

## THE TRAINING PROGRAM

### “Pastoral Ministry with Ageing Persons”

This Program will be held for 8 weeks, (1 day a week) and will include the following:

- (i) **Context**  
Orientation to:-
- Southern Cross Care (NSW & ACT) Inc., and its Facilities Vision, Mission and Philosophy of Care
  - Organisational structure
  - Accommodation and resources for Residents.
- (ii) **Content**  
The weekly Program will include:
- a) Education seminars
- Context of Ageing
  - Communication
  - Loss & Grief
  - Death and Dying
  - Dementia
  - Spirituality of Ageing
  - Pastoral Care Roles & Boundaries (Input, reflection, discussion, handouts and further readings)
- b) Communication and Listening Skills  
(Input, practice and feedback)
- c) Pastoral Ministry  
(Input and continuing reflection on Pastoral visits with Residents.)
- (iii) **The Learning Method used**  
throughout the Training will be interactive and experiential inviting reflection, participation, discussion and further reading. Adult learning principles will be applied.

## FACILITIES

**Cardinal Gilroy Village, Merrylands**  
Southern Cross Apts, Daceyville

**Southern Cross Apts, Greystanes**  
Southern Cross Village, Marsfield

**Southern Cross Kildare Apartments, Maroubra Junction**  
Southern Cross Village Plumpton

**Southern Cross Nagle Apartments, Sutherland**  
Southern Cross Nordby Village, West Pennant Hills

**Southern Cross Residential Care, North Turramurra**  
Southern Cross Village, South Coogee

**Reynolds Court, Bateau Bay**  
Southern Cross Currawarna Apartments, Bombala

**Southern Cross Ozanam Apartments, Garran ACT**  
Southern Cross St Michael's Apartments Casino

**Southern Cross Cootamundra Retirement Village**  
Southern Cross Karinya Apartments, Corowa

**Southern Cross Orana Apartments, Deniliquin**  
Southern Cross St Lawrence Home, Galong

**Southern Cross Tenison Apartments, Goulburn**  
Southern Cross St Catherine's Villas, Grafton

**Southern Cross Apartments, Moama**  
Southern Cross Village, Parkes

**Southern Cross Tenison Apartments, Swansea**  
Southern Cross St Joseph's Village, Tweed Heads

**Southern Cross St Martha's Village, Banora Point**  
Southern Cross Young Retirement Village



# Southern Cross Pastoral Care Volunteers

Our Pastoral Care Program is a response to the Mission Statement of Southern Cross Care (NSW & ACT) Inc., to reflect the love of Christ.

***Pastoral Care Ministry is based on the healing ministry of Jesus - a personal reaching out to persons in need***

***Jesus' concern was for human wholeness—holistic care.***

***HEAD OFFICE: Barcom Street,  
Merrylands NSW 2160  
PH 9632 3144***

## **SOUTHERN CROSS CARE (NSW & ACT) INC.**

### **Who are we ?**

Established in the early 1970's, Southern Cross Care is a Christian, not-for-profit, Catholic organisation providing community services to approximately 2,400 older people in many areas of NSW and the ACT. We are growing steadily and currently operate 34 villages, including self-care and residential aged care services, in both metropolitan and country areas. Recently we have extended our services to provide community care in both city and country areas to eligible older people still living in their own homes.

### **VISION**

#### **“A Great Way to Live”**

#### **OUR MISSION STATEMENT**

*To reflect the love of Christ by -  
promoting an awareness of the value of older  
people  
offering them quality accommodation, care and  
services  
providing for their comfort and security in a  
Christian environment  
facilitating their having lives of dignity and purpose  
according to individual aspirations and needs*

#### **OUR PHILOSOPHY OF CARE**

We believe that:

The aspiration and needs of older people who are partnering with us are of paramount importance.

Each person has in her/his right a particular individual worth.

Each person should be encouraged to retain their individual rights and manage their personal affairs.

Each person's dignity and individuality need to be respected, and her/his right to privacy and autonomy safeguarded.

Friends and relatives of Residents should be encouraged to participate in our services and maintain active two-way communication with our Care Team Leaders.

Staff should be encouraged and enabled to participate in continuing education. Our support/care services should bear witness to the highest ethical and moral principles.

Special care should be taken to meet the needs of those who are terminally ill as well as the special needs of their family.

The Minister of Religion is an important member of the support/care team.

## **PASTORAL CARE**

Pastoral care is concerned with meeting the spiritual, emotional, psychological, physical and intellectual needs of Residents.

It is about care **and concern for the whole person.**

Pastoral care is about building meaningful relationships with those in need of care and support while sustaining a rich, personal relationship with our own higher power; our God — the source of ultimate meaning and purpose.

Pastoral care is about being there for the other. It is about listening with empathy and respect while building a relationship based on trust, equality and acceptance.

It is not to be equated with offering wise words, greater experience or special knowledge of the divine.

It is about being fellow human beings, sharing the limitations and also the strengths of being human while finding solidarity in being part of a community; sharing our humanity/our humanness.

### **Would you like to be a Volunteer on the Pastoral Care Team ?**

#### **Contact the Pastoral Care Team Leader in your area:**

**Metropolitan West:** Jean Ireland 9632 3144

**Metropolitan North:** Richard Geering 9144 2200

**Metropolitan East:** Ann Smith 9542 4055

**Central Coast:** Geoff Bullock 4332 1704

**Far North NSW:** Margaret Bray 6662 8703

**Corowa:** Mark Francis 6033 1751

**Deniliquin:** Warwick Haynes (03) 5881 2766

**Moama:** (03) 5482 2973

**Canberra:** Colleen Clear 6260 4256

**South West Slopes:** Susan Cann 6382 1966

**Bombala:** 6458 3457

**Pastoral Care Co-ordinator: Susan Cann**, 9632 3144

## **PASTORAL CARE VOLUNTEERS**

Pastoral Care Volunteers make a significant and highly valued contribution to the life of residents in Southern Cross Care.

### **SELECTION AND TRAINING OF VOLUNTEER PASTORAL CARE PERSONNEL**

#### **Pre-requisites for pastoral care volunteers are:**

(i) personal faith commitment

(ii) commitment to personal growth and learning about pastoral care in the context of aged care facilities.

Applicants will be interviewed and selected for training.

On completion of an introductory training program "**Pastoral Ministry with Ageing Persons**", participants will be selected for one to one pastoral care with Residents in our Hostels and Nursing Homes.

#### **ONGOING SUPPORT AND EDUCATION**

Volunteer Pastoral Care Personnel will be supported with supervision, opportunities to discuss their work and ongoing educational input.

There will be regular educational input on relevant topics so as to meet the needs of Pastoral Care Volunteers.

#### **TIME COMMITMENT**

Volunteers' weekly attendance at a facility will be agreed to in consultation with each volunteer and their team leader.

Visiting on a regular basis is critical. It provides continuity and consistency which are important for Residents in Supported Living Accommodation to build and maintain meaningful relationships which are based on trust and respect.

#### **SUPPORT AND SUPERVISION**

Pastoral Care Volunteers are supported by their Local Pastoral Care Team Leader and from a distance by the Pastoral Care Co-ordinator at Head Office