

Referral Protocols for Community Chaplains

By Cameron Butler

There will come times when we will need to personally provide individuals with referrals for issues such as gambling addictions, chemical addictions, anxiety disorders, intense relationship concerns, violence, abuse, PTSD, depression, financial distress and high perturbation suicide, as examples.

At other times we may also be able to assist our wider community with referral strategies.

In many cases, it is wise as chaplains to avoid personally providing these 'Professional' services. Rather, refer them to specialists and continue to journey with the individual or group as the specialist pastoral carer.

Know Your Limits

It is essential to remember that the urban chaplain...

- is a 'safe' person to sensitively and privately discuss personal issues
 - Chaplains provide their community a point (or place) for referral for people needing additional personal support
- is not a professional counsellor like a Psychologist or Family Therapist
- provides pastoral and spiritual care
- provides pastoral counsel
- has self-managed limits in their role

Professional Commitment

- At all times community chaplains are to be personally responsible and accountable for their practice and conduct as provided by our professional code of conduct. See <https://urbanrevs.com/code/>.
 - *1.01 (b) 17. Chaplains shall accurately represent their professional qualifications and affiliations.*
 - *1.01 (b) 23. Chaplains shall make referrals or obtain consultations when in the best interests of those served.*
- *Community Chaplains* are not counsellors, we provide pastoral care. However, some in our network have high levels of competency in counselling but should, in most cases, seek to refer the person to another Professional so the chaplain can travel the 'care' journey alongside the individual during Professional help
- Remember 'why' you are there – Wear 'one hat' and remember you're 'not a destiny person'

Referral Process for Community Chaplains

As volunteer pastoral carers we want to keep the referral process simple yet effective. Put simply the referral process goes like this...

- **Chaplain (provides pastoral care) → Your Church (or other party) provides a REFERRAL → Professional Support Occurs**

Urbanrevs 4-Step Referral Process

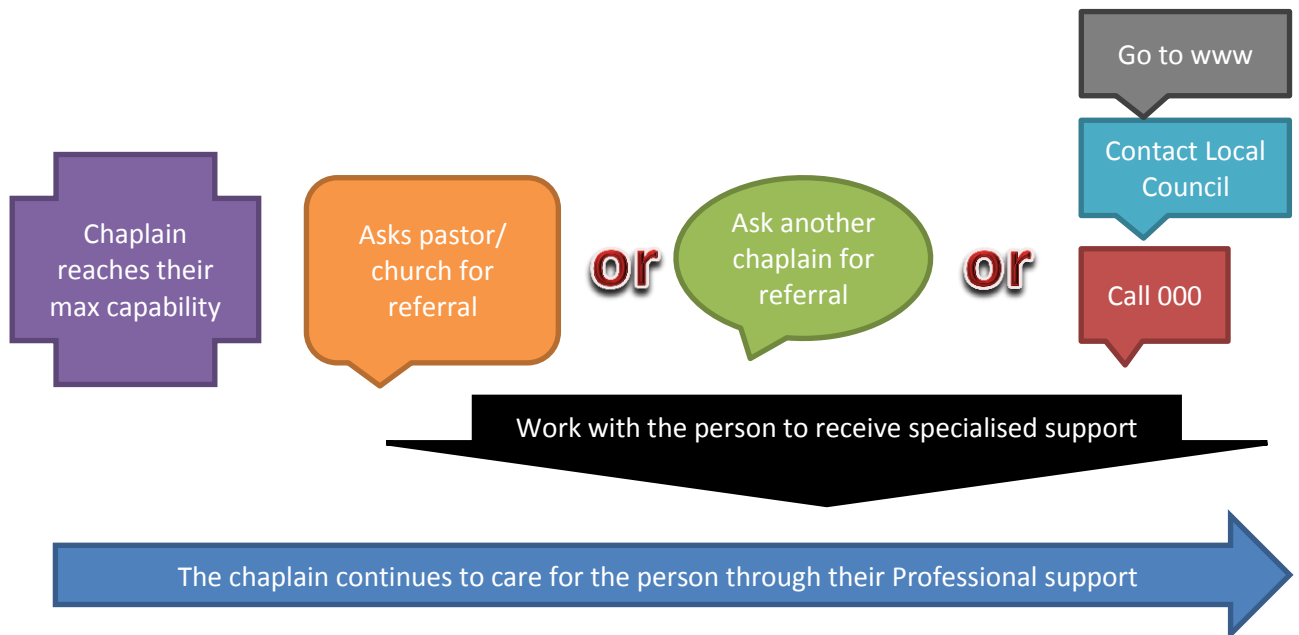
STEP 1. SERVE WITHIN YOUR CAPABILITY - Know and operate within your capability (don't overstate it)

STEP 2. FIND A REFERRAL - In most instances when you need assistance with 'who to refer the person to?' or, 'what should I do in this instance?', ask your Senior Pastor, as they are likely to have experienced or dealt with most issues, and can usually give a qualified referral, else,

- ✓ Call 000 for assistance with serious matters like high Suicide perturbation, violence, abuse, criminality
- ✓ Ask other chaplains if they have a referral
- ✓ Reference Urbanrevs referral webpage <https://urbanrevs.com/referral>
- ✓ Refer them to their local GP for mental health issues
- ✓ Contact their local council for assistance

STEP 3. PROVIDE A PLAN - Follow through with providing a practical strategy (getting help from the specialist)

STEP 4. TRAVEL WITH THEM - Travel with them through the process



Places to refer people

- Local church support, including Salvation Army
- Community support agencies like Mission Australia
- Housing organisations
- Tenancy and legal advisory services
- Refuges and crisis accommodation
- Financial and budgeting support services
- Community centres
- Government agencies/departments
- Medical and mental health support providers

- Gambling and substance abuse counselling
- Rehabilitation facilities

Remember in most emergencies you can call ‘000’

Referral Issues to Consider

- Notate by summary and date the case (for personal reflection and safety)
- Avoid undue, excessive, general advice giving, leave specialised assistance to the experts
- One of the most extensive referral studies done for chaplaincy
 - Recent Chaplaincy Referral Research (in US Health Care) shows people most often refer others to chaplains due to emotional (30.0%) than for spiritual issues (19.9%)¹
 - Chaplain referrals are more likely to be received from ground staff, the individuals themselves and families more than professionals (or in a club setting the club leadership, welfare personnel)²
 - The most common reasons for referrals include (see Table 4.), relationship support issues, anxiety, depression, sickness/injury, difficult decision making, and grief/loss³

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TABLE 4. Reasons for Referrals to Chaplains

Reason for Referral	Number	Percent
Relationship/Support Issues	914	16.6
Spiritual Distress	674	12.2
New Diagnosis/Prognosis	419	7.6
Anxiety/Agitation	593	10.8
Pain/Depression	594	10.8
Request for Religious Item/Ritual	424	7.7
Difficult Decision	204	3.7
Grief	134	2.4
Hostility	79	1.4
Patient Being Discharged	86	1.6
Non-Compliance with Treatment	58	1.1
Other	534	9.7
None	795	14.4
Total	5508	100.0

Lauren C. Vanderwerker, P. (2008). What Do Chaplains Really Do? III. Referrals in the New York Chaplaincy Study. *Journal of Health Care Chaplaincy*, Vol. 14(1), 73.

¹ (Lauren C. Vanderwerker, 2008, p. 58)

² (Lauren C. Vanderwerker, 2008, pp. 63-64)

³ (Lauren C. Vanderwerker, 2008, p. 66 (Table 4.))

Useful Referral Links

Please note that not all links and services listed below reflect the values and practises of Urbanrevs but do provide helpful assistance and information in their respected field. Please ensure you undertake your own research prior to a referral recommendation.

Police Services

Call 000 if it is urgent

- <http://www.afp.gov.au>
- <http://www.police.act.gov.au>
- <http://www.police.nsw.gov.au>
- <http://www.police.nt.gov.au>
- <http://www.police.qld.gov.au>
- <http://www.sapolice.sa.gov.au>
- <http://www.police.tas.gov.au>
- <http://www.police.vic.gov.au>
- <http://www.police.wa.gov.au>

Crimestoppers

Report a crime or get advice.

CALL 1800 333 000

Online & Call Services

AUS Kids Help Line

CALL 1800 551 800

<http://www.kidshelp.com.au>

AUS CareLine

A call line for people seeking support and/or prayer

CALL 1300-302-170

<https://carelineteam.org.au/>

AUS LifeLine

CALL 131 114

<http://www.lifeline.org.au>

AUS MensLine

MensLine Australia is a professional telephone and online support and information service for Australian men

CALL 1300 78 99 78

<http://mensline.org.au/>

Emergency Accommodation

NSW Crisis Network Sydney

Lists all major providers of emergency short term accommodation in Sydney

<http://www.melbourne.homeless.org.au/sydney.html>

VIC Melbourne Crisis Accommodation

Emergency or crisis accommodation information from government-funded agencies or charities to help people find somewhere to live immediately.

<http://www.melbourne.homeless.org.au/about-crisis-accommodation.html>

Children's and infant services:

AUS Infant Care

The organisation believes that support and reassurance in the first twenty-eight days after birth are vital for both mother and baby's physical health and wellbeing.

<http://www.infantcare.com.au>

AUS Raising Children Network

Australian parenting website: comprehensive, practical, expert child health and parenting information and activities covering children aged 0-8 years.

<http://www.raisingchildren.net.au>

Men's Groups

NSW Men in Action (MIA)

NSW based social friendship group focussed on supporting blokes.

<http://www.meninaction.com.au>

QLD Men's Stuff

Queensland based men's group that positively deals with men's issues.

<http://www.menstuff.org/issues/byissue/mensgroups.html>

Mental Health / Depression / Crisis / Counselling Services

AUS Salvos Counselling Services

Salvos Counselling provides professional Christian counsellors and psychologists available to help with Anxiety, Anger, Depression, Grief or loss, Trauma, Couples' Counselling helping people find freedom and hope to live life to the full.

<http://salvoscounselling.salvos.org.au/>

AUS Blue Pages

A directory of services for mental health crisis situations with links to each State.

http://www.bluepages.anu.edu.au/help_and_resources

AUS Black Dog Institute

To assist anyone seeking help or information about mental health and wellbeing

<https://www.blackdoginstitute.org.au/>

AUS Beyond Blue

Australian organisation provides information about depression to consumers, carers and health professionals.

<http://www.beyondblue.org.au>

AUS Pregnancy Counselling Australia

24 Hour Helpline [1300 RESPECT](tel:1300RESPECT)

For people who have concerns or queries associated with an unexpected or difficult pregnancy or experiencing grief or anxiety following termination of or other pregnancy loss.

<http://www.pregnancycounselling.com.au/>

AUS LifeCare

Fully accredited face to face counselling with a Christian backbone, for adolescents and couples, covering domestic violence, depression, divorce, and sexual abuse.

<http://www.bcs.org.au/LifeCare/Counselling.aspx>

AUS Christian Counsellors Association of Australia

CCAA is a highly respected association of counselling professionals whose work is informed by their personal faith and values in Jesus Christ.

<http://www.ccaa.net.au>

AUS Relationships Australia

Phone 1300-364-277

AUS Counselling Online

Providing online counselling, mental health support, learn about drugs like ICE, how to support someone in trouble – run by Turning Point in Victoria

<https://www.counsellingonline.org.au/>

NSW Emergency and after hours contacts

Links to dozens of emergency contact numbers for services all around Sydney.

<http://www.health.nsw.gov.au/pages/emergency.aspx>

VIC Mental Health Crisis Team

This service based in the western suburbs of Melbourne assists people who are in crisis with mental problems – including people who are close to suicide.

<http://www.melbourne.homeless.org.au/mental-health-crisis-team.html>

AUS Women's Domestic Violence Crisis Service

Free Call 24 Hours - 1800 015 188

VIC Domestic Violence Resource Centre

General and sexual assault counselling, referrals and medical services for young people.

<http://www.dvirc.org.au>

WA AnglicareWA Counselling Services

They provide counselling and support services for relationships, domestic violence, mental health, finance, housing, youth and community.

<https://www.anglicarewa.org.au/relationships/counselling/relationship-counselling.aspx>

Substance Abuse Services

AUS Alcoholics Anonymous

The 12 step program continues to be the most successful program for helping people get and stay substance free.

Phone helpline 1300 222 222

<http://www.aa.org.au/>

Narcotics Anonymous Australia

Narcotics Anonymous is a fellowship of men and women who meet regularly to help each other stay clean off drugs.

<http://na.org.au/>

Breaking Free

Evidence-based recovery programme for alcohol and drugs. Clever use of phone apps and online systems.

<https://v4.breakingfreeonline.com/>

NSW Teen Challenge

Christian organisation dedicated to substance abuse rehabilitation and training.

Freecall 1800 679 657

<http://one80tc.org/>

VIC Teen Challenge

Christian organisation dedicated to substance abuse rehabilitation and training. Phone (03) 5852 3777

<http://teenchallenge.com.au/>

VIC Remar Australia

Remar Australia is a Christian residential rehabilitation centre that provides long-term recovery opportunities to men suffering from drug and alcohol addictions.

<http://remaraustralia.org/>

VIC Delgarno Institute

Delgarno Institute's counselling directory for people facing and battling substance abuse.

<https://www.dalgarnoinstitute.org.au/index.php/resources/need-counselling>

AUS Salvos Addiction Services

<https://salvos.org.au/need-help/addiction-services/>

Financial & Gambling Support Services

AUS Mission Australia Service Directory

An outstanding service directory to refer people to MA's wide array of financial and family support services

<http://sd.missionaustralia.com.au/>

AUS Wesley Mission Gambling Counselling

Wesley Mission provides free gambling and financial counselling for individuals and families affected by problem gambling.

<https://www.wesleymission.org.au/home/our-services/wesley-counselling-services/wesley-gambling-counselling/what-we-offer/>

AUS Salvos Financial Counselling

The Salvation Army's Moneycare service provides free and confidential financial counselling.

<https://salvos.org.au/need-help/financial-assistance/financial-counselling/>

NSW Gambling Help

Free Call & Confidential 1800 858 858

A service to people struggling with gambling addiction with some excellent videos.

<https://gamblinghelp.nsw.gov.au>

AUS Gambling Help Online

An Australian Government online service for gamblers or people needing help.

<https://www.gamblinghelponline.org.au>

AUS Christians Against Poverty (CAP)

CAP is dedicated to assisting and providing hope to families battling debt and poverty.

<http://www.capaust.org/>

AUS Moneysmart Directory

A government website assisting people with credit and financial difficulties.

<https://www.moneysmart.gov.au/managing-your-money/managing-debts/financial-counselling>