

OPERATIONS GUIDE FOR LEADERS

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PROCEDURES

Church Calendar

Planning for the church calendar occurs in October, ready for the coming year. Department Leaders should lock in the dates for their department's big rocks.

The church calendar is available:

- On our website or Planning Centre Database

Events and Meeting Date Guidelines

Weekdays

- Only 1 event during weeknights involving large groups of similar people - other than the regularly scheduled meetings/events i.e. Life Groups, Youth, Creative & College.
- Aim for leaders to have at least 3 nights at home through the week.
- Ensure your team have enough margin to attend a small group.

Sunday:

Discourage events on a Sunday that may conflict with our services.

- When organising an event for a Sunday, allow people plenty of time to make it to any of the three church services, including consideration for those rostered to serve who may need to be there early.
- An exception can be made for a Sunday event that meets all the following criteria:
 - One event a year that has a ministry focus AND
 - does not conflict with the key service for that demographic.

Room Booking

To book a room follow the booking link ([Microsoft Forms](#)) or contact the Venue Manager (email robyn@macquarielifechurch.com.au).

Venue Use and Lock up

When using a room you are responsible for

- Leaving the room tidy
- Return the room to its standard layout
- Turning off lights, turning off air cons, emptying bins, taking home leftover food, locking the room
- Alarming the area (if not in use by anyone else)

If you are the last team to leave the property, you are also responsible for:-

- Ensuring all areas are locked and alarmed (follow lock up procedure)
- Providing duty of care for any people left on site

Those rostered for lock up may only delegate their responsibility if another team member is appropriately trained and willing to do it and is over 18 yrs of age. When planning who is locking up, please consider personal safety – For example, females locking up alone or one person after dark.

Venue Hire Policy

Our venue may be made available to outside organisations for activities that build the community and are in keeping with our mission and values. At the time of hiring, a department needs to be responsible for hosting. The hosting department may receive part of the venue hire fee.

Equipment Use

- **Audio Visual Equipment** – Needs to be booked at the time of room booking and used only by a trained technical operator. A member of your team can book for training if required.
- **IPOD/IPAD** – Available in café or auditorium with church spotify music account. Please book when booking the room.
- **Camera** – This can be booked at time of room booking. This also goes for recording an event. These details need to be included when booking the room.
- **Coffee Machine** – If putting on an event and would like to book the coffee machine, you would need to have a trained barista to operate it.
- **BBQ** – There are two BBQs available to book and it will be the department booking the equipment's responsibility to refill the gas bottles and clean it.

Coffee Machine

The coffee machine can only be used by an approved person. Departments need to make note of coffees made and pay \$2.00 per coffee to cover café costs.

Church Database

Department leaders or their designated support persons are able to access our church database.

The database is online and accessible from any PC or device with access to the internet. Database Address: [Planning Centre](#)

For access please contact it@macquarielifechurch.com.au

Examples of database use include:

- Looking up phone and other contact details
- Pastoral care notes
- Kids and youth sign in
- Rostering (PCO Services)
- Group Emails
- Allocating people to groups and departments

If you see something in the database that needs updating, please contact office@macquarielifechurch.com.au.

Computers

Computers are available for use in the general office area. Our database is also accessible anywhere with access to the internet.

If you would like to use a workstation, contact the Office Manager.

For anything related to IT, please contact

it@macquarielifechurch.com.au

Signing Contracts

Department leaders and key leaders need to check with the corporate team before signing any contracts for equipment hire or other activities.

Finance

Payments

If you require reimbursing, invoice payments, cash for floats or an invoice prepared please fill in a finance form online www.123formbuilder.com/form-1355564/.

Department Leaders need to authorise finance forms, please ensure they sign your form or you give them your receipts for reimbursement.

If you require cash for floats please submit your finance form before 9am Tuesday. Remember to include the break up of notes & coins required in the comments section.

Budgets

Departments usually run on a 12 month budget.

Finance reports will be provided to department leaders monthly or as requested by emailing finance@macquarielifechurch.com.au.

Any funds left at the end of the year will not rollover to the new year, unless you have a specific use for the funds and apply to the finance team to have it transferred. Any funds left at the end of the year will not rollover to the new year, unless you have a specific use for the funds and apply to the finance team to have it transferred

Authorisation limits:

Amounts over	Type of Expense	Requirements	Authority 1	Authority 2
\$1,000	Total cost of event	Budget approved before any payments are made.	Department Leader	Department Oversight

\$1,000	Other Department Expense		Department Leader	Department Oversight
\$3,000	Capital Expenditures	Alternate quotes where applicable	Department Leader	General Manager
\$10,000	Capital Expenditure	3 Alternate quotes	General Manager	Board Representative
\$25,000	Capital Expenditure	Tendered and project management	General Manager	Board Representative

Where a conflict exists between signing authorities, upline approval will be required.

Working Bees

Working Bees are held twice a year. This is a great time for you to organise to have jobs done for your department. As a leader you carry the responsibility of making sure the areas you oversee in church are well cared for and safe. Working bees provide a great opportunity to get these maintenance jobs done with extra helpers to assist you. For more information talk to Robyn O'Brien (Venue Manager) or Ivan Paulin (Property Manager).

Document Control

All our files are located on a platform called SharePoint. Each department can request for their own area to store any files. These files can be accessed from any device that has internet access. For access, please contact the IT Manager.

Policies and Procedures

Policies and procedures are located on our SharePoint Database.

Link: <https://macquariecare.sharepoint.com/sites/GDrive>

If your department has their own folder with policies directly relevant to your department, you can keep the procedural documents in your own folder and put a shortcut link to it in the policy and procedures folder.

This folder also contains templates for use in creating policy documents.

Please ensure your teams' policies are checked by the corporate team to ensure they have been sent through the correct approval channels where necessary.

Working With Children Check

A working with children check is required for leaders or volunteers who have unsupervised direct contact with under 18's.

Please pass all working with children check details onto the office, as we have to verify each one with the governing body and store them in our database.

You can have your WWCC verified by filling out this form:

<https://macquarielifechurch.churchcenter.com/people/forms/235794>

EVENTS

Event Booking

Departments manage their own events, with support and communication from the church office & creative team as needed.

All events are booked through the online Booking Form located on the church website: [Event or Room Booking](#)

This form should allow you to provide all the information needed to book rooms, equipment, flyer design, online registration, musicians and other support for your event.

Once we receive your booking form we will be in contact with any confirmations and approvals required.

If you wish to serve or sell alcohol at your event you will need to contact the church event coordinator and obtain a copy of the event alcohol policy and procedure. This may require a longer planning time, if licensing is required.

Event Registration

Event registration can be set up via the church website. This can be organised when submitting a room or booking form.

Event Timeline

Task	Time
1. Submit event booking form on website	6 weeks out from event
2. Approval of event and date by Venue manager	5 weeks out from event
3. Design	5 weeks out from event
4. Team leader to make any design changes and approve final design. Once approved, flyers printed & event registrations open online. Event promotion starts.	3 weeks out from event

Design only Timeline

This is if you require a design but there is no event and therefore no promotion or registration is needed

Task	Time
1. Submit event booking form on website	4 weeks out from event
2. Approval of event and date by Venue manager	3 weeks out from event
3. Design	3 weeks out from event
5. Team leader to make any design changes and approve final design.	1 week from design is required

The earlier you get started, the longer the timeframe you will have to promote your event. If you are planning a big rock event and would like advice on an event timeline please contact Robyn.

Event Promotion

Church Service Promotion

Events can be promoted during the 'visioning section'. These are usually events that incorporate the whole church, or large groups within the church, events that align with church vision, or other events **at the discretion of the services team**.

Guidelines for Event Promotion during Church Services

- Major department events get promoted on two Sundays (usually in all three services that day):
 - First mention approx. 3 weeks out from the event
 - A reminder the Sunday before the event (or event RSVP date)
 - This excludes larger events (see below)

Note: events that involve the whole church (e.g. Baptisms, Special Services etc.) are 'visioned' (1-2mins) whereas events that relate to a specific department (eg. Mac Women or Young Families) receive a '30sec plug'/mention.

- Each larger event (incl. Missions, Enlarge, Christmas Giving) gets a "mention" on 3 Sundays (usually in all 3 services that day):
 - Initial mention as soon as appropriate
 - A reminder one month out from the event
 - A reminder the week registrations close

NB: If we are launching a big church event, such as Enlarge or Christmas Giving, this may take up the entire Visioning Section that Sunday and other events will be promoted towards the end of the service.

Church Media Promotion

All church events with a design request are qualified for inclusion on the website and church social media platforms.

Design Requests

All design requests require a 3 week turnaround time from approval to print stage. Please allow for this time before you plan to promote your event.

It is helpful for you to provide some information to the creative team on the look and feel for your design, and the information you would like included.

You will be sent a digital image of your flyer to approve prior to printing. You will need to check the following:

- Spelling, grammar & punctuation
- Event/flyer details - dates, cost, venue, RSVP details & date
- Design - Layout, colour, image etc

Our print limit is 250 single sided flyers in house, for larger quantities quotes can be provided from our external printers.

POLICIES

Social Media

Macquarie Life Church believes social media has the potential for positive networking, publicity and exchange of ideas. Macquarie Life Church staff and volunteers are free to publish or comment via social media in accordance with this policy.

Social Media Culture

Very often our social media platforms are the first point of contact with our church and/or departments. They serve as a first impression of our church from an online point of view, so the things we post carry weight. They can be virtual versions of our greeters, hosts and info desk. Our social media culture should reflect the culture and values of Macquarie Life Church as it is 'the church on display'.

Social Media Protocol

All uses of social media must follow the Macquarie Life Church code of conduct. Public social media identities, logon ID's and user names may only use Macquarie Life Church's name with permission.

Confidential information should not be published.

Show proper respect for the laws governing copyright and fair use of material owned by others. It is good practice to link to others' work rather than reproduce it.

Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Macquarie Life Church.

Social Media for Macquarie Life Church Departments

- Macquarie Life Church encourages department uniqueness and celebrates the different ways in which various age groups express themselves on social media platforms - in keeping with social media guidelines.
- No home addresses for individuals in the church are to be displayed on social media platforms other than closed groups. (in keeping with Macquarie Life Church's privacy policy)
- Guardian permissions are required in order to post photos of minors (under 18yrs).

Photography and Social Media

There is no law against taking a photo of someone and posting it online if you are in a public place, and church is considered a 'public place of worship'.

However as a church we take the following precautions:

- Exercise caution when taking photos of people.
- We respect the rights of those who do not wish to be photographed.
- Leaders may post on social media photos of others at church in their private capacity.
- The church's social media pages only post pictures of identifiable people who are well known to the church, or whom we have obtained consent to post online.
- In regard to young people, their parents must sign a media waiver so that we can use photos for promotional reasons, and will exercise discretion on who/what we include.
- For children, we have permission to publish consent as part of the sign-in process

We choose not to have a sign on the wall stating 'you may be photographed' because we respect the right of people's privacy while attending church.

Leadership Expectations

A Leader:

1. Is passionate about God and people
2. Is a person of character and integrity
3. Is committed to growing (emotionally, spiritually, and in leadership)
4. Upholds the values and beliefs of Macquarie Life Church
5. Speaks well of the church and its leaders

Expectations of a Leader:

- Complete Thrive
- Support and abide by the following policies and statements
 - Macquarie Life Church Statement of Faith
 - Macquarie Life Church Code of conduct
 - Macquarie Life Church Alcohol guidelines for leaders
 - Health and Safety Policies
 - Child Protection Policies including mandatory reporting
- Go through the right channels when dealing with problems; “bleed up”¹
- Identify and sow seeds into future leaders
- Speak up if you are struggling or need help
- Attend at least one service on Sundays. Attendance at more services may also benefit you and your role.
- Attend required meetings
 - Department Leaders Meeting - twice a year (for dept leaders)
 - Key Leader Meetings - twice a year (for all leaders)
- Be involved in a life group where there is vulnerability and accountability.
- Be accountable and teachable to your leaders. Where assigned meet with your oversight once per term.

¹ Meaning “Bleed up” - To ‘bleed’ is to intentionally allow fluid or gas to escape from a valve when under pressure. ‘Bleeding up’ means that you are letting your concerns or pressure be released upward, to a line of leadership that can be supportive and able process the information constructively, while protecting peers and team members.

- Be present and supportive of “big rock” church activities (including but not limited to Vision Sunday, Missions Sunday, Enlarge, Easter, Christmas).
- Prompt reply to emails and messages from church leaders and office staff (within 48 hours where possible).

Benevolent Relief

Benevolent relief is available to respond to financial hardship needs within our church and its programs including:

Vouchers

The fund is limited to supporting church members or relationships within our programs as this ensures it become part of a support pathway rather than a one off handout.

Types of vouchers will include \$50 grocery / petrol vouchers (not including alcohol). The number of vouchers given out is determined by the extend of the need and other support available to the person.

Church Safety

Macquarie Life Church Safe Church Statement

We want our church to be a safe place for everyone – spiritually, physically and emotionally. To achieve this, we need to:

- Respect each other
- Care for each other’s safety
- Report concerns of abuse or misconduct
- Report hazards or concerns about property and safety

If you have concerns about hazards, abuse or misconduct at church please talk to your Safe Church Team Leader Mindy Newsome.

A hazard report, incident report or if you feel you need to report a concern, this can be done so by going to our website.

<https://www.macquarielifechurch.com.au/forms>

First Aid

First aid kits are located in each kitchen and at the rear of the auditorium.

Please complete an incident report if an injury or any form of illness has occurred.

Incident Report Forms

An incident report form is located on our website at

www.macquarielifechurch.com.au/forms. When in doubt, simply email the office and we will organise an incident report for you on your behalf.

Incident Response Procedures

In the event of an incident, the senior leader in the venue is to respond, or delegate response to an appropriately equipped leader on their team.

We have documented procedures to respond to incidents, including media inquiries, lock down, bomb threats, emergency evacuation, fire response plan.

If you are a senior leader you should familiarise yourself with the incident response procedures manual. A copy of this is kept in the Café kitchen, on the Leaders page on the website or it can be emailed to you upon request.

Risk Assessments

A risk assessment is required for any event or special night that you host that is outside the ordinary program for your department. For big events a risk assessment is usually done by the operations team as part of the events booking process and will be given to you prior to your event.

Regular activities of your department will need to be risk assessed by the department leader, or their leadership team. Every activity needs to be considered in light of its possible consequences and appropriate measures put in place to ensure risk is minimised. If you have any concerns please contact mindy@macquarielifechurch.com.au.

Prayer Line Ministry

When organising prayer ministry, the following guidelines should be followed:

- Position Prayee in a clear area
- **Ensure a catcher is in place**
- Minister as led by the Holy Spirit –allow them to lay comfortably; encourage them to stay and not rush
- Unless otherwise authorised, do not give corrective prophecies or demonic deliverance. If you believe you have a prophecy outside this guideline, talk to a pastor
- Be mindful of the aged, pregnant women or people with a physical impairment.

More formal training for prayers and catchers is available.

Offence Disclosure

If you are made aware of a serious crime we have an obligation to report it to police. You should speak to your department leader or the church safety officer.

A serious crime includes burglary, indecent assault, sexual assault, rape, drug trafficking, murder, and manslaughter.

In regard to an offence involving a minor mandatory reporting is required. If the victim is now over 18 reporting a police report may still be required, please speak to the church safety officer to see what action is needed.

It is our intention that we respect and support the privacy and journey of any victims of crime. Any report of crime should be kept confidential other than the required reporting procedure.

Child Protection

The following information is provided to all leaders and volunteers of Macquarie Life Church serving at programs and events with under 18 year olds in attendance:

- Macquarie Life Church is committed to creating a safe environment for children and young people
- Children and young people are respected and valued, irrespective of gender, age, culture, socio-economic background or ability
- No adult is to be left alone with a young person. Conversations with a young person must be had in an open public space
- All leaders who work with young people need to provide a Working With Children Clearance number to the church
- If you have any concerns about the welfare of a young person, you must report it to your leader

- If you have any concerns over the behavior of an adult or volunteer towards a young person, you must report it to your leader.

If you are a leader that specifically leads a group with under 18's as part of the program, you will need to complete further Child Safe Training.

CONTACTS

Creative Team Leader	Gillian Milton
Venue Manager	Robyn O'Brien
Office Manager	Robyn O'Brien
Event Coordinator	Robyn O'Brien
IT Manager	DBT or it@macquarielifechurch.com.au
Church Safety Officer	Mindy Newsome
Social Media Manager	Gillian Milton
Finance Operations	Kathryn McTiernan

WEBSITE

For additional information, access to policies and forms, room availabilities and other resources to help you lead your team visit

www.macquarielifechurch.com.au/leaders