



**Ambulance Service  
of New South Wales**

excellence  
in care

YOUR LOCAL CHAPLAIN IS:



AMBULANCE STAFF SUPPORT SERVICES

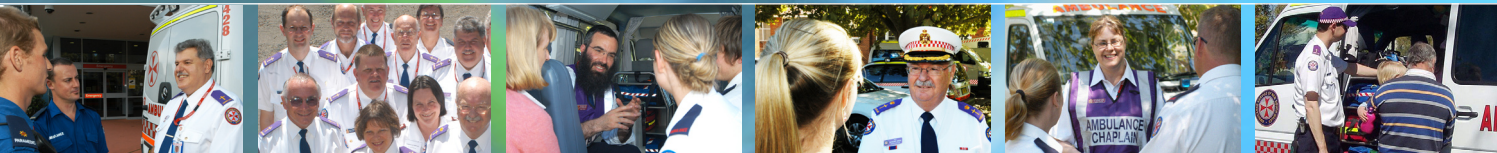
# chaplaincy services

for Ambulance staff & the community

Rev. Paul McFarlane  
Senior Chaplain  
Phone: 9320 7342  
Mobile: 0412 663 159

For the most current contact list or for more information, search for *Staff Support Services* on the Ambulance intranet.

# chaplaincy services



## The role of Ambulance chaplains

Chaplains are part of the Ambulance Staff Support Services that aim to ensure the health and welfare of our workforce.

Ambulance services throughout the world have traditionally engaged chaplains to provide spiritual counselling, pastoral care and support to their employees.

The chaplaincy service is coordinated statewide under the direction of the Senior Chaplain at Ambulance State Headquarters, Rozelle.

This service is non-denominational and is available to Ambulance staff, volunteers and the general community.

Ambulance chaplains are available to provide:

- > Confidential individual counselling
- > Pastoral care and assistance to Ambulance employees, volunteers and their families, to patients and their families, and to bystanders following a traumatic incident
- > Spiritual support to employees regarding personal issues that may have wide reaching impacts
- > Contact with ministers of all denominations and/or faiths
- > Special services on request such as baptisms, christenings, weddings, funerals, commemorations and dedications.

## What can I expect from a chaplain?

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**Acceptance:** of you and your family in a non-judgemental manner, regardless of faith or beliefs.

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**Availability:** 24 hours a day, 7 days a week.

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**Confidentiality:** you can talk privately to a chaplain about almost\* any issue and know that it will not go any further without your permission.

*\* With the exception of some criminal acts, where there is an OHS risk or where there are significant or immediate concerns about the safety of the individual or others.*

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## When do I call a chaplain?

Some situations can have an adverse emotional affect on those involved. A chaplain can be contacted to provide support for staff, volunteers, patients, their families and bystanders when events occur such as:

- > Major incidents or multiple deaths on scene
- > Prolonged or failed rescue
- > Trauma/multiple trauma incidents
- > Suicide or violent death
- > Assault or threat to an employee's personal safety
- > Serious injury or death of: a child; victims or relatives known by staff; an emergency services worker

You can contact chaplains yourself or ask a manager, grievance contact officer co-worker or peer support officer to make contact for you.