



VOLUNTEER HANDBOOK

Calvary Family Church

This handbook provides important information and sets expectations for those who support the fulfillment of our Church vision by volunteering in ministry and service roles

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Who we are

Calvary Family Church includes people from many backgrounds, creating a wonderful blend of Christian family. We trust that you will find us a dynamic local church, and a loving, caring community for people of all ages.

We are members of the Crosslink Christian Network of Churches in Australia. Crosslink is a large group of Christian Churches, who, like us, seek to bring a balanced, dynamic, very relevant and practical form of Christianity to our city. The whole foundation of our church is based soundly on the Bible and we seek to get back to the pure and simple, yet powerful and effective way of life Jesus encouraged.

As a church, we enjoy vibrant charismatic worship, warm fellowship and spiritual growth through small groups for all ages, and activities that provide opportunities for personal growth and healing as well as opportunities to reach out and help others.

Our Vision

Founding Scripture

1 Peter 2:9

⁹But you are a chosen people, a royal priesthood, a holy nation, a people belonging to God, that you may declare the praises of him who called you out of darkness into his wonderful light.

Mission Statement

Reaching, connecting, enriching & equipping generations for Jesus

Vision Statement

To see generations connect as the family of God to be an expression of and to see the kingdom of heaven displayed in the local, wider & distant community.

Purpose Statements

Celebrate: Acknowledging that God is the greatest treasure who knows what is best. We live life in such a way that it brings glory to God at all times and in all that we do.

Connect: We are created to be part of God's family, of which the local church is the expression. We are a community of multi-generational believers who identify as God's family and care for the wider community.

Grow: Our lives are enriched through a personal relationship with Jesus. As we engage with Him, we are developed into the best version of ourselves, possessing the values, character and power of Christ.

What we Believe

Statement of Christian Faith

- The Authority of Scripture

We value the Bible as the full revelation of Jesus Christ and seek to approve all things according to the Word of God. We are committed to believing God to fulfil every promise contained in Scripture. (2 Timothy 3:16)

- The Lordship of Jesus Christ

We value our relationship with the Father through Jesus Christ as our primary commitment and seek to serve Jesus as Lord through the whole of our lives. (Acts 2:36)

- The Power of the Holy Spirit

We value the empowering of the Holy Spirit, as essential enablement for ministry that would bear witness to Jesus. We seek to develop in the operation of all the gifts and graces of the Spirit given by God as supernatural equipment for the ongoing ministry of Jesus (Acts 1-8).

- The Command of Jesus to Make Disciples

We value a commitment to fulfil the great commission given by Jesus to the church. To preach the gospel to every person, seeking to draw them to become His disciples. We will seek to multiply this ministry through planting churches (Matthew 28:18-20)

- The Uniqueness of the Local Church

We value the ministry of the Spirit through the local church and seek to express our faith by belonging to a local church and to exercise our ministry by the power of the Spirit as part of that body. (Ephesians 1:22-23; Acts 2:40-47)

- The Unity of the Spirit

As local churches we seek the unity of the spirit with every believer, and with all churches that confess faith in Jesus Christ. We desire to co-operate with the other churches in our region in order to proclaim the gospel to every person. (John 17:21; Ephesians 4:3)

- The Centrality of Worship

We value worship, as we seek to respond to God's desire for a people who worship in spirit and in truth. (John 4:23-24)

- The Pursuit of Holiness

We are committed to becoming like Jesus. We desire that our personal lives and our relationships generally will reflect more and more of His character. (1 Peter 1:16)

- Care for the Poor

We want to fulfil the command of Christ to care for those special people in God's sight whom the Bible refers to as "the poor". (Matthew 1:1-15)

- The Institution of Marriage

Marriage is God-ordained to be an exclusive relationship, a lifelong faithful union between a man and a woman. This relationship between a husband and wife should parallel the relationship between Christ and the Church.

- Family

We recognise marriage and family as the crucial basis for society, church and personal growth and are committed to excellence in this area.

Position Description

At Attachment 1 is the position description for the role/s you are volunteering in.

It is an expectation of your appointment to this volunteer role that you diligently fulfil the responsibilities set out for the position. Our hope is that you will also be responsive and creative in finding new ways to fulfil the purpose of the role and you are encouraged to share new ideas, strategies and thoughts with an authorised person responsible for your service or ministry area.

Universal Expectations of Volunteers

Every person in ministry and service areas represent our church. Volunteers are expected to always act in the best interests of the church and exemplify our values. In the performance of duties, you should:

- Be open, welcoming and respectful of all, including children and vulnerable people, such as the disabled and those from different cultural or language backgrounds.
- Be punctual and adhere to the set times and timeframes for your role and perform your duties and responsibilities in a timely and efficient manner.
- Be prepared and ready to serve with diligence and enthusiasm.
- If unable to attend a commitment due to an unexpected illness, injury or emergency, notify the Volunteers Co-ordinator or relevant ministry leader as soon as practicable.
- If you know in advance that you will be unavailable to attend to a commitment notify the appropriate leader for the ministry or service area. If the commitment is part of a service team, organise to swap with a member of the same team assigned to a different week and advise the Volunteers Co-Ordinator of this.
- Take seriously the role you play in representing the friendly and professional image of Calvary, including in the way you conduct yourself.
- Dress appropriately for the weather, the activity and avoid immodest (particularly when on stage) or attention-seeking styles, bearing in mind that you represent the church.
- Be proactive in relation to the protection, security and maintenance of our church people, premises and property.
- Work cooperatively with colleagues, support and learn from each other. Accept differences in style. Back each other up.
- Never criticise a colleague or the church publicly.

Summary of Key Policies

As a volunteer at Calvary Family Church it is a requirement of your appointment to a role that you comply with our policies and procedures. A breach of the church's policies or procedures could result in a warning, suspension or removal from an appointment or position of responsibility.

This section provides a summary of the key policies all volunteers should be aware of:

Child Protection

Calvary Family Church is committed to welcoming children and their parents or carers and providing a 'child-safe' environment, culture and programs for children and other vulnerable people who attend the services and other programs. We see such a commitment as flowing naturally from our vision and mission to operate according to biblical, Christian principles for living and for recognising the unique value and potential of every person, regardless of race, age, gender, ability or disability. All who come to the church have a right to feel and be safe.

The Calvary Family Church Child Protection Policy outlines the commitment that we, as a church, make to those volunteering in this area and the responsibilities we all have in ensuring that everyone is kept safe from harm. The policy outlines the process required for employment and volunteering within Calvary Family Church as well as the ongoing training which will be provided to volunteers involved with ministry to children under 18 years.

What is Harm?

'Harm' is defined as any detrimental effect of a significant nature on a child's physical, psychological or emotional wellbeing.

There are 5 common types of abuse which include physical, sexual, emotional, neglect and racial/cultural.

What is a Disclosure?

A disclosure of harm occurs when someone, including a child, tells you about harm that has happened, is happening or is likely to happen to a child.

Disclosures of harm may start with;

- I think I saw
- Somebody told me that
- Just think you should know
- I'm not sure what I want you to do, but

What do I need to do?

We all have a responsibility to ensure that safety of everyone who attends Calvary Family Church. If at any time you observe harm occurring or information is provided to you, please advise either the

Senior Pastor, Executive Pastor or Associate Pastor as soon as possible. You will be asked to provide a written statement of the information you were provided or observed.

Further information is contained within the Child Protection Policy for members of any Ministry team that works with children in relation to handling a disclosure of harm.

For more information please read the Child Protection Policy.

Pastoral Care Procedure

Calvary Family Church is committed to building a caring community by providing pastoral care in times of need for both our church family and those community members connected with our church ministries.

Pastoral care provides emotional, spiritual and practical support to the poor, ill, elderly, grieving, widowed, mothers after giving birth and many others. There are many ways in which we can support our church family including prayer and laying on of hands, a listening ear, hospital visits, driving patients to appointments, making and delivering meals, providing food hampers and many more.

As a volunteer in our church you may become aware of a need or have a need yourself that needs pastoral care support. It is important that this is communicated as soon as you become aware of it, to the church office or the Executive Pastor so that we can facilitate support to that person or yourself. It would be disappointing to find out that support could have happened, but didn't simply because the need wasn't communicated to the church.

Privacy

Calvary Family Church is committed to respecting individuals' rights to privacy. As a church we collect and use information regularly and need to ensure that we uphold the trust people place in us when they provide information about themselves. Calvary recognizes the importance of privacy and the legal requirements that exist under the Australian Privacy Principles set out in the Privacy Act 1988 (as amended from time to time). It is the responsibility of volunteers to fulfill these requirements when collecting, updating or using information provided by the members of Calvary Family and our visitors. In summary, we advise those providing information how it will be used and then do not use information for any other purpose. We also endeavor to ensure that information is kept up to date and that individuals have control over the information we hold.

For more information please read the Privacy Policy.

Social Media

Pastors, other paid staff and volunteers in ministry teams have a positive and also inescapable role in presenting an image of Calvary Family Church through the way they conduct themselves and this is particularly true of social media activities where the scale of potential observers is vast. Social media presents a great opportunity to engage in activities that fulfil the mission and purpose of Calvary Family Church. The purpose of this policy is to ensure that Pastors, other paid staff and volunteers in

ministry teams can continue to be encouraged to engage in social media activities whilst ensuring they do not have an adverse impact on Calvary Family Church, its members and staff.

This policy sets the standards expected when Pastors, other paid staff and volunteers in ministry teams appointed by the church use social media in a private capacity, including if they:

- identify themselves as a Pastor, paid staff member or ministry volunteer of the church directly or as part of a user profile; or
- can be identified as working or ministering for Calvary Family Church via the content of their postings; or
- inadvertently identify themselves as a representative of Calvary Family Church through any other means.

Where use of any online social media by Pastors, other paid staff and volunteers could lead a person to determine that they are associated with Calvary Family Church, they should adhere to the following guidelines:

- Ensure that all posts, likes and sharing upholds the values and image of Jesus.
- Use online social networking to build and maintain relationships and provide strengthening, encouragement and comfort;
- Engage in the benefits of online social networking by upholding a professional and respectful approach to all postings and communication;
- Be aware that the content that the Pastor, paid staff member or ministry volunteer posts may be viewed by individuals other than those for whom it is intended;
- Consider the content being posted, shared or liked and the impact it may have on others before posting; and
- Do not post any content to others that the Pastor, paid staff member or ministry volunteer would not accept or would find offensive if the nature of the content was posted in relation to the Pastor, paid staff member or ministry volunteer.

For more information please read the Social Media Policy.

Work Health and Safety

Calvary Family Church is committed to providing and maintaining a safe and healthy workplace for all workers (including contractors and volunteers) as well as clients, visitors and members of the public. Hazards and risks to health and safety are to be identified, eliminated or minimised, as far as is reasonably practicable, including by reporting on incidents and injuries. We are committed to complying with the Work Health and Safety Act 2011, the Work Health and Safety Regulation 2011, codes of practice and other safety guidance material.

The responsibility for managing health and safety ultimately rests with the person in control of the business or undertaking, Directors and Pastors. An appointed representative of Calvary Family Church will be responsible for monitoring and reporting the maintenance of the church's Work

Health and Safety. However, all paid staff and volunteers also have important responsibilities for health and safety in our workplace.

Staff and volunteers will:

- Take reasonable care for their own health and safety including not performing duties that they are not fit to perform or cannot perform without risking the safety of themselves or others
- Follow safe work procedures, instructions and rules and participate in training
- Report health and safety hazards, injuries and incidents
- Use safety equipment and personal protective equipment relevant to the activities being undertaken
- Where possible, where a hazard is identified, eliminate or minimise the hazard.

For more information please read the Work Health and Safety Policy and Procedure.

[Discrimination and Harassment](#)

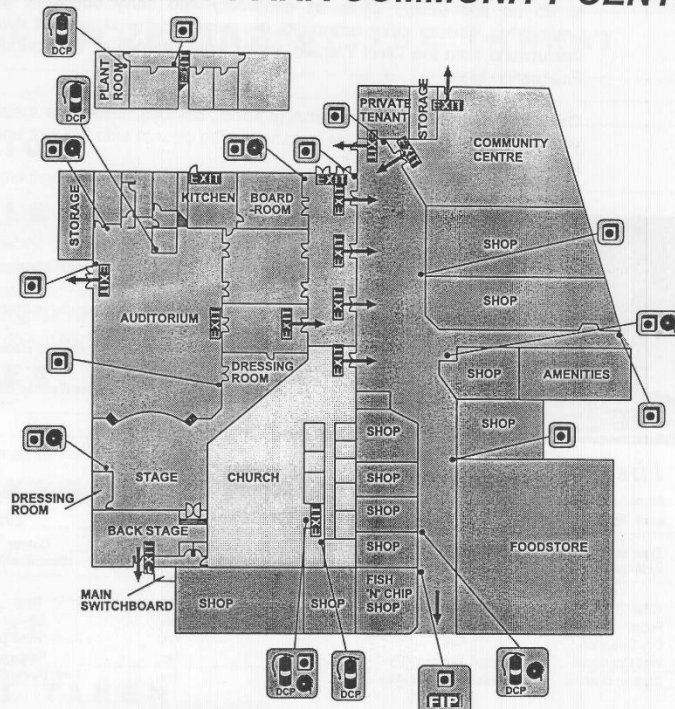
Calvary Family Church is dedicated to ensuring all Pastors, other employees and volunteers are able to work in an environment that is free from any form of workplace harassment and sexual harassment and discrimination. We are committed to the church being a safe place for all people. Our commitment to expressing the love of Christ leads us to the view that all people should be able to live, work and learn in an environment that is free from abuse of any kind. Our commitment is to cultivate an environment where a diversity of people, regardless of age, gender, race and culture can thrive and grow holistically. Church ministry and service roles obviously involve an inherent requirement to uphold and publicly act in accordance with the ethos, tenets and beliefs of Calvary Family Church, including demonstrating a commitment to our statement of faith and participating in our religious practices. All complaints will be handled in a sensitive, equitable and confidential manner.

For more information please read the Discrimination and Harassment Policy

Building Emergency Procedures Training Program

EMERGENCY EVACUATION

KIMBERLEY PARK COMMUNITY CENTRE



LEGEND

- CARPARK
- Fire Extinguisher (DCP)
- Manual Call Point
- Assembly Area
- Fire Hose Reel
- Fire Indicator Panel
- Exit Sign
- Exit Route

FIRE FIGHTING
ENTERPRISES

Please see Fire Safety and Evacuation Policy.

In addition to the above summary of key policies, enclosed in this section of your handbook are full copies of the current policies and procedures deemed relevant to your volunteer role as indicated below (ticked boxes):

- Child Protection Policy
- Privacy Policy
- Social Media Policy
- Work Health and Safety Policy
- Discrimination and Harassment Policy
- Fire safety and Evacuation Policy
- Elvanto Database Procedure
- Grievance Resolution Procedure

It is important that you familiarise yourself with these and if there are any aspects that are unclear, or you do not understand, please raise this with an authorised person responsible for your area of ministry or service.

These policies and procedures will be amended from time to time. We will make every effort to ensure you are informed of any changes when they occur. It is also your responsibility to ensure you take reasonable steps to keep yourself informed and remain up to date with changes in these policies.

Attachment 1: Position Description

Attachment 2: Full Policy and Procedure Documents