

Policy/Procedure Manual

1. Travel

- 1.1 Research the outcomes of the men who have already travelled via Help Line. What can we learn from their experience, so as we can better prepare men.
- 1.2 We must establish pre and post travel counselling
- 1.3 Establish better links with Child Migrant Trust, so that we can more accurately discern what services they provide, in the emotional, as well as in the practical arena.
- 1.4 Review existing criteria for travel.
- 1.5 Should consider means-testing - those who can afford to pay something (then more money available. or more trips or other services).

2. Relationships with Christian Brothers

- 2.1 Needs to be seen as being as squeaky clean, above board, non-secretive as possible.
- 2.2 Need to ensure independence from them, in all but funding.
- 2.3 Need to get clear about the relationship between the Board of Trustee, the Christian Brothers and therefore us.
- 2.4 Need to get clear the lines of responsibility and authority. This means there needs to be a complete understanding, re boundaries between CBERS, Christian Brothers and The Board of Trustees.

3. Relationships with other bodies: VOICES and Old Boys

- 3.1 Need to be governed by respectful interactions, not influenced by fear or secrecy.
- 3.2 Find ways of working with, not against. Perhaps a representative panel at some point in the future.
- 3.3. Communication generally needs to be from Management Committee to their respective Committees, so that personalities are not the focus.
- 3.4 Inform them (and others) about our structure, so can see independence from Christian Brothers; and need also to let them know, with no degree of uncertainty, the services which actually will be available.

4. Counselling

- 4.1 Division of labour between internal and external counsellors
 - 4.1.1. Wherever possible, counselling will be provided by the CBERS counsellor.
 - 4.1.2. In those cases where there is need for simultaneous specialist counselling, they could be referred out for that specific piece of work, whilst continuing to do the bulk of the work with the CBERS counsellor.
 - 4.1.3. There should be a recommendation from the primary CBERS counsellor, as to length of specialist counselling; and perhaps a financial ceiling set.
 - 4.1.4. There may be some instances where the client may want to work with a male rather than CBERS female counsellor.
 - 4.1.5. If travelling to CBERS proves to be the major stumbling block for a man requesting counselling nearer home, should consider paying his travel costs.

- 4.1.6. CBERS counsellor should keep a statistical record of numbers of clients, number of sessions, and include these in the quarterly report.
- 4.1.7. Need to establish the boundaries with regard to whom counselling will be offered: partners, children, friends.
- 4.2. Approximate Fees
 - 4.2.1. Should there be a fee for counselling undertaken at CBERS. Considerations for an against fees. If a fee charged, should this be different for waged and unwaged?
 - 4.2.2. A policy that no one will be denied a service if they genuinely cannot afford it.
- 4.3. Ceiling
 - 4.3.1. If demand outstrips supply, then consider referring out; and, where possible, refer out shorter term work.
 - 4.3.2. Where possible refer to a government agency, such as Avro clinic, where there will be no fees.
- 4.4. Referral Policy
 - 4.4.1. Establish a sound referral list: proven expertise in working with our client group.
 - 4.4.2. Referral to private counsellors should only happen as the last resort, and should pass a thorough assessment of suitability.
 - 4.4.3. Should undertake a couple of assessment sessions, then submit report, with clear outline of the work to be done and the projected period.
 - 4.4.4. No promise to men that they will be able, with funding from CBERS to complete the work set out by the private counsellor. Could be told of a ceiling: which they could then use according to what suits them.

5. Confidentiality

Need to develop a carefully thought through record system.

6. Range of Services

- 6.1. Need to prioritise
- 6.2. Need to access free community services, where possible and appropriate.
- 6.3. What can others provide which CBERS cannot and vice versa.
- 6.4. Need to survey existing clientele

7. Who deals with contentious issues?

- 7.1. We need to be very clear about the lines of responsibility
- 7.2. On what issues does there need to be a joint approach?
- 7.3. Who does not deal with contentious issues

8. Planning P.R. pro-actively

- 8.1. Perhaps significant to note that 3 Management Committee members with half-a-day a week to CBERS is almost equal to the counsellor's two days.
- 8.2. Prepare a press release
- 8.3. Need to be clear about the purposes of PR

- To spread the word so as people will take up the services
- Smooth troubled waters
- As a foil to anti-CBERS material put out by VOICES
- Consider some regular normal communications to CBERS

9. Professional Liabilities

Need to be clear about policy and coverage

10 Office management - policies, finances, working limits

- 10.1 Do we have time sheets; do we have flexi-time, time off in lieu. Do the office staff need to work the same hours; What, if anything, can be done at home. What about petty cash?
- 10.2 Office expenses, i.e. if I buy anything over \$100 does it have to be approved by the Management Committee. Petty Cash?
- 10.3 Do we already have a budget item for professional training? If not, we need to develop one; then establish the policy around it.

11. Lines of responsibility