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|  | <b>ADRA Australia Policies and Procedures</b>         |                         | <b>No. CS 150 302</b>        |
|   | <b>Document Name</b>                                  |                         | <b>Page 1 of 1</b>           |
|   | Counselling Program for ADRA Australia/OHI Volunteers |                         |                              |
|   | <b>Department</b>                                     |                         |                              |
|   | Corporate Services                                    |                         |                              |
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|   | ADRA Board of Directors                               |                         | 2020                         |



*This policy applies to both ADRA Australia and Open Heart International. Unless specifically mentioned in the policy, references to ADRA Australia extend to, and include, Open Heart International.*

## CS 150 302 Counselling Program for ADRA Australia/OHI Volunteers

### Purpose

This policy outlines the scheme to assist volunteers' access to professional counselling services in relation to service related events that have affected the volunteer's quality of life.

### Policy

#### Counselling Support

ADRA Australia recognizes that from time to time its volunteers will experience difficulties during their volunteer service directly related to that service. We have therefore established a scheme that is designed to assist those who would like professional assistance. This is a confidential service for registered volunteers who have experienced emotional problems as a result of their service during an official ADRA activity.

Those eligible can visit (or phone if that service is available) a registered counsellor/psychologist for up to six consultations per person per calendar year. ADRA Australia will meet the cost of these visits.

The client will pay for the visit/s and seek reimbursement from ADRA Australia under the Counselling Program for ADRA Australia Volunteers. Accounts should be addressed to the HR Coordinator who will pass the account through to the finance department for processing. Any consultations after the completion of the six will be a personal expense.

ADRA Australia seeks to maintain confidentiality, but if there is an event that is so traumatic that it requires counselling we would ask that an Incident Report be completed and returned to the Wahroonga office of ADRA Australia for our records.

This program is motivated by Christian care and designed to operate on trust and respect. If you experience any problems with, or have any suggestions in relation to this service please direct your observations to the Open Heart International General Manager or the WHS/HR Coordinator.