VISITING CHAPLAINS POLICY AND PROCEDURE

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1   PURPOSE

1.1   This policy and procedure outlines how visiting chaplains will be appointed, involved and conduct at CQUniversity.

2   SCOPE

2.1   This policy and procedure applies to visiting chaplains.

3   POLICY STATEMENT

3.1   The University aims to strengthen its engagement with communities by welcoming the participation and appointment of visiting chaplains to complement the University's chaplaincy service.

3.2   The University Multi-Faith Chaplaincy service provides pastoral care, spiritual formation and other faith services to students and employees. All appointed chaplains must be supportive and sensitive to diversity and respectful of cultural and faith differences that exist within the University communities. Appointed chaplains must be respectful and sensitive to religious diversity, including non-faith and spiritually related beliefs.

CQUniversity multi-cultural multi-faith community

3.3   CQUniversity is strategically committed to the local communities in which it operates. The increasing diversity and changing nature of these communities along with the ever changing political, social, legal and economic contexts, in which these communities operate, significantly contribute towards the shaping of the University and all of the individual CQUniversity communities.

3.4   In such a pluralistic, multi-cultural, multi-faith context, it is essential that visiting chaplains are able to offer a style of pastoral and spiritual care that demonstrates respect and sensitivity to people's different views and beliefs.

4   PROCEDURE

Appointment

4.1   Visiting chaplains must have the support of a recognised religious organisation operating in Australia. Any religious organisation wishing to establish a visiting chaplaincy arrangement with the University must apply in writing to the Manager, Counselling and Wellbeing or the relevant Associate Vice-President.

4.2   This application should include the following information:

- full name, title, role, qualifications and contact details of the most senior leader within the religious organisation within their relevant state

- full name, title, role, qualifications and contact details of religious organisation's local religious leader, and supervisor of the chosen representative

- full name, title, role, qualifications and contact details of the religious organisation's chosen representative

- the religious organisation's commitment to meet any costs associated with the arrangement

- the intended campus for the appointment of a visiting chaplain and the intended period of appointment. Appointments will be for a period of up to two years. However, appointments may be renewed following a review conducted by the Manager, Counselling and Wellbeing

- number of contact hours and preferred workdays the appointee is available

- outline of experience and competence of their chosen representative, and

- address the specified appointment criteria used by the University (section 4.3).

4.3   Criteria for the appointment of visiting chaplains:

- recognised professional standing within the religious organisation

- experience within a tertiary environment and/or an understanding of Universities and their communities and the pluralist nature of university culture

- commitment to working as part of a multi-faith chaplaincy service

- demonstrated level of interpersonal effectiveness and sensitivity to the different views and beliefs held by people within a diverse community and an understanding of relevant State anti-discrimination legislation

- general counselling skills with an ability to deal with people in all situations including those people experiencing grief and trauma and ethical and moral dilemmas

- willingness to abide by the operational and conduct standards established for visiting chaplains by the University

- Queensland Blue Card Clearance – Working with Children Check.

4.4   Upon receipt of the application the Manager, Counselling and Wellbeing will convene an Appointment Committee to give consideration to the application on a merit basis against the above criteria.

4.5   This Committee will consist of:

- Deputy Vice-President (Students)
- relevant Associate Vice-President
- Manager, Counselling and Wellbeing
- Church/Faith representative
- Student Representative Council representative or local Campus Life Committee representative.

4.6   As part of the appointment process, the above committee will meet with the religious/faith organisation representative to discuss their suitability to be appointed as a visiting chaplain.

4.7   Should the University be satisfied that the applicant meets the criteria for appointment the University, the Manager, Counselling and Wellbeing will make an offer of appointment.

4.8   Appointments will be made for the period specified in the application. The terms of appointment will include:

- the University designated supervisor and their contact details
- the intended number of contact hours, and
- details about the role and conduct of appointed chaplains and collaboration within the Counselling and Wellbeing team.

4.9   Prior to the finalisation of the appointment, the visiting chaplain appointee must agree in writing to the specified conditions of appointment.

4.10   The agreement between the University and the visiting chaplain appointee will form the basis of the agreement between the University and the religious/faith organisation.

4.11   All appointed visiting chaplains will be required to undertake the standard University induction process and participate in an orientation program to the University Chaplaincy Service. The orientation process will be delivered by the Manager, Counselling and Wellbeing (or member of the Counselling and Wellbeing team) in consultation with the relevant Associate Vice-President.

4.12   The University respects the right of the religious organisation to assign and reassign their representative at will. However, should a religious organisation wish to remove an appointed chaplain and reassign another visiting chaplain, the religious organisation, through the religious leader, should advise the University in writing of its intent and submit an application for appointment following the procedures outlined above.

Role and conduct

4.13   Although a visiting chaplain is not an employee of the University, the University requires visiting chaplains to operate within the parameters of the role of a visiting chaplain in the Counselling team, and demonstrate an acceptable level of conduct at all times. This includes:

- respecting the diverse needs and views of University communities, showing respect and sensitivity to those needs, and demonstrating tact at all times
- not proselytising and providing faith centred services that are primarily aimed at converting people to a specific faith
- providing faith centred services to students, employees and/or groups, who request such services, as discussed and agreed with the Manager, Counselling and Wellbeing (or member of the Counselling and Wellbeing team) and relevant Associate Vice-President. The University will provide access to information about these services to those who seek this information.
- when invited, addressing students and employees at meetings, ceremonies and other events. It is expected that in such a capacity a visiting chaplain will operate on a spiritual and multi-faith basis, and
- observing the conduct requirements as outlined within the University's Code of Conduct.

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Chaplaincy services

4.14 A visiting chaplain will have an agreed number of contact hours and should negotiate visitation times with the relevant Associate Vice-President and/or Manager, Counselling and Wellbeing (or member of the Counselling and Wellbeing team).

4.15 Chaplaincy services may include but are not limited to:

- social contact and meeting for meal breaks and other such informal occasions with employees and students

- visiting departments to meet with employees. Unless otherwise agreed, visiting chaplains will seek the approval of the Department Head prior to visiting a department. Meetings with employees will not interfere with the performance of duties of employees and will, unless otherwise agreed to by the Department Head, be held in non-work time

- visiting residential colleges to meet and network with student groups and bodies. Meetings with students will not interfere with student related operations (i.e. teaching and research activities)

- facilitating the settling in of overseas students into Australian lifestyle and culture

- seek involvement in official University functions as appropriate and with the approval of the relevant Associate Vice-President

- provision of opportunities for worship

- facilitating interfaith activities both on-campus and in the wider community

- offering formal and informal opportunities for spiritual/personal education and development

- visiting the sick if requested, and/or

- co-ordinating and leading memorial services.

Working with the university

4.16 Visiting chaplains will operate as part of a multi-faith chaplaincy service which is centrally coordinated by the Counselling and Wellbeing team. Visiting chaplains will work collaboratively and cooperatively with the Manager, Counselling and Wellbeing and be available for consultation with employees across campuses as required.

Use of university facilities

4.17 Subject to availability and approval from the Manager, Counselling and Wellbeing and the relevant Associate Vice-President, the University will endeavour to make suitable facilities available for conducting faith and spiritual related services and activities.

Reporting and keeping of statistical records

4.18 While respecting the privacy of individuals, visiting chaplains will retain a record about the type of services provided whilst on campus, to be reported to the Manager, Counselling and Wellbeing on a quarterly basis.

4.19 Visiting chaplain must respect individual confidentiality at all times, subject to all legal requirements, and ensure no personal details are recorded.

Termination of agreement

4.20 If the Manager, Counselling and Wellbeing, in conjunction with the Deputy Vice-President (Students), form a view that an appointed visiting chaplain has failed to observe the role and conduct of the visiting chaplain requirements, the Manager, Counselling and Wellbeing will initially discuss these concerns with the relevant Associate Vice-President before meeting with the visiting chaplain.

4.21 If resolution does not occur, the University will formally write to the relevant religious organisation requesting a written response as to why the agreement should not be terminated. Following consideration of this response the University will terminate the agreement with the religious organisation, continue with the agreement or review the terms of the agreement.

5 RESPONSIBILITIES

Compliance, monitoring and review

5.1 The Manager, Counselling and Wellbeing, in conjunction with the relevant Associate-President, is responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.

Reporting

5.2 No additional reporting is required.

Records management

5.3 Employees must manage records in accordance with the Records Management Policy and Procedure. This includes retaining these records in a recognised University recordkeeping information system.

5.4 University records must be retained for the minimum periods specified in the University Sector Retention and Disposal Schedule on the Queensland State Archives website. Before disposing of any records, approval must be sought through the Records Management Office (email records@cqu.edu.au).

6 DEFINITIONS

6.1 Terms not defined in this document may be in the University glossary.

Terms and definitions

Chaplain: an appropriately pastorally trained member of a recognised religious/faith organisation who has been authorised to officiate on behalf of that religious organisation.

Chaplaincy service: a pastoral/spiritual service officially sponsored by the University.

Religious leader: The publicly accepted leader of a religious organisation.

Visiting chaplain: a chaplain authorised by the University to officiate on behalf of their religious organisation within the University.

7 RELATED LEGISLATION AND DOCUMENTS

Code of Conduct

8 FEEDBACK

8.1 Feedback about this document can be emailed to policy@cqu.edu.au.

9   APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee	Vice-Chancellor's Advisory Committee
Administrator	Deputy Vice-President (Students)
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Notes	This document was formerly known as the Appointment and Conduct of Visiting Chaplains Procedure (06/05/2020). This document consolidated and replaced the Appointment and Conduct of Visiting Chaplains Procedure and related Principles (04/03/2014).