

2.8 CLERGY ASSISTANCE PROGRAM

1. Diocesan Council, at its meeting held on 30 April 2015 resolved to establish a Clergy Assistance Program (CAP) for all active licensed clergy and their family members residing in a rectory or receiving housing assistance to commence immediately.

The Diocese has engaged AusPsych to provide a pilot program to run for 12 months commencing on 1 May 2015.

This program is in addition to and does not replace the Professional Supervision Program which focuses on self development.

2. The Company

AusPsych has developed a range of Employee Assistance Programs (EAP) designed to offer independent and confidential counselling to individuals for personal and work related issues. Currently it provides EAPs to over 300 government and non-government organisations throughout Australia. It has gained extensive experience and the knowledge to provide large scale EAPs over a geographically diverse area with employees who have a wide range of responsibilities and workplace challenges.

3. Services Provided

AusPsych offers a range of services under the CAP program designed to offer independent and confidential counselling to clergy and their families for personal and ministry related issues. In developing our CAP, AusPsych has taken into consideration the varied culture of our ministries.

The Diocese believes that a truly effective CAP should provide services and programs which will support the Anglican Diocese of Newcastle (the Diocese) in building the resilience, strength and confidence of its clergy. The CAP will add a positive benefit to the Diocese in terms of productivity and morale.

Under this program the number of CAP sessions provided to each clergy will be three (3) sessions per person per problem, capped at six (6) sessions per calendar year within a 12 month period. For family members it is three (3) sessions for each individual within a 12 month period.

Issues which may be brought to AusPsych may include:

- maximising personal and/or ministry performance
- relationship and marital problems
- issues related to ministry outreach
- balancing family and ministry responsibilities
- concerns about family members
- alcohol and other drug related problems

- financial worries
- legal concerns
- changes in a parish, chaplaincy or in the home
- depression and anxiety
- stress management
- elderly care
- eating disorders
- gambling
- critical incident management services
- bullying
- harassment and/or diversity concerns

[**Note:** Clergy should be mindful of what issues can be referred to the CAP and what should be taken up during a professional supervision session.]

The CAP service can be provided either face-to-face, via the telephone, internet or email, depending on the needs of the individual. In general, face-to-face consultations are favoured. All the CAP sessions for clergy and their immediate family members will be delivered by fully qualified and experienced CAP counsellors. AusPsych has available both male and female counsellors and therefore, any preferences can be met.

All AusPsych counsellors are highly experienced in a range of counselling models and in particular short-term solution focused counselling. The counsellors aim to assess needs promptly and deliver effective outcomes within a short-term model. Where referral is determined to be appropriate, the counsellors are skilled in making suitable and successful referrals to specialist services and those services that can provide longer term care and support if required.

4. How to Access the Clergy Assistance Program

Access to CAP may be arranged by contacting AusPsych on **(02) 4926 1688** or emailing to **admin@auspsych.com.au**. All requests for CAP assistance are directed according to the needs of the individual to the appointments co-ordinator, one of the directors, or the rapid response counsellor or through to the Manager Hotline (also **4926 1688**). The caller must identify themselves as a clergy, or clergy family member, of the Diocese and their request for CAP assistance providing their name and contact details.

Appointments for all of AusPsych office locations across NSW and interstate can be booked directly through the appointments co-ordinator (on the same number). In crisis situations or when using the Manager Hotline, the individual will be connected to a counsellor within 24 hours. All who contact the CAP will be offered an appointment time within 1-2 business days, however if the caller is in crisis, telephone counselling is provided immediately with a face to face follow-up appointment within 24 hours.

Face-to-face counselling appointments are available Monday to Friday between the hours of 9.00 am to 5.00 pm at all locations. Telephone counselling appointments can be scheduled outside of normal business hours.

5. 24/7 On Call Service Availability

Calls made outside of business hours (8.30am – 5:30pm) and on weekends go directly to AusPsych 24-hour pager service and are answered by one of their counsellors. No emergency telephone calls will ever go unattended. The on duty counsellor will deal directly with an individual, liaise with the appointments co-ordinator in making appointments, and will contact one of the directors where necessary.

Following telephone support, individuals are encouraged to make a face-to-face appointment if necessary.

6. Critical Incident Management Services

AusPsych's critical incident team, which consists only of psychologists or clinical social workers, has a proven track record, formal training, a minimum of 5 years of trauma counselling experience, and a demonstrated ability to provide professional critical incident management services. AusPsych provides an effective approach to assisting the Diocese to better manage its exposure as a result of critical incidents. AusPsych's goal is to minimise the undesirable effects and impact of these incidents. Their work to facilitate a normalisation of reactions, encourage people to mobilise their own coping skills and to speed up the natural recovery process. The aim of its intervention is to minimise or prevent people from requiring time away with an emphasis placed on getting back to a 'normal' routine that enhances recovery.

AusPsych responds to the critical incident support request immediately, and commits to being onsite within a 3 hour period within the Newcastle region (or at a time requested) and within 24 hours elsewhere, ensuring that the intervention is tailored to align with already existing critical incident management programs, protocols and needs. AusPsych will work closely with Archdeacons and Area Deans should an incident take place.

Features of AusPsych critical incident management services include the following:

- on call service throughout Australia, 24 hours, 365 days of the year
- experienced and appropriately trained counsellors are available to provide on-site provision of critical incident management for all affected;
- formal procedures, both for the management of the incident and follow-up post incident
- provision of critical incident intervention activity statements at the completion of its involvement;

- critical incident management file details the tracking of the entire intervention following the incident (maintaining complete confidentiality at all times).
- critical incident manager hotline support, advice and consultation
- critical incident database.

7. Referrals

All counsellors have access to emergency mental health services where an individual is at risk and requires in-patient psychiatric support and which may require the involvement of other services.

A referral to a reputable long-term service would usually occur if more than three (3) sessions are required, or if highly specialised assistance is required. The costs (if any) of on-referrals would be borne by the clergy concerned, unless otherwise agreed. AusPsych has working relationships with a number of hospitals that provide in-patient treatments, health agencies and community resources. In the first instance, referrals are suggested to public sector services to minimise costs to clergy.

8. Confidentiality

Complete confidentiality is maintained by AusPsych who will not disclose to the Diocese or any third party the name of individuals using the CAP program, nor the content of any session.

A statistical report is provided annually to the Diocese detailing topics of sessions which will provide a clear insight into the uses of the CAP.

9. Cost to Clergy and their Families

The Diocese will fund sessions held with AusPsych up to the limit described in Section 3. As described in Section 7 above, payment for any referrals by AusPsych to other professional medical, or medical related services will be the responsibility of the clergy and family.

10. Location of AusPsych

The CAP will be provided by AusPsych throughout NSW with 24 hour, 7 days per week emergency telephone access. To assist in the provision of its services and allow convenience and easy accessibility for their clients, they offer consultations at the following locations:

Newcastle	Central Coast
Maitland	Port Stephens
Lake Macquarie	Central Coast
Singleton	Taree
Muswellbrook	Port Macquarie
Scone	Port Stephens