

Working with Uniting Venues

This is an introduction to Uniting Venues. It is intended to help people, especially prospective employees, understand who we are, our Mission and Vision. It gives a broad overview of our guiding Principles and Values, which arise from the beliefs and ethos of the Uniting Church in Australia.

Who we are

Uniting Venues is an activity of Uniting Mission and Education, within the NSW & ACT Synod of The Uniting Church in Australia. Our name emphasises “Uniting” because our venues offer people the chance to unite, develop relationships and build community. We hope that this unity will last long after our guests return home.

We have a team of about 70 people spread across four locations. We are privileged to serve over 40,000 people from a broad cross-section of the community every year. For many of these people this is their only face-to-face contact with a Christian church. Our aim is to ensure that each contact is a positive experience of uniquely Christian service.

We are also pleased to serve the Uniting Church in various ways, especially through our direct support of the ministries that are based at the Uniting Church Centre for Ministry.

Core purpose and mission

Our core purpose

‘Caring for our Guests’

This captures the spirit of why we exist: to serve our guests wholeheartedly.

Our mission statement

The mission statement describes our core purpose in more detail:

**‘A quest for excellence
in provision of hospitality and recreation
for the community
in a unique and sustainable environment of service
that reflects Jesus’ love for all.’**

It is a concise statement of:

- The standard of service we are continuously striving to achieve: Excellence
- What service we provide: Hospitality and Recreation
- Who we serve: The whole community (Inclusive, non-discriminatory)
- Where and how we serve: Beautiful locations, supportive environment, positive attitude
- Our model for service: Christ Jesus, who chose to serve all people

It is based on the apostle Paul’s letter to the Philippians, Chapter 2, verses 5 to 7, which presents Christ Jesus as our model of service.

Our vision

To be recognised by our clients and guests
as the leading provider of distinctly Christian hospitality.

Our vision statement makes it clear that feedback from our clients and guests, and how we compare with other service providers, are the key indicators of how effectively we are fulfilling our mission.

The principles of sincere and sacrificial service without expectation of reward or recognition, as described in God's word, shape the standard of service we strive to achieve.

Guests

Our 40,000 guests are quite varied. More than half of them are in school groups whilst others are from church, sporting, community and business groups.

Venues

We have a booking office in North Parramatta, supporting our venues:

Around Sydney:

- Naamaroo, in Chatswood, adjacent to Lane Cove National Park
- Elanora, in the North, overlooking Narrabeen
- North Parramatta (Uniting Church Centre for Ministry).

Web site

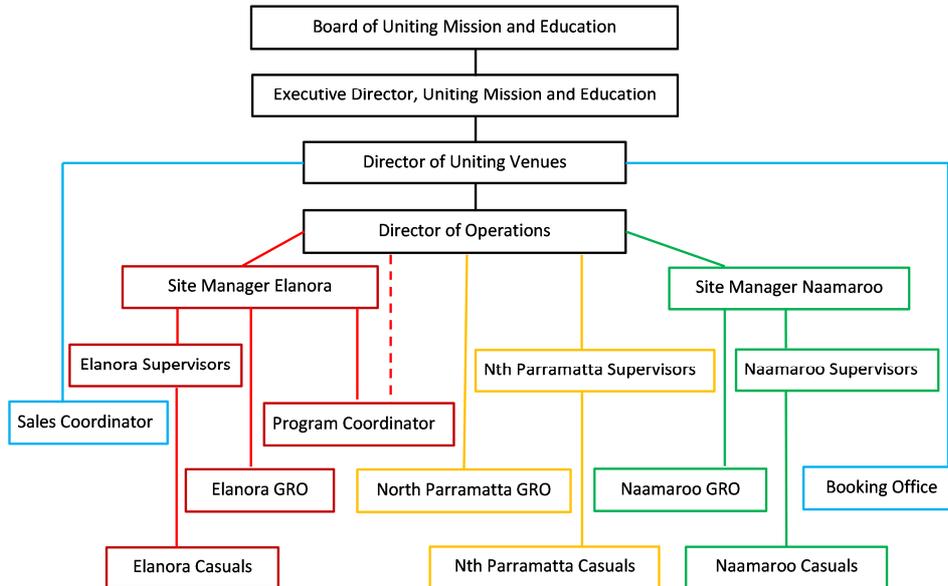
www.unitingvenues.org

To view the Uniting Venues web site, press Control and click the image below:



Structures

Uniting Venues is an activity of Uniting Mission and Education, within the NSW & ACT Synod of The Uniting Church in Australia. The diagram below shows the structure of Venues within Uniting Mission and Education:



Principles and Values

Staff are required to undertake all responsibilities in the spirit of Uniting Venues’ Core Purpose, Mission Statement and Guiding Principles for Communication, the Uniting Church ethos and the following Commitment to Service.

Commitment to Service

In our ‘**quest for excellence**’, we will aim to meet or exceed our clients’ and guests’ expectations at each ‘moment of truth’. (A ‘moment of truth’ occurs when a client or guest has contact with the organisation in any way—for example, face to face, eating a meal, on the phone, when seeing if their accommodation is clean, and so on) A negative moment of truth, no matter how small, may be our last chance to serve a client or guest.

It is based on the apostle Paul’s letter to the Ephesians, Chapter 6, verse 7, which calls us to serve wholeheartedly, as if we were serving the Lord.

About the Uniting Church

Beliefs

The Uniting Church in Australia is a Christian community or fellowship that confesses Jesus Christ is Lord over its own life and the whole creation, and which lives in the hope that Christ is the beginning of a new creation and a new humanity.

The church confidently believes that through the life, death and resurrection of Jesus Christ, God brings us into right relationship with God, whereby in faith we can: live in a close, loving, personal, dynamic relationship with the living God; participate in a worshipping, caring and serving community of Christians; receive God's gifts so that life can be what God means it to be — loving, purposeful, joyful and eternal; and tell others of this good news and live it out in acts of compassion, service and justice in the community.

Ethos

We are called to be a fellowship of reconciliation, a body within which everyone's gifts can be used to build up the church and serve the world, and a witness to Christ.

The Uniting Church has a strong focus on inclusiveness. It believes that we need to demonstrate that all are welcome into the community of Christian faith. It aims to be an inclusive community of different views, cultures and expressions of faith. As one of the largest non-government providers of community services in all parts of Australia, it is committed to reflecting the love and grace of God in caring for people, in advocating for those with special needs and for the equitable and appropriate provision of social services.

The Uniting Church is committed to the ministry of the whole people of God, and to discovering the gifts that each person brings to the service of Christ and the church. It has a strong focus on mutuality and believes that all those who are part of this Church have an equality that allows each person to use the gifts that God has given them.

The Uniting Church in Australia believes that all people are made in the image of God, and as such we accept every individual regardless of race, age, creed or gender. As a Christian Community we believe that God reaches out to us in love and acceptance, and that our relationships with each other should express love and respect and not be abused. As a community of faith we are committed to providing a place in society where human beings can explore what it means to be made in the image of God. As an expression of this commitment, the Uniting Church in Australia recognises its responsibility to providing worshipping and pastoral communities that are free from abuse and that provide safe environments for all people to explore and express their faith in the Gospel.

Values

The Church conducts its business with honesty and integrity and with respect for the interests of those with whom it has relationships. Its core values are:

Integrity:	Adhering to truth and honesty
Justice:	Seeking to obtain for each person what is his or her right
Respect:	Valuing people equally
Beneficence:	Doing good for others
Non-Malevolence:	Anything we do should not cause harm unless the good outweighs the bad
Duty of Care:	To provide a safe, secure, non-harmful environment for staff and the wider community
Excellence:	Willingness to achieve the highest possible standards
Autonomy:	Seeking to allow individuals to make decisions and participate in their own processes
Compassion:	Caring for others with empathy
Welcome:	Being warm, friendly and gracious to all
Hope:	Encouraging people to celebrate life
Tolerance:	Being mindful that others may hold different opinions and views than our own
Service:	Work is undertaken to benefit others, especially the most vulnerable in society
Solidarity:	All our actions build community and are for a common good

References

- Basis of Union, Uniting Church in Australia (updated 1992) (available at <http://uca.org.au/basisofunion.htm>)