

Return to Church FAQs

1. When will WIC services start again?

WIC church services in the City and Ryde will re-commence on 15 November.

2. How many people are allowed to gather for WIC-City from that day?

Due to the current social-distancing regulations only a maximum of 196 people will be able to attend the Wesley Theatre for WIC City service.

Due to the size and complexity of the city location, we will be adopting a phased return with numbers allowed in Wesley Theatre as follows:

15 Nov – 98 people (50%)

22 Nov – 147 people (75%)

29 Nov – 196 people (100%)

DIGJC will also start meeting on the 15th Nov, but Kingdom Kids won't start meeting until the 22nd Nov. Because DIGJC and Kingdom Kids meet in different rooms (not the Wesley Theatre) they are not counted in the capacity limits for Wesley Theatre.

3. Will I need to pre-register to attend in person?

Yes. To enable us to effectively manage the maximum number of people at each service (and location) we ask everyone that intends to attend church in person, whether the main service, DIGJC or Kingdom Kids, to pre-register their attendance in the week before the church service.

The pre-registration form will involve submitting your personal contact details, and help streamline the 'registration' process and avoid crowding on the day.

Pre-registration will be via an online form available the week before the service, and accessible via an email we will send out, or our website:

www.wesleyinternational.org.au.

4. Will Kingdom Kids be meeting from 15 November?

No. In the City Kingdom Kids will re-gather from Sunday 22 November 2020. Those who are unable to return, can still connect with the live classes via Zoom.

5. Will I need to register my children separately for Kingdom Kids?

Yes, if your children are planning to attend Kingdom Kids, you will have to register them via a separate link which will be sent out via e-mail and accessible via our Webpage: www.wesleyinternational.org.au.

You will be able to register both your Kingdom Kids and DIGJC Children on the same registration form – just select the appropriate ‘ticket’.

6. Will DIGJC be meeting from the 15th November?

DIGJC will be regathering in person in both City and Ryde from the 15th November.

In the city, the usual fortnightly cycle of DIGJC joining the main service will start from the 29th November. (The Alpha Youth – DIGJC will be held separately from the main service on the 22nd November).

7. Will I need to register my children separately for DIGJC?

Yes, if your children are planning to attend DIGJC, you will have to register them via an online form which will be sent out via e-mail and be available on our Website:

www.wesleyinternational.org.au.

You will be able to register both your Kingdom Kids and DIGJC children on the same registration form – just select the appropriate ‘ticket’. (In the city for the weeks where DIGJC join the Main Service, please register them with a Wesley Theatre-Main Service ticket).

8. I’m a Kingdom Kid’s teacher or helper. Where do I register?

Pre-registration is based on location (City: Pacific & Green Rooms). So KK Teachers and Helpers need to register together with the KK & DIGJC Form.

Just select the ‘Kingdom Kids (Adult)’ Ticket on the Online Form.

9. I’m a leader at DIGJC. Where do I register?

Pre-registration is based on location (City: Smith Room). So DIGJC Leaders need to register together with the KK & DIGJC Form.

Just select the ‘DIGJC’ Ticket on the Online Form.

10. Help, I don’t know how to register online. How can I get help?

If you aren’t able to pre-register online, but wish to regather in person, you can text or Whatsapp your desire to attend.

Please message: -

Trudy Leung (City):0415 438 733

with your registration details:

First & Last Name

Phone Number

Email

Residential Suburb & Postcode

Intended Service: (eg. Ryde Kingdom Kids; City Main Service)

And they will help you!

11. What happens if I show up on a Sunday without pre-registering?

To enable us to effectively manage the maximum number of people at each service (and location) we ask everyone that intends to attend church in person to pre-register their attendance. The pre-registration form will involve submitting your personal contact details, and help streamline the 'registration' process and avoid crowding on the day.

For those who show up on a Sunday without pre-registering, we have reserved a very limited 'buffer' capacity of seats. These people will need be registered in full on the day, and attendance to the gathering is not guaranteed.

We ask that everyone who wishes to attend WIC, whether the main service, DIGJC or Kingdom Kids, pre-register online.

12. What will happen when the maximum capacity of seating is reached.

If the maximum capacity of seating is reached during pre-registration, the form will automatically limit you to the number of remaining 'tickets' available and you will receive an on-screen message when attempting to submit the online pre-registration form.

If you arrive on a Sunday without pre-registering, and the maximum seating capacity for the week is reached, according to the NSW Health Regulations, you will not be able to attend the service.

Please pre-register to make sure you don't miss out on our in-person gathering.

13. Am I expected to return to physical gatherings?

What if I'm uncomfortable or unable to return to physical gatherings?

We would love for everyone to re-gather.

However, we understand that some may not be able to return in the near future due to concerns relating to health, age as well as work situations, e.g. health staff. To ensure that you continue to feel connected with your church family, both Ryde and City services will be live-streamed via the Internet.

14. If I come to church will I have to wear a mask?

To assist in infection control, you are encouraged to bring your own mask, and we strongly recommend that you wear a mask throughout the service. Disposable masks will be made available at all services for those that wish to wear a mask, if they forget to bring their own.

We do realise that some people struggle with wearing a mask, so we will not be mandating that everyone wears a mask.

15. What can I expect the church experience at WIC-City from entry to exit?

A. In the City:

1. Entry: You will be required to enter via the left front doors at 220 Pitt Street. Please note that there will be no lift access into Wesley Mission directly from the carpark. If you are parking at the Secure Car park, please take the lifts to the Stockland Piccadilly ground floor and walk to the entrance at 220 Pitt street.

Upon entry you will be greeted by friendly COVIDsafe welcomers who will offer you hand sanitizer and a face mask (if you have forgotten to bring your own). Someone will also take your temperature and direct you down the stairs to visit the registration desk.

Please note that if you have a high temperature, the COVIDsafe team member will ask you to return home immediately.

2. Register Attendance: At the bottom of the stairs you will proceed to the registration desk, where you will notify the registration team of your arrival. Because you will have pre-registered, you will not have to provide any further details.

If your children are attending Kingdom Kids, you will have to sign them in at the Kingdom Kids Registration desk as per usual. (Your children who have also been pre-registered, and have their COVIDsafe registration marked at Kingdom Kids)

If your children are attending DIGJC, their attendance will also be marked on the COVIDsafe pre-registration list.

3. Enter Theatre: From the registration desk you will be guided into the theatre through one door only and directed to seat in the marked chairs.

Please note that to prevent infection control, no Orders of Service or other paperwork will be handed out at the front door.

On communion Sundays, pre-packed communion elements will be handed out by a COVIDsafe team member at the entrance of the church using gloves and tongs.

4. Be seated: You will be required to sit in the marked chairs. Family members will be able to sit together but must leave at least two chairs free on either side of them. Please note that the COVID-safe team may ask you to move to comply with social distancing requirements.

5. Participate in the service: During the service you will be encouraged to wear your masks and reminded about maintaining social distancing and infection control practices.

Please note that while the song leaders will be able to sing, congregation members are not allowed to sing even when wearing a mask.

Please note that a COVID-safe team member may remind you to stop singing if you forget to do so.

The service will be shorter than usual to provide time at the end to clean in preparation for the next service.

Please note that to ensure infection control, on Communion Sundays you will receive your own communion pack upon entry into the theatre. Please keep the container and take it with you for disposal after the service.

Please note that to ensure infection control we will not be taking up the offering during the service as we have done in the past. Instead, boxes will be provided at the back of the theatre for you to make your offering as you leave the Theatre.

6. Leave the service: You will be required to remain in your seats until you are instructed by a COVID-safe team member that your row is able to leave. Boxes will be provided for you to make your offering on the way out. The COVID-safe team will request that you leave the building up the stairs/escalators and out of the building immediately after the service. Should you wish to have fellowship and chat with other members please do so only after you leave the Wesley Mission building remembering to maintain the 1.5 meter social distance.

Please note that there will be no morning tea offered until restrictions are eased.

Parking tickets can be validated upon entry or exit by a COVID-safe team member at the Reception desk.

16. Will I have to fill in a form when I get to church?

No. Because you have pre-registered, all you will have to do is notify the COVID-safe team member at the registration desk that you have arrived and they will mark your attendance on a pre-populated list.

17. What should I do if I have pre-registered for the service and can no longer attend?

Please message -

Trudy Leung (City):0415 438 733

18. What happens to the information I provide at registration and the record of my attendance?

As per the Australian Government regulations, the information will be stored securely for 28 days and then destroyed, unless you tell us on the form that you are happy for us to keep your contact details for our own church records on the pre-registration form.

19. Will I receive an Order of Service when entering church?

In order to prevent infection control, no paperwork will be distributed at anytime before, during or after the service.

20. How can I be sure that surfaces at church will be COVID-safe?

All surfaces that have been touched by others will be cleaned and sanitized before the service.

21. How can I be sure that social distancing will be maintained before, during and after the service?

Please also note that social distancing is everyone's responsibility, please adjust your spacing with others and or remind each other of social distancing if people are too close.

COVID-safe team members will be constantly on the lookout to ensure that people are maintaining the 1.5 metre distance from each other. People will be asked to sit in marked chairs only which will be socially distanced from other chairs. Families from the same household will be able to sit together but will be socially distanced from other congregants.

22. How can I be sure that communion will be distributed safely?

Communion will be provided in individual packs and handed out via tongs at the entrance to the building. Following communion, each person will be required to hold onto the used packs to dispose of individually following the service.

23. How can I be sure that the offering will be collected safely?

Offering boxes will be available at the back of the theatre/hall for people to put their offerings into at the end of the service.

24. Can I sing at church?

Unfortunately, congregation members are not allowed to sing at this stage. However, the worship leaders may sing from the front of the church.

25. How can I be sure that my children will be COVID-Safe at Kingdom Kids and DIGJC?

All surfaces will be sanitized before programs and ministry leaders will be trained in infection control.

26. Will there be morning tea after church?

While attendees will be encouraged to fellowship outdoors in a socially distanced manner, morning tea will not be provided until the government restrictions have been lifted.

27. What items will be provided at church to protect my safety?

We will be providing hand sanitizer and face masks to help protect your safety. You are encouraged to bring your own mask to reduce the environmental impact of using disposable masks.

28. What will happen if we find out that someone finds out they have the COVID-19 Virus shortly after they attended the service?

Based on your pre-registration information, all people attending the service will be notified immediately that an infected person has attended the service and will be encouraged to get tested. The location will also be deep cleaned.