



# THE GROVE

BAPTIST CHURCH

## VOLUNTEER HANDBOOK

Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms. If anyone speaks, they should do so as one who speaks the very words of God. If anyone serves, they should do so with the strength God provides, so that in all things God may be praised through Jesus Christ. To him be the glory and the power for ever and ever. Amen.

1 Peter 4:10-11 (NIV)

# THANK YOU!

Thank you for giving your time and using your gifts to serve as part of The Grove Baptist Church Volunteer Team. Whether you are new to The Grove or been with us for years, we hope in reading this guide you are comfortable with what is required, and enjoy connecting with others to be a part of Jesus bigger plan and vision. We are here to support you and work with you in whichever role you undertake, so please feel free to reach out at any time.

## IN THIS GUIDE:

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Welcome	3
Our story	4
Our values	5
Volunteer roles	7
Volunteer rights & responsibilities	8
Administrative information	9
Building information - main floor	10
Building information - lower floor	11
Building information - upper floor	12
Emergency procedures	13
First aid	14
Work health and safety	15
Thanksgiving	16

# WELCOME

Hundreds and thousands don't taste great on their own, but when added to other ingredients, the ordinary is transformed into something extraordinary! A child won't eat an ordinary piece of bread, but sprinkle it with hundreds and thousands, and it's fairy bread! An ordinary chocolate disc is ok, but add hundreds and thousands, and you have freckles. Extraordinary!

In a way, this describes the transforming power of volunteers. Over the life of The Grove, hundreds of people have given many thousands of hours to serve hundreds and thousands of people. Everyone who volunteers their time, energy and resources to serve others has been part of God using ordinary people to create something extraordinary. It's absolutely wonderful how God changes this world through volunteers added together, and sprinkled across ministries, tasks to serve people in Jesus name.

As a pastor I am so thankful for all who serve at The Grove. Jesus gave us a vision to be like a city on a hill, and let our light shine through good deeds, so that ordinary people turn and praise our extraordinary God (Matt 5:14-16). That vision is becoming a reality as more and more lives are changed by his grace. By volunteering in the greatest cause in all the world, you are making a difference and are part of the gospel spreading further and wider than ever before.

The photo on this page was taken at a volunteer thanksgiving service back in 2018. We asked people to stick a coloured dot on a large panel if they had volunteered in one of the many different areas we listed out. Very soon, an ordinary black panel became a party of celebration, and a great photo booth! Check out all those dots from just one of the fifteen years serving others at The Grove. The service finished with morning tea where we served Fairy Bread and Freckles!

The Message paraphrases Jesus vision for his church like this; *You're here to be light, bringing out the God colours in the world...Now that I've put you there on a hilltop, on a light stand—shine! Keep open house; be generous with your lives. By opening up to others, you'll prompt people to open up with God, this generous Father in heaven (Matt 5:14-16).*

May the Lord bless you in your service.

With thanks,

*Marty & Leanne*

**Senior Pastor**



# OUR STORY

In November 2006, Bridgeman Baptist Community Church set apart Pastor Martin and Leanne Luke to commence a new congregation in the areas of Ferny Grove and Upper Kedron called The Grove Community Church. Around 50 adults and children from Bridgeman formed the core of the new work. The church officially commenced meeting on February 4, 2007 in the Ferny Grove High School Auditorium.

At the time of commencement, there were no churches in the rapidly growing suburbs of Ferny Grove and Upper Kedron. God gave us a vision from Isaiah 54:3, you're going to resettle abandoned cities. This verse became our calling to see a church permanently established in these two suburbs as a place of hope, life and restoration to individuals and families in our community.

In November 2011 The Grove reached a significant milestone and constituted as a Baptist church. Ten minutes before the special constitution service began, Rev Martin Luke received a phone call informing The Grove that their offer on a property for the church had been accepted. In a single day the Lord put his seal on The Grove as his church in his location.

In February 2012, The Grove settled on the two-and-a-half-acre property at 131 Upper Kedron Road, Ferny Grove. The large house became a base for ministry and a manse. In October 2012 The Grove moved their 9.30AM Sunday services to Ferny Grove Primary school hall.

In December 2016, The Grove lodged a development application with the Brisbane City Council to build a 400 seat worship and ministry centre at 131 Upper Kedron Road. The facility will be the first of its kind in Ferny Grove and Upper Kedron and includes a whole floor dedicated as a youth and children's centre.

In October 2018, the development application was approved, and in November 2019 The Grove commenced construction of the new church facility. The first service was held on February 28, 2021, and the official opening was held on May 23, 2021.

We are so thankful you are a part of this amazing God story that's unfolding.

# OUR VALUES

## THANKFULNESS

We believe that God abounds in generosity and that every good thing comes from him (Psalm 24:1). This results in many expressions of thanks – in vibrant praise and humble gratitude, sharing stories of God’s goodness, much encouragement and thanks to others, and a spirit of generosity. When thankfulness permeates a community the Lord of the heavens and the earth is honoured, and much joy wells up in all our lives (Psalm 100; 1 Thess 5:18; 2 Cor 9:12).

## HUMILITY

All of you, clothe yourselves with humility toward one another, because, “God opposes the proud but gives grace to the humble” (1 Peter 5:5). Jesus, through his life and death, showed that God values humility (Phil 2:5-11), therefore we follow his example and seek to be humble channels of God’s grace. As we remain humble we bring glory to God for every success, we have soft hearts for the Holy Spirit to transform and direct us, we are teachable and submit to authority, we recognize our need for God’s power over our own (Zech 4:6) and we serve others as Jesus did (John 13:1-17).

## HOPE

Hope is a vision of the future. Our confident hope of eternal life makes us look forward to Jesus’ return. We also believe that hope is found in the specific visions that God has for every person and church. Hope breathes life and meaning into service, sacrifice and suffering. Vision grips our hearts and hope compels us to keep moving forward in faith. In the midst of challenges we can experience hope and offer hope to others that God has not finished his work, but can do “immeasurably more than all we can ask or imagine” (Eph 3:20).

## GRACE

Salvation in Christ is a free gift from God, we cannot do anything to earn God’s approval, only receive what he has already done for us through his sacrifice on the cross (Eph 2:8-9). Just as sinners like us received such grace, we freely offer that grace to others. Unlike legalism that views and judges people as either good or evil, grace recognizes that below the surface behaviours we all have brokenness that Jesus longs to heal and restore over time. As a grace church we accept people as they are, and seek to walk with them believing God will complete the work he has begun in their lives (Phil 1:6).

# OUR VALUES Cont...

## PRAYER

Prayer is the most significant ministry in the church. It is where we receive power for ministry, seek God for direction, win the battle over spiritual forces, and see breakthroughs in situations and lives. Prayer shows that we believe that Jesus is head of the church and is responding in obedience to his call to ask the Lord of the harvest (Matt 9:38). Prayer is our intimate relational connection with God, recognizing that without Christ we can do nothing (John 15:5). We believe God has told us at The Grove to “pray always” (1 Thess 5:17).

## FOLLOWING JESUS

Living in obedience to Jesus naturally follows prayer. As we seek God for direction we believe he will reveal his wisdom. The usual way God speaks is through His Word. When the Holy Spirit chooses to speak in other ways it will never contradict Scripture. When we hear Jesus voice we need to do what he says. To ‘pray and obey’ is a simple but powerful motto that we believe is the dynamic way in which we follow God into great spiritual blessing – fruitfulness and harvest.

## EVANGELISM

God’s heart beats for those who are lost. He sees them while they are still a long way off, he has great compassion for them, and our Heavenly Father loves to welcome lost people home (Luke 15:20; Matt 9:36). We see our primary mission is to share the good news so we can see people of all ages – neighbours, friends, family, people though-out the world won for Christ (Matt 28:19-20). Every believer is called to be a witness (Acts 1:8), to build relationships with those who are not yet in God’s family, and to look for God’s opportunities to share his love (Col 4:5). As a church our contemporary approaches and style are to be relevant and welcoming to our society and the gospel is to be preached regularly.

## LOVE

Love is the glue that holds everything together. Without love everything we do is of zero benefit (1 Cor 13:1-3). God so loved the world that he gave his only Son (John 3:16). We recognize that love is about giving our lives away for the benefit of others. The central commandment of Jesus is to love God with all our lives and to love others. Love is what distinguishes us from being an organization to a living breathing organism that reflects the life transforming character of God (John 13:35).

# VOLUNTEER ROLES

## ROLES

The ministries at The Grove Baptist Church help transform lives, which is only possible due to the many people, like you, who invest their time and energy to help and serve others.

We love that you have a heart to serve and we have so many opportunities for you to make your unique contribution as you invest in the lives of others. Whether you're good with technology, gardening, cleaning, hospitality or people, God wants to use your gifts and skills to make a difference to the lives of people within our Community.

### Opportunities to serve:

Car park attendants / Welcome  
Usher  
Technology  
Women's / Men's Ministry  
Prayer  
Cleaning  
Administration  
Table Tennis

Welcome at the door  
Barista Coffee / Morning Tea service  
Youth / Kids / Sprouts Ministry  
Mainly Music  
Worship  
Garden care  
Creative Crafters  
Connect Groups

## ROSTERS

Rosters are typically generated prior to the start of each Queensland State School Term. The roster coordinator will contact you via email prior to the start of Term to ask your availability. Please be sure to contact the office and your coordinator if you need to update your contact details. Current Coordinators and Ministry Leaders are listed below for your information.

### Current Coordinators / Ministry Leaders:

Welcome:	Sandy McClintock	Sprouts Ministry:	Michelle Hoven-Moss
Cleaning:	Sandy McClintock	Kids Ministry:	TBA
Offering:	Sandy McClintock	Youth Ministry:	Henry Leong
Cafe Coffee:	Mikayla Goopy	Mainly Music:	Kate Robson
Morning Tea:	Mikayla Goopy	Table Tennis:	Ian Stoodley
Prayer:	Don McPherson		Peter O'Sullivan
Worship:	Fiona Mansfield	Creative Crafters:	Lynette Maxwell
Tech Team:	Scott McClintock	Connect Groups:	Various / Marty Luke

# VOLUNTEER RIGHTS & RESPONSIBILITIES

*The below is an extract from The Grove Baptist Church Work Health and Safety Manual (full copy available at the Office).*

## YOUR RIGHTS

- A healthy and safe environment.
- An orientation or induction session.
- Access to information about the organisation, including policies and procedures.
- A volunteer role description which outlines the tasks you will be expected to perform.
- Be provided with sufficient training and supervision.
- Be treated in a fair and equitable manner.
- Able to say no to any task you have been assigned that you are uncomfortable with.
- Be protected by appropriate insurance.
- Have your personal information dealt with in a confidential manner.
- Be reimbursed for out of pocket expenses which were agreed upon before purchase.
- Be informed and consulted with on matters which affect you and your work.
- Be under no obligation to attend the workplace or perform work.

## YOUR RESPONSIBILITIES

- Acknowledge and uphold The Grove Baptist Church values.
- Be reliable and punctual
- Respect and maintain privacy and confidentiality.
- Respect the rights of people you work with.
- Carry out the specified role. Avoid overextending yourself or performing tasks you are not qualified or competent to complete.
- Give feedback (eg. participate in evaluations when asked).
- Be accountable and accept feedback.
- Acknowledge decisions made by the staff or the organisation.
- Address areas of conflict with the appropriate staff member or volunteer coordinator.
- Undertake training where appropriate or required.
- Ask for support when it is needed and support other team members where appropriate or required.
- Stay safe on the job; take reasonable care for your own health and safety, that your acts or omissions do not adversely affect the health and safety of others.
- Follow reasonable instructions and cooperate with reasonable policies and procedures.
- Report any injuries or hazards that you notice in the workplace.
- Give notice if your availability changes or you no longer wish to volunteer at the Church.
- Display a positive attitude and be an active member of the team.



# ADMINISTRATIVE INFORMATION

## REIMBURSEMENT

If your role requires you to purchase food or resources for activities carried out in or on behalf of The Grove Baptist Church, you may claim these items back through reimbursement. All purchases must be approved by a staff member before items are purchased. Reimbursement is via direct deposit and a Reimbursement Form can be found in the Office. Typically, payments are processed on a Tuesday.

## BLUE CARDS

If you are over the age of 18 and are working with children, you must have a Blue Card. An information sheet on how to apply for a Blue Card can be collected from the Office.

## OFFICE HOURS:

Monday: Closed  
Tuesday: 8:30am - 3:30pm  
Wednesday: 8:30am - 3:30pm  
Thursday: 8:30am - 3:30pm  
Friday: 9:00am - 1:00pm  
Saturday: Closed  
Sunday: 9:00am - 11:30am  
5:00pm - 6:30pm

## EMERGENCY CONTACTS:

Marty Luke: 0412 457 287  
Henry Leong: 0478 038 283  
Mel Goopy: 0423 206 859  
Scott McClintock: 0434 211 878

## PASTORS AND CONTACT INFO



**Martin Luke**  
Senior Pastor

[martin@thegrove.org.au](mailto:martin@thegrove.org.au)



**Henry Leong**  
Youth/Young Adults Pastor

[henry@thegrove.org.au](mailto:henry@thegrove.org.au)



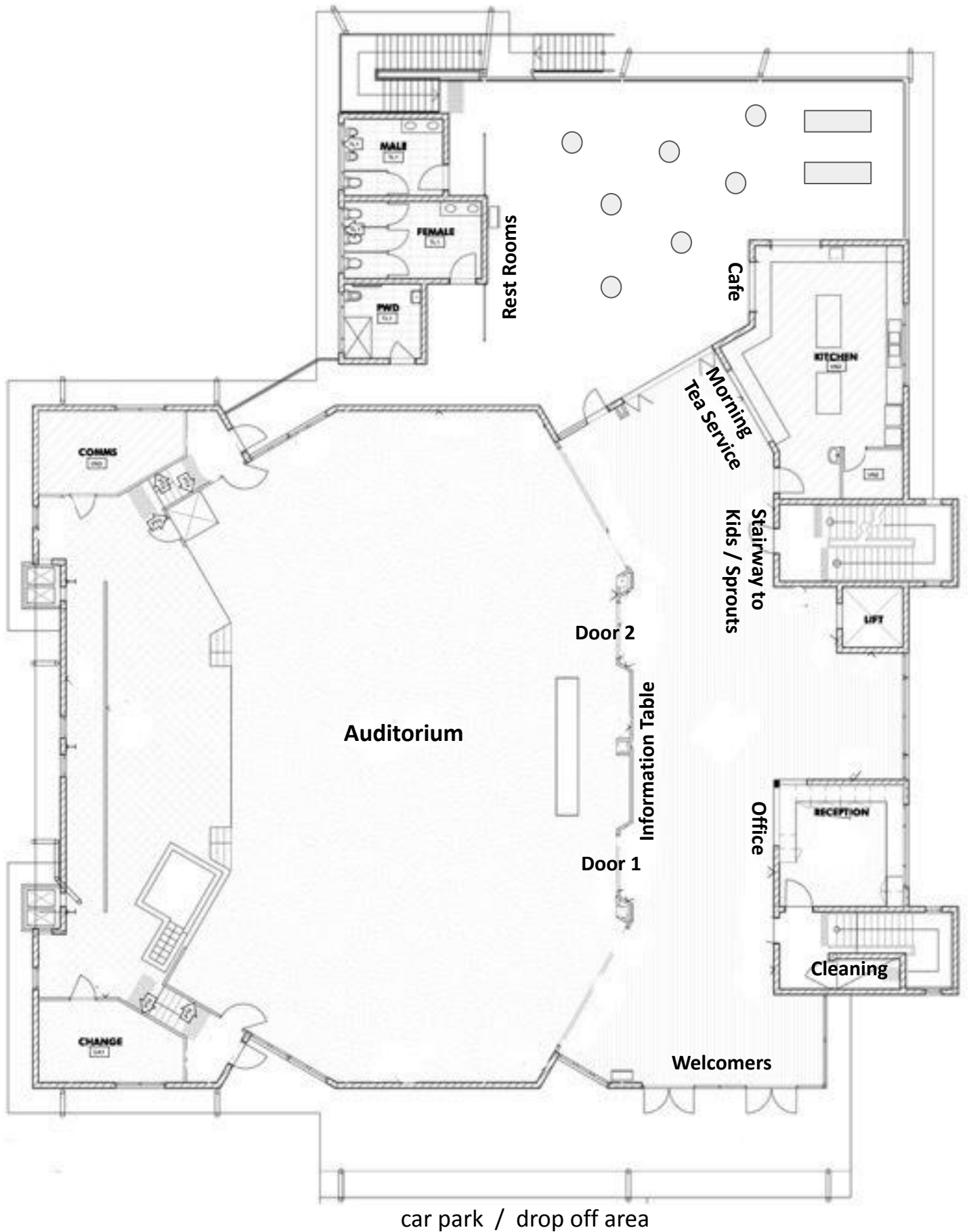
**Mel Goopy**  
Administrator

[mel@thegrove.org.au](mailto:mel@thegrove.org.au)

**131 Upper Kedron Road, Ferny Grove**  
**[thegrove.org.au](http://thegrove.org.au)**

**P 3851 4237**  
**E [hello@thegrove.org.au](mailto:hello@thegrove.org.au)**

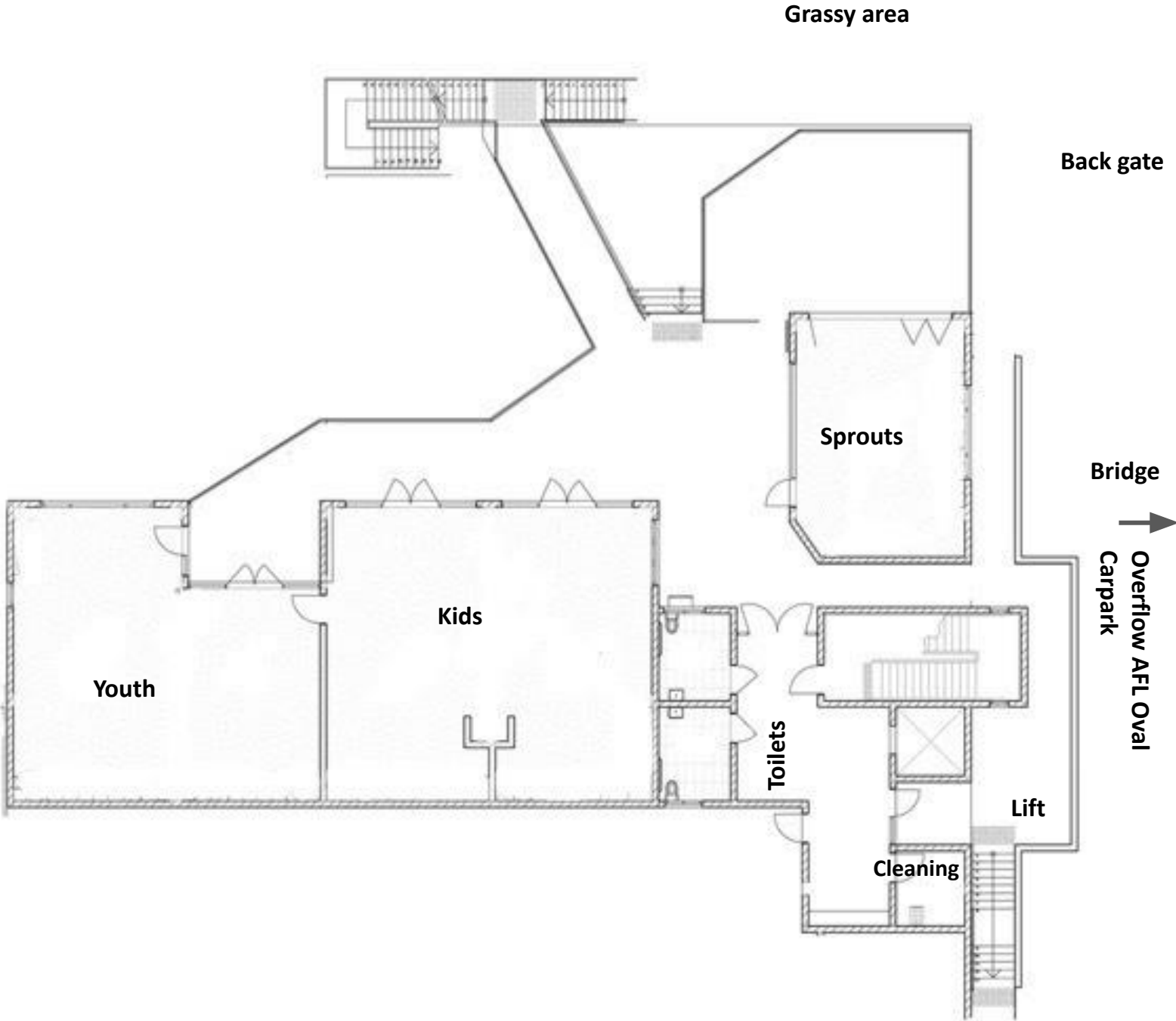
# BUILDING INFORMATION - MAIN FLOOR



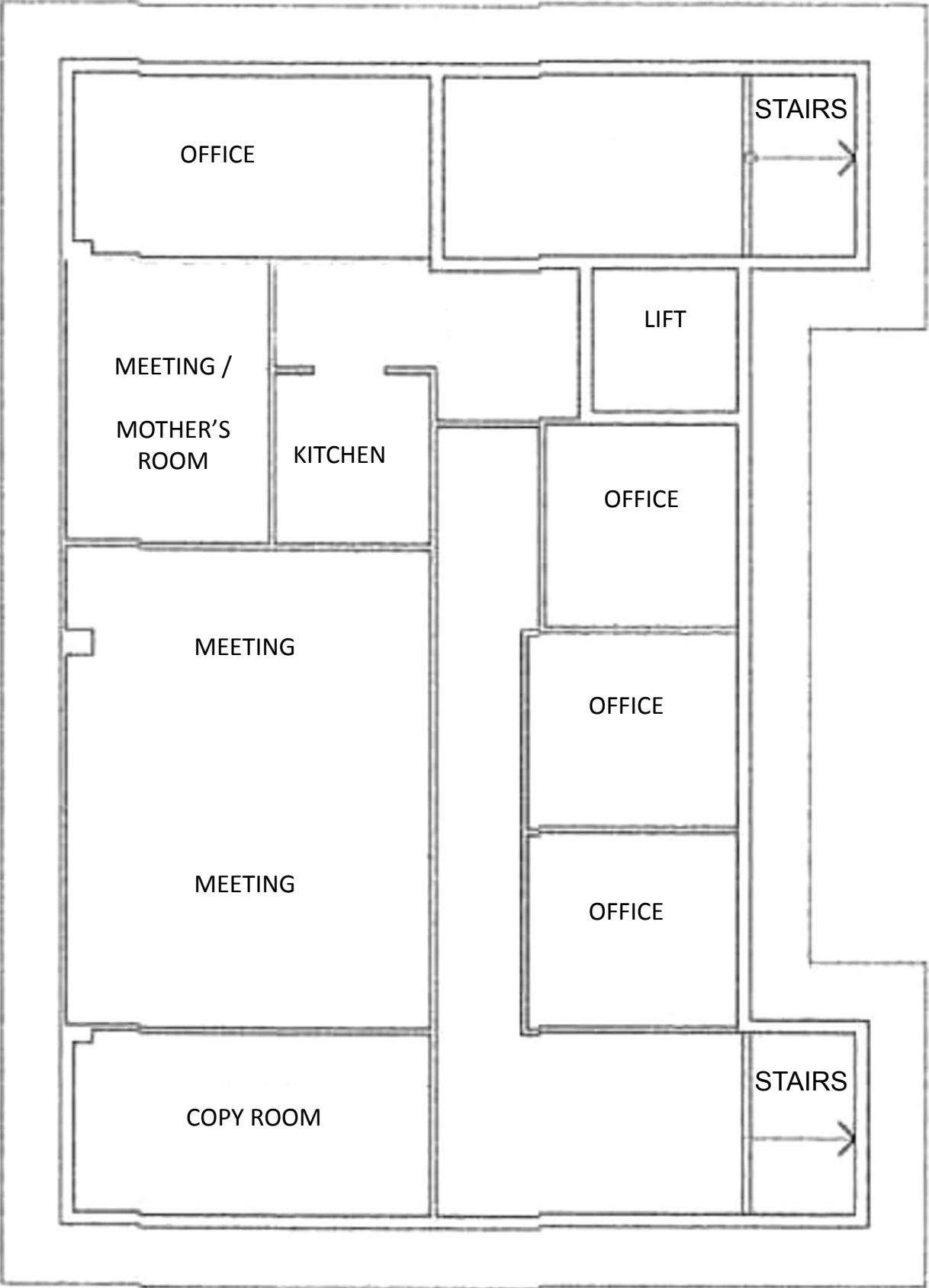
Bin enclosure

# BUILDING INFORMATION - LOWER FLOOR

## Storm water drain



# BUILDING INFORMATION - UPPER FLOOR



# EMERGENCY PROCEDURES

*The below is an extract from The Grove Baptist Church Fire & Emergency Management Manual (full copy available at the Office).*

## EMERGENCY EVACUATION PROCEDURE

In the event of a fire alarm sounding, or a hazardous material emergency, all occupants should be alert and prepare to evacuate. Follow the RACE procedure (if required or instructed) below:

- Follow the instructions of the Evacuation Coordinator, assist as required.
- Remain calm, move quickly; don't run.
- Leave immediately by the nearest safe exit. Take any mobility impaired person and member of the public with you. Assist others as necessary.
- If possible, close windows and doors behind you.
- When evacuating and opening doors, always test door handles for heat and electric shock, and be alert to smoke build up. If neither are present, open the door with caution. If the area is smoke filled, do not enter.
- Report to Evacuation Coordinator at assembly area.
- Advise Evacuation Coordinator if you are aware of anyone still in the building.
- The Evacuation Coordinator will report to Qld Fire Service when they arrive.

### Evacuation Assembly Area

The (Primary) assembly area is on Upper Kedron Road, (on the footpath, but away from the driveway). It is clearly marked on floor plans for each area.

**Please make yourself familiar with the Evacuation Diagrams located throughout the building.**

**Please note:** The Fire Service may relocate you to another safe area.

### Action to be taken outside of normal business hours

It is assumed that the Emergency Control Organisation (ECO) is not functional outside of normal business hours. Therefore, in the event of an emergency alarm activation or discovery of fire, persons shall evacuate immediately without instruction and call QFES on 000 and await their arrival at the emergency assembly area or in front of the building if safe to do so.

To view the complete Fire and Emergency Evacuation Plan, please see the office.

# FIRST AID

*The below is an extract from The Grove Baptist Church Work Health and Safety Manual (full copy available at the Office).*

A First Aider is a 'person who has undertaken a recognised course of study into the provision of first aid, and who chooses to apply First Aid assistance to others'. There may be times, however, during the course of your volunteering role, where you may be required to provide First Aid.



The Grove Baptist Church has two (2) First Aid Kits which are located in the kitchen.

1. Small First Aid Kit
2. Large First Aid Kit

## **Important:**

If during the course of your volunteering duties, you provide First Aid, you must complete an Accident and Incident Report. This form can be found inside each First Aid Kit and is green in colour. Once you have completed this form, please hand it in to the office, to ensure the incident is recorded correctly, as this allows the office to follow up and take any necessary action.

## **Accident and Incident Reporting**

It is important to report any notifiable event as soon as you become aware that it has happened. This does not include incidents or allegations of misconduct. However, does include near misses or damage to property which identifies hazards or may require application of a new control measure.

### **Examples of events reported include:**

- Death
- Serious injury
- Any incident requiring First Aid
- Trips, slips and falls
- Robbery or violent incident
- Graffiti or other malicious property damage
- Structural fault
- Near miss in the car park
- Natural disaster causing damage to property or people

Any completed incident report must be handed to the office to ensure we keep a record of the incident.

# WORK HEALTH AND SAFETY

*The below is an extract from The Grove Baptist Church Work Health and Safety Manual (full copy available at the Office).*

Volunteers are considered ‘workers’ under health and safety legislation. The Grove Baptist Church is committed to ensuring the health and safety of all persons affected by our operations.

Members of our Church apply quality and safety standards that have been established to protect our contractors, our workers and members of the public. The philosophy of our Church is to ensure that our work is undertaken safely, with a high level of integrity and quality.

This is achieved by maintaining a safety program, which covers the activities of our operations. The Grove Baptist Church has the objective of eliminating work-related injury and illness by:

- Providing adequate resources to ensure that proper provision can be made for health and safety.
- Conforming to legislative requirements, being the Act, Regulations or Codes of Practice;
- Carrying out and periodically reviewing risk assessments;
- Reviewing controls to ensure they remain effective;
- Providing and maintaining a work environment without risks to health and safety;
- Providing and maintaining safe plant and structures;
- Providing and maintaining safe systems of work;
- Ensuring the safe use, handling and storage of plant, structures and substances;
- Providing adequate facilities for the welfare at work of workers in carrying out work on behalf of The Grove Baptist Church, including ensuring access to those facilities;
- Providing any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out on behalf of The Grove Baptist Church;
- Ensure that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the organisation; and;
- Establishing measurable objectives and targets to chart our progress.

The church has appointed a “Responsible Officer” to oversee the implementation of this policy on behalf of the church but recognises that working within this policy is everyone’s responsibility. We request the personal cooperation and commitment of people working within our Church, whether they are staff, members, contractors or clients, to help us achieve our “Zero Harm” objective.

Please abide by our safety rules and report unsafe conditions. Also, be involved and committed to a continuing program that will ensure a safe, healthy and hygienic environment for everyone. Your contribution is valued.

To view the complete Work Health and Safety Guidance document, please see the office.

# THANKSGIVING

## SAVE THE DATES

Here at The Grove we truly value the way you so generously serve and we love to celebrate you throughout the year, so don't forget to look out for these dates in the Newsletter and add them to your calendar!

## TEAM & VISION (TV NIGHT)

TV Night is a quarterly event, held on the first Wednesday of every term. We encourage everyone who leads or serves as part of a team, or who is interested in joining a team, to join together for an evening of connection, vision, training, collaboration and of course, fun! Keep an eye out in the Newsletter for all the details regarding the next TV Night.

## THANKSGIVING SUNDAY

Each year we dedicate a Sunday service to give thanks to God for his goodness to us, and for all the amazing people who volunteer at The Grove. The body of Christ is made up of many parts, and every part is equally important for the mission of the church. Don't miss this joy filled morning of praise and thanks!