



CATHOLIC HEALTH AUSTRALIA

Pastoral Care Assessment Tool
for the Catholic Health and
Aged Care Sector



CATHOLIC HEALTH
Australia

PASTORAL CARE ASSESSMENT TOOL

FOR THE CATHOLIC HEALTH AND AGED CARE SECTOR

In 2015 Catholic Health Australia (CHA) undertook an extensive survey about pastoral care service provision in the Catholic health and aged care sector. The report analysing the findings of the survey can be found at the CHA Website (www.cha.org.au). The survey report included a range of recommendations. These have been used to develop the following pastoral care assessment tool. Individuals, teams and organisations can use the tool as a way of recognising strengths and determining areas for improvement.

A suggested approach for using the pastoral care assessment tool is provided for consideration and adaptation. The template is intended to be a point of reference which can be adapted and/or integrated with an organisation's existing frameworks and reporting tools.

A point scoring system is offered as a way of measuring improvements over time.

A suggested process is as follows:

1. Individual pastoral practitioners and managers self-assess how they perceive their service is performing against each of the focus area issues.
2. Pastoral care teams together review the results of the individual assessments and develop a "team assessment."
3. The team assessment is presented to the executive for consideration, agreement of priorities and development of a plan of action.
4. The plan of action is reviewed and updated on a regular basis.
5. The pastoral care assessment tool is revisited to assess progress and determine new priorities and action plans.

Pastoral Care Assessment Tool for the Catholic Health and Aged Care Sector

Focus area	We could improve and develop in this area SCORE: 1 POINT	We have some scope for improvement SCORE: 2 POINTS	We are well developed in this area SCORE: 3 POINTS	N/A	Supporting evidence	Next steps
Recognition for Pastoral Care						
1. Our service ensures pastoral care is recognised as a key expression of Catholic identity and a service strength differentiating us from other providers.						
Pastoral care model meets local needs						
2. Our pastoral care team/s understand the demographic background of our patients/residents/clients and use this information to develop a model of care that best meets the pastoral and spiritual needs of the people in our care.						
Strengthening Pastoral Care Practice						
3. Our organisation understands its strengths and weaknesses in relation to pastoral care together with staff perceptions about pastoral care. Our organisation uses this information to continually improve pastoral care provision.						

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<p>4. Our organisation has measures in place to ensure pastoral care:</p> <ul style="list-style-type: none"> • is appropriately resourced; • has dedicated and reliable budget funding (and where appropriate factors in the future costs of replacing pastoral volunteers and a stipended workforce with paid pastoral practitioners); • has adequate office space and room for confidential meetings; • information is included in service brochures and publicity material; • information is included in all staff orientation and induction sessions; • information is reported on in key documents such as annual reports, commemorative booklets etc. 						
Maintaining Catholic identity						
<p>5. Our organisation supports effective pastoral care for people of all faith traditions (and none) while maintaining Catholic identity within our pastoral care ministry.</p>						
<p>6. Our paid pastoral practitioners (and where applicable, pastoral volunteers) are provided with theological formation opportunities to understand the foundation of the Catholic health and aged care ministry together with the foundational charism of our system.</p>						

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Scope of Practice						
<p>7. Our organisation supports paid pastoral practitioners to develop the resources, skills and training they need to:</p> <ul style="list-style-type: none"> • help people who are ill, bereaved, suffering grief and loss; • work with chaplains & leaders of various faith traditions; • journey with people with complex needs e.g. people with a diagnosis of dementia, past trauma and/or experiencing family conflict or breakdown. 						
<p>8. Our organisation supports paid pastoral practitioners to be involved in ethics committees and participate in ethics training.</p>						
Human Resource Issues						
<p>9. Paid pastoral practitioners in our organisation have:</p> <ul style="list-style-type: none"> • position descriptions; • suitable work space & office support; • financial & allocated working time for clinical supervision to align with Spiritual Care Australia guidelines; • the organisation's support to attend spiritual and theological formation and professional development opportunities; • where possible, a career path. 						

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10. Our paid pastoral practitioners are encouraged and supported to continue their uptake of CPE Units and other advanced units of pastoral care study. Priests, deacons and pastoral volunteers are also encouraged to undertake CPE.						
Professional Clinical Supervision						
11. Our paid pastoral care practitioners are supported to undertake clinical supervision at an equivalent level of support as other relational professions (eg social workers, counsellors and psychologists).						
12. For providers with a rural or remote service: Our rural and remote paid pastoral practitioners have access to clinical supervision and training and development opportunities (eg video conferencing, mentoring arrangements with metropolitan counterparts, webinars and other use of technology).						
Relationships with Catholic clergy and parishes						
13. Our organisation has positive relationships with the relevant Catholic diocese, local Catholic parishes and clergy.						
14. We collaborate with the local Arch/bishop & clergy to strengthen pastoral care in our service.						

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Volunteers						
<p>15. The model of care provided in our pastoral care service has been reviewed and adapted to meet the needs of patients/residents/clients.</p> <ul style="list-style-type: none"> The role of pastoral volunteers has been considered and how the work of volunteers, if considered appropriate, complement the role of paid pastoral practitioners. 						
For organisations using pastoral volunteers:						
<p>16. Pastoral volunteers have position descriptions and clear guidelines about their role.</p> <ul style="list-style-type: none"> The organisation has clear guidelines about the role of pastoral volunteers recruited by the organisation and the distinctive role of Parish representatives/ visitors including Extraordinary Ministers of the Eucharist. 						
17. Pastoral volunteers have access to team supervision and debriefing.						
<p>18. Pastoral volunteers have an appropriate induction.</p> <ul style="list-style-type: none"> Pastoral volunteers are also provided with ongoing formal training and spiritual and theological formation opportunities including in Catholic identity and ministry. 						

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Links to Other Faith Traditions						
19. Chaplains from other faith traditions: <ul style="list-style-type: none"> • are accredited and have insurance; • attend an induction session; • have appropriate police checks and appropriate cards to identity that they are able to work with children and other vulnerable people; • fill in a record of their visits; • are encouraged to attend pastoral care training including CPE; • are encouraged to receive clinical supervision where appropriate. 						
Pastoral Care Research						
20. Our organisation allocates resources for pastoral care research to support the evidence base for the efficacy of pastoral care, develop best practice models and foster cross-system collaboration across the Catholic health and aged care sector.						
SCORE TALLY						
SCORE TOTAL:						