can log in please do a search for yourself and ensure your personal details are correct. Also look for your congregation or parish and make sure those details correct, including the worship times listed, contact details and people etc. This is particularly important to do after every parish or congregation election so that newly elected office bearers and any other changes are communicated and updated. If you find any incorrect information listed please send an email to lamp2@lca.org.au to have it corrected.

Data is being added to and updated in LAMP2 all the time so please continue to check it for updates and details.

LAMP (the old database)

The old LAMP database was retired at the end of 2017 and has been replaced by **LAMP2**. LAMP is now locked for editing, with the exception of congregation statistics and call information. Please note this database will soon not be accessible.

LCA HRS – Human Resource System

HRS is the database that contains the data which is published in LAMP2 and in the LCA Yearbook. It is also the payroll system of the LCA.



LAMP 2 and HRS

As HRS and LAMP2 are linked, this enables you to update your own data once which will update the details that will then be included in:

- roll of pastors
- roll of lay workers
- office bearer lists
- LCA yearbook
- mail out and email lists from LCA and Districts

HRS has been set up to ensure that people's multiple roles can be recognised, and they are able to be included in LAMP2. All employees are also included in the data base.

LAMP STATISTICS

Your congregation's annual statistics are required to be added to LAMP (the old database) by **15th February** each year. This information is used to calculate LCA levies which are invoiced annually, calculate District and General Synod delegate entitlements, and is also used by District staff assisting congregations through the call process.

Please ensure your congregation has a person appointed to record births, deaths, marriages and attendance information and to enter statistics before the due date.

If you are not able to access the old LAMP database to enter statistics, please contact the District Office. We have a form you can use to provide us with this information which can then be entered on your behalf.

LCA EMAIL ADDRESSES

Every congregation in the LCA has an LCA email address. It will be along the lines of:

stdominc.timbuktoo.sa@lca.org.au

This is where the LCA Churchwide Office and the SA-NT District office send all communications for congregations, including information about District and General Conventions of Synod, bulletin notices and other important information that we need to share with our members.

In addition, individuals who hold an office or position within the LCA and are listed on LAMP2 will also have their own LCA email address, along the lines of:

firstname.lastname@lca.org.au

Both congregation and individual LCA email inboxes can be accessed via the LCA Portal. If you have any difficulty accessing these please contact LCA IT for assistance – (08) 8267 7380 or itsupport@lca.org.au.

These email accounts will be the primary way we will communicate with congregations and individuals going forward so we encourage people to use these where possible.

To allow you to monitor incoming emails to these accounts you can add them as an additional inbox to your preferred email program, eg Outlook, Clean Email, etc. If you would like help setting this up please contact LCA IT.

IT FOR CONGREGATIONS

IT Shop

The LCA has an IT team who can provide your congregation with many services ranging from purchasing hardware and software, IT support (including email support), cloud storage and much more. They are also able to purchase software for congregations at reduced prices. Visit their website at [Information Technology Services - Lutheran Church of Australia \(lca.org.au\)](http://Information Technology Services - Lutheran Church of Australia (lca.org.au)) for more information. You can also contact them by phone on (08) 8267 7380 or email them at itsupport@lca.org.au.



Email Disclaimers

This is the email disclaimer that is recommended for use by congregations and parishes:

"The information contained in this email, and any attachments to it, are for the use of the intended recipient and are confidential. If you are not the intended recipient, you must not use, commercialise, disclose, read, forward, copy or retain any of the information. If you have received this email in error, please delete it and notify the sender by return email. The LCA does not warrant that any attachments are free from viruses or any other defects. You assume all liability for any loss, damage, or other consequences, which may arise from opening or using the attachments. Unless otherwise expressly stated by an authorized representative of the LCA any views, opinions and other information expressed in this message and any attachments are solely those of the sender and do not constitute formal views or opinions of the LCA."

If you have and use an LCA email address this will automatically be added to your outgoing emails.

If you need assistance setting up your email disclaimer please contact the LCA IT department.

Email Signatures

The LCA SA-NT District suggests the use of a 'standard' email signature which identifies you as a member or employee of the LCA.

An example is:



Michelle Storie | Executive Administration Assistant
South Australia – Northern Territory
Lutheran Church of Australia
137 Archer Street, North Adelaide SA 5006
08 8267 5211
michelle.storie@lca.org.au | www.sant.lca.org.au

For an electronic copy of this or for assistance, please contact the District Office.

If you only work part-time or certain days of the week consider including this information in your email signature so that people know when they can contact you. If your church office has certain opening hours you may also wish to include these in the email signature so that people know when they can reach the church office with enquiries.

Out Of Office Messages

If your personal or congregation email is not monitored all of the time or the person monitoring it will be on leave for an extended period, we suggest the use of the 'Out Of Office' message or 'Automatic Replies' function in your email program. Here you can arrange for an automated email to be sent to the email sender to let them know that emails will only be periodically monitored or will only be checked at certain times so that the sender knows it has been received and will be responded to in due course.

Emails Going To Junk Folders

Some congregation members are finding that they are not receiving newsletters or e-News which are being sent out electronically.

Please ensure that you check your 'Junk Mail' folder in your email program regularly and click to add the sender to your safe sender or 'white' list. This will ensure that you receive all communications and that they are delivered straight into your inbox.

If you need assistance with this process phone the LCA IT Helpdesk on (08) 8267 7380.

CHURCH WORKER SUPPORT DEPARTMENT

Our church needs workers who are equipped, knowledgeable and supported as they undertake mission and ministry across Australia and New Zealand. The Church Worker Support Department (CWS) serves the church by assisting employing and calling bodies to work towards seeing that their church workers can start well, stay well, and finish well.

CWS can best support parishes and congregations by visiting and getting to know them. It is wonderful to support and encourage you to continue the practices that are working well. As

we serve your church, we can provide resources, and we are happy to work together with you to develop other resources that will enable church workers to grow and go as God's people. We are adding to our resources all the time, so please ask us how we can help you. We also are developing a suite of policies and related standards, guidelines and procedural documents to support good processes across the church. Refer to the LCA Portal for more details.

You can speak to someone from the Church Worker Support Department by phoning (08) 8267 7300 or emailing churchworkersupport@lca.org.au.

WORK VS VOLUNTEERING

If you are a paid employee of an organisation and are paid to work a set number of hours you should not be volunteering in this same capacity for extra hours. For example, if you are employed to work 15 hours per week, you cannot be expected to then volunteer another 3 hours per week to get the job done. All additional hours to get the work completed need to be negotiated with your manager (often the Church Council chairperson) and should be paid hours.



This does not mean that you cannot volunteer elsewhere within your congregation, though - you are able to volunteer to serve your congregation in another capacity if you would like to.

Managing Volunteers

'Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms. 1 Peter 4:10

Volunteers are the life blood of our church. In congregations and other agencies of the LCANZ they are serving faithfully to help make our ministry and mission happen.

The LCA is committed to caring for our volunteers properly and to the best of our ability. Volunteering for the church is meant to be life-giving, faith-growing and relationship-building. It is meant to be fulfilling, satisfying and even fun. Unfortunately though, volunteers do get burned out, over-worked and forgotten. Important ministry work can fail or never even get off the ground because we don't support our volunteers.

Here are some important questions you can ask about the volunteers in your congregation:

- do they clearly know and understand their duties, responsibilities, and the purpose of their role?
- do they feel like they are an important part of the mission and ministry in your church community?
- do your volunteers have the appropriate Working With Children clearance or other clearance required for their role?
- are members of the congregation helping volunteers to explore their gifts and talents to find their best fit in the mission and ministry of your congregation?
- how are you training, equipping and resourcing volunteers for their roles?

- do your volunteers feel used or valued and appreciated?
- does your congregation publicly celebrate and thank all of its volunteers, even those working behind the scenes?

Perhaps your congregation could consider holding a Volunteer Thanks Sunday whereby all volunteers in your congregation can be acknowledged and thanked for the work that they do. After all, much of the ministry and mission in your congregation would not happen without them.

Being an Employee Vs Being a Volunteer

An Employee is defined as a person who performs work for an employer for wages. A volunteer is defined as a person who chooses to provide services for which they do not expect compensation.

If you are an employee in your role, you are entitled to be paid for your time as agreed between you and your employer, you are entitled to take personal and annual leave and you should have an agreed job description for your role which can further be used for annual performance reviews.

As a volunteer, you would carry out an agreed task or tasks in your congregation and would be entitled to receive reimbursement for any expenses that directly relate to this work, eg if you are volunteering to clean the church and you buy candles to place in the candleholders on the altar.

If you are an employee and you need to take personal leave or decide to take annual leave it is important that you arrange this in advance as much as possible so that your role can be covered by someone and the work that you do can continue while you are away. Please also ensure that the appropriate application for leave is made through LCA HRS and approved by your approving manager.

TRAINING AND PROFESSIONAL DEVELOPMENT

It is recommended that all office and administration staff be given the opportunity to continue their learning and professional development. This can be completed through various courses available across South Australia.

Some organisations who offer short courses include:

- WEA Adult Learning - <https://www.wea-sa.com.au/subject-it-business-training>
- Adelaide University - https://pce.adelaide.edu.au/continuity/Heading.aspx?heading_id=30
- TAFE SA - <https://www.tafesa.edu.au/courses/short-courses>
- Connecting Up – <https://www.connectingup.org/>

There are also many Christian organisations that run webinars and training days so keep an eye out for these too.

Your congregation should include a budget amount each year to allow you to undertake training and professional development each year.

Many local council websites also have links to online training options. Many of these are free, some may have a small cost, but there are plenty of training options, cheat sheets and other learning tools which may assist you in your role. Please take some time to investigate these.

LCA LEARNING HUB



The aim of the Learning Hub is to provide information, training, links and resources on a broad range of subjects that are essential and relevant for LCA church workers, congregations, parishes and their leadership. The Learning Hub supersedes the old Congregational Leadership Training but is much more comprehensive and wide ranging in the topics and subject matter that it covers.

There is a base level of information included on each topic, but what makes this Hub especially useful are the extensive resources and links that are provided to assist leaders and those wanting further information.

How to access the LCA Learning Hub

Go to the ALC iLearn page <https://ilearn.alc.edu.au/>

Login via the VET/iLearn login using LCA email and password.

People who have had previous access to the Congregational Leadership Training will have automatic access to the new LCA Learning Hub.

Those with an LCA portal access can access the Learning Hub via the button on the portal.

Others will need to contact the Church Worker Support Department (churchworkersupport@lca.org.au or phone 08 8267 7300) for an enrolment key which will enable them to enrol and login using an email and password that they will then set up.

PROFESSIONAL STANDARDS

The Professional Standards Department (PSD) serves the LCA NZ by providing education and training relating to matters of behaviour within the church, and by assisting and providing advice around matters of inappropriate behaviour within the church.

Child Safety Standards

Church Council are ultimately responsible for building a culture of safety and care for all people, programs and places in their congregation. The LCA Child Safety Standards (CSS) strengthen the existing Safety Management System implemented in every LCA congregation and ministry. The CSS define some additional Church Council responsibilities that are distinctly separate from those of a Safe Church coordinator. These include annually assessing matters relating to child safety and the subsequent development of a child safety plan.

Further information about the Child Safety Standards can be obtained on the LCA Child Safety Standards webpage (www.lca.org.au/css) or from the Professional Standards Department.

Safe Church Coordinators

Each congregation is required to have Safe Church Coordinators to oversee this area of congregation life. It is strongly recommended that both a primary and alternate coordinator be appointed, particularly in larger congregations. Some congregations have chosen to include coordinator responsibilities into other positions, such as the office administrator. These positions are appointed by and report to Church Council. If the congregation is not able to fill these roles, responsibility falls to the chairperson and Church Council.

Church Councils must ensure that Safe Church Coordinators are supported in fulfilling these responsibilities:

- maintaining training and screening records
- appointing appropriately screened and trained leaders
- mentoring leaders in safety management
- assessing and approving safety plans for events
- monitoring safety during events
- ensuring appropriate emergency responses are planned and the LCA Emergency Response Procedure is activated, if needed
- assisting with feedback and review of activities

Safe Church Training

Safe Church Training reminds us of the LCA's commitment to reflect God's love through the way we interact with each other and those who we come into contact within our church. For an overview of the structure of training and an outline of who needs to participate in training please visit www.lca.org.au/safe-church-training.



Training is focussed on leadership, ensuring our leaders are aware of the expectations, standards, policies and procedures that relate to keeping people safe. The LCA history of Safe Place, ChildSafe, Professional Standards and now Safe Church training has placed our church in a good place to progress towards implementing the National Principles for Child Safe Organisations in our congregations via the LCA Child Safety Standards (CSS). These principles and standards define particular responsibilities for church governance and are already integrated into Safe Church Training.

While a high level of focus remains on keeping children and others in vulnerable circumstances safe, it is important to note that a culture of safety and care must be role-modelled by all leadership for all members. It doesn't only to apply those working directly with children in congregations.

Workshop or online?

All Safe Church training is valid for 3 years and is to be refreshed after this time.

Whether you are required to participate in initial or refresher training, all Safe Church Training is now available via both face-to-face workshops and self-paced online training. Workshops provide a forum for sharing information, ideas and concerns. Online training provides for those who prefer this method of learning and for those who cannot make it to a workshop in a timely manner. Registration is required for all training. Please refer to the LCA Safe Church Training webpage for details - www.lca.org.au/safe-church-training.

If your congregation has never hosted a workshop or has at least 10 people who need to update their training, please consider hosting a workshop. Face-to-face workshops for Level 1 full and refresher and Level 2 training are all available. For more details, please phone the District Office.

It is important to remember that all members have three months after their training has expired to engage in refresher training. After three months the individual is no longer eligible for the refresher and must complete the full-length training.

Working With Children Checks (WWCCs¹)

Working with children checks (WWCCs) have become the primary clearance type required in most states and territories in Australia.

WWCCs are not just for those who work or volunteer with children in congregations. LCA policy and SA legislation requires that anyone in a position of leadership, anyone in a decision-making role or a position of trust (for example anyone who does home visits) must hold a current WWCC.

In South Australia the approved clearance type is a Working with Children Check obtained through the Department of Human Services (DHS).



In the Northern Territory, a Working with Children (WWC) Clearance (sometimes still known as an Ochre Card) is the clearance required to work or volunteer with children or in ministry throughout the territory, including for temporary work or volunteer opportunities.

Please note:

- It is an offense not to hold a check of any kind. Fines will apply.
- It is illegal to employ staff or engage volunteers without them having a clearance (they must have a valid clearance prior to starting work).

In the event that an individual has an existing WWCC or obtains their WWCC through another organisation, the congregation must advise the LCA SA-NT District Office and provide details of the clearance:

- full name (including middle names)
- date of birth
- reference number and unique ID (as listed on clearance)

The congregation is also obligated to notify the SA-NT District if:

- an individual with a WWCC ceases to volunteer for a position which requires a WWCC
- a congregation learns of or is informed about any allegations made against an individual with a WWCC.

Fines and legal action from police and or government authorities may apply for non-compliance with the above.

It is important to note that National Police Checks obtained through SAPOL or other checking sites can no longer be used, unless the individual works or volunteers with finances in the congregation. In these cases, LCA policy recommends that individuals handling money or finances also maintain a national police clearance. They are not required to maintain a WWCC, unless they also hold the position of treasurer or assistant treasurer.

¹ In this document WWCC should be taken to refer to any Working with Children type check, including the NT Working with Children Clearance and Ochre cards.

If you have any questions, please contact the Professional Standards Department on 08 8267 5211 or via psd.sa-nt@lca.org.au.

How Do I Obtain A WWCC?

In SA applications are initiated by the District Office. The application form is available on the SA-NT District website. Clearances are lodged at no cost to volunteers. Costs will apply for church employees.

In the NT, applicants apply direct via <https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance>. Volunteers are able to apply for a clearance at a reduced cost. For more information about the application process, including concession information and temporary volunteers, visit the SA-NT District website.

For those who are involved in financial matters and require a National Police Clearance (see previous section for eligibility) in South Australia visit the [SAPOL website](#) to download an application form. Workers and volunteers in the Northern Territory must visit the [NT Police website](#) to apply online.

SA Volunteers can obtain a SAPOL clearance at no cost - please ask your congregation's VOAN Officer to fill out the required section prior to submitting the completed form to SAPOL.

All background check costs must be covered by the applicant. Employees may request that their employer reimburse the cost of their application. The Church Council will determine if the congregation will cover costs for any background check applications.

For more details or an application form, please go to www.sant.lca.org.au/departments/psd/.

WORSHIP PLANNING

Commission on Worship

The Commission on Worship provides guidance in all aspects of christian worship to its congregations, schools and agencies in conformity with sound Lutheran principles. It also produces material to enrich the worship life of the church, including liturgical resources, service orders, music, drama and [visual arts](#). The [Worship Planning Page](#) is one of the most popular pages on the LCA website. If you plan or lead worship, this page has all the resources you need: seasonal liturgical responses, Bible readings and sermons.

The work of the commission is carried out through working groups which have responsibility for specific areas of the church's worship life:

- Music and Song
- Liturgics
- [Visual Arts](#)



The Worship Planning Page

The Worship Planning Page, found at www.lca.org.au/worship/wpp provides a wide range of resources to help pastors and lay-people plan all aspects of worship, including:

- Service preparation, including bible readings, liturgy, prayers, children's addresses, music suggestions, visual arts and bulletin resources
- News feed and subscription eNewsletter – be informed of latest information and resources as they are added to the website and made available
- Planning resources, including lectionary calendar
- Other service resources, including material for lent/Easter, harvest thanksgiving and advent/Christmas.
- Copyright listings for All Together and Lutheran Hymnal songs, as well as information on how to understand and comply with copyright rules.

COPYRIGHT

You have a legal and moral responsibility to ensure you are using copyright-protected works with permission. LCA congregations and agencies do not receive any special provisions under the Australian *Copyright Act 1968*, and breaches can cost thousands of dollars. LCA Communications has collated the copyright information you are most likely to need in your congregations and agencies. It is regularly revised and updated. Please visit www.lca.org.au/copyright/.

The reporting of music usage is essential (it is required by law) and should be done regularly. Most congregations/parishes will have a CCLI license. If you are unsure if your license is still current, or if it no longer suits your congregation's needs, please contact the LCA Churchwide Office on (08) 8267 7300 or email admin@lca.org.au.

Similarly, any pictures obtained from the internet to be used during services, in communications or anywhere else in your congregation MUST have their source acknowledged. If you do not do this you are breaching copyright laws.

Big Studio Movie License

The Big Studio Movie License ensures legal coverage for:

- Movies for kid's church
- Movies for youth and youth adults
- Movie clips for sermons
- Movie clips in church news
- Movie nights across all ministries
- Movies for crèche

For more information please visit their website at www.church.bsml.com.au/.

EMERGENCIES IN OUR COMMUNITIES

First Aid

All workplaces (churches) are required to have a first aid kit that meets their needs. Churches are considered to be low risk workplaces and are required to hold at least a basic first aid kit, but each location will need to consider their first aid requirements and risks. First aid kits should be kept in a prominent, accessible location and be able to be retrieved promptly.



First Aid kits are required to be inspected annually, with out-of-date items discarded and the inventory signed and dated. The last inspection date should be recorded on the inside of the lid.

Workplaces must ensure that they have someone who is trained in first aid. It is a good idea to ask your congregation who is trained in first aid and holds current qualifications and if they are they willing to be called upon in an emergency.

For further information visit www.safeworkaustralia.gov.au/doc/model-code-practice-first-aid-workplace and <https://www.stjohnsa.com.au/store>

Defibrillator Machines

It's true that more and more workplaces are recognising the importance of defibrillators in their locations. Imagine a member or visitor collapsed on the floor, not breathing - simply knowing a defibrillator is onsite at the church complex is a comforting thought against the risk of such an event.

This is a conversation for your church council – consider recommending this as an item on your next church council agenda and consider whether the purchase and installation of a defibrillator machine in your church complex is a worthwhile idea.

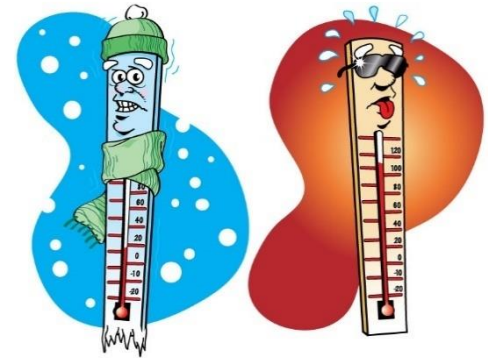
Installing a defibrillator machine is one step, but you also need to make sure that staff and volunteers are trained in how to use these, should the need arise. Please make sure instructions on how to use your machine are easily accessible near it and that the battery replacement date is clearly marked.

Extreme Weather Policy

During summer, our states can experience lengthy periods of high temperatures. During this time it is important to think about the following:

- If a meeting is scheduled for a day of extreme heat, is the meeting absolutely necessary? Is there somewhere else it could be held that is cooler? What about people having to travel home in hot cars? Can the meeting be postponed?
- Do you have aged congregation members who struggle in the heat? Think about checking on them and ensuring they are safe.
- Do you have members with young children? Does your youth group have a policy about meeting in hot weather? Don't forget they struggle in the heat just as much.

At the same time, it is not ideal to hold meetings in cold and wet weather if not absolutely necessary. If your venue does not have appropriate heating consider moving your meeting to a different site that is better suited. Think too about people having to drive to or from a meeting in bad weather.



Emergency Contacts For The Vulnerable

If your congregation has members who live alone or even attend church alone it is a good idea to have a record of their next of kin who can be contacted in the case of an emergency. You will find a template for this on the District's website.

These records should be stored in a safe and secure place in your church building so that member's privacy is maintained but so that they can be accessed in the event they are needed. Please remember to update these records regularly (at least annually) so that information remains current.

Fire Safety

There are strict laws about fire safety in commercial buildings (all churches and halls are considered commercial buildings). Here are just a few items that need to be checked regularly:

- Smoke Detectors – hard wired and/or battery – do they work? When was the battery last changed?
- Fire Extinguishers and Blankets – these need to be inspected and tagged regularly (and *do people know how to use them?*)
- Emergency Exits – are they clearly sign posted with clear access?
- Is there an evacuation plan and drawing? Has it been tested? (The Sunday School children will love to test this for you)
- Do you have a barbecue and/or gas bottles? Have they been tested recently?

As the person most likely to spend time in the church office these are things you should be aware of and organise regular checks of. Don't forget too that the church manse/s must also be regularly checked for fire safety. You may need to set an annual reminder in your church diary for these checks to occur.

Further information can be found at www.mfs.sa.gov.au and www.cfs.sa.gov.au.

Evacuations

- Is your congregation located in a high fire risk area?
- Do you have an evacuation plan for your church building/s? Is it clearly sign-posted?
- Does your welcome team know what to do in the event of an emergency evacuation?
- What about your pastor's home – what should he do in an emergency?
- Do you have aged congregation members who might need assistance at a time like this?



These are all important questions you should consider. Please make sure that you develop and update your emergency evacuation procedure regularly.

WORK, HEALTH AND SAFETY

Work Health and Safety And Risk Management

Government legislation states that all people who 'work' in your organisation are 'workers' regardless of whether they are a paid employee or a volunteer.

What does this mean for churches?

It means that we need to take the same level of care with our volunteers as we do with our paid employees - our volunteers are just as important. There are many laws which stipulate the requirements for working safely, particularly when conducting potentially dangerous tasks, but the best law we can apply is 'common sense'.

For any tasks you undertake around the church, think about the 'Take 5' approach:

1. Stop, step back and think:
 - a. Think about the task that you are going to do. How will you do it? What equipment is needed? Who will do it?
2. Identify any risks:
 - a. Is there a risk of falling off a ladder? Is there a risk of electrocution? Is there a risk of asbestos being present?
3. Assess the risks:

- a. How likely is it that someone could fall from a height - high, medium or low? Do this for all risks you have identified.
4. Make changes:
 - a. Is it safer to hire a scissor lift? Should someone younger climb the ladder? Is there someone to spot for the climber? Should you hire a licensed tradesperson instead of doing it yourself? If you cannot control the risks you must not proceed.
5. Proceed with the job safely:
 - a. Working with those involved in the task, proceed to do the task while reviewing the risks as necessary, particularly if things change. If necessary, go back to step 1 and start again. Better to be safe than sorry.

The above questions are especially important when the church has a working bee, but should be applied to any tasks that you or anyone in the church are asked to undertake.

Please visit the LCA Learning Hub and complete the short WHS Training Course which provides an excellent overview of workplace health and safety responsibilities. There are also a wide range of practical resources in the learning hub related to WHS matters – please refer to the earlier section in this book for details on how to access this.

The District puts out monthly suggestions and reminders for WHS around our churches – keep an eye out for these in our eNews or have a look for the calendar on our [website](#).

It is recommended that, as part of annual checklist of your church buildings, the church council members do a walk around and look for items that might be hazardous. This could include checking for:

- Worn carpet
- Microphone cables and other sound equipment not stored safely
- Steps not clearly marked
- Mats that could be tripped over (particularly for older people)
- Cracked outdoor paths or poorly lit areas in your outdoor spaces
- Unsafe outdoor play equipment
- Railings in the toilets for the elderly and disabled



Don't forget to do the same for the manse as well as any other buildings owned by your congregation.

Safework SA and Safework Australia have lots of information on their websites www.safework.sa.gov.au and www.safeworkaustralia.gov.au.

WHS does not only involve the physical health of 'workers' it also includes their mental health. We should keep an eye open for any people in our church who are struggling, who might need some extra help or are struggling with their mental health. The Church Worker Support Employee Assistance Program (EAP) is also available to assist employees, volunteers and their families in this area. Please contact the Church Worker Support Department for more information.

Risk Assessments

All churches have a responsibility to evaluate the safety of people who undertake activities and events within their premises. Whilst you may not do the risk assessment yourselves, it is a requirement that they are done.

For events and activities held at your church, the leaders and coordinators must complete a risk assessment which is available on the Safety Management Online (SMO website) at <https://www.lca.smo.org.au/>. These forms can be adapted for use across all church activities and to your specific congregation needs. It is important to note that these forms must be kept indefinitely. For forms stored within SMO this will occur automatically, but hardcopy forms will need to be stored somewhere safe but also remain accessible.



If you serve food in your church, ie morning tea after worship or BBQ's you must observe the correct food handling standards. A number of local government websites have information about what is required and how to comply, along with a number of factsheets. For example, <https://www.mitchamcouncil.sa.gov.au/services/health-services/food-safety-information>.

There are a number of free templates available on the internet for risk assessments.

What Should We Do If An Incident Occurs At Our Church?

What is an incident? In a congregation, this could be:

- someone falling over
- a person burning themselves in the church kitchen
- getting cut on broken glass
- electric shock or injury
- suspicious person loitering on church grounds
- snakes around church property
- pastor having a car accident while driving to visit members
- children falling from play equipment

An incident report form should be completed as soon as possible by anyone who witnessed the event. A separate form should be filled out by each witness. A copy of the form can be found at www.lcainsurance.org.au/resources or on Safety Management Online www.lca.smo.org.au/auth/login.



The completed forms should be lodged with LCA Insurance, with a copy provided to the District Administrator. The LCA has approved an Emergency Response Procedure to be used in the event of:

- a death in your community
- significant violence
- outbreak of disease
- natural disaster (eg Bushfire)
- and many others

Please make yourself, your congregation's Safe Church coordinator and others running events familiar with this procedure and know what to do in an emergency. The full procedure document can be found here: www.lca.org.au/services-resources-training/policies/.

TEST & TAG

Congregations must make sure that electrical equipment is regularly inspected and tested by a qualified person. The SafeWorkSA site gives you details of how often equipment should be tested, based on its usage and where it is used/stored. Please visit www.safework.sa.gov.au/health-safety/hazards-risks/electrical/electrical-safety for details.

You must ensure that you keep a record of any testing of electrical equipment until the next test or until the equipment is permanently removed from the workplace or disposed of.

Common items that need to be tested can include:

- all computers and laptops
- iPad, tablet and phone chargers
- urns and other kitchen appliances
- extension cords and power boards
- musical instrument and sound electrical cables
- vacuum cleaner
- hand dryers
- heaters and fans



A record must specify:

- the name of the person carrying out the testing
- the date of the testing
- the outcome of the testing
- the date on which the next testing must be carried out.

This record can be in the form of a tag attached to the electrical equipment, however, other methods such as logbooks, a register or computerised database can also be used.

CONGREGATION MEMBERSHIP

New Members and Visitors

Create a 'welcome pack' for new members visitors that could include the following:

- letter of welcome from the pastor
- details about worship services held regularly
- flyer for special services coming up – eg Lenten, Easter and Christmas
- small group ministry details
- pastoral care information
- children's and family's ministry information
- contact details for the church
- invitation to a new member event
- information about the Lutheran Church – what do we believe and practice
- connection (if you have one) with a Lutheran or local school or aged care centre
- information sheet for them to fill out and return



No one likes to look lost when they are visiting somewhere new and this is especially so in a church. The first question is, 'where is the front door?' Is this easily visible from the car park? Does it need a sign to direct people? Perhaps a sandwich board with an arrow and welcome on it will do this for your congregation. Don't forget to this the office contact details and opening hours.

Don't forget signs to the toilets and crèche or children's activity areas are very important for parents.

Sticky labels that people can write their name on will help people to feel more comfortable, particularly if everyone else is wearing a name tag.

Maintaining Membership Records

There are many ways to maintain membership records in your congregation. Some congregations have purchased a membership database program while others maintain a simple excel spreadsheet or the like. There is no right or wrong way to do this. The District Office is not able to recommend or endorse any product or service relating to this.

Access to people's information must be managed carefully. The LCA has a [Privacy Policy](#) which should be implemented and adhered to in all congregations and parishes. Who needs to access this information? Is it password protected? Is it held in a secure location?

Remind people to update their details if something changes or at the very least let someone know.

Transferring Membership

When people move from one congregation to another, they often like to transfer their membership.

MEMBERSHIP

There is no formal process for form to be used to transfer membership from one congregation to another - often it is simply a letter or phone call/email to the old congregation advising them you will be transferring to a new congregation and a letter or phone/call email with the new congregation to find out how to be accepted into membership.

Privacy of Membership Information and other records

In our modern world a sensitive, respectful and loving manner is required when we deal with the personal information people entrust to our care.

All congregations will hold information about its members and we should be careful not to give this information out or make it public in any way that we do not have permission to do. Ensure that paper records are stored securely and that digital records are protected from who can access them.



We need to be mindful of requests for members contact information and not just give out this information to anyone that requests it. Perhaps make a note in your membership records of any people who are willing or not willing for their personal details to be given out. You could also ask the person requesting the information to provide their phone number, that way you can contact the person they are trying to reach and give them the phone number to call if they choose.

All LCA entities are encouraged to comply with the LCA's Privacy Policy, as copy of which can be downloaded from the [LCA website](#).

SYNOD AND CONFERENCES

District and General Convention Of Synod Delegates

As administration staff, you may be approached to assist your congregation or parish's delegates with registering to attend our District Convention of Synod or the LCA's General Convention of Synod.

What is the difference?

The SA-NT District holds a full convention of Synod every two years. Every congregation is entitled to send a delegate/s to represent the congregation, or the parish may choose to send parish representation. The District advises each congregation or parish of their delegate entitlement. Every pastor in active service is automatically considered a delegate and is expected to attend.

In the alternate year, the District holds a one-day meeting of Synod, to which the same delegates or their alternate are expected to attend. Pastors are again expected to attend as delegates.

The LCA Churchwide Office holds a General Convention of Synod every three years. Representation at this convention is on a parish basis and each parish is advised of their delegate entitlement by the LCA. Pastor delegates are nominated and elected from amongst the parish pastors in each District.

Delegate Attendance

All congregations are required to nominate a delegate/s to attend District Convention of Synod. If the congregation is not able to appoint a delegate to physically attend conventions, they are still expected to appoint a delegate and register their apology so that the District has contact information for your congregation's representative.

Active pastors of the SA-NT District are also delegates to Synod and are expected to attend.

Please support your delegate's attendance at conventions by offering to print and perhaps even bind their Book of Reports. Delegates are strongly encouraged to use electronic devices to access documents at conventions.

Please refer to the SA-NT District website for information regarding conventions and any other events the District hosts, as we update this with links that you can use to:

- advise the District of your delegate and their contact details
- register your delegate/s and/or pastor/s to attend
- download the Book of Reports and other papers for your delegate to save or print
- find accommodation options if needed
- plus more...

Please remember that delegates are appointed for the two-year Synodical term and will need to attend the full convention of Synod and the one-day Synod meeting during their term.

Delegate Responsibilities

All appointed or elected delegates, including pastors, are expected to attend conventions of Synod. If they have a good reason for not attending, they must advise the District Office of their apology.

Before the actual event they should ensure they take time to familiarise themselves with the agenda for the meeting and read any paperwork connected to this. The Book of Reports produced for each Synod often contains this information and will be sent to all delegates prior to convention.

If there are any proposals being presented to convention that need to be discussed by congregations prior to attendance at convention, the delegate should arrange with their

church council to do this in plenty of time before convention so that they are able to accurately represent their congregation's thoughts and feelings on the matter and vote accordingly.

After convention, delegates should report back to their congregations on what happened at the meeting. This can be done through the Popular Report which is produced by the District and sent to all delegates.

District Nominations To Standing Committees

Prior to District convention, nominations will be sought from congregation members to fill positions on District Committees. Please consider if your congregation has someone with the skills, interest or knowledge that might be helpful to the wider church in this way and prayerfully encourage them to nominate.



District Pastors Conference and Retreat

The District holds a pastors conference and pastors retreat each year (except in a General Convention of Synod year when General Pastors Conference is held). Attendance at these is expected by pastors and strongly encouraged. Congregations and parishes are expected to cover the cost of their pastor attending both events as part of their continuing education and general well-being.

General Pastors Conference

General Pastors Conference (GPC) is a Churchwide gathering of the pastors of the LCANZ. This conference is generally held in a General Convention of Synod year, and normally 3-4 months prior.

Those pastors who are elected as delegates to General Convention are expected to attend GPC, as are other pastors but it is particularly important for those pastor delegates to General Convention so that they are aware of the theological matters they may be asked to vote on at the General Convention of Synod.

TELECOMMUNICATIONS

So much has changed in the world of communications in recent years. Many of us have become familiar with VOIP phones, Zoom calls and online conversations. We are also abandoning the old 'landline' phones for the more accessible mobile phone.

Has your congregation recently reviewed their communication needs and updated their systems? This is a worthwhile exercise which could save your congregation money and make it easier for people to get in touch with you. It may be better for the pastor to have just a mobile phone rather than a mobile and landline. Does the congregation have a phone number that calls can be diverted to after hours or in an emergency? It is important to review

your communication needs regularly to keep up to date and allow members to reach out to you.

The LCA is able to offer assistance to congregations with Telephone contracts through CommsChoice and with internet communication programs, like Zoom and Teams, through LCA IT. Please contact the LCA Churchwide office for more information.

COMMUNICATIONS

District Communications

The District has several ways we communicate with our members and congregations:

- **Online Together** – This is an online eNews which is published monthly. It is usually sent out on the second Wednesday of each month (except January). Currently we have over 600 regular subscribers to this communication channel.

eNews is a good way to let subscribers know about last-minute events, see the latest call information, take note of monthly prayer points, see LCA job adverts and, of course, it features stories from around the District.

It is in this forum that a picture tells a thousand words, because if the picture attracts people to the story they will click and read further. Please send us your photos and stories for inclusion.

Online Together also accepts advertising from congregations and outside sources. Adverts start from \$32.00 per edition. This can be a very effective way of reaching a wide audience and advertising your church events.

To subscribe to Online Together please visit www.lca.org.au/departments/ministry-support/communications/enews/

- **Together magazine** – Together is published quarterly in March, June, September and December. Stories can be submitted in writing or via email, with the closing date for the next edition listed on page 2 of the previous issue of the magazine. We welcome your contributions telling us about projects, events and exciting occasions that are coming up or that may have occurred in your church community. Don't forget to send us some good quality photos too - people always like to look at a picture.



Congregations are welcome to receive copies of this magazine at no cost. If your congregation is not currently receiving copies of this magazine or would like to change the amount received, please advise the District Office. Together magazine accepts advertising from congregations and outside sources and our Communications Officer can assist you with designing an advert, if required. The prices are very reasonable and are available on our website, or from the District Office. You can view details at www.sant.lca.org.au/news/together-magazine/.

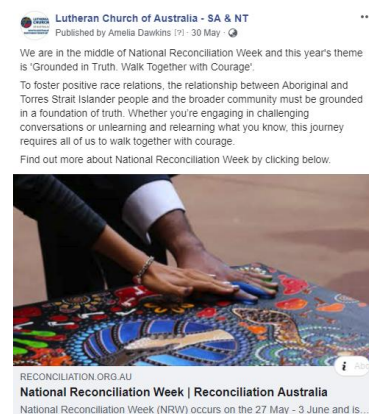


Please let us know if you would like additional copies of the Together magazine that you could use when visiting, or perhaps you have a waiting room in your community that would benefit from a few copies.

- **District Facebook** page – this is a non-confrontational way of communicating with the general public about the life of the Lutheran Church in our District.

Through this, we as a District are able to share upcoming events and District news, post reminders about our walk with Christ and easily engage with the public regardless of the time of day or distance in between.

Many organisations now have a Facebook page. If you don't, you may be missing out on ways to reach out to your community. The District's Facebook page following is continually growing and making contact with non-church people, because people are sharing our posts. We post on a variety of topics to interest a wide range of people.



Visit and 'Like' our Facebook page at www.facebook.com/lutheranchurchsant/

- **Website** – The District's website is user friendly and engaging. It is regularly updated with information and resources for both congregations and the general public who are looking to learn about our church. Visit www.sant.lca.org.au

To submit a story or advertise your congregation's upcoming event in one of our publications please contact our Together Editor, Jessica Smith, at jessica.smith@lca.org.au or phone (08) 8267 5211.

Promotional Materials

The District has designed and purchased some promotional items that are available for use by congregations. We have printed tablecloths to fit a 1.8m table, a gazebo for outdoor use, pull-up banners, A-Frame sandwich boards and 'Welcome' banners. We also have signs that can be attached to fences to advertise that you are hosting an event of the LCA SA-NT

District. These are ideal for use at community events to let people know there is a Lutheran church in their area.

Please contact the District Office to book these items and arrange collection and return times. More information is available on our website at <https://www.sant.lca.org.au/departments/communications/>

Advertising Your Special Services and Events

The District Office welcomes opportunities to advertise special services and events that may be happening in your congregation. Often the District team will also receive questions about Easter and Christmas services from the public or travellers and it can be very helpful to have this information on-hand. We ask congregations to provide us with details of their planned Christmas and Easter services, including the date, time and venue. We can then include these on the District website and in our communications.

Likewise, if you are celebrating an anniversary or other important event in your congregation or parish please let us know details so that we can acknowledge and advertise this for other people who may be interested in attending. And don't forget to send us those all-important photos after the event!

Congregation Websites

When someone does an internet search for your congregation's website, what will they find – a nice, neat, concise, up-to-date site that tells them all about your congregation and how they can find you? Or will they find an outdated site that is tailored only to your members and doesn't invite people to join you. Will they even find a website?



LCA Communications builds and manages a fleet of district and agency websites, including the 'mothership' www.lca.org.au, but you might not know that they can build websites for congregations. LCA Communications offer affordable websites with the features congregations are most likely to use, and can build them stage by stage, even page by page, to suit your budget.

To find out how LCA Communications can assist you please contact them on (08) 8267 7300 or lca.comms@lca.org.au.

If you have another company or a person from your congregation looking after your website, consider doing a 'health check' of it to make sure the information is current and update anything necessary. Your website should be able to let people know:

- Who the church is and what you believe
- the church address and contact details (email and phone)
- office hours if they wish to visit or call
- who the pastor is and how to contact them
- regular service times plus any special services being held

- ministries of the congregation, when they happen and who to contact
- special events happening at the church
- you could consider having a 'members only' portal which could contain specific information, like rosters and membership books
- how to donate to the church's ministry

It can be a good idea to set a reminder in your diary annually to check your website and have any old or out-of-date information removed so that

LCA One-Page Websites for Congregations

Every congregation in the LCA has a one-page website created by the LCA Churchwide Office. The information on this website is gathered from LAMP2 which gets its information from LCA HRS, eg address, contact information. These websites also contain information about regular worship times and special services being held, as entered into LAMP2.

These one-page websites and then be linked to your congregation's full website if you wish.

To view your congregation's one-page website visit the [LCA website](#) and click on the 'Find A' menu.

LCA Style Guide

The LCA logo (www.lca.org.au/logo) is like our family crest. It tells the world who we are and whose we are, and it unites us all under one banner. We have developed logos and stationery templates for congregations, as well as approved layouts for signage and bulletins.

To view the congregation style guide please visit www.lca.org.au/stationery-signage-printing.



Congregation Logos and Stationery

LCA Communications is happy to design your congregation logos and stationery according to the LCA Style Guide. We charge a very modest fee for this service. In addition, we can also design your pew bulletins, PowerPoint slides, newsletters and other materials. Contact us to have a chat about your needs - lca.comms@lca.org.au.

SIGNAGE

A well-designed sign that is welcoming and in good condition is the first thing that the general public sees about your congregation.

What is your sign telling the outside world about your church and the people who attend? If your sign is clean and easy to read it tells people that you are alive and care for others.

The sign should include:

- the LCA Logo
- name of the congregation
- time of services
- contact details either of the pastor or the office and office hours
- any other programs or activities



Make sure it is easy to read by passing cars too. Perhaps it needs some lighting?

Additional things to consider are:

- can people find the church office?
- do you need to list your office opening hours on the door?

If not, the signage for these details may need to be updated on the church property.

The church has guidelines for the correct use of the LCA logo, including on church signage. Please visit www.lca.org.au/departments/ministry-support/communications/lca-logo/ for more information.

Your congregation could consider applying for a Mission Resources Grant to partially or fully fund the update of your Church's signage. Speak with your chairperson about this if you think your signs need updating.

LCA COMMUNICATIONS



The LCA also has several churchwide communications you can receive or have access to so that you can hear about and keep informed of happenings around the whole LCANZ:

- **LCA eNews**

This is our fastest-growing media across the LCANZ. Through our overarching LCA eNews and the 20-plus district and agency eNews, you'll keep up to date with what's going on in your church, including events, services and ministries. As well as informing you, eNews will inspire and encourage you. It's easy to sign up; visit the [eNews page](#).

- **The Lutheran**

Now available also in digital (\$30/year) *The Lutheran* tells the stories of our people with profound honesty and frankness – no glossing over the tough issues – and it has become known for its unique way of communicating how the grace of God touches the lives of

The church office staff may have people wishing to deposit monies through the church office, in which case a receipt should be issued. Receipt books can be purchased from newsagents and supermarkets. Your treasurer will be able to provide details of what they would like done with the money after this. Please ensure that cash is stored securely and not left lying around the church office. You might find it helpful to develop a small form that you can fill in and attach to the money received. One way of not mixing up different lots of money is to put each lot into a separate snap lock bag whilst you await collection by the treasurer (and these can be re-used). Speak to your treasurer about the arrangements that best suit your situation.

If you receive an invoice or request for payment/reimbursement this should be passed onto your treasurer as soon as possible. All reimbursement requests must be accompanied by appropriate receipts.

If you have any questions about the financial management of your congregation speak with your treasurer in the first instance.

By The Book

The District Office is pleased to advise that we can now offer a bookkeeping service for congregations, called 'By the Book'. This is a fee-for-service facility.

'By the Book' (BTB) service includes payment of invoices, receipt of income, reimbursements, salary reconciliation, monthly reconciliations, ATO BAS lodgment and preparation for annual financial review or audit. By The Book will also provide regular reports for presentation to church council.



'By the Book' is not able to bank money for you, authorise pastor or other staff leave requests in HRS, conduct annual financial review or audit (or appoint someone to do this) or prepare a budget for the coming year. Therefore, a treasurer still needs to be elected for your congregation, but their tasks will be greatly simplified and reduced. Essentially the treasurer will need to ensure that offerings and any other monies received by the congregation are banked in a timely manner, authorise payments (so that BTB can process these), speak to the reports provided by BTB to Church Council and the congregation, authorise HRS applications and arrange for the annual financial review or audit.

Please contact the District Office if your congregation would like to know more about this service.

Relief Services

If your congregation is in a pastoral vacancy or if your pastor is just taking some well-earned annual leave or rest and refreshment leave you may require the assistance of a relief pastor to cover services or meetings in your congregation/parish. A list of pastors willing to provide relief services during these times is available from the SA-NT District Office. Please email administration.sa-nt@lca.org.au to request a current copy.

All reimbursements for relief pastoral services must be processed via the LCA HRS system. Please refer to the LCA website at www.lca.org.au/services-resources-training/forms/.

AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION (ACNC)



The ACNC is a federal government agency with the object of protecting the not-for-profit sector in Australia. They do this by enhancing public trust and confidence in the sector through transparency and good governance and management. Another purpose is to reduce unnecessary regulatory obligations on charities and associations.

Because of the work of the ACNC, charities and associations no longer need to lodge an annual statement and pay a fee with Consumer and Business Services. Instead, they complete an annual information statement with the ACNC and pay no fee. The annual information statement will ask for details about the activities of the congregation, including financial information and details of all office holders.

The annual information statement must be completed online within six months of the end of the financial year annually. At the same time, the responsible persons listing (church council members) is to be updated. It is also good practice to check that a current version of the congregation's governing document (constitution) is on the ACNC website and is able to be downloaded and read easily. These details can be checked at any time by logging in to the ACNC portal – this is normally done by the Treasurer.

If you have any questions about the ACNC please contact the District Office as we have experience dealing with them and their requirements. The ACNC website contains a lot of information and is a valuable resource tool for congregations and charities.

The ACNC website can be found at www.acnc.gov.au

FUNDRAISING

There are many reasons your congregation might like to do some fundraising, eg to support children and youth to attend Christian Life Week camps, pay for air conditioning in the hall, to support a chaplain at the local school and many more. In the majority of cases you will not need any license to do this fundraising.

Please be aware that there are laws surrounding fundraising that might apply to activities run through your congregation/parish. You can find more information on these at <https://www.sa.gov.au/topics/family-and-community/community-organisations/fundraising-for-organisations/charitable-donations-and-appeals>.

Please don't let these put you off raising valuable funds for your congregation/parish though. These mainly relate to large organisations that are registered charities.

Does your congregation support an overseas aid project? If so, there are laws surrounding this that your Church Council must abide by. Please go to <https://www.acnc.gov.au/for-charities/manage-your-charity/governance-standards> for more information.



GRANTS

District Grants

The District currently has three different grants that congregations/parishes can apply for:

LLL Mission Resources Grant – up to \$5,000 per grant.

LLL Mission Outreach Grant – up to \$25,000 per grant. Only one given per year (usually in the lead up to District Convention of Synod)

Music Ministry Fund Grants – up to \$500 per grant.

Details and application forms for all of these grants can be found at www.sant.lca.org.au/departments/mission/mission-grants/. If you would like more information or have questions please email administration.sa-nt@lca.org.au.

LCA Grants

The LCA offers several grants for individuals or congregations each year. Details are advertised via the LCA E-News and on the LCA website. Search for 'grants' in the search bar to find details.



Grants From Other Sources

There are a number of organisations who offer grants which community groups can apply for. Some are more complex than others, but a lot of grant providers do run information sessions and it is worthwhile attending these prior to lodging an application. Have a conversation with the grant provider to see what they are really looking for. Some have a focus on volunteers, community activities, indigenous people, communities or refugees whilst others could assist with building projects.

There are a number of grant providers or organisations that provide training on how to write grant applications. Google these for further information.

The census data will provide you with statistics about your community that can be useful when writing applications. See www.abs.gov.au/census.

Suggested sources of grants:

- Local government – eg Council website
- State government - <https://www.grantassist.sa.gov.au/community>
 - Volunteers
 - Equipment
 - Ageing
 - Heritage
- Federal government - <https://www.dss.gov.au/grants/information-for-grant-recipients>
- <http://community.grantready.com.au/>
- <https://www.ourcommunity.com.au/>
- www.fundingcentre.com.au
- <http://www.philanthropy.org.au/seek-funding/how-to-seek-funding/>

OTHER DISTRICT MINISTRIES

Chaplaincy Services

The LCA SA-NT District has a Chaplaincy Ministry Coordinator who is available to visit people while they are in hospital. We also have a dedicated team of chaplains who provide these services in various hospitals around Adelaide.

If you know of someone who will be in hospital and would welcome a visit from a Lutheran Chaplain, please let the District Office know so that we can connect you. This is especially so if they are from the country and their pastor is not able to visit them.

If you feel a call to assist with visiting and providing chaplaincy services in hospitals or prisons or know of someone who would be suitable for this type of volunteering, we would love to hear from you.



If your congregation would be interested in sponsoring a chaplain as part of their outreach ministry, please contact the District Office for more details.

Child, Family, Youth And Young Adult Ministry



Blueprint Ministries is the Children, Family, Youth and Young Adult Ministry of the LCA SA-NT District. Our team consists of:

- Jeanette Mann – Team Leader
- Jo Chamberlain – Congregational Coach
- Ian Crambrook – Camping & Events

You can contact us by phoning the District Office on 08 8267 5211 or via admin@blueprintministries.org.au.

The [Blueprint Ministries website](#) is regularly being updated with new information and details of upcoming events. Blueprint also maintains two Facebook pages which are updated regularly. They are:

- Blueprint Ministries
- Blueprint Young Adult Network

Please encourage youth, young adults and parents to like our pages and to visit them regularly to get up to date information.

We are keen to establish a key contact within congregations who can pass on information regarding children, youth & family events, activities and resources to the appropriate people in the congregation. If there is someone you know who could fill this role, please email us at the email address above - it may even be you as the office secretary!

We are also eager to connect with young people moving to the city to assist them to connect and network with other christian young people, young adult groups, Lutherans @ Uni. & congregations in Adelaide etc, so please forward to us information regarding these young adults so they can connect with others.

Camps and Camping Ministry

Congregations are often asked to promote Christian Life Week (CLW) camps with promotional material provided by the District Office. Letting your youth and young adults know about camp can be quite important and we thank you for your assistance with this. One thing your congregation make like to do is to sponsor campers and/or leaders to attend camp. If this is something your congregation would be interested in, please contact the Blueprint team for details on how best to do this.

Lutheran Education SA, NT & WA

Lutheran Education South Australia, Northern Territory and Western Australia (LESNW) is a collaborative team enabling, encouraging and supporting our learning communities to be thriving, innovative providers of quality education in a Lutheran context.



Responding to God's grace we are committed to:

- Serving
- Building capability
- Providing direction
- Enhancing relationships Learning

... to bring out the 'God colours' in the community (The Message Matthew 5: 14)

We are committed to constant improvement in the quality of teaching & learning enabling our communities of hope, nurtured by the promises of God's word, love and forgiveness which empower staff and students to embrace the future with confidence.

Learning Community locations can be found on the LEA website at <http://www.lutheran.edu.au/our-schools/find-a-school-early-childhood-centre/>.

You can contact the LESNW office for further information on (08) 8267 5565 or lesnw@lesnw.edu.au Monday to Friday 8.00am to 4.30pm, or visit the website www.lesnw.edu.au.

Lutheran Care

Lutheran Care (formerly known as Lutheran Community Care) has been building strong, caring communities inspired through the love of God for more than 50 years.



As the community services arm of the Lutheran Church of Australia, SA-NT District, Lutheran Care seeks to address poverty and injustice, so that those in need are empowered to achieve their full potential.

Currently Lutheran Care has 19 sites and over 50 community programs that support many thousands of individuals and families every year across South Australia and the Northern Territory.

Services include foster care, homelessness support, counselling, emergency relief, community visiting, living skills, family education, community hubs, op shops, multi-cultural services and training and development.

For more information about Lutheran Care visit www.lccare.org.au.

Lutheran Disability Services

Lutheran Disability Services supports people with disabilities and their families with accommodation support (including independent living) and community participation. They support people to connect to their community, learn new skills, increase independence and access accommodation support across metro Adelaide and in the Barossa. Their support staff are passionate about supporting people to identify and achieve their goals, connect to their faith and build new friendships through positive engagement in a client centred way.



Please visit the LDS website for more details about their services – www.ldssa.org.au.

The LDS office is located at 2 Portrush Road Payneham. To contact them please call (08) 8212 7766 or email admin@ldssa.org.au.

Lutheran Women of South Australia-Northern Territory

The Lutheran Women of SA-NT provide encouragement and support for all women so that they may come to know Jesus and grow in his love.

Some of their key objectives are:

- To study God's Word
- Encourage women, including younger women, from within the Lutheran community
- Developing fellowship opportunities and relationships

To learn more about Lutheran Women SA-NT please visit <https://www.sant.lca.org.au/departments/ministry-partners/>.

Lutheran Men of South Australia

Lutheran Men of South Australia aim to support the church community with devotion, education, service and fellowship. As part of its service, the Lutheran Men of SA provides financial support to other ministries.

To connect with Lutheran Men of South Australia please visit <https://www.sant.lca.org.au/departments/ministry-partners/>.

Aged Care in the LCA SA-NT District

The Lutheran Church in South Australia has established several retirement villages and aged care facilities that support the church's ministry to all elderly people.

Adelaide (suburbs) – [Fullarton Lutheran Homes](#), [LHI Retirement Services \(Glynde and Hope Valley\)](#), [Trinity Place Pasadena](#), [Para Vista Lutheran Homes](#)

Adelaide Hills – [St Paul's Lutheran Homes Hahndorf](#), [Valley of Praise Retirement Village Lobethal](#)

Barossa – [Tanunda Lutheran Home](#)

Riverland – [Riverview Lutheran Rest Home Loxton](#)

Murraylands – [Murray Bridge Lutheran Homes](#)

Fleurieu Peninsula – [Harbor Village Victor Harbor](#)

LLL

LLL Australia is a charitable financial institution of the Lutheran Church that provides savings accounts, loans and other financial services to the Lutheran Church and its members.



To learn more about the LLL and what they can offer to assist your congregation please visit their website at www.lll.org.au.

Lutheran Tract Mission

Lutheran Tract Mission (LTM) is an outreach ministry of the LLL. LTM develops and provides Christian leaflets, cards, bookmarks, devotional booklets and stickers for use in congregations and in other mission and ministry settings.

To view the range of tracts on offer please visit their website www.ltm.org.au.

ACRONYMS COMMONLY USED IN THE LCANZ

LCANZ	Lutheran Church of Australia and New Zealand The Lutheran Church in Australia and New Zealand, which includes all congregations, parishes and Lutheran Church entities. www.lca.org.au
ALC	Australian Lutheran College Provides theological training for pastoral ministry students and for others wishing to undertake theological studies. www.alc.edu.au
GCB	General Church Board The highest governing body of the LCA.
CoB	College of Bishops Consists of Bishop of the Church and all District Bishops. Is responsible for the assignment of pastoral ministry graduates.
CTICR	Commission on Theology and Inter-Church Relations This Commission studies theological matters and, if necessary, prepares advice for the church, which may be in the form of a statement adopted by General Synod.
DSTO	Doctrinal Statements and Theological Opinions Collection of doctrinal statements of the church. Available on the LCA website for downloading (in pdf format).
CWS	Church Worker Support Department A department of the LCANZ which assists employees and volunteers of the church to start well, stay well and finish well in their various roles. www.lca.org.au/departments/ministry-support/church-worker-support
LEA	Lutheran Education Australia The National governing body of Lutheran Schools in Australia. Works in close association with District Directors for Lutheran schools in Queensland (LEQ), Victoria/New South Wales/Tasmania (LEVNT) and South Australia/Northern Territory/Western Australia (LESNW). www.lutheran.edu.au
ALWS	Australian Lutheran World Service This is the LCA's aid organisation which is involved in aid programs in Australia and overseas. ALWS is an agency of the LCA. www.alws.org.au
LM	Lutheran Media Lutheran Media produces radio, TV, internet and print to reach out and engage with people in the community. www.lutheranmedia.org.au
FRM	Finke River Mission The LCA's major mission to Aboriginal people in Central Australia. www.finkerivermission.lca.org.au
CSBQ	Commission on Social and Bioethical Questions Deals with social issues and bioethical questions. <u>Lutherans for Life</u> is a special interest group of the CSBQ.
SCoC	Standing Committee on Constitutions This Committee works on constitutional matters for the LCA.
PSD	Professional Standards Department The Professional Standards Department oversees training and education of all Lutherans in how to demonstrate and declare God's love to one another by how we conduct ourselves. They have a Professional Standards Officer (PSO) in each District.

CoW	Commission on Worship Deals with matters concerning worship within the LCA. www.lca.org.au/worship/wpp
HRS	Human Resource System The payroll department of the LCANZ. Can assist with leave, fringe benefits, and more. hrs@lca.org.au
REG	Regular Electronic Giving An electronic method of providing your regular offering to your congregation. www.lca.org.au/departments/ministry-support/finance-administration/reg
LWF	Lutheran World Federation The largest association of Lutheran Churches around the world, based in Geneva, Switzerland. The LCA is currently an associate member. www.lutheranworld.org
LLL	Lutheran Laypeople's League The financial 'section' of the Lutheran Church. The LLL is Approved Deposit-taking Institution (ADI) and is an agency of the LCA. www.lll.org.au
LTM	Lutheran Tract Mission Based at the LLL office, Lutheran Tract Mission produces Lutheran leaflets, cards, bookmarks and postcards which can be used to share the good news of Christ to others. www.ltm.org.au
DCC	District Church Council Each District has a Church Council which transacts the business of its District between District Synods. Also known in some Districts as District Church Board (DCB)
CFYYAM	Children, Family, Youth & Young Adult Ministry Also known as Blueprint Ministries, this is the department of the District that oversees and organises our District camps and events for the youth and young adults of our District. www.blueprintministries.org.au
AbMinSA	Aboriginal Ministry South Australia A board of the SA-NT District which serves and supports Aboriginal people in the SA-NT District.
LESNW	Lutheran Education SA/NT/WA Lutheran Education SA, NT & WA supports learning communities in the three states. www.lesnw.edu.au
LC	Lutheran Care Lutheran Care provides support to those most vulnerable in our communities. They operate in SA & NT. Services include homelessness, foster care, support, op shops and more. www.lccare.org.au
LDS	Lutheran Disability Services LDS provide supported independent living, specialised disability accommodation and community participation to clients in South Australia. They are an NDIS provider. www.ldssa.org.au
LWA	Lutheran Women of Australia Not a board of the LCA, but the official association for women of the church..
Lutheran Men	The official association for men of the church.
LHI	Lutheran Homes Incorporated Lutheran aged care villages based at Glynde and Hope Valley. They provide residential housing and care services as well as community support facilities. www.lhi.org.au

DIRECTORY

Lutheran Church of Australia, SA-NT District

ABOUT US

The Lutheran Church of Australia, South Australia - Northern Territory District, exists to resource, encourage and focus its communities to grow in Christ and make him known to all people.

Here is just a small part of our team, shared here so you can connect with us and know more about what we do. We believe that every member is a minister and the real heroes are the volunteers who give their time and energy to passionately serving others.

To contact a member of our team use the email addresses provided, or call the District Office on (08) 8267 5211 and ask for the appropriate staff member.

CONTACT THE DISTRICT OFFICE

137 Archer Street, North Adelaide SA, 5006
(08) 8267 5211
administration.sa-nt@lca.org.au
www.sant.lca.org.au



OFFICE OF THE BISHOP

The SA-NT Bishop oversees the SA-NT District, and the office exists to serve its pastors and people.

The office also oversees, promotes and supports the services provided by the District departments.



Pastor David Altus - LCA SA-NT Bishop
david.altus@lca.org.au



Pastor Stephen Schultz - Assistant Bishop for Mission
stephen.schulz@lca.org.au

CHAPLAINCY

There are several aspects to chaplaincy ministry, including recruiting and supporting chaplains and congregationally-based pastoral visitors as they serve people in hospitals, prisons and the District.



Heidi Smith - Chaplaincy Ministries Coordinator
heidi.smith@lca.org.au

ADMINISTRATION

The administration staff at the District Office are here to serve and support you all with questions ranging from constitutions, policies, finance, work, health and safety, calling a pastor and much more.



Angela Rogers - District Administrator
angela.rogers@lca.org.au



Michelle Storie - Executive Administration Assistant
michelle.storie@lca.org.au



Holly Koning - Administration Assistant
holly.koning@lca.org.au



Vanessa Freislich - Bookkeeper
vanessa.freislich@lca.org.au

DIRECTORY

Lutheran Church of Australia, SA-NT District

OTHER MINISTRIES

Lutheran Education SA, NT and WA
www.lensw.edu.au
 (08) 8267 5565

Lutheran Care
www.lccare.org.au
 (08) 8269 9333

Lutheran Disability Services
www.ldssa.org.au
 (08) 8212 7766

Lutheran Aged Care
 See 'Aged Care Facilities' Flyer, or visit
www.sant.lca.org.au/departments/other-ministries

CHILD, FAMILY, YOUTH AND YOUNG ADULT MINISTRY DEPARTMENT

Also known as **Blueprint Ministries**, this department exists to provide opportunities for children, families, youth and young adults, to be supported in their communities, so they grow in and live their faith.



Ian Crambrook - Camping and Events Ministry Coordinator
ian.crambrook@lca.org.au

Jeanette Mann - Team Leader
jeanette.mann@lca.org.au

Joanne Chamberlain - Congregational Coach
joanne.chamberlain@lca.org.au

PROFESSIONAL STANDARDS

This department assists those who engage with our church to care for one another. It coordinates various levels of training and manages complaints.



Dave Biar - PSD Officer
dave.biar@lca.org.au

Holly Koning - PSD Assistant
holly.koning@lca.org.au

COMMUNICATIONS

In the past few years, we have been able to expand in this area, thanks to modern technology. Many of our church members are keeping up with us on our Facebook page, through our monthly eNews, on our website and reading Together magazine.



Jessica Smith - Together Magazine Editor & Communications Coordinator
jessica.smith@lca.org.au

This edition of the Secretaries Day book was updated in March 2022