



Flourish



1300 361 008 anglicanchurchcq.org.au/Flourish

Flourish is a well-being program available to all clergy and staff of the Anglican Church, brought to you by OPTUM.

Flourish includes the following services:

1. Up to **six paid one-hour counselling sessions** for clergy and staff, their spouse and their dependent children;
2. Unlimited access to an **online library of informative articles and interactive self-help resources** via the Flourish page on the Anglican Church website; and
3. **Leader Support** – Visit the Manager Hotline for leaders who may wish to seek independent expert advice on how to best manage and support a clergy or staff member in their team who may have disclosed a serious personal concern; for example grief and/or trauma, domestic violence or mental health concerns.
4. **Flourish** access via the free *myLivewell* app. Download the app through:  

Who's eligible?

- Anglican Church staff;
- Licensed clergy (Bishops, Priests, Deacons);
- Retired clergy;
- Stipendiary Lay Ministers;
- Formation Students;
- Chaplains and Pastoral Carers;
- Parish staff; and
- Spouses and dependent family members living at the same residence of any of the above.

Counselling Service

- Counselling services are voluntary and confidential, and are available face-to-face, by phone or via video-conferencing on your phone or device.
- Counselling is provided by qualified and experienced psychologists through an independent organisation, Optum.
- Each individual may receive up to 6 one-hour counselling sessions per year, free of charge.
- No identifying information is provided back to the Anglican Church and all counselling records are secured within Optum.

- Some of the issues for which people generally seek counselling may include (but are not limited to): balancing family and vocational responsibilities; pressures and stresses of ministry; workplace conflict and communication; depression or anxiety; stress and/or burnout; relationship or marital problems, grief, bereavement or loss; concerns about children or family members; elder care; transitional life events, substance abuse; addiction; eating disorders.
- You do not need to be in crisis to seek or benefit from counselling about any personal issues that you or your family may be experiencing. Note that counselling is not intended to replace pastoral or spiritual care.
- To arrange a counselling appointment, contact the 24 hours a day, 7 days a week Optum national contact centre on: **1300 361 008 (toll-free)**
- The interactive voice system will ask you to nominate one of the following:
 1. Appointment query
 2. Rapid (crisis) response
 3. General enquiries
- To make an appointment, select (1). You will be connected with a call centre consultant who will ask you for the name of your organisation – **Anglican Church** and your ‘division’ - **Clergy/Parish** or **other Commission**.
- A counselling appointment at a time and place suitable to you will be offered; or, if you are calling after hours, you will be contacted within 48 hours to arrange an appointment. Note: the return phone call will be from an 03 number.

Online library with comprehensive well-being resources and tools

- You, your spouse and your dependent children (living with you) also have free access 24 hours a day to a comprehensive online library of informative articles and practical skills, strategies and interactive tools to improve well-being.
- Go to anglicanchurchcq.org.au/Flourish
Enter the Access Code: **flourish**

Leader Support

- As people leaders, sometimes you may need support in dealing with challenging situations for the people you are directly responsible for; for example an employee of the Parish or Assistant Priest may disclose domestic violence or mental health issues or grief and/or trauma.
- To access leader support visit the Manager Hotline which will link you with clinical professionals who can provide you with some advice on how to best lead and support individuals in this type of situation.
- As leaders, sometimes you may need expert advice and support when you become concerned about how best to manage a staff member and their issue.
- The Managers Hotline should only be accessed when clinical expert advice on matters such as the above is required. It is not intended to replace the general advice and support that is offered by the People and Culture team.

Key contact details

Phone **1300 361 008 (toll-free)** 24/7. Remember you will need to say you are from the **Anglican Church** and specify your division as **Clergy/Parish** or **other Commission**.

Website: anglicanchurchcq.org.au/Flourish Access Code: **flourish**

More information about Flourish

Contact the People Services Helpdesk on **(07) 3838 7645** or hrss@anglicanchurchcq.org.au

