

## All Saints Anew Care Policy

The Lord Jesus gave his followers what he called a “new commandment” when he said, “Love one another as I have loved you” in John 15:12. He extended this commandment beyond the church when he summarised the whole of the law and the prophets with the command to love God and, “love your neighbour as yourself” in Matthew 22:37-39.

As a church with a vision of seeing more people transformed by Jesus we want to reflect the command to love in our practical care for one another and beyond.

Here at All Saints Anew we;

1. Encourage all people to live lives reflecting Jesus’ love.
2. Acknowledge that the love of Jesus is costly and self-sacrificing.
3. Train, assist and provide opportunities to everyone in our church to love and care in practical ways as they are able.
4. Structure our church to promote the love and care of Jesus, including;
  - a. Designating one or more paid staff to have responsibility/leadership (under the Senior Minister) for encouraging and overseeing our various formal care activities, and integrating care into every aspect of our church life.
  - b. Congregational Care Teams
  - c. Preaching applications
  - d. Growth group relationships, studies and activities
  - e. Financial opportunities
  - f. Prayer ministry
  - g. Meal ministry
  - h. Short term special interest projects
  - i. Other programs or projects as approved by the Care Ministry staff.
5. Acknowledge that individuals and families in our church exercise care towards one another in many practical ways on a daily basis and in our various meetings.
6. Also acknowledge that individuals and families in our church exercise care towards people outside of our church, and we warmly encourage this.
7. See Growth Groups as the primary way formal care ministry is organised for those within our church. Where the care needs of people in a growth group exceed the capacity of the group to respond to those needs appropriately, those needs are escalated to Congregational Care Teams, and then to church staff. As required, we also encourage referrals to resources and supports available in the wider community.
8. See church members/attendees not in growth groups as having a responsibility to maintain personal relationships within the church in such a way that they can;
  - a. Appropriately disclose their care needs and receive care from members of the church, and

- b. Have opportunity to exercise appropriate care ministry towards others in the church.
9. Encourage people who become aware of care needs outside of the church (which they are not able to respond to personally) to raise them in the first instance with their Growth Group who may decide to take on that need as a group project. Alternatively the growth group leaders may escalate the need to Congregational Care Teams for consideration.
  - a. We encourage individuals to escalate needs they become aware of through their growth group, and then to Congregational Care Teams if necessary, because this reduces the possibility of duplication and gives others in the church confidence that needs are being addressed in a coordinated way.
10. Where Growth Groups anticipate that care needs either of their members or people outside the church may involve a financial element, the growth group leaders will discuss this with Congregational Care Team Coordinators before making any offer or promise of financial assistance from the church. Congregational Care Team Coordinators will liaise with the Senior Minister (and the Resourcing Team) to ascertain budget availability for care needs.
11. Have Congregational Care Teams comprised of suitably gifted and trained volunteers who make themselves available to provide additional care to members of their congregation as delegated by their Congregational Care Team Coordinator. Care Team members do not replace care from growth groups or other members of church but provide additional supports for people in crisis or with long-term needs.
12. Entrust each Congregational Care Team to a Coordinator who is responsible for;
  - a. Assisting with selection and training of Congregational Care Team members
  - b. Monitoring the wellbeing and support of the Congregational Care Team members
  - c. Receiving requests for additional care from Growth Group leaders, Welcoming Teams, or the Pastoral Team
  - d. Assessing the care needs requested
  - e. Delegating responsibility for care of an individual or family to a member of their Congregational Care Team
  - f. Monitoring care being provided
  - g. Referring care needs to the Pastoral Team and/or outside resources
  - h. Reporting to the Pastoral Team or Pastoral Care Leader
  - i. Arranging exit of people from the additional care provided by Congregational Care Team members
13. Encourage everyone to see prayer as a real (although not necessarily sufficient) way of addressing care needs. Prayer needs can be advised directly to the Prayer Ministry Coordinator, but wherever possible this should only be done after first seeking agreement of the person whose need it is (or that it is done in such a way as to preserve the privacy, confidentiality and dignity of all those involved).

14. Encourage everyone to see hospitality as a real (although not necessarily sufficient) way of addressing care needs. Where provision of more than occasional meals would assist an individual or family with care needs, this can be arranged through the Meals Ministry Coordinator. Agreement from the individual (or family members) involved should be sought before referral so that dietary considerations and coordination can take place.
15. Encourage everyone to be observant and listening for opportunities to care and love others, and to be humble and gracious to share our own care needs and accept care from others.
16. Are conscious of Jesus' exhortation not to do our good deeds (care) in front of others to be praised by them (Matthew 5:16). We seek only to reflect the love of Jesus and honour him in caring for others.
17. Are also conscious that Jesus used the example of the widow's generosity (Mark 12:41-44) to teach and encourage the disciples, and so we promote our caring ministries in the spirit of teaching and encouragement, and not in the spirit of pride or self-congratulation.
18. Believe that all care, both that provided by believers and other 'secular' sources of welfare, is a gift from God and a manifestation of his grace to all humanity. We believe that care provided by our wider society is complimentary to care provided by our church or other Christians and is not to be rejected on that basis.
19. Believe that there will always be a need for care and that in a fallen world we will need to review and adapt our care as circumstances continue to change.

Questions or comments on this policy should be directed in the first instance to the staff member/s responsible for the All Saints Anew Care Ministry using the [care@anew.org.au](mailto:care@anew.org.au) email address.