

Our Lutheran Identity

Lutheran Services today

Lutheran Services is a Department of the Lutheran Church of Australia Queensland District. As part of the Church, we seek to draw from, express and add to the life and mission of the Church.

We are a not-for-profit provider of human services in Queensland. We provide quality, contemporary care and support for older people, young people and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

Established by our congregations

Lutheran Services has grown out of the dreams and hard work of our founding Lutheran congregations.

We have evolved from local congregations who established aged care homes and community services in response to needs within their own communities. From the first aged care home in Toowoomba in 1935 to now and beyond, Lutheran Services continues each congregation's tradition of caring.

Lutheran Services was established in 1999 in response to increasingly complex regulation and market forces in the aged care and community sectors. Our centralised oversight provides standardised systems and high levels of professional governance, quality and care within complex compliance environments.

Local church members often continue to serve as staff and volunteers, with congregations often considering Lutheran Services as an extension of their local mission.

Serving those in need

Our role at Lutheran Services is to serve. We draw inspiration from Jesus' statement where he said of himself that he did not "come to be served, but to serve" (Mark 10:45). Like the members of the early church, we are inspired by the biblical model of *diakonia*, a Greek word meaning care and service, especially for those in need.

Serving others is at the heart of the Church's mission. As twentieth-century Lutheran pastor and martyr Dietrich Bonhoeffer said, "The Church is the Church only when it exists for others." Just as fire exists by burning, the church exists by engaging in the mission to serve others. We're founded on this mission, as expressed through our service.

Hence, the work that we do, is done in God's service. Through our service, we treat no person as spare, unwelcome or as an outsider, no matter who they are or what they do. We believe that everyone deserves our attention, whether rich or poor, whether they live for a day or nine decades.

Founded on Lutheran theology

Martin Luther, the sixteenth century reformer, saw the gift of God's grace as the driver of all religious thought and concept. He emphasised that we are saved by grace through faith in Christ Jesus (Ephesians 2:8-9).

We see God as gracious and forgiving, overlooking our faults, rather than rightfully condemning or criticising us. We see God's grace as a gift that recognises and accepts our imperfections and human failures.

We believe we do not need to strive to please God but recognise that God reaches out to us. Through sending his Son Jesus into the world, God comes to meet us where we are. Becoming one of us, God honours the human race.

God speaks his word of grace into our lives, and God reaches out in love to us in real ways. In turn, Lutheran Services is inspired to reach out to meet and serve others where they are with this same grace.

Guided by the Lutheran ethos

Grace: At Lutheran Services, we live by grace and reflect graciousness to others. We offer a kind word or deed where we might easily (or rightly) have been judgemental or critical to those around us. We are kind to each other and ourselves.

Respect and care: We serve with respect, care and gentleness. We walk in the shoes of others and seek out the mystery of every person. Our clients and residents are at the centre of all that we do. We seek to appreciate the needs and diversity of those we serve and enhance their experience and quality of life.

Dignity and honour: We see the people we serve as a gift. We recognise people are made in the image of God, making them sacred and important, worthy of dignity and honour.

All welcome: We welcome all. We recognise the common humanity of all people of all races, with a variety of beliefs, faiths and world views. We serve people from all walks of life. Following St Paul, we affirm, "There is neither Jew nor Greek, slave nor free, male nor female, for you are all one in Christ Jesus." (Galatians 3:28).

At the heart of all that we do at Lutheran Services, we exist to serve. It's really that simple.

Lutheran is who we are. Serve is what we do.