A. An Outline of the Role of Tertiary Chaplaincy Services

1. People in tertiary education and training institutions have needs that reflect personal, intellectual, social and spiritual dimensions of their lives.

2. Tertiary chaplaincy
   - has a specific pastoral and spiritual role
   - occurs in a diverse spiritual and religious context
   - serves the community of the tertiary education and training institution as a whole
   - is sensitive to the community in which the institution is located
   - works with and complements the range of activities offered by other agencies and support structures to the institution
   - seeks to integrate its activities with those of other agencies and support structures and to ensure completeness in the care offered within the tertiary community

3. A chaplain:
   - listens to and responds to people’s needs with care and understanding
   - respects those who hold different beliefs from their own and come from different faith and cultural traditions
   - seeks to be conversant with the needs and practices of various faiths and to develop supportive working relationships with people from other faith traditions
   - recognises and respects the confessional and ritual boundaries of all faith traditions.

4. Serving the university may include a chaplain’s participation in functions inside or outside their own faith community. A chaplain may:
   - facilitate activities that draw members of a tertiary community together around a common concern with agreement from and in collaboration with the university
   - collaborate with other individuals or agencies within the institution for the common good.
   - Consult and collaborate with other faith communities in circumstances requiring a specific response from that perspective.

5. Within the context of serving the wider institutional community, it is understood and expected that a chaplain will also have a primary role in ministering to members of their own faith community within the institution.

B. Draft Code of Practice

6. A chaplain will work with other chaplains and will be expected to:
   - honour and respect their own faith tradition
   - treat colleagues with respect, consideration, fairness and good faith
   - recognise the abilities, expertise and views of their colleagues in ministry and value the contributions they make
   - respect the professional confidences of colleagues
   - seek mediation when conflicts with colleagues occur
• work cooperatively with colleagues and student support services on the university campus to serve the best interests of people in need
• respect the time constraints of those who minister in a non-stipendiary capacity
• value and respect the chaplaincy team.

7. A chaplain would be expected to also work within the codes of practice set out by their own commissioning faith communities. Typically such codes of practice provide guidelines for behaviour such as
• that chaplains do not seek to meet their personal needs through the pastoral relationship;
• that chaplains encourage people to identify and use their power;
• that clear boundaries are recognised and observed (that is, the relationship and behaviour are appropriate to the pastoral relationship);
• respect, sensitivity and reverence for others;
• confidentiality
• non-abusive use of power;
• commitment to justice.

8. Where there is a theological or religion studies department and it is appropriate within the institution, a chaplain will:
• endeavour to work with students and staff in the department and support their work.
• encourage the department to engage with and serve the university community.

in a manner that takes into consideration the primary academic function of each institution.

9. Where a tertiary chaplain is also a staff member of a University College, Theological College or Tertiary Institution associated with the university, the chaplain will endeavour to provide an appropriate link between the tertiary institution and the academic resources of such related institutions.

10. The chaplaincy service aims to encourage the spiritual life of students and staff, and to strengthen the sense of community and enrich the quality of life within the institution.

11. The chaplaincy services include some of the following areas depending on the skills and time available, priorities and specific campus needs:
• to offer pastoral care to members of the tertiary community;
• to encourage faith and intellectual enquiry
• to organise worship and the administration of rites for the benefit of the faith community at the tertiary institution
• to care for those who present with problems and needs
• to nurture and encourage the faith communities at the tertiary institution, promoting cooperative interaction and spiritual development
• to participate in debate on contemporary issues, and to contribute to publications
• to promote the welfare of the tertiary community and to seek resources for the common good of the community
• to have a working knowledge of the tertiary institutions discrimination and harassment, OHW&S and grievance policies and procedures
• to promote understanding and reconciliation in situations of conflict in line with the above policies and procedures.
• to speak out on/against injustice and work with those who seek to bring about change for the common good
• to inform the faith community at large on matters related to the roles of tertiary institutions.
• to support and facilitate the use of appropriate community resource to enhance chaplaincy work where appropriate.

12. The primary role of a chaplain’s pastoral care is the enhancement of the life of individuals and of the community. It does not involve clinical counselling or the application of therapeutic intervention addressed to particular problems and a chaplain will be mindful of the need for appropriate referral.
A chaplain will work in conjunction with other helping services within the tertiary institution, to maximise the use of resources for problem solving and personal development.

13. A chaplain must be recognised by their own faith community as:
   - a member of good standing
   - having relevant experience and competence to fulfil the role of chaplain
   - having the ability to relate their faith to the special needs of the tertiary situation.

14. A chaplain is expected to be:
   - a tertiary graduate
   - capable of exercising initiative in establishing relations with members of the tertiary community
   - willing to serve with other tertiary chaplains as part of a chaplaincy team
   - a person with an ethical and integrated faith-based lifestyle
   - a member of the Tertiary Campus Ministry Association (TCMA)

C. Appointment of a Chaplain

15. A chaplain is nominated by their faith community and their appointment is acknowledged by that community in writing and recognised by the Vice Chancellor of the institution. The TCF will endeavour to support both community and institution in this.

16. Nominations will be considered for endorsement by the TCF after the nominating faith communities have:
   - confirmed in writing that the nominee would make a significant contribution among members of that faith within the tertiary institution and to the institution as a whole
   - provided written assurance of the faith’s selection process with respect to the protocols and understandings outlined in A above.

D. Responsibilities of Faith Communities

17. The nominating faith community is responsible for providing oversight, support and accountability in terms of performance standards within their codes of moral and ethical practice.

18. Industrial relations matters are the responsibility of the nominating faith community.

19. Professional indemnity for chaplains is the responsibility of the nominating faith community.

E. Support for and accountability of the chaplain

20. A chaplain must be supported by their nominating faith community, and accountable for their own words and actions. This will happen in a variety of contexts:
   - Through the chaplain’s own faith community
     This will be dependent upon the guidelines of the chaplain’s faith community and it is recommended that it regularly reviews the chaplain’s work.
   - Through relationships with other chaplains
     The chaplain should attend meetings with the other chaplains on their own campus as well as meetings and conferences offered by the Tertiary Campus Ministry Association (TCMA) and TCF
   - The Tertiary Chaplaincy Forum
     The chaplain and faith community should report annually to this body.
   - The university administration
     The chaplain should submit at least an annual report to the Vice Chancellor as well as take opportunities throughout the year to strengthen the relationship with the university administration.
F. Complaints Procedure

21. Complaints against a chaplain are able to be made to any of the
   ◦ Tertiary Chaplaincy Forum
   ◦ the nominating faith community and/or
   ◦ the University
in which they operate or any other legally competent bodies such as the police or discrimination commissioner/Equal Opportunities Commission

Each of these bodies may have its own complaints mechanism.

22. Complaints to the TCF
   ◦ In the event of a complaint against an endorsed chaplain with respect to the Tertiary Chaplaincy Guidelines and Code of Practice, the TCF will seek to clarify issues related to the complaint. In situations where an issue cannot be satisfactorily resolved, the TCF may withdraw its endorsement of the chaplain and notify the relevant religious body and the university.
   ◦ The complainant may need to be encouraged to consider or supported to lodge their complaint with the University and/or where available the appropriate authorities in a religious body as the ability of the TCF is limited to withdrawing its endorsement.