



Chaplaincy Policy

Key points

- Supports through the provision of pastoral care services.
- Supports the emotional wellbeing of members.

Expected understanding of this policy

Audience	Level of understanding required		
	Detailed	Key points	Awareness
Region Controller	●		
Unit Controller	●		
Members		●	
Managers	●		
SLT	●		

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1 Purpose

The purpose of this policy is to define the principles under which the New South Wales State Emergency Service (NSW SES) will provide a chaplaincy program, the appointment criteria for chaplains and how they can be accessed by all members. The scope of this policy includes how Chaplaincy fits in the provision of a continuum of care that looks after the wellbeing of SES members.

2 Introduction

Chaplaincy in the NSW State Emergency Service (NSW SES) exists to provide a continuum of care that looks after the wellbeing of SES members. Chaplains provide advice to all members of the NSW SES and their families on cultural, spiritual and pastoral matters, and support and encourage the spirituality of the members and their families by the provision of ceremonial and religious services. Chaplains support new and ongoing operational activities both inter and intra state and provide direct support to leaders at all levels. Chaplains also support the health and wellbeing aspects of the Work, Health and Safety and Employee Assistance Programs. Chaplains are an integral part of the NSW SES Critical Incident Support Program (CISP) and provide the following services.

- Advice to all members of the NSW SES and their families on cultural, spiritual and pastoral matters.
- Support to new and ongoing operational activities both inter and intra state.
- Support to leaders at all levels.
- Support and encouragement of the spirituality of members and their families by the provision of ceremonial and religious services.
- Support for the health and wellbeing aspects of the NSW State Emergency Service Work, Health and Safety and Employee Assistance Programs.

3 Policy

Policy principles for volunteers

1. The psychological and physical health and safety of our volunteers and staff is paramount and chaplaincy is an integral component in delivering a continuum of care to all members.
2. Chaplains in NSW SES must:
 - Be ordained or licensed Ministers of mainline faith communities that are members of or are eligible to be members of the National Council of Churches in Australia or one of its affiliated inter-faith bodies;
 - Possess reasonable pastoral experience; and
 - Demonstrate a willingness to function in an ecumenical/inter-faith environment within NSW SES.
3. Chaplains provide advice to all members of the NSW SES and their families on cultural, spiritual and pastoral matters.
4. Chaplains support new and ongoing operational activities both inter and intra state.
5. Chaplains support the health and wellbeing aspects of the Work, Health and Safety and Employee Assistance Programs.

4 Roles and responsibilities

4.1 Policy Sponsor

The Director, People and Culture has overall responsibility and accountability for the Chaplaincy Policy.

4.2 Policy Owner

The Senior Chaplain is responsible for the development, review and implementation of this policy under the supervision of their Director.

4.3 Policy Writer

Under the direction of the Manager, Safety Health and Wellbeing, the policy writer is responsible for drafting the policy and may assist with other stages of the policy process.

5 Related documents

All related internal policy, procedures, guidelines and legislation documents can be located in the Key Document Index on EOS, including those listed below.

Document	Purpose
<u>NSW State Emergency Services Act 1989</u>	An Act of the NSW Parliament that establishes the State Emergency Service, defines its functions, and grants power to the Commissioner and other members to do various things.
<u>Code of Conduct and Ethics</u>	Sets out the principles Members are required to uphold, and prescribes specific conduct in areas central to the exercise of NSW SES's functions.
<u>Volunteer Membership Policy</u>	Sets out the policy and principles under which the NSW SES will recruit, retain and manage the membership status of NSW SES volunteers during their tenure with the Service.
<u>Internal Grievances Policy</u>	Sets out the policy and principles to handling internal grievances and is part of a suite of policies that make up the NSW SES Complaints Management Framework.
<u>Work Health and Safety Policy</u>	Sets out the principles.
<u>Privacy and Personal Information Protection Act 1998 (NSW)</u> and <u>Health Records and Information Privacy Act 2002 (NSW)</u>	The NSW SES has obligations under these Acts to protect the privacy rights of Members.

6 Support and advice

Members can receive advice and support about anything in this policy from:

- your Manager or Regional Controller
- by calling the Critical Incident and Counselling Support – Chaplaincy Program 1800 626 800
- by visiting the [Critical Incident and Counselling Services – Chaplaincy Program EOS Page](#)
- Employee Assistance Program (EAP): provides a confidential and professional counselling service for all employees and members of their immediate family. Tel: 0407 111 003

For advice and support external to the NSW State Emergency Service please see contacts below:

- Lifeline 13 11 14 or www.lifeline.org.au
- Salvo Care Line 1300 36 36 22 or www.salvos.org.au
- Beyondblue 1300 224 636 or www.beyondblue.org.au

7 Definitions

In this policy, the term:

- **Must/required/shall** – indicates a mandatory action required that must be complied with.
- **Should** – indicates a recommended action that should be followed unless there are sound reasons for taking an alternative course of action.
- **May** – indicates there are other acceptable options of similar or equal application.

Term	Definition
Chaplaincy	Are trained, experienced and accredited Ministers that provide for the spiritual health, wellbeing, pastoral care and ceremonial needs of the members;
Pastoral Care	Is a person-centered, holistic approach to care that complements the care offered by other helping disciplines (e.g. mental health professionals) while paying particular attention to spiritual care;
Policy	A document that sets out the way particular issues are to be addressed or particular decisions are to be made. Policies also set out the principles or values that govern how the NSW SES is to function. Compliance is mandatory.
Procedure	A document that describes step by step instructions to assist members to implement a policy.
Spiritual	The aspect of humanity that refers to the way individuals seek and express meaning and purpose and the way they experience their connectedness to the moment, to self, to others, to nature and the significant or sacred;
Wellbeing	Is the physical and mental wellness, emotional resilience, welfare support, institutional support and family support.

Document control sheet

Title	Chaplaincy Policy
Current Version #	4.0
Document Approval Status	Final
Directorate	People and Culture
Branch/Region/Unit/	Chaplaincy Program
Policy Owner	Senior Chaplain
Policy Sponsor	Director People and Culture
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Rescinds	Chaplaincy Policy 2012
Key Words	Chaplaincy

Version History

Version #	Creation date	Author	Summary of changes
3.1	09/02/2018	Steve Hall	
3.2	09/02/2018	Melanie York	Removed duplications updated flow of document
3.3	22/02/2018	Clarinda Sheeley	Updated with the correct reference to privacy.

Approval

Name	Title	Date	Version signed off
Steve Hall	Policy Owner	14/02/2018	4.0
Kathleen Iacurto	Policy Sponsor	15/02/2018	4.0
Mark Smethurst	Commissioner	22/02/2018	4.0