

Volunteering At Novar Gardens Immanuel Lutheran Church Handbook

Updated January 2023

Welcome

Welcome, here at ILC we *value* **Service**. We are passionate about seeing many people serving in the congregation to welcome, equip and lead others. We are also passionate about seeing many people serving beyond the congregation so we can build friendships, share our faith and invite others to walk with us.

There are many different ways that people can serve God in the congregation at ILC. Some are formal, others are informal. There is now also an opportunity for us to serve beyond the congregation and connect with the Immanuel School and wider community through Messy Church.

We recognize that together we are the body of Christ. We are each unique parts of the body. Each part is important and has its own unique role. If one part doesn't do its part the entire body is affected. If one part of the body tries to do what another part of the body is designed to do, that part is stopping the rest of the body from serving.

To enable us to serve well together at ILC, the Church Council has developed brief job descriptions for each of our key areas of formal service in the congregation – and beyond in Messy Church. **Most of our tasks are 'rostered' to enable as many people as possible to serve.**

ILC is to be a **safe place** for both children and adults. Therefore, it is important that all volunteers whose role involves serving with other people (e.g., lay assistants, stewards, nurture team member etc) complete the **LCA Safe Place Policy** awareness training and complete refresher training when it falls due. All who wish to volunteer to serve in our children and youth ministries (where parents are not present with their children) must complete the relevant **Safe Church** training modules and maintain their compliance under the **Safe Church** framework.

If your defined task is a 'rostered' task and you are unable to fulfill your duties on any given day, it is your responsibility to swap with someone else on the roster who understands your task and to let the ILC Office Administrator know that you have swapped.

We publish 4 rosters per year: Summer, Autumn, Winter and Spring. These rosters are prepared in the last month of the preceding season. If you know in advance that you are unavailable to serve on particular days, please let the ILC Office Administrator know early in the last month of every season (i.e. August, November, February and May).

We thank you for your willingness to serve.

Yours in Christ,

Greg Page, Pastor.

Ben Noll, Church Council Chairperson.

Ann Goodwin, Office Administrator.

Grievance Procedures

If you have any concerns which cannot be raised or resolved with discussion with the Pastor or a member of the ILC Leadership team (ILC Council or Nurture) you can contact the [LCA](#):

What to do if you have a complaint

Complaints can be lodged with the Professional Standards Department (PSD), using the following contact details:

Phone

1800 644 628 Australia

Email

complaints@lca.org.au

Mail

Confidential
PO Box 519
MARDEN SA 5070
Australia

Mobile phone text message

+61 (0) 438 320 218

If a person is at immediate risk of harm, emergency services should be called on 000.

The church has an Emergency Response Procedure – see www.lca.org.au/policies

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Nurturing Each Other

The following roles are administrative to nurture each other as a church.

1. ILC Office Administrator

The key focus of the ILC Office Administrator is to support and facilitate the organisation, promotion, and execution of the ministries of Immanuel Lutheran Church, in line with our vision statement. To this end, the Office Administrator is empowered, trusted and free to use their God given gifts. This person is also encouraged to be seen as the 'first point of call' for people who contact the ILC office – whether by telephone, email or in person – and is to treat people as Jesus would treat them, that is, with care and support. The goal of this position is to focus on a particular set of tasks as outlined in the key responsibilities and reviewed from time to time with the Pastor.

Conditions

The ILC Office Administrator is employed under the Clerks Private Sector Award Level 2. The position is part-time. The position is accountable to the ILC Pastor and ILC Council.

As a guide the ILC Office Administrator should attend to email every second day and work from the ILC office at least one day a week.

Skills, Experience, Qualifications

- Be an active Christian.
- Be active in the worship life of the congregation.
- Be able to work as a member of a team.
- Have good organisation, task coordination and communication skills.
- Have general administration skills, general computer skills, attention to detail and capacity to manage tasks to completion.
- Working with Children and Working with Vulnerable People checks.

Role Responsibilities

1. To coordinate people to help fulfil the ministry projects chosen by ILC including regularly rostered positions and special needs.
2. To produce a weekly news update for distribution via printed and electronic media.
3. To prepare Multimedia/PowerPoint presentations for use in worship.
4. To work with musicians to prepare weekly music folders and log music use with CCLi.
5. To oversee the management of the ILC web page and other communication and promotional means including social media.
6. To be responsible for the maintenance of the congregation's ministry calendar.
7. To manage a database of congregational records.
8. To manage and maintain the ILC office, kitchen and worship supplies.

ILC Council members

2. ILC Council member: Chairperson

The Chairperson's task is to function as the servant head of the congregation. In fulfilling this task, the chair will care for, support, assist, encourage, co-operate and work closely with the Pastor of the congregation.

The Chairperson models the behaviours the membership of the congregation expects the Chair/leaders to exhibit.

Conditions

The length of appointment to this role is two years and is renewable as per the congregation's constitution.

Skills, Experience, Qualifications

The Chairperson should:

- be an active Christian.
- be active in the worship life of the congregation.
- be able to work as a member of a team.
- have good organisation and communication skills.

Role Responsibilities

- Preside over meetings of the Church Council and Congregation, and undertake all other duties and responsibilities as specified in the ILC Constitution.
- Be familiar with the ILC constitution and ensure that the congregation complies with it.
- Supervise, encourage, and cooperate with all other elected positions of the congregation.
- Be an example of Christian conduct and conversation.
- take a leadership role in keeping the vision alive, setting the congregation's course and monitoring its direction, and for ensuring that proper procedures are in place.
- Ensure self, and all in leadership positions, comply with the relevant SP3 requirements.
- Ensure compliance with LCA and District policies and procedures.
- Ensure compliance with relevant Legislation and reporting requirements of the ACNC and Consumer and Business Services

Supervision

- Responsible to the congregation while working closely with the Pastor.

3. ILC Council member: Secretary

The Secretary's task is to serve the Congregation by making sure that all written records of the congregation are kept accurately and stored safely. In fulfilling this task, the secretary will care for, support, assist, encourage, co-operate and work closely with the Pastor and Chairperson of the Congregation.

Conditions

The length of appointment to this role is for two years and is renewable as per the congregation's constitution.

Skills, Experience, Qualifications

The Secretary should:

- Be an active Christian.
- Be active in the worship life of the congregation.
- Be able to work as a member of a team.
- Have good organisation and communication skills.

Role Responsibilities

The role of the Secretary is to:

- Assist in organising and announcing Church Council meetings and undertake all other duties and responsibilities as specified in the ILC Constitution.
- Ensure meeting agendas and papers are prepared and distributed.
- Keep an accurate record of all proceedings of the Church Council and Congregation.
- Attend to all correspondence unless it has been delegated to another person.
- Alert those affected by the decisions of the Church Council unless it has been delegated to another person.
- Notify LCA SA/NT District annually of the office bearers of the congregation.
- Be an example of Christian conduct and conversation.

Role Requirements

- Maintain compliance with the relevant SP3 requirements of those holding leadership positions.
- Comply with relevant legislative and reporting requirements of the ACNC and Consumer and Business Services as they relate to this role.

Supervision

- Responsible to the congregation while working closely with the Pastor.

Meeting Papers

- Papers for each meeting should be sent out at least a week before the meeting.
- Papers should include any background papers, proposals, financial statements etc.

Minutes serve several functions, they:

- Record the meeting for participants.
- Record the meeting for those not in attendance.
- Record decisions made.
- Record actions needed.
- Document implementation plans.
- Provide a checklist for follow up.

Minutes should include:

- Meeting date.
- Meeting time and location.
- Meeting purpose.
- List of attendees and apologies.
- For each agenda item there should be:
 - A discussion summary – a short statement about the main points of discussion.
 - Decisions made.
 - Action items.
- Date of next meeting.

4. ILC Council member: Treasurer

The treasurer of a parish/congregation is a vital official position within the congregation or parish. This is because the treasurer is responsible for handling the day-to-day business functions. These include:

- Liaising with the LCA Human Resource System to process payroll and Fringe Benefits payments.
- Processing travel claims.
- ReturnToWorkSA returns & payment.
- Payment of contributions to the LCA SA/NT District.
- Processing and payment of accounts associated with purchases.
- Processing payments.
- Checking Sunday offerings and other income.
- Processing of receipts, banking and reconciliations.
- Managing the main set of accounts.
- Managing separate project accounts.
- Managing an assets register.
- Processing monthly and annual financial reports for Church Council.
- Income & Expenditure Statement.
- Balance Sheet.
- Providing a report on financial trends (e.g. givings).
- Preparation of the annual budget.
- Ensuring funds are available to meet commitments and that the congregation does not trade when insolvent.
- Prepare the accounts for audit.
- Investment of surplus funds.
- Meeting required payments to the Transfer Fund during periods of vacancy.
- Payment of remuneration to relieving pastors during periods of leave.
- Processing insurance returns and claim forms.
- Payment of insurance premiums to LCA Insurance Fund.
- Monitoring LLL Loans.
- Handling of funds associated with sale/purchase of property.
- Ensure compliance with the relevant Legislation and reporting requirements of the Australian Charities and Not-for-profits Commission (ACNC) and Business and Consumer Services.
- ensure that financial records are stored appropriately and retained for seven years.

GST Registered Congregations/Parishes

- Set up accounts to handle taxable supplies, input tax, input tax credits, tax invoices.
- Processing BAS returns.
- Processing PAYG.

By any definition, the congregation/parish is a business entity. It receives funds and it provides a service. For those treasurers who are involved in the majority of the above, they are performing the tasks of a business manager.

5. ILC Nurture Team

- Support Pastor and his family.
- Follow up ILC members with phone calls and/or visits.
- Assist visitors in getting to know regular members.
- Ensure that new people are integrated into congregation life.
- Make congregation members aware of the special needs of those who require help.
- Refer any critical needs to Pastor.
- (For a complete list see the ILC Constitution)

6. ILC Property Team

Property Team Chair

- Attend regular Church Council meetings.
- Arrange repairs and maintenance of the ILC room and ILC office and the associated fittings and equipment.
- Arrange repairs and maintenance of the manse and associated property.
- Arrange repairs, maintenance, and if necessary, replacement of fittings and appliances in the manse.
- Arrange for the maintenance of the ILC memorial garden.
- Hold the master key that gives access to the ILC room and ILC storage shed.
- Arrange and supervise the maintenance and storage of ILC equipment and chattels stored in the ILC storage shed.
- Copies of invoices for repairs, maintenance and any new purchases plus any associated correspondence to be forwarded to Treasurer.
- In conjunction with the treasurer ensure that there is adequate insurance cover for ILC property.
- Support Treasurer in maintaining an up-to-date inventory of all ILC owned equipment.
- Report major needs to the congregation with recommended action.
- Report to Church Council meetings and the AGM.

Property Team members

- Work with and report to the property chair and Church Council to assist with maintenance and repairs to ILC property.

7. ILC Statistician

- Work with the Pastor to ensure sufficient data is being collected throughout the year in order to satisfy the end of year statistical reporting requirement.
 - Reporting requirements include attendance numbers in all aspects of congregational life, financials, basic demographics/group involvement, Numbers of baptisms, deaths, confirmations, weddings, etc.
- Collate the data collected either progressively (recommended) or at the end of the year.
- Assist the Pastor to enter the data into LAMP2 (or other) as required by the LCA.

8. ILC Financial Reviewer

Our current ILC Constitution states on page 21 in Section 21 that **“The Church Council shall appoint a reviewer annually who shall examine thoroughly the books of the Treasurer and vouch for their correctness or otherwise and advise on aspects of the Congregation’s finances.”**

In addition to the above requirement, the LCA SA District has produced a 3-page policy document titled **“Audit and / or Review Policy and Procedures for LCA SA-NT District Parishes and Congregations”** dated 10 October 2017.

This policy document sets down on pages 2 & 3 that the audit or review must satisfy the auditor or reviewer that the financial statements present a true and accurate record of what has been entered into the books of account.

Generally, the reviewer must verify that:

- Transactions in the books of account have been entered correctly and are verified by supporting documentation e.g., receipts, invoices, credits shown on monthly statements (e.g., electricity, telephone accounts) etc.
- Cash (bank, investments), debtors and creditors and loan balances from the bank or other financial institution (e.g., LLL) are as specified in the accounts.
- Salaries (including fringe benefits) are paid correctly and that all liabilities have been met (taxation, superannuation)
- Correct bookkeeping / accounting procedures have been adopted
- The asset register (checking of titles, fixed assets) is accurate and complete.
- Adequate insurances (property, public liability, workers compensation) are in place.
- That the procedures laid down by the governing body for financial transactions are followed in the processing of all payments and receipts.
- That all accounts signatories are current and are proper persons as specified in the Constitution or By-laws of the entity being audited.

9. ILC Church-Safe Coordinator

10. ILC Vice-Chair

Nurturing Our Faith

The following sections describe roles that nurture our faith in the congregation.

NOTE: Suggested arrival times are based on a worship service start time of 9:30am. Adjust arrival time accordingly if a different start time is advised. "On-the-job" training can be arranged with another volunteer from the roster; see the Office Administrator for a copy of the current worship roster.

11. Worship Team

- Work with Pastor and team to assist with planning, organising, and resourcing ILC worship services.
- Work closely with **lead musicians** to suggest weekly song selections, based on service templates provided by Pastor. Some helpful resources include:
 - CCLI Song select (contact office for access)
 - LCA worship resource page <https://www.lca.org.au/worship/wpp/>
- Recruiting and equipping volunteers for special services as required (e.g., dramas, extra stewards etc.)
- Organise resources for special worship services as required (e.g., candles for All Saints Day, Easter eggs, decorations etc.)
- Dialogue with members, visitors, and schools about current worship practices, seeking feedback and reporting worship opportunities to Pastor and the team.
- Approximately 8 meetings per year.

12. Stewards (2)

Stewards 1 and 2

- Arrive at 8:30am (or earlier)
- Move ILC reserved car park sign from Chapel passage and place at entrance to the ILC car park.
- Put on your 'STEWARD' badges so that visitors can identify you as a helper for the day. (Badges are kept in pigeon-holes.)
- Check in with Pastor to be briefed on any special events for the day.
- Make sure, as best as possible, that people are seated in the chapel by 9.30am.

Steward 1

Before the Service

- Unlock foyer entrance doors (front and back doors), internal chapel doors, ILC room, Prayer Chapel, and vestry doors. (Collect key from key safe if necessary.)
- Collect attendance record folder from pigeon-holes and place on table
- Turn on all lights – foyer, toilet, chapel and behind altar.
- Turn on air conditioning as required.
- Set up a table and a few chairs in the foyer for fellowship after service (especially for those with difficulty standing).
- Ring bell at 9.18am
- Light the altar candles at 9.20am
- (The large paschal candle is also lit for baptisms, funerals, during the Christmas and Easter seasons and other special occasions)
- Ring bell at 9.28am.

During the Service

- Sit near the back and welcome late comers.
- During the reading – count and record attendance according to the instructions in the attendance record folder
- Collect the offering plate from the foyer during the first song after the sermon and place on the altar.
- Advise the Children's Church leaders in the ILC room when Holy Communion is about to begin (if not yet back in the church), usually when 'Holy Holy Holy' is being sung.
- Starting at the back, guide the congregation forward for Holy Communion.
- During distribution of Holy Communion – count and record attendance according to the instructions in the attendance record folder.
- Join the end of the queue to receive Holy Communion.

After the Service

- Extinguish altar and paschal candle using the snuffer
- Return your 'STEWARD' badge
- Check that chapel side doors are secure
- Lock foyer entrance doors (front and back doors), internal chapel doors, ILC room, Prayer Chapel, and vestry doors. (Return key to key safe if necessary.)

Steward 2

Before the Service

- Clear the sanctuary area of any excess items that the band / Pastor do not need for the service (i.e., chairs, amplifiers etc)
- Check that the centre aisle is clean (vacuum if necessary)
- Move notice board from ILC room to the Foyer
- Set up a few chairs and tables for after worship fellowship (from ILC room or corridor)
- Collect offering bowl from vestry.
- Move LCC Food basket from ILC room to the Foyer.
- Check if there is a baptism – if so, move the font to the front of the sanctuary, clean and then fill the bowl with a couple jugfuls of lukewarm water.
- Move the paschal candle to the front of the sanctuary next to the baptism font (Please do not pick up the pedestal by the top plate - pick up using the legs).
- Place the children's carpet under the stairs.

During the Service

- Ensure that the outside foyer entry doors are in the closed position (i.e. – not wide open), especially when the weather is really cold or hot or windy.
- Ensure that the side door from the chapel to the vestry is shut during the service to reduce noise from ILC room entering the chapel.
- Starting at the back, guide the congregation forward for Holy Communion.
- Join the end of the queue to receive Holy Communion.

After the Service

- Start packing up only once the after-service fellowship has ended.
- Return notice board, food basket and anything else to where they came from.
- If a baptism has occurred, empty and wipe dry the glass bowl.
- Move the baptism font (in separate pieces) to the back wall of the sanctuary.
- Move the Paschal candle and flower pedestals to the back wall of the sanctuary (Please do not pick up the pedestals by the top plate - pick up using the legs).
- Check for any papers left in the chapel.
- Check that all attendance figures have been recorded according to the instructions in the attendance record folder
- Return your 'STEWARD' badge

13. Welcomers (2)

Refer APPENDIX: Map of ILC.

Before the Service

- Arrive by 9.00am.
- Put on 'WELCOME' badges (kept by pigeon-holes).
- Make sure you have read the Weekly News beforehand and understand the announcements.
- Check in with Pastor to be briefed on any special events for the day.
- From 9.10am have one greeter by each of the two entrance doors (when weather is fine you may like to greet people outside).
- If the car park is rather full find a 3rd person to act as a car park attendant by the roundabout. Overflow parking is permitted around the college oval on Sunday mornings.
- Identify visitors.
- Answer visitor questions.
- Give helpful directions and explanations to visitors.

After the Service

- If possible, follow up visitors.
- Help visitors to connect with regular members.
- Stay until visitors go or as long as you can.
- Return 'WELCOME' badge.

14. Lay Assistants (2 if required)

Head Lay Assistant

Before the Service

- Check to see if a baptism is planned (announced in weekly news) If there is a baptism, check with Pastor to see if Holy Communion will also be celebrated, and how many extra guests there may be.
- When Holy Communion is to be celebrated, arrive by 8.45am
- Prepare elements for Holy Communion in the vestry and then place on the altar.
 - 1 silver chalice with just a single serve of wine (port)
 - 1 squeeze bottle of wine
 - 2 trays full of individual glass cups (fill to top of wooden holes i.e.,5mm high)
 - 1 tray of empty individual plastic cups (as spares)
 - Prepare 3 individual cups on each tray with de-alcoholised wine
 - 1 silver plate of wafers (use previously opened first – from Tupperware container)
 - 1 crockery bowl with 7-8 gluten free wafers
 - 1 silver chalice with lid with spare wafers
 - 2 serviettes and a cover cloth
 - Bottle of hand sanitiser
- Check parament colours and candles (paraments are stored in the vestry cupboard – a ‘parament colour calendar’ is inside the cupboard door)
- Ensure that set up is complete by 9.10am
- Meet Pastor in vestry at 9.10am for prayer and special instructions.

Lay Assistant (when required)

Before the Service

- Meet Pastor in prayer chapel at 9.10am for prayer and special instructions

Both Lay Assistants

During the Service

- At the beginning of the singing/saying of the Lamb of God in the Holy Communion liturgy, Pastor will invite you to come forward.
- Pastor will then commune you and proclaim the dismissal blessing over you.
- Please then sanitise your hands using the hand sanitiser on the altar.
- Collect your tray of individual glass cups from the altar.
- During Communion distribution, ensure smooth operation in conjunction with Pastor. Please try to keep about four (4) people behind Pastor.
- For each communicant, place a cup in the front row so they can pick it up without touching any other cups. To each communicant say,
“This is the blood of Christ, shed for you for the forgiveness of sins.”
(If there is a large crowd, or you are falling behind, you may just say the underlined words).
- When everyone who has come forward has been served, follow Pastor to serve anyone who needed to stay in their seat.
- Commune Pastor once everyone else has been served (use the silver chalice).
- The Head Lay Assistant says over Pastor, **“The body of our Lord Jesus Christ and his precious blood strengthen and preserve you in body and soul to life eternal. Go in peace. Amen “.**

- Stand either side of Pastor as he proclaims the dismissal blessing, then place your tray back on the altar and return to your seat.

Head Lay Assistant

After the Service

- Remove all Holy Communion items from the altar.
- In the vestry, pour remaining wine from the unused individual cups into the silver chalice, then take the silver chalice outside and pour it out onto a living plant in the memorial rose garden or nearby.
- Pour the remainder of any wine from the squeeze bottle back into the flagon.
- Place 'opened' wafers in the Tupperware container.
- Throw any used plastic individual cups in the bin.
- Place all individual glass cups, face down, into the mesh baskets. Stack one mesh basket inside the other (on a tray to catch drips) and take to the kitchen for cleaning in the dishwasher. Go back to the kitchen after 10 minutes or so to collect the cleaned cups (wash cycle only takes 3 minutes).
- Wipe wooden trays to remove any spilt wine.
- Wash the wine chalice in hot, soapy water. Rinse with fresh hot water then dry thoroughly with a soft cloth/tea towel. Any water drops or smears will damage the gold plating.
- Wash and dry the tray, the squeeze bottle, the wafer plates, and the bowls used for discarded individual cups in hot, soapy water. Rinse and dry.
- Take used serviettes home for washing and return next Sunday.
- ** The communion port is purchased from Horndale Winery, Fraser Ave, Happy Valley. This occurs approx. every six (6) months, when twelve (12) flagons are empty.

15. Reader (1)

- The Office Administrator will email the readings to the reader by Friday lunch time.
- Please read through before Sunday and be aware of any unusual words.
- If you change your rostered date with another reader, please inform the Office Administrator.
- Please stand reasonably close to the microphone - it is not adjustable.
- At the end of the reading say, "This is the word of the Lord".

16. Flowers

- Prepare a minimum of one vase of flowers.
- Have flowers placed in the church by 9.10am.
- If moving the flower pedestals, please do not pick up by the top plate, please pick up using the legs.
- If flowers are remaining in the chapel from a wedding etc. the office will attempt to inform you as early as possible.

17. Tea & Coffee (2)

Before the Service

- Coffee machine instructions in APPENDIX Quick Instructions: Jura Giga X8 Professional.
- Arrive by 9.00am.
- Turn on 'Boiling Billy' above sink. All supplies can be found in the storage cupboard in the entrance to the 'foyer kitchenette. The door is labelled - 'ILC'. Please bring milk and your own tea towels. You are welcome to bring biscuits – but please make sure they are 'nut free'.
- Be prepared to serve early arrivals with a quick tea, coffee or water from 9.15-9.25am.

After the Service

- Serve the coffee, tea and water etc.
- Wash up and return equipment to 'ILC' cupboard in the entrance to the 'foyer kitchenette'.
- Turn off 'Boiling Billy'.
- Report any consumables that are running low e.g.: tea, coffee, sugar etc. to the office.

18. Dishwasher

Dishwasher: Before the Service

- Switch on power under the bench, unhook the octopus strap from the door, remove 3 trays from the washer and set one up ready for washing.
- The detergent and rinse aid bottles are in the cupboard. Place the tubes attached to the machine into them, the blue tube into the blue liquid.
- Press the ON/OFF button. When ready the status bar shows green and P1. You can set it to P2 ready for the first load. No need to do anything further.

Dishwasher: After the Service: Communion Cups

- When the Lay Assistant brings in the communion cups, wash them right away as the first load. This gets them out of the way, before the dirty coffee cups start arriving.
- The Communion Assistant will bring them on a serving tray in, (at present) 2 or 3 white wire baskets, in single layers, with another basket anchoring them, ready for washing.
- Place the baskets as they are, (no need to rinse etc,) into a washer tray and wash as outlined below, using P2.
- Remove and drain as above, leave them as they are in the baskets but blot the cup bases and the outsides of the baskets as well as you can.
- (Check for lipstick marks, but no such problems have been noticed so far.)
- Replace the baskets on the cleaned serving tray, and the Communion Assistant will collect them.

Dishwasher: After the Service: Washing Procedure

- Remove coffee cup dregs, always rinse cups, load the first tray with dirty cups, upside down, single layer. Using the deep rectangular blue/green bowl in the kitchen works well for rinsing. Do not attempt to wash cups with dry or solid residue.
- Press the 'P' button to select the wash cycle. P1, 60 secs, P2, 90 secs, P3, 120 secs. P1 has been sufficient for instant coffee or teacups washed right away, P2 is best for soup and machine coffee cups, and communion cups.
- Press START. The status bar flashes orange - in progression. Press the button in the exact centre. On the first wash, if nothing happens (you can't hear the water swishing), you may have to re-activate the washer by pressing the ON/OFF button then Start. Following washes should work as normal.
- After the set wash time the status bar turns Green, and "END" flashes up. (You may miss it, it disappears quickly). If you miss the "END" flash, if the green bars are flashing up and down, the cycle should have finished.
- Remove the tray immediately, for rapid drying, place the tray on the grey foam mat, blot dry the cup bases, and leave to dry. No need to wipe them. Any wet spots will dry when the cups are replaced on the shelves.

Dishwasher: After the Service: After last wash

- Press the "P" button until 'dr' for drain shows. Press START, the water drains out.
- The procedure is finished and switches off when the status bar shows green.
- Dry excess water from the washer, prop the door open with the octopus strap, replace three trays in the washer, remove tubes from the bottles into the bowl in the cupboard, and prop the grey foam pads along the bench wall to dry.
- SWITCH THE MACHINE OFF AT THE POWER POINT.

Dishwasher: Extra notes

- To STOP a wash cycle early Press START.
- There is a plate rack in the cupboard should you want to use it. There are no procedures at present for safely anchoring spoons and utensils for washing in the washer.
- If you are not satisfied with the cleanliness of soup cups, more thorough rinsing, or programme P3 may need to be used.
- Always drain the washer after the last wash.
- See the factory sheets - No's 4 and 6 for any errors in operation.

19. Money Counters (2)

After the Service

- Always ensure that a second person is with you. The second person shall not be a member of your family.
- Immediately after the conclusion of the worship service, collect the offerings from the Altar and count it together in the vestry. Record the details in the receipt book provided.
- The white box with all items required for the Money Counters can be located in the Vestry cupboard,
- Prepare and date a new page in the receipt book, with a duplicate carbon copy and cardboard sheet behind the original receipt page.
- Record the following in the Receipt-Book:
 - The number of each denomination of notes (e.g., \$50 notes x 8 = \$400)
 - Calculate the total value of all notes
 - The number of each denomination of coins (e.g., \$2 coins x 12 = \$24)
 - Calculate the total value of all coins
 - Calculate the total Offering received including the value of notes, coins and any cheques. It is important that all the counting of the notes and coins AND all of the calculations are checked by the second person to avoid any errors occurring
 - Both counters are to sign the receipt as confirmation of who counted the money on that day
- Remove / tear-out only the original-receipt from the Receipt-Book, leaving the carbon-copy-receipt in the Receipt-Book. Place the money and the original receipt in a bag secured with a rubber band. Give the bag with money and receipt to the rostered Banker as per the roster sheet (arranged by our Treasurer) in the white box
- Sometimes there is other cash money to be counted and receipted separately from the Offering, e.g., from Car Parking or for special appeals. This is counted and recorded in the same manner as above. This money should be placed in a separate bag with a separate receipt. This money may need to be banked into the separate "Fundraising Account". If possible, check with the Treasurer or Pia Brakel or Elke Erdos about who should bank this money so that it is banked into the correct bank account.

20. Banker (1)

After the Service

- Collect offering money from the counters and ensure that money is deposited into ILC account.
- ** The treasurer is responsible for the banker's roster which is produced once the regular seasonal rosters are published.

21. Musicians

Lead Musician

Preparation

- Liaise with Pastor and Worship team to select music at least one week prior to service.
- Advise other rostered singers and musicians of any new songs in the week leading up.
- Get a copy of the PowerPoint for the service from the Office Administrator, and check the songs and the service order are correct. Advise of any changes so the PowerPoint is updated appropriately (e.g., correct version, correct number of verses/choruses/bridges, correct sequence, any omissions etc).
- Schedule any extra rehearsals as required with the other rostered musicians.
- Advise the PowerPoint operator of any 'last minute' changes to songs on Sunday.
- Nominate one musician to announce the opening welcome at 9.30am. The opening welcome can include the following:
 - Acknowledge visitors or groups of visitors (e.g., baptism party).
 - Direct visitors to "ILC today"
 - Family news bulletin
 - After service fellowship
 - Call to worship and introduce opening song.

All Musicians

Before the Service

- On Sundays arrive at 8.30am to set up microphones, music stands, music folders and other equipment as required.
- Attend rehearsals when scheduled by lead musician.
- Familiarise yourself with any new music before Sunday (organise music from office or lead musician, or listen on YouTube/Spotify etc.)
- Take a moment to pray together before the service (you may come out to the vestry at 9.10am for prayer with Pastor and Lay Assistants)
- Provide pre-service, post-service and communion music unless otherwise shown on the service plan.

After the Service

- Pack up equipment with assistance from the sound technician.
- Return music equipment to its regular position for College use.

22. Sound Technician

Before the Service

- Arrive at 8.30am to help set up microphones so singers can practice with mics.
- Enquire about any special needs and ensure that all sound needs are met.
- Deliver the microphone belt-pack and cordless handheld microphone to the front pew – check battery charge (spare batteries are in the charger on the sound desk)
- To power up the sound desk (note that the actual buttons to be pressed are adjacent to their description i.e., don't press on the description itself - nothing happens!):
 - Press the Home button (next to the house picture) on the PA keypad.
 - Select "Other scenes" on the PA keypad.
 - Select "Chapel Band" on the PA keypad. The PA sliders will move to their pre-set positions, the projector will turn on, and the screen will begin to descend.
- To project slides on the screen: Ask the PowerPoint Operator to engage Presenter Mode (i.e., start the slideshow/presentation).
 - Select "Projector" on the PA keypad.
 - Select "HDMI2/VGA" on the PA keypad. The PowerPoint slide should now be visible on both the balcony TV screen and on the projector screen.
 - If nothing is visible on the projector screen, repeat these project slides instructions.
 - If still nothing projected, the projector may have timed out and gone into snooze mode, so repeat the power up the sound desk instructions to turn the protector back on, then repeat these project slides instructions.
- Perform sound check of all microphones and computer sound.
- Prepare to record the sermon:
 - Ask Pastor for the sermon USB drive.
 - Insert the USB drive into the USB port at the top right of the sound desk.
 - The contents of the USB drive will be displayed on the sound desk screen. press the cross in the top right corner to return to the previous sound desk screen.
 - Press "Recorder" on the right side of the sound desk screen, about halfway down. The recorder controls appear in the centre of the sound desk screen.
 - Do not queue the recorder at this stage.

During the Service

- To queue the recorder:
 - Immediately before Pastor begins preaching (not before), press the red circle (Record) button on the sound desk screen.
- To record the sermon:
 - Having queued the recorder, press the green right arrow (Play) button on the sound desk screen to commence recording.
 - At end of the sermon, press the red square (Stop) button on the sound desk screen.

After the Service

- Pack up sound equipment
- Ensure that microphones are returned to their storage place upstairs by sound desk.
- Press the Home button (next to the house picture) on the PA keypad.
- Select "All off"
- The PA sliders will move to their park positions, the projector will turn off, and the screen will retract.
- Remove the sermon USB drive from the sound desk and Pastor's presenter mouse USB receiver from the HDMI cable and leave on the front pew.
- Retrieve the microphone belt-pack and cordless handheld microphone from the front pew and store upstairs.

23. PowerPoint Operator

Before the Service

- The PowerPoint file will be loaded onto the Chapel computer in advance by the Office Administrator
- Arrive at 9.00am to set up computer.
- Password information can be found beside the computer.
- A hardcopy of the presentation will be available. Take some time to understand the service plan.
- Be aware of any extra instructions for the day. (e.g.: sermon slides – PPT starting time, MPEG's).
- Check with the musicians for any 'last minute' changes to songs and adjust slides as appropriate.
- Do a sound check with the sound technician (e.g., mpeg videos).

During the Service

- Be very alert! You are turning the 'pages' of the songbook for the entire congregation!

After the Service

- Close down PowerPoint. There is no need to turn anything off.

24. Children's Address

Before the Service

- Prepare and rehearse a 4-5 minute message that engages and relates to children between 4 and 12 years of age.
- Use props, pictures, videos, etc. as appropriate.
- Useful resources can be found:
 - On the LCA Worship Planning Page <https://www.lca.org.au/worship/wpp/prepare-services/>
 - At Sermons4 Kids <https://sermons4kids.com/>
- Prepare and rehearse a short prayer to conclude the message.
- Collect the tub of cushions from the ILC Room and leave on one of the front pews.
- Collect the handheld microphone from the Sound Technician.

During the Service

- Call the children forward.
- Take a cushion and sit on it on the sanctuary stairs.
- Encourage the children to sit on the floor in the aisle in front of you.
- Deliver the message and prayer.
- Collect the cushions back into the tub.

Nurturing Others

The following sections describe volunteering roles in which the church is out-reaching to others. Each of these events are opportunities for fellowship, to forge relationships, and as appropriate, bear witness of our Christian faith.

25. Children's Church

Preparation

- Ensure you comply with Professional Standards/DCSI requirements.
- At least one week in advance, contact Children's church coordinator and assist with lesson plans and materials as advised/required.
- You may wish to provide a small selection of food, optional (e.g., fruit and crackers)

Before the service

- Arrive with enough time to setup lesson material.
- Work with the welcomers to identify visitors or groups of visitors with children (e.g., baptism) and if appropriate to do so, kindly inform them of children's church, the children's play space in the chapel and writing/colouring packs.

During the service

- After the children's address (or as otherwise announced), invite children to ILC room.
- A steward will announce when the sermon is finishing up. Start finishing activity, and serve food (optional).
- When the pre-communion 'Holy holy holy' song is being sung, usher children back to the chapel for communion.

After the service

- Pack up.

26. Boarder BBQs

Boarder BBQs typically need the following roles:

- Coordinator
- Cooks
- Welcomers

27. Fundraising Activities

This list is intended as an example of the types of activities in which ILC has participated in recent years. More information will be provided as fundraising opportunities become available.

The event Supervisor will provide detailed instructions as required.

- Bunnings BBQs
- Election day BBQs
- Adelaide Oval Event Carparking (2-3)

28. Bread Collection and Distribution (BAKER'S DELIGHT)

Preparation

- New roster released approx. every 4-6 months. ILC's frequency of service approximately monthly.
- Identify persons/organisation/charity that you wish to distribute produce to. Make contact with the organisation well beforehand to seek permission and to advise of delivery. (ILC often delivers to Salvation Army on Pirie Street).
- Recommended 2 persons to collect. You may require a large car (or 2 small cars) to transport.
- Collect large plastic storage containers from ILC room and a sheet of butcher's paper.

Collection procedure

- Arrive at Baker's delight, Kuralta Park, with bread containers at 4:50pm sharp, just before close of business at 5pm.
- ILC will usually share collection with St Mark's Underdale Church.
- Follow directions from Baker's delight staff at 5pm, and proceed to collect half the bread, leaving half for St Mark's.
- Line one container with Baker's paper for sticky buns.
- Do not collect any items containing milk or meat products (e.g., cheese or bacon).
- Sign the record book at Baker's Delight.
- Transport to desired location as advised.

29. IPS Volunteering

Immanuel Primary School events needing ILC volunteers will be advised as become available.

30. Operation Christmas Child

- If you can knit, crochet or sew, there is always LOTS TO DO. (We sew Skirts, Sun hats, Carry bags, Marble bags, Jewellery bags, Pencil Cases, Sewing Kit pouches, Scissor scabbards, Needle Books, Puzzles, Memory games, etc. Knit or crochet Teddies, Beanies, Jewellery. (Help given and patterns available. Some have learnt these skills just by being involved in OCC).
- Help purchase the many hundreds of items suitable to go into the boxes (lists are available of requirements).
- Meet monthly in ILC room to help count stock, remove packaging, and pack items for storage (these are 'Fun and Fellowship Days').
- We are considering starting a second day a month where we just make Art & Crafts, and teach each other new skills while producing gear for the boxes.
- If you don't like shopping for items, donations of money can be given to others who can shop on your behalf.
- If willing, prepare and give a Devotion & Prayer at our monthly Workdays.
- Help pack our 200 boxes towards the end of the year for their journey to those precious children.
- Enjoy our Christmas Breakup at the end of each year, when we support the local Baptist Church Cafe in CAMDEN PARK, for a very inexpensive luncheon after our final meeting for the year.

31. Messy Church

Messy Church Setup

Set up begins from 2pm on the day of Messy Church in the Immanuel Auditorium.

In general, set up involves:

- Placing tables/chairs/tarps as required for activities
- Placing 2 tables in front of central doors for registration and setting up paperwork/name tags as required
- Placing tables and chairs for the meal
 - 2 tables parallel to kitchen servery for food service
 - As many tables as possible (dependent on space) for meal
- Setting up chairs for the celebration time (as many as possible depending on available space)
- Transporting items from ILC room i.e. kids play equipment, crayons, pencils, first aid kit (see appendix for check list)
- Set up a small altar at the front on the floor (the altarware can be found in the blue cupboards back-stage right)
- Position the large auditorium picture panels on stage to help fill the empty space and draw people to the information on the projection screen
- **See also the Transportation Checklist in the Appendix in this volunteer's handbook.**

Prayer time is at approx. 3pm – we encourage everyone to stop setting up at this time for 3-5 min so we may be together in prayer.

We aim to complete set-up by 3.15pm to be ready for early arrivals.

Messy Church Sound, Lights, Projector and Computer Operator

This task requires some extra training and knowledge beyond what is printed here. (IPS chaplain Damian Larcombe, Ben Noll or IPS Technician Matt Kelly can teach you). This is a vital support role that ensures the afternoon runs smoothly. You will need to operate lights, microphones, play music through the sound system, and operate the Power point slide show from the computer. This job can be shared by two people.

A PowerPoint presentation and a music play list will be provided on a laptop computer.

Everything must be set up and operational by 3.15pm with background music playing and the welcome slide on display. (Please communicate with the Celebration leaders to ensure you have their requirements covered). **– More detail can be found in the Official Messy Church volunteers handbook.**

Messy Church Welcoming

The registration/welcome desk is one of the most important parts of Messy Church. As people arrive, they are made to feel part of something special: important and wanted. The registration desk should be manned by 2 people each Messy Church. However, the more helpers present around the door and registration desks the easier this task will be, particularly in busy times.

Messy Church Welcomers:

- Welcome new arrivals at door
- Direct first timers to the registration desk
- Direct returning families to the sign in desk
- Manage carefully the arrival of people, particularly during times of mass arrivals
 - Unfortunately, unless there are more people helping in this area, this is not the time to have longer discussions as other arrivals will be missed.
- Importantly, be ready to jump behind the registration desk if required.

Messy Church Registration/Sign in desks:

- Invite families to fill in registration form (first time arrivals only)
 - Be sure to explain requirement of form and particularly outline photo permissions.
- Get all families (new and returning) to 'sign in' on the provided 'sign in' sheet.
- Encourage children to decorate their name tags
 - Get the kids to make one for mum/dad/carer too!
- Highlight the theme of the day
- Invite family to stay for meal – inform of menu
- Encourage families to do activities together wherever possible

Note that welcomers can take on some of the roles assigned to those at the sign in desk – particularly in relation to informing families of theme and menu HOWEVER this needs to be monitored carefully based on the numbers of people. It is extremely important that no arriving families get missed.

Welcomers are encouraged to continue to mingle with families throughout the afternoon. Where possible engage with the children as well and reinforce the theme of the day.

Messy Church Activity Supervisors

The activities represent a key part of Messy Church and although fun and creative should also reflect the message/theme of the day. The activity time runs for approximately 1 hour (from 3.30-4.30pm). We anticipate that on any given day there may be 20-50 children participating in each activity (plus parents/carers), so we encourage supervisors to be prepared!

We aim for approximately 6 hands-on activities at each Messy Church. This includes a mix of creative, crafty and edible activities as well as active, outdoor and 'messy' activities.

Messy Church: I want to help with an activity – what do I do now?

- Look at the Messy Church Theme for the day
- Choose an activity that relates to the theme and suits you
- Let a member of the volunteer team know – the team will provide the activity ideas (and materials required) for you so you are able to just help on the day if you would prefer.

Messy Church: I have an activity planned – now what?

- Source the required materials
- Note that basic materials, such as scissors, coloured pencils, crayons, paint brushes etc are available from the ILC room.
- Remember you can ask for reimbursement to cover the costs of your activity if you desire
- Just keep your receipt and present to a member of the team at Messy Church
- Do any preparation required in advance i.e. pre-cutting difficult shapes, baking etc
- If you require sports equipment or similar, please contact Jacquie – these items may be available for our use through IPS

It's the day of Messy Church – how do I proceed with my activity?

- Your arrival time is determined by the amount of time you think you need to set up.
- Please join the team in the auditorium at 3pm for a brief time of prayer.
- Set up your table/activity space as required
- Ensure that all is set up and ready to start by 3.15pm (an activity table may start as soon as the first family arrives)
- An activity outline sheet will be provided
 - Use the "talk about" points as a guide to initiate conversation
 - Endeavour to engage with the families, both children and adults, regarding the purpose of the activity and how it fits the theme.
- HAVE FUN!
- Start packing up and encouraging children to finish up when instructed (this varies week to week but will normally happen at approx. 4.40pm)
- When activity time is over, direct families to the celebration time
- Join families and other team members for the celebration – final pack up of your area can be completed after the celebration time if required

MESSY CHURCH CELEBRATION LEADERS

The celebration time is the most structured “formal” part of Messy Church. An advantage of sharing a message at Messy Church is there are no rules! You are free to choose the means of sharing that suits you. All we ask is that you remain faithful to the central theme of the day.

Officially, celebration time should start at 4.45pm and go for approximately 10-15 minutes.

We encourage all celebration leaders to begin the time by engaging with the children and families. Ask what activities were enjoyed and why. Be sure to remind them what the activity meant in relation to the theme (this information will be provided to you in advance). This part of celebration time can be done by Jacquie or another member of the team if you would prefer, just let us know.

Ideas for how to share your message are:

- Short Video (sourced from YouTube or elsewhere)
- Story-telling
- Drama/skits
- Art
- Something of your choice

Following the celebration time, we join together in the Lord’s Prayer. This is followed by one or two short announcements, a blessing and grace, prior to moving off for the meal.

MESSY CHURCH FOOD PREPARATION:

Food preparation requirements will change from one Messy Church to the next, dependent on the menu. The most common way to help with the main meal is to prepare a salad or a slow cooked meal (as required). Please contact Gloria or Virginia if you wish to serve in this way.

In addition, every Messy Church we provide fruit or cake for dessert. Once again, if you would like to prepare something of this nature, let us know.

If you are unable to attend Messy Church but are willing to provide some food, food can be delivered to the auditorium between 2pm and 4.30pm on the day of Messy Church or to ILC at the morning worship. Please inform a member of the team if this is your intention. Alternative arrangements may also be made if required.

Anyone who prepares or purchases food to be served at Messy Church is entitled to be reimbursed for the cost of the meal. If you would like monetary reimbursement, please keep your receipt and pass it on to a member of the team at Messy Church (or prior if you are not attending).

On some occasions, cooking will be required on the day (i.e. rice and pasta or BBQ). Be aware that the necessary precautions need to be taken to ensure hygienic handling of food. Disposable gloves and hand sanitiser is provided for this purpose.

MESSY CHURCH FOOD SERVICE:

A small group of people (4-6 depending on the meal) will be required to help with food service on the day. These need not be the same people who prepared the food. This will generally involve serving meat or salad and ensuring there are sufficient plates and cutlery available.

MESSY CHURCH DRINKS

Free water available is available to all. (Cups and Water cooler)

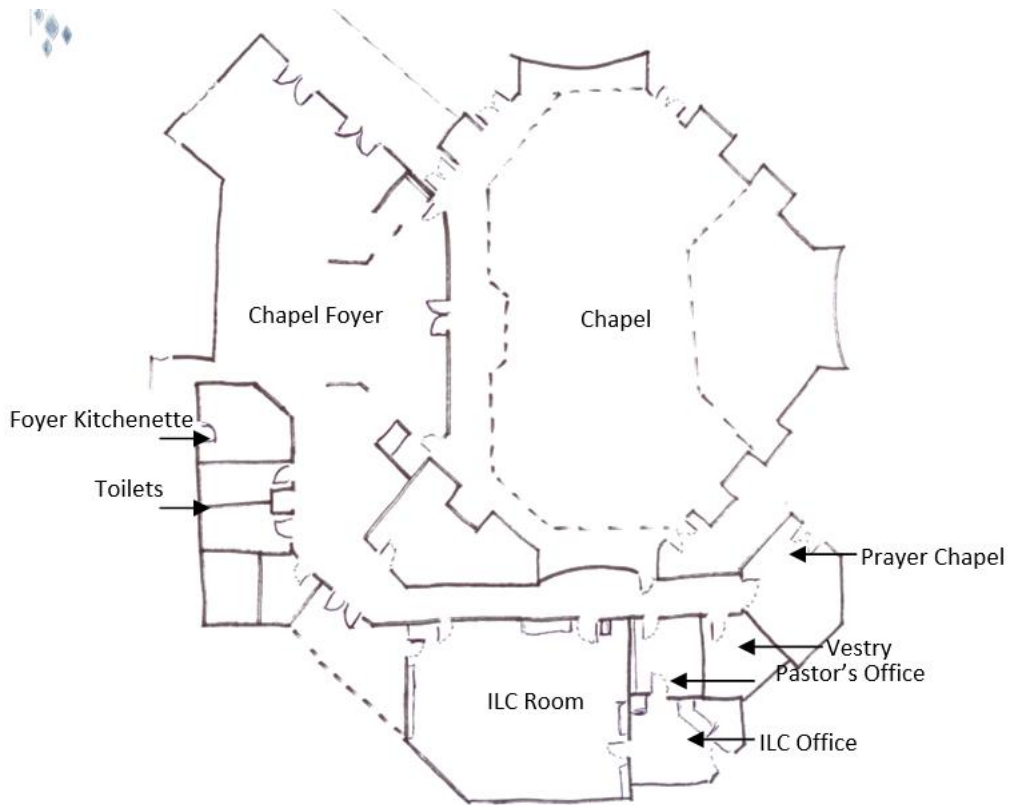
MESSY CHURCH CLEAN UP / PACK UP

Clean up generally occurs from 5.30pm onwards, with the aim of having the auditorium back as we found it by 6pm. NB: Pack up should not begin until everyone has eaten. As a general rule, all Messy Church volunteers present will help with packing up – however, there is still an option to specifically volunteer to help in this area.

Things that need to be done include:

- Stacking chairs
- Folding up tables and moving into storage area
- Vacuuming
- Clearing tables
- Washing, drying and packing dishes
- Emptying bins and removing rubbish from the Auditorium Precinct.
- Inserting new bin liners into bins

1. APPENDIX: Map of ILC



2. APPENDIX Quick Instructions: Jura Giga X8 Professional

*Instructions prepared by: Ben Noll on 21-11-2020, following "GIGA X8 PROFESSIONAL INSTRUCTIONS FOR USE" manual**

Coffee-machine: SET-UP AND PREPARE A COFFEE:

1. Fill both bean containers ("1") with roasted untreated (whole) beans (i.e. no additives such as sugar). Beans can be stored in these containers. (*refer pg 11 user manual*)
2. Remove water tank and fill with filtered water (Re-install. (! Do attempt to fill water tank whilst it is still connected). (*refer pg 10 user manual*)
3. Insert milk pipe into milk. Ensure the milk pipe is connected to the side of spout, "13". (*User manual pg 15*).
4. Plug in "5" at power point and turn unit on .Take note of any messages on the display (*refer pg 53*) and action accordingly. After a minute or so, the machine will auto-rinse – have a receptacle positioned ready underneath the spout.
5. Place a mug underneath the spout, "13", adjust spout height (to ~1-2cm above mug).
6. Select desired coffee shown on the display by pressing the corresponding button, "5" (Image 2); Wait until finished. (FYI Espresso takes ~40s, Latte ~70s, Flat white ~90s). Enjoy 😊. (*User manual pg 16*).

Coffee-machine: DAILY CLEANING (refer pg 23 and pg 41 user manual):

1. Clean milk pipe (refer user manual pg 42): remove milk pipe from milk, then press , press 'clean the milk system' button, press 'Start' button again 'Cleaning agent for milk system':
 - a. Pour 250mL fresh water into a receptacle and add a capful of milk system cleaner (part no. 71141)
 - b. Immerse the pipe in the receptacle and place another receptacle under the dual spout, "13" and press "Next" button. The dual spout and the pipe are rinsed with fresh water. The automation stops automatically: 'Milk system cleaning complete'.
2. Rinse the milk/coffee system: Place cup under spout, press and select "rinse the milk system" and then "rinse the coffee system".
3. Drip tray and grounds: Pull out drip tray, "7", take off top grill "8".
 - a. Empty the coffee grounds container and the drip tray. Rinse them both with warm water.
 - b. Dry the metal contacts on the back of the drip tray.
 - c. Refit the coffee grounds container and the drip tray.
4. Remove water tank and rinse with clean water and dry (do not store water in the tank, replace with fresh water for each daily use).
5. Dismantle and rinse the spout, "13", taking care to wipe all surfaces clear of milk residue. Instructions for disassembly are located under the storage compartment cover (and pg 43), "11". (A pipe cleaner may be helpful).

Coffee-machine: SWITCHING OFF:

1. Place a receptacle under the dual spout.
2. Press the button.

Coffee-machine: MAINTENANCE:

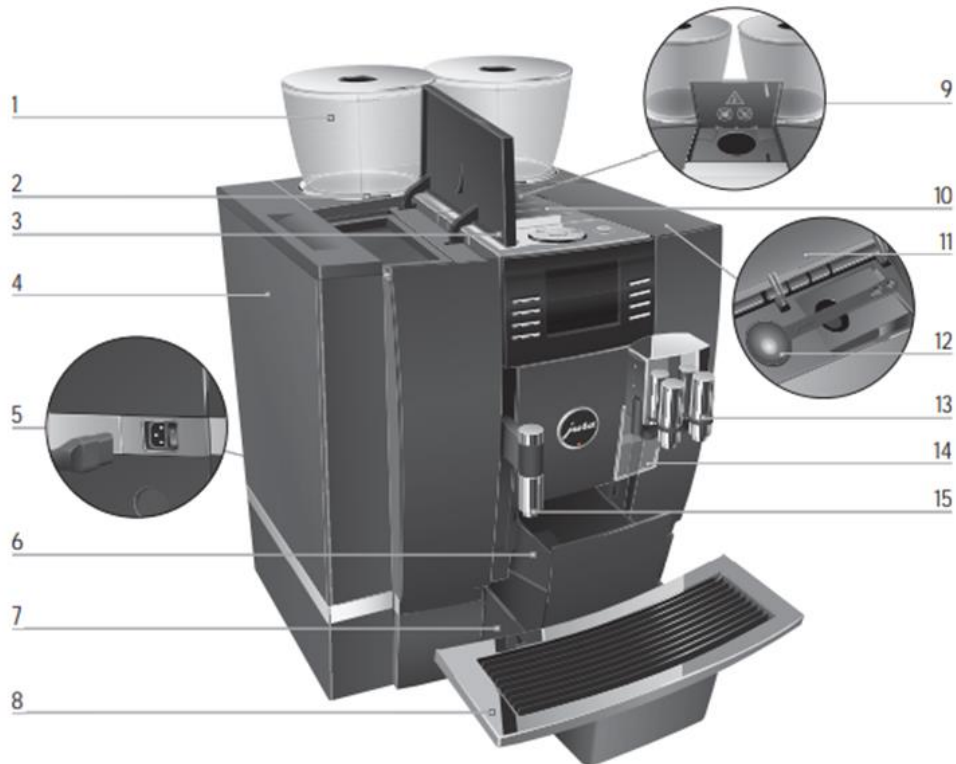
Products can be ordered through www.mycoffeeshop.com.au

1. Descale when prompted (*refer procedure in user manual pg 49; Jura descaling tablets pk36 part no.71122*). Descaling lasts 50min. If using a Claris Pro water filter (*Jura Claris Water Filter Pro Smart prod no. 71137, pg 47*) there is no need to descale. A filter lasts 80-300L water (depending on hardness of water).
2. Clean the machine every 220 preparations or 80 switch-ons (*pg 48*). Cleaning lasts 20min.
3. Replace the milk pipe every 2-3 months (*Jura milk pipe set, part no. J24116*).
4. Clean the bean container from "time-to-time". Wiping down inside of bean containers (*pg 51*).

* https://hk.jura.com/-/media/global/pdf/manuals-global/professional/GIGA-X8/download_manual_jura_giga_x8.pdf?la=fr&hash=098562AE790B1F5B4DF38CF5A095CCCD2064EE29&em_force=true

Control elements

Control elements






- | | | | |
|---|--|----|---|
| 1 | Bean container with aroma preservation cover | 9 | Filler funnel for ground coffee |
| 2 | Bean container status indicator | 10 | Ventilation slats (Venti Ports) |
| 3 | Water tank cover | 11 | Storage compartment cover |
| 4 | Water tank | 12 | Measuring spoon for ground coffee |
| 5 | Power switch and plug-in mains cable (back of the machine) | 13 | Height- and width-adjustable dual spout |
| 6 | Coffee grounds container | 14 | Splash guard |
| 7 | Drip tray | 15 | Height-adjustable hot-water spout |
| 8 | Cup grille | | |

Immanuel Lutheran Church (ILC) Volunteer Handbook



Top of the machine

- 1  On/Off button
- 2  Rotary Switch
- 3  P button (programming)

Front

- 4 Display
- 5 Multi-function buttons (button function depends on what is shown in the display)