

THE ANGLICAN CARE NETWORK

INFORMATION KIT



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This Kit summarises general information about Anglican Social Services in the diocese of New Zealand.



ANGLICAN CARE

...is a network of Anglican Social Services offered through agencies, parishes and church programmes.

THE NETWORK AIMS TO BE

..."an expression of the love of Christ and the mission of the Church in loving service and working towards justice and equality for all in society."

THE NETWORK

- provides a national network of support and coordination to Anglican social service providers in Tikanga Pakeha
- is a forum for members to share common concerns and ideas and identify common issues
- gathers information required to lobby for policy changes
- promotes the range of social service work being undertaken in the name of the Anglican Church
- promotes and monitors a professional code of ethics and appropriate standards of service delivery
- liaises with other Tikanga [cultural] partners in social service as appropriate
- is an Anglican member of the New Zealand Council for Christian Social Services.

Every Anglican agency, parish or programme which is part of the Network agree to respect the Anglican Care Code of Practice (see Appendix 4) and Guidelines for Standards of Service (Appendix 5)



INTRODUCTION

ANGLICAN SOCIAL SERVICES IN NEW ZEALAND

Caring for those in need is a Christian tradition.

In the early 1980s, the international Anglican Consultative Council began to define the mission of the Church in a broad and comprehensive way, and came up with a four-part definition.

The Mission of the Church is to

- proclaim the Gospel
- teach, baptise and nurture new believers
- offer loving service to all in need
- seek to transform unjust structures of society.”

A fifth element, that of care and protection for God’s creation was added in 1990.

A BRIEF HISTORY

Until the 1890s, when Government welfare legislation was passed, churches provided the broadest spread of charity work. “Poverty because of sickness, old age, orphanhood, widowhood or other misfortune, was in an entirely inadequate way relieved by religious charities, benevolent societies, soup kitchens and rations paid for both by private charity and provincial grant” wrote W B Sutch in 1966.

In 1859, Anglican priest The Revd J F Lloyd opened an orphanage in Auckland. In Christchurch, the Revd W B Stanford, Frances Torlesse and others formed the Church of England Social Purity Society (later named the St Saviour’s Guild). It ran St Mary’s Home for Girls, a Samaritan Home “for helpless and homeless people, convalescents from hospital and prisoners just out of jail”. Female refuges (homes for reforming prostitutes rather than sheltering battered women) were established on an interdenominational basis from the mid – 1860s. They were one of the growth areas of voluntary work later in the 19th century.

In the early years of the 20th century, as the towns grew, City Missions were established in central cities and offered a range of services. Missions to Seamen were set up in ports to serve the many coastal shipping workers. Orphanages and children’s homes were set up, and Girls’ Friendly Societies spread around the country.

During the Great Depression of the 1930s, Anglican social services were stretched and in seven months in 1932, the Auckland City Mission provided 37,000 free beds and 102,080 free meals. In one year the Mission’s doctor had 8200 consultations.

In Wellington, the influx of itinerant men seeking work meant the Mission had to open a new night shelter with 150 beds. Such was the demand for food as meals and parcels that the Mission needed 40 sheep, one bullock, seven sacks of potatoes, 520 loaves of bread, 40 pounds of rice and 50 pounds of oatmeal in a week. Ten thousand people were asked to each give half-a-crown a week to meet the Mission’s outgoings.



By the mid – 1930s, the need was still great and churches were starting to ask questions about the wider issues. The 1935 Wellington Synod said that the Church could not rest content with the performance of works of mercy. “It must use every effort to transform the social order so as to bring it nearer the mind of Christ.” (*Butt, 1993*)

During the 1970s, the emphasis on professional social work grew, services and residential care for older people expanded and the voluntary sector expanded, as Government policy and funding supported initiatives in areas of need. The church responded by developing a wide range of services.

In 1982, the New Zealand Association of Anglican Social Services was created by church statute at General Synod and was followed by the formation by Covenant of the Anglican Care network in March 1992 (see Covenant of the Anglican Care network *Appendix 2*).

In recent years many Churches have begun to base programmes and projects in and alongside parishes and develop a new theology of mission encompassing a range of ‘outreach’ ministries.



APPENDIX 1

ANGLICAN CARE – THE LOGO



NOTES FROM THE DESIGNER

The C stands for the word Care and incorporates the Koru shape, which is as Maori motif suggests a bicultural element.

The C also represents by its shape the meaning of 'care' i.e. to look after, support and protect. By sitting in its own square, the C suggests its own entity within the whole framework of the Church ... also depicting the various ministries embraced by the Church as a whole.

The A shape stands for both the A of Anglican and the structure of the Church itself, further reinforced by the cross at the apex.

Jane Winton, May 1994

HISTORY

The logo was devised for Auckland Diocese's social service ministry and used for the first time in mid-1992.

The logo and name were offered as a gift by Auckland diocese to the whole Church's social service ministry in 1992.



APPENDIX 2:

COVENANT DOCUMENT

Anglican Care Network

We the undersigned, representing the ministry of social service in the Tikanga Pakeha dioceses of the Anglican Church in Aotearoa New Zealand and Polynesia, hereby covenant to form a body known as the Anglican Care Network. The Network aims to be an expression of the love of Christ and the mission of the Church in loving service and working towards justice and equality for all in society.

The Anglican Care Network will work.

- a) To provide a national network of support and coordination to Anglican social service providers in tikanga pakeha.
- b) To provide a forum for members to share common concerns and ideas and identify common issues.
- c) To gather information required to lobby for policy changes.
- d) To promote the range of social service work being undertaken in the name of the Anglican Church.
- e) To promote and monitor a professional code of ethics and appropriate standards of service delivery.
- f) To liaise with other tikanga partners in social service as appropriate.
- g) To be an Anglican Church member of the New Zealand Council of Christian Social Services.

This Covenant becomes effective from the 6th of May 1994.

Signed by:

Peter Coughlan, Dave Jackson

for Diocese of Auckland

Ann Hurd

for Diocese of Waikato

Duncan Macdonald, Philippa Chambers

for Diocese of Waipapu

Norris Collins, G.R. Ovenden

for Diocese of Wellington

David Hastings

for Diocese of Nelson

Nelson Kennedy, Michael Earle

for Diocese of Christchurch

C. F. Goodyear, J K Petersen

for Diocese of Dunedin

And witnessed by + Bruce Moore, Anne Rowe, Chris Wright, David Morrell, Gillian Morgan, Des Britten, Julia Stuart.



APPENDIX 3:

CONSTITUTION OF THE ANGLICAN CARE NETWORK

(adopted March 1995)

1. STATEMENT OF PURPOSE

Anglican Care is a nation-wide network of Anglican social service agencies, parish-based programmes and inter-church projects which seek to express the love of Christ through loving service and working towards justice and equality for all in society. Its members work with individuals, groups and communities regardless of race, creed, gender or ability, to meet needs encourage healing and enable growth and wholeness.

2. DESCRIPTION

Anglican Care is a network, created by a covenant between the seven tikanga pakeha dioceses (or their appointed agencies) in the Anglican Church in Aotearoa, New Zealand and Polynesia with a focus on providing professional standards of social service delivery on behalf of tikanga pakeha. It reports regularly to the Inter-Diocesan Conference of the Anglican Church, or its equivalent.

3. MEMBERSHIP

The Network shall consist of representatives of the dioceses or their appointed agencies in the Anglican Church in Aotearoa/New Zealand, representing Anglican social service providers in tikanga pakeha. Each of the dioceses will be invited to appoint two persons to represent them as voting representatives at General Meetings, known as the Council, of the Network. The Anglican Bishops meeting will be invited to appoint one representative to the Council of the Network

Use of the name Anglican Care may be granted to Anglican or ecumenical Anglican groups by the appropriate diocesan body.

4. OBJECTS

- a) To provide a national network of support and coordination to Anglican social service providers in Tikanga Pakeha.
- b) To provide a forum for members to share common concerns and ideas and identify common issues.
- c) To gather information to advocate for change in partnership with the Social Justice Commission.
- d) To promote and monitor service work being undertaken in the name of the Anglican Church.
- e) To promote and monitor a professional code of ethics and appropriate standards of service delivery.
- f) To liaise with other tikanga partners in social service as appropriate.
- g) To be an Anglican Church member of the New Zealand Council of Christian Social Services and an associate member of Anglicare Australia.



5. POWERS

The Council of the Anglican Care Network shall have the following powers:-

- a) To open and operate bank accounts in the name of the Anglican Care Network, provided that all cheques and other instruments be signed or authorised by two people appointed by the Executive of the Network.
- b) To determine the amounts or a formula to determine the amounts of annual or other subscription payable by members at its Annual Meeting.
- c) To set up such working parties with such terms of reference, compositions and powers as the Network considers desirable.
- d) To have the right to employ staff as required.
- e) To ask any diocese or appointed diocesan agency to withdraw the use of the name Anglican Care from a group according to the procedures outlined below.

6. OFFICERS

The Network Council, at its Annual Meeting, shall appoint from amongst the voting representatives and Executive group (called the Executive) being a Chairperson and three others (with power to co-opt), elected on a rotational basis for a period of three years, with the right of reappointment. The Executive shall be responsible for ensuring that the functions of Secretary and Treasurer are carried out.

- a) The Network shall hold an AGM not later than 30th September of each year for the purpose, inter alia, of receiving an Annual Report and Statement of Accounts. The Annual General Meeting shall be open to anyone to attend unless the Network by resolution decides otherwise. Any person attending may speak but only duly appointed representatives (two) from each of the diocese, and the Bishops' representative, may vote.
- b) Other Council meetings shall be held regularly and open to any Anglican social service provider who shall have the right to speak but not vote. There would be an equalisation of travel costs of voting representatives.
- c) Network Council meetings shall be chaired by a Network representative. Each of the two representatives from each diocese shall have one vote and in the event of a tie the Chairperson of the meeting shall have a casting vote.
- d) A quorum for a meeting shall be seven representatives from at least five of the dioceses. A proxy may be appointed if a representative cannot be present.
- e) Twenty one clear days of notice must be given of any General Meeting.
- f) A General Meeting may be called at any time by the Executive and shall be convened within 21 days from receipt of a requisition in writing by representatives from any two dioceses for any of the following purposes:-
 - i. To fill any vacancy or vacancies caused by the resignation or death of any member of the Executive.
 - ii. To deal with any matters of significanceIn an emergency situation a postal vote or a telephone conference shall be accepted as the most appropriate means of decision making if so considered by the Executive.
- g) The Executive (or their nominated spokesperson) shall have authority to issue public statements on behalf of the Network.



The Executive shall also exercise such other powers of management as it may from time to time undertake at the request of the Anglican Care Network.

7. FINANCE

- a) The National Network shall maintain proper accounting records of all funds used in the course of its operations and the annual accounts of the Council shall be reviewed and presented at the Annual General Meeting.
- b) The Balance date shall be 31 December, unless varied by a General Meeting.
- c) The Annual General Meeting shall fix the amount or a formula by which the amount shall be fixed of the annual subscription payable by members.
- d) The Annual General Meeting will appoint two signatories to operate the network's bank account.

8. USE OF NAME

- a) The name of Anglican Care may be granted or withdrawn by any of the tikanga pakeha diocesan bodies.
- b) *This may be granted only to accountable bodies who are either Incorporated Societies or Charitable Trusts, or a parish or other constituted diocesan bodies. Those using the name must accept and adhere to the Anglican Care Code of Ethics.*
- c) The Council of the Network may ask the appropriate diocesan body to withdraw the right of a group to use the name Anglican Care in the event of misconduct which brings the name into disrepute. The decision will be that of a simple majority of those present, or of those eligible to vote in the event of a postal ballot.

9. ALTERATIONS TO THE CONSTITUTION

Alterations to the constitution shall be made only at a General Meeting of the Network Council by a written resolution, of which three months; notice has been given, receiving the assent of not less than two-thirds of the members of the Council present and voting.

10. DISSOLUTION

The National Network may at any time be dissolved by a resolution passed by a two-thirds majority of those present and voting at a General Meeting of the Council of which twenty one clear days notice shall have been sent to all persons then representative members of the network. Upon dissolution any surplus assets shall be distributed to the seven dioceses in proportion of their most recent subscription.



APPENDIX 4:

CODE OF PRACTICE

MISSION STATEMENT

The ANGLICAN CARE NETWORK is a nation-wide network of Anglican dioceses and social service agencies, parish-based programmes and inter-church projects, which seek to express the Love of Christ through loving service, and work towards justice and equality for all in society.

Its members work with individuals, groups and committees, regardless of race, creed, gender or ability, to meet needs, encourage healing and reconciliation and enable growth and wholeness.

CODE OF ETHICS

1. Anglican Care is a Christian Social Service Network, and members are expected to work within the broad ethos of the gospel of Jesus Christ as expressed within the Anglican community.
 - 1.1 Members are the boards, committees, agencies, services and their staff, both paid and voluntary.
 - 1.2 Members are expected to work towards achieving the objectives of Anglican Care.
 - 1.3 The Network is committed to providing professional services and advocacy for social justice and supports members to maintain high levels of competency in their particular area of work.

PRINCIPLES

2. Every human being has a unique value, irrespective of their race, colour, sexual orientation, social status, ability, age or religious or political beliefs.
 - 2.1 Each individual has the right of self-fulfilment to the degree that it does not encroach upon the same rights of others.
 - 2.2 The Anglican Care Network will work towards providing maximum benefits for all its members.
 - 2.3 Members have the responsibility to devote objective and disciplined knowledge and skill, to aid individuals, groups, communities and societies in their development and resolution and personal-societal conflicts and their consequences.
 - 2.4 Members shall respect the dignity and worth of every individual, the integrity of families/whanau and the diversity of cultures.
 - 2.5 Members shall be honest and trustworthy in all their professional relationships.

RESPONSIBILITY TO THE WIDER COMMUNITY

Within the context of responsibility to Anglican Care, it is appropriate for members to:

3. Advocate policies and legislation that promote social justice, in collaboration with the Social Justice Commission, the NZCCSS and Anglicare Australia.
 - 3.1 Seek to increase the range of choices and opportunities for all members of the community, with special regard for the disadvantaged.



- 3.2 Encourage public participation in the shaping of social policies and institutions.
- 3.3 Act to prevent and eliminate discrimination in the wider community against individuals and groups on the basis of race, colour gender, sexual orientation, social status, age, ability or religious belief.

RESPONSIBILITY TO SELF

4. Members acknowledge that there is a need to promote wellness and self care for all staff and volunteers engaged in social service endeavours.

ANGLICAN CARE NETWORK MEMBERS RESPONSIBILITY TO CLIENTS AND STAFF

5. Each service/diocese is expected to follow agreed Code of Ethics in delivering their services.
This should include the following objectives:
 - 5.1 Members will provide quality care and support which
 - is based on Christian commitment to unconditional love, and service to others.
 - assists each person to retain independence and dignity;
 - promotes a sense of community;
 - is of high professional standard.
 - 5.2 Members will have in place mechanisms which provide an opportunity for clients to give feedback on the service received and the right to complain.
 - 5.3 Members will have in place mechanisms and a clear reporting structure for staff and volunteers to follow where they wish to provide feedback or raise concerns.
 - 5.4 Members will develop and provide opportunities for professional development and clinical supervision for service teams.
 - 5.5 Each member will develop processes which support quality improvement in delivering services to people.

RESPONSIBILITY TO COLLEAGUES

6. Members should treat colleagues with respect, courtesy, fairness and good faith.
 - 6.1 Members should promote cooperation with colleagues to further common interests and concerns.
 - 6.2 Members should seek mediation or arbitration when important conflicts with colleagues require to be resolved in the interests of professional integrity.
 - 6.3 Members should take action through appropriate channels against unethical conduct by other members especially where it may be harmful to others.
 - 6.4 Members should promote and share opportunities for knowledge, experience and ideas with colleagues for the purpose of mutual improvement and validation.
 - 6.5 Members should defend colleagues against unjust actions.

(Confirmed by Network meeting August 1995)



APPENDIX 5:

ANGLICAN CARE

GUIDELINES CONCERNING STANDARDS OF SERVICE DELIVERY

This document covers:

1. The role of the Guidelines
2. Standards expected in areas of service.
3. Relationship to Codes and other standards.
4. Procedures for accreditation
5. Accountability and Reporting.

1. These Guidelines are compiled for the guidance of each Diocese (being the Members of the Anglican Care Council) in assessing applications from bodies seeking to be affiliated to the ANGLICAN CARE NETWORK.

- be listed in the Anglican Care Directory; and
- benefits from resources and initiatives of the Network.

The responsibility for accrediting agencies, projects and services, and for monitoring standards, lies with the diocese or a body or person assigned to undertake that task by the diocese.

The Statement of Purpose of the Anglican Care Network:

Anglican Care is a nation-wide Network of Anglican Social Service agencies, parish-based programmes and inter-church projects which seek to express the love of Christ through loving service and working towards justice and equality for all in society. Its members work with individuals groups and communities regardless of race, creed, gender, age or ability to meet needs, encourage healing and enable growth and wholeness.

2. Proposed Standards

A. Standards of Service Management.

Any service, agency or programme which is accredited to Anglican Care

- 2.1. It shall should have its own written Code of Ethics, or be covered by one (e.g. a diocesan Code or Canon), or shall adopt the standard Anglican Care Network Code of Ethics.
- 2.2. Shall operate fair employment practices, including (but not restricted to)
 - job descriptions for paid staff.
 - clear written expectations and accountabilities for volunteers.



- written contracts for both paid and voluntary workers;
- clearly defined lines of responsibility for workers'
- personal and professional supervision;
- provision for personal and confidential pastoral care, on request;
- professional supervision for those involved in social work disciplines
- procedures enabling staff to have concerns about unethical conduct addressed (whistle-blowers' procedures).

2.3. Should keep appropriate financial records, supervised and/or audited competently professionally

B. Standards of Service Delivery:

2.4 All workers shall abide by the provisions of the Privacy Act.

2.5 Counsellors in all services providing counselling will be professionally supervised and will be guided by Codes of Practice which cover matters such as sexual behaviour, harassment etc. Counsellors are expected to have professional supervision and be accountable to the Diocesan ethical guidelines.

2.6 Smaller services should make provision ahead of need for client referral to specialised services (advice may be provided by the monitoring body). Procedures need to be in place to make appropriate referrals.

2.7 There shall be procedures for the making and addressing of complaints by people who use the service.

2.8 Dioceses should develop cultural protocols of working appropriately with Anglican tikanga partners.

3. Relationships to Codes, laws and other standards.

A. Secular Legislation: All services operating as Anglican Care shall comply with New Zealand legislation in relevant areas such as Human Rights Act, the Privacy Act, the Trustee Act, industrial law, health and safety regulations, and Hazards register.

B. Church Legislation: Services operating as Anglican Care will comply with the Constitution/Te Pouhere and the relevant canons with legislation passed by General and Diocesan Synods in relevant areas.

C. When consulting and working with people for other cultural strands (tikanga), services will take account of recommendations, protocols and guidelines developed by the Anglican Care Network.

4. Procedures for accreditation.

The responsibility for accrediting agencies, services and programmes lies with the dioceses.

The process may be appropriate to each diocese, but must include the completion of a checklist of standards [to be developed] showing how the guidelines apply. A copy of this list will be signed



by those completing it and kept by all parties involved. Significant changes in (a) the guidelines or (b) the service will require an updating process.

5. Accountability

All services accredited to Anglican Care will provide a written annual report to the [named] accrediting body by an agreed date. This report may be tabled at Synod, or provided to the local parish for forwarding to the diocesan Anglican Care body, and shall include the names of office holders or contact persons, accountants or an auditor's certificate that the accounts are satisfactory, and statistics about the numbers of people using the service.

