

SCHEDULE 2 -CHAPLAINCY SERVICES: OPERATIONAL GUIDELINES

1. Background

- 1.1 Chaplaincy Services have been offered in Queensland State Schools since 1990. Originally provided by a volunteer, Chaplaincy Services today can be provided by a volunteer or a paid chaplain. Funds are provided through fundraising, sponsorship, donations and/or funding through the *State Government Chaplaincy/Pastoral Care Funding Program* and/or the *National School Chaplaincy Program*.
- 1.2 A Chaplaincy Services program is an optional service introduced into a State School to provide support which may have a religious and/or spiritual component to students, staff and parents. Chaplaincy Services provide an additional adult role model in Schools.

2. Purpose

- 2.1 The purpose of these *Chaplaincy Services: Operational Guidelines* is to provide Accredited Employing Authorities (AEA), chaplains and Schools with clear direction regarding operational matters likely to affect the successful implementation of Chaplaincy Services in schools across the state.

3. Scope

- 3.1 These Guidelines apply to AEAs, chaplains, Local Chaplaincy Committees and Department staff.

4. Definitions

“**Act**” means the *Commission for Children and Young People and Child Guardian Act 2000*

“**Accredited Employing Authority**” or “**AEA**” is the contractor under this agreement.

“**Blue Card**” or “**blue card**” means a current blue card issued by the Commission for Children and Young People and Child Guardian which indicates that a person is eligible to work with children and young people in Queensland, pursuant to the *Act*.

“**Chaplain**” or “**chaplain**” is a person who is recognised:

- by the local School, its community and the Accredited Employing Authority as having the skills and experience to deliver School Chaplaincy Services to the School and its community; and
- through formal ordination, commissioning, recognised qualifications or endorsement by a recognised or accepted religious institution or a State/Territory government approved chaplaincy service.

“**Chaplaincy Policy**” means the Department’s policy, *SCM-PR-012: Chaplaincy Services in State Schools*, and includes any amendments, variations or policies

replacing it.

“Chaplaincy Services” are services which provide support to students attending Queensland state schools which may have a religious and/or spiritual component, regardless of religious or non-religious beliefs through the delivery of inclusive religiously and culturally respectful activities and programs.

“Department” means the State of Queensland acting through the Department of Education and Training, and unless inconsistent with the subject matter, includes all persons authorised for the time being by the Department.

“Local Chaplaincy Committee” or **“LCC”** means an advisory body, established as an advisory body to the Principal of a School, to assist the Principal with:

- monitoring provision of program of Chaplaincy Services;
- provision of guidance and support to chaplain

Provisions for the composition of the LCC and the frequency of meetings and agenda issues are as contained in clause 12 of these Guidelines.

“Personal Information” means information or an opinion (including information or an opinion forming part of a database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained, from the information or opinion;

“Personnel” means the personnel engaged by the Contractor to perform all or part of its obligations under this Agreement, including chaplains, other employees, officers, agents and volunteers;

“Records” means all material including but not limited to books, documents, information, computer software, equipment, and data stored by any means disclosed, or made available, by the Department to the Contractor in connection with the performance of the Agreement.

“School” means the School(s) included in the Deliverable report being a Queensland State school or schools at which the chaplain is placed to perform the Contracted Services. It is recognised that school approved activities may not always be held on State school premises.

The Service

5. Governance

- 5.1 The AEA is responsible for the financial management of the chaplaincy services
- 5.2 AEA is responsible for recruitment and selection, in conjunction with the LCC, and the pre-employment screening requirements in accordance with the Act.
- 5.3 Chaplains will have a current ‘Working with Children Check’ Suitability Card (Blue Card) prior to working in a School and the School Principal may request to sight this.
- 5.4 Chaplains are subject to the reasonable directions of the School Principal.

5.5 Chaplains are employees of the AEA and operate in schools as contractors under this contract for services.

6. Role of a chaplain

6.1 The role of a chaplain is to provide support to students, parents and staff that may include religious and/or spiritual support.

6.2 Whilst personally modelling and owning their own faith positions or belief, chaplains must avoid any implications that any one religion, denomination or other set of beliefs is advantageous or superior to any other denomination, religion or belief.

7. Target Group

7.1 Chaplains work in a number of contexts across primary, secondary and special Schools.

7.2 The primary target group is students although chaplains may also work with a student's family.

7.3 Chaplains may also provide support to teachers and other Department staff.

8. Responsibilities of the School Principal and chaplain

8.1 The School Principal and chaplain are responsible for:

- (a) Ensuring that regular communication occurs between the Principal and the chaplain, as relevant, for the effective management of the Chaplaincy Services.
- (b) Establishing and maintaining local communication and management mechanisms and making these known to the Local Chaplaincy Committee.
- (c) Communicating to members of the School community information about the objectives, role, responsibilities, accountabilities, and operation of the Chaplaincy Services.
- (d) Ensuring that the chaplain is aware of relevant legislation, standards, regulations, policies and guidelines of the Department. (in this regard, the chaplain must obtain all necessary information from the AEA).
- (e) Advising each other of variations in routine such as:
 - ⇒ Timely information to the chaplain about School operations that may affect or inform the Chaplaincy Services (eg. school notices, upcoming events);
 - ⇒ When the chaplain will be on leave or attending appointments or activities outside the School during School hours (on that School's allocated day/s)

- (f) Negotiating a student referral and appointment process that meets the needs of the students in the School community and aligns with legislative and policy requirements
- (g) Informing School personnel, students and local School community of the student referral and appointment process.

9. Responsibilities of the School Principal

9.1 The School Principal is responsible for:

- (a) Promoting a safe working environment for all staff at the School including the chaplain whilst on school grounds
- (b) Supporting the integration of the chaplain into the School community
- (c) Supporting the chaplain as an integral member of the School support team and facilitating opportunities for collaboration across the school
- (d) Providing the chaplain with the facilities and resources described in clause 14 of these Guidelines.
- (e) Supporting the chaplain to attend School based staff educational activities relevant to their role
- (f) Informing Departmental staff of their confidentiality and privacy obligations pertaining to the student in relation to the appointment process with the chaplain and regularly monitoring such processes.

10. Responsibilities of the Chaplain

10.1 The chaplain is responsible for:

- (a) Abiding by relevant AEA policy
- (b) Adhering to Department's policies and protocols where relevant, including *SCM-PR-012: Chaplaincy Services in Queensland State Schools*.
- (c) Consulting with the School Principal if they are unsure of the relevance of specific Department policy or protocols to them as AEA employees, or to discuss other concerns.
- (d) Observing the communication protocols established within the School
- (e) Ensuring that the current name and contact phone number of the AEA nominated delegate is held by the School
- (f) Providing a timetable with contact phone numbers to each School where a service is provided in two or more Schools
- (g) Establishing formal and informal communication processes with key School personnel (such as year level coordinators, guidance officers,

resource teachers, other support staff, and other non Department personnel such as School Based Police Officers, Youth Support Coordinators, School Based Youth Health Nurses and Community Education Counsellors) to ensure a coordinated approach to the provision of student support services

- (h) Using established, or initiating and developing communication process to gain and disseminate information for the following groups:
 - ⇒ Principal and administration
 - ⇒ School personnel
 - ⇒ Students and
 - ⇒ Wider school community.
- (i) Being aware of the nature of the School's curriculum, plans, organisational structure and personnel.

10.2 The chaplain is not required to wear a uniform, however a standard of dress appropriate within a school environment will be required (as per DET Code of Conduct).

10.3 The chaplain is expected to take recreational leave during School holidays. Taking recreation leave during the School term should only occur in exceptional circumstances as approved by the Principal and AEA.

10.4 The chaplain will collect data on Chaplaincy Services activities and participate in other monitoring and evaluation strategies as determined by AEA.

11. Local Chaplaincy Committees (LCC)

11.1 Membership of the Local Chaplaincy Committee will consist of but not be limited to the:

- (a) chaplain
- (b) AEA nominated delegate
- (c) School Principal or where appropriate an authorised delegate
- (d) religious leaders representative of the school community (or delegates as nominated in writing by the religious leaders)
- (e) parent representative from School community nominated by the P&C Association
- (f) student representative/s of School if considered appropriate by the School Principal

11.2 LCC meetings are a mandatory requirement of the Chaplaincy Services and will be held at least once a term.

11.3 LCC meetings will provide the opportunity for formal communication, collaborative planning and monitoring, and identification and resolution of issues.

11.4 The purpose of LCC meetings includes but is not limited to:

- (a) operational management and coordination of the Chaplaincy Service at the School level
- (b) reporting on the progress and outcomes
- (c) monitoring and reviewing the Chaplain's work plan
- (d) identification and management of issues and requirements for Chaplaincy Services
- (e) fundraising opportunities
- (f) forward planning.

12. Collaborative Problem Solving at the School and District Level

12.1 Good communication, together with a shared understanding of the Chaplaincy Services and School policies and processes will enable issues to be raised and addressed before they become problematic. Wherever possible, issues, problems or conflicts will be addressed at the School level and will be treated in a confidential and professional manner.

12.2 The processes for resolution of a problem in a timely and collaborative manner include:

- (a) The School Principal, the chaplain and the AEA nominated delegate informally discussing the identified problem as soon as possible to promote mutual understanding and clarification of the issues and attempting to resolve the problems at the local School level in the first instance.
- (b) The chaplain raising any concerns regarding a member of School staff or other School based matters with the relevant School Principal, and/or the AEA nominated delegate who will approach the School Principal to discuss the matter. If the concern relates to the School Principal the chaplain/AEA nominated delegate will raise the matter with the Principal's supervisor.
- (c) Utilising the LCC as an avenue for the identification of issues.
- (d) The AEA nominated delegate or the school principal referring the matter to the Regional Director if there is no agreed resolution to the problem at the local level, with communication of the outcome to all parties.

13. Induction and Orientation

13.1 The chaplain will undergo an induction program provided by AEA. Where possible this will occur before placement in a School. The planning, delivery and

associated costs of the induction program are the responsibility of AEA.

- 13.2 The AEA will ensure that all key personnel understand the nature of their role in the school setting and the appropriate boundaries of professional conduct and personal interaction with students, which includes guidance on the acceptable use of personal technology devices and online social networking sites in their interaction with students. The Department's Code of Conduct applies in this regard, as the Contractor has agreed that the Chaplain is bound by the Code of Conduct.
- 13.3 The Department will assist in the development and delivery of induction programs, in relation to specific Department information, and orientation at the individual School level. This will include completion of the School-based Student Protection training.
- 13.4 The School Principal will ensure that the chaplain is oriented to the School by:
 - (a) Nominating a key School contact person to assist in the orientation of the chaplain and provide ongoing support as required.
 - (b) Using the established School orientation/induction process (where possible).
 - (c) Covering, at least the following aspects:
 - ⇒ Communication with staff, students and School community
 - ⇒ Management processes
 - ⇒ Reporting structures
 - ⇒ School policies and procedures (including critical incident procedures)
 - ⇒ Operational processes
 - ⇒ Student management
 - ⇒ School environment and amenities
 - ⇒ Relevant Department policy and structures
 - ⇒ School procedures for a student accessing School support staff in class time (including student appointment processes).

14. Professional Development and Professional Supervision

- 14.1 The chaplain is encouraged to participate in professional development and professional supervision to ensure quality and integrity of the service.
- 14.2 AEA has responsibility for the ongoing professional development, training and professional supervision of the chaplain in areas pertinent to the role.

- 14.3 Where the professional development or training request has arisen from a School identified need, attendance and funding (if required) will be negotiated between the School Principal and the chaplain/AEA nominated delegate.
- 14.4 While every attempt will be made to conduct professional development and training, and professional supervision activities outside student contact hours or in school holidays, there may be circumstances where this is not possible and the chaplain may be absent from the School for this purpose.
- 14.5 In particular, during their first year in the service, the chaplain will be given additional opportunities (as required) to access self-directed or organised training programs in order to augment and build the services' capacity.
- 14.6 A chaplain must have or be currently completing a minimum qualification of a Certificate IV in a youth ministry discipline or a Diploma of Youth Work or other qualification as agreed between the Department and the AEA.

15. Facilities and Resources

- 15.1 The School Principal is responsible for providing the chaplain with appropriate facilities and relevant resources within the School.
- 15.2 Minimal facilities requirements when possible include:
 - (a) A private room which enables confidential consultations to be held out of the sight and hearing of other persons available for the chaplain to use on the days the service is provided
 - (b) That the room is able to be secured, and of sufficient standard to meet Workplace Health and Safety requirements with a desk, telephone, lockable filing cabinet and other storage facilities
 - (c) Access (not dedicated) to a photocopier, fax and computer with ready access to email facilities and relevant school based information technology systems.
- 15.3 Where minimum facilities requirements are not provided:
 - (a) This issue will be negotiated in the first instance at the LCC meeting. Should this issue be unable to be resolved at the local level, it will be referred to the principal, who may perform an audit, and who will attempt to reach a resolution in conjunction with the chaplain/AEA nominated delegate.
- 15.4 In relation to School resources:
 - (a) The School will provide the materials for the preparation and delivery of learning activities and the resources required for agreed School programs
 - (b) The chaplain will give sufficient notification to the School prior to the date resources are required
 - (c) The chaplain will be made aware of the relevant School processes to

purchase resources required for School programs.

- 15.5 All resources purchased by the School remain the property of the School.
- 15.6 All resources purchased by AEA remain the property of AEA.
- 15.7 Any gifts received by the chaplain during employment must be declared to the AEA.

16. Research

- 16.1 Formal research in Schools must be approved under the Department's *Guidelines for Conducting Research in Education Queensland School Sites and Other Education-Related Units*.
- 16.2 Any requests for chaplain participation in Department approved research will be discussed with and approved by the AEA.
- 16.3 Research relating to the Chaplaincy Service itself must be referred to the Student Services Branch of the Department and any research request should be forwarded through the AEA nominated delegate to Student Services Branch and Policy, Planning and Performance Branch. Depending on the nature of the research there may also be additional requirements for approval by other bodies (eg ethics committee).

17. Media Liaison and Marketing

- 17.1 Any public media attention relating specifically to the chaplain or the chaplaincy service within a School will be subject to the approval of the principal of the School and the AEA nominated delegate prior to engaging with the media and prior to publication or broadcast.
- 17.2 It is agreed that no restrictions or obligations are placed on the Department in respect of any publicity for, or marketing of, an AEA and/or Chaplaincy Services and/or an individual chaplain.
- 17.3 The content of any media releases published by the Department will be at the sole discretion of the Department.
- 17.4 The content of material for any marketing by the Department in respect of the Chaplaincy Services or the Chaplaincy Policy will be at the sole discretion of the Department.
- 17.5 The Department is not obliged to provide any oral or written testimonials for any Chaplain.
- 17.6 Any promotional programs or activities proposed to be conducted by the AEA regarding Chaplaincy Services in schools (e.g. "Chappy Week" programs) must be approved by the Department prior to their commencement.

18. Confidentiality

- 18.1 All records (both electronic and hard copy) created by a chaplain in the course of their duties while placed in a school, become the property of the department and,

being records of the State, must be stored and maintained by the chaplain in accordance with the relevant provisions of relevant Queensland legislation, being the *Public Records Act (2002)*, the *Information Privacy Act (2009)* and s.426 of the *Education (General Provisions) Act 2006*.

- 18.2 The chaplain must comply with Section 426 of the *Education (General Provisions) Act 2006 (EGPA)* (“the confidentiality provision”), which requires that employees of State schools must not record, use or disclose a student’s personal information unless one of the exemptions in the section applies. “Employee” is defined to include a person engaged under a contract for services.
- 18.3 The chaplain must ensure that all necessary consent forms, as required by the departmental policy: *SCM-PR-012: Chaplaincy Services in Queensland State Schools*, are signed and securely stored to ensure compliance with Section 426 of the EGPA.

19. Access and Referral

- 19.1 Access to the chaplain should be facilitated by the School in a timely manner that is also mindful of school routine. Access may need to occur during lesson time, or within the broader School day (before or after School or in School breaks).
- 19.2 A young person may be involved in a one-on-one session with the chaplain. All other contact after this initial meeting can only occur once written permission (Using the form Chap-3: Parental consent for ongoing one-on-one meetings with the school chaplain) has been provided by the young person’s parent, or the student themselves if they are deemed competent to give informed consent. The Principal will need to assess if the young person has a sufficient level of maturity and understanding with regard to the issues to determine whether the young person comprehends and can consent to the delivery of one-on-one Chaplaincy Services.
- 19.3 A School has a duty of care to ensure a safe and productive learning environment. The School Principal is responsible for the student within the School setting and therefore must approve matters relevant to variations in School attendance and routine.
- 19.4 Chaplain appointments where the protocols of the School regarding student attendance are followed (i.e. completion of appointment slip signed by classroom teacher), are considered to be a normal part of School attendance and routine and therefore do not require the notification of the School Principal.

20. Referral to the Chaplain by Others

- 20.1 School staff or parents who identify a need for the student to access the chaplain will discuss this with the student concerned and support the student in making an appointment
- 20.2 The chaplain should use discretion and be mindful of privacy when following up with a student to invite them to a consultation (for example not calling a student out of class for a consultation where the student may not be aware of the third party referral).
- 20.3 The student's independent decision to act upon the referral should be confirmed by the chaplain at the initial consultation.
- 20.4 If the student does not consent, the chaplain will discontinue the consultation.
- 20.5 No feedback will be provided to the referring agent regarding the student consultation without the consent of a parent, or the student if capable of giving informed consent.
- 20.6 Where a referral has not progressed and the student has not been seen by the chaplain, the referring agent may be notified that the student has elected not to have an individual consultation with the chaplain. This allows for other options of supporting the student to be explored by the referring agent.
- 20.7 Students should not be referred to the chaplain as part of an investigatory or disciplinary process (however, a student may choose to self-refer). A chaplain may be asked to support students who are undergoing this process.

21. Student Access Within the School Routine

- 21.1 A School has a duty of care to ensure a safe and productive learning environment and therefore needs to be aware of any student absences or variations to the regular class routine.
- 21.2 Students are required to follow the protocols of that School regarding absence from, or late arrival, to class (eg. a late slip, or appointment slip).
- 21.3 The reason for access and the outcome of any consultation will not be disclosed by the chaplain without the parent's consent, or student's consent if viewed as competent to consent. (For example, this information will not be provided on attendance/late slips completed by the chaplain).
- 21.4 During school hours students may access the chaplain outside of class lesson time without informing school staff.

22. External people coming into the school

- 22.1 The chaplain must gain approval in advance from the principal for any external people to come onto the School premises.
- 22.2 The chaplain may identify the need for an external service/agency or parent to visit the School in regard to a specific consultation, and in these circumstances must obtain the consent of the Principal should such involvement be required.

- 22.3 The involvement of an external service/agency in a consultation with a chaplain will necessarily involve the use and disclosure by the chaplain of the student's personal information to the external service/agency, as the fact of the student's availing themselves of the consulting services of a chaplain could be viewed as a student's 'personal information'.
- 22.4 s.426 of the *Education (General Provisions) Act 2006* requires the chaplain to ensure that a parent (or student if deemed competent by the Principal) gives written consent to the participation of an external service/agency, unless disclosure of the personal information is necessary to assist in averting a serious risk to the health, life or safety of the student or others, or disclosure is in the public interest, in which case consent of the chief executive or delegate is required prior to disclosure.
- 22.5 The required School procedures regarding visitors to the School will be followed when an external service / agency or a parent will be visiting the School.
- 22.6 If the representative, staff member or agent of the external service/agency requires a Blue Card before the person can visit the school to assist the student, the Blue Card must be obtained prior to the person attending at the School.

23. Referral to another Service or Agency

- 23.1 The chaplain's role is to provide information regarding the range of options available for further assistance. It is not the role of the chaplain to make a referral to another service or agency.
- 23.2 If a referral to another service or agency is considered appropriate by a chaplain, the chaplain must discuss the issues with the Principal and/or Guidance Officer and the Principal/Guidance Officer determines and implements the appropriate referral process in compliance with other departmental policies.

24. Transportation or Accompaniment of Students to another Service or Agency Off the School Campus

- 24.1 Generally, chaplains are not to transport students in a private vehicle.
- 24.2 However, should exceptional circumstances arise (e.g. medical emergency) in which the chaplain must transport or accompany a student in a private vehicle, the chaplain must, if time permits, seek agreement of the AEA nominated delegate and the School Principal to transport or accompany the student.
- 24.3 If it is necessary for a chaplain to travel in a private vehicle in such exceptional circumstances, it is recommended that the chaplain be accompanied by another adult when travelling with a student/s.

25. Off-site visits

- 25.1 The chaplaincy service is not a home visiting service and home visiting by a chaplain is not supported as a general practice for the service.

25.2 However, a chaplain may visit a student in hospital or at home. The chaplain must obtain permission to undertake an off-site visit from the School Principal and the Accredited Employing Authority if they are so employed.

26. Child protection

26.1 The chaplain is bound by the Department's *Student Protection Policy* at all times, including when providing services or participating in activities arising from or associated with their engagement with a school.

26.2 If a chaplain has reasonable suspicions of child abuse or neglect, they must report to the school principal immediately in accordance with the department's *Student Protection Policy*.

26.3 If a student makes a disclosure, the chaplain must inform the student that the school principal will be notified. Chaplains must document all notes and keep a copy for themselves and the school principal.

26.4 The *Child Protection Act 1999* enables sharing of relevant information between authorised officers of the Department of Communities (DoC), Queensland Police Service (QPS) and the Department of Education and Training in relation to children in need of protection.

26.5 Relevant information may be information about a child in need of protection, the child's family or someone else.

26.6 Chaplains are not authorised officers under the provisions of this Act, therefore they do not have the authority to share information on behalf of DET with these other entities and do not participate in case conferencing.

27. Investigations into Behaviour or Conduct

27.1 Any instance of suspected inappropriate behaviour or conduct by the Contractor or its staff, including behaviour considered in breach of either the *Department's Code of Conduct* or *Student Protection Policy*, must be reported by the principal in accordance with existing departmental protocols to the Department's Ethical Standards Unit.

27.2 If the Department has conducted enquiries or investigations relating to an alleged behavioural breach by the Contractor or the chaplain in connection with chaplaincy services provided to a State school, the Contractor may apply to the Department in writing for copies of the relevant investigation information for the Contractor's use in consideration of the Contractor's employment relationship with the relevant employee chaplain. The Department will provide the requested information, unless prevented by law.

27.3 Where the Contractor is conducting or has conducted enquiries or investigations relevant to an alleged behavioural breach by one of its employed chaplains in connection with chaplaincy services provided to a State school, the Contractor will make their investigative information available to the Department for its consideration with respect to the ongoing placement or re-engagement of the chaplain in a State school.