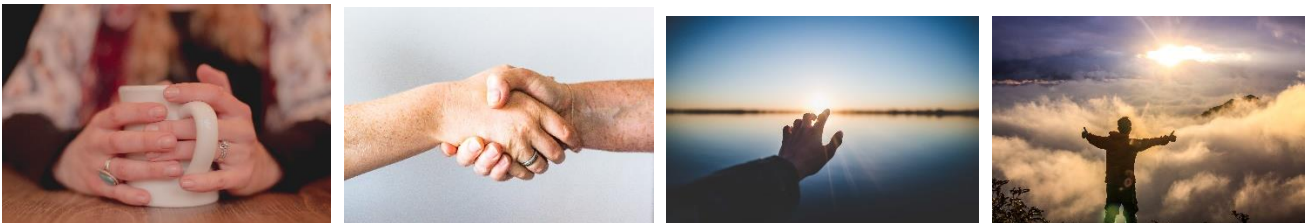


What to Expect

Our commitment to you and principles underpinning interpersonal ministry



Our commitment to you

Living Leadership provides pastoral care and mentoring through staff and associates. We are committed to ensuring that this work embodies our organisational values and is worthy of the name of Christ. This paper tells you what you can expect from our staff and associates.

Principles underpinning our ministry with others

The following principles are set centrally by Living Leadership and are not negotiable or subject to variation within ministry in our name. We believe it is helpful to be up-front and transparent about them to avoid confusion or disappointment. They are abbreviated from our Code of Conduct for Interpersonal Ministry, which is available [on our website](#).

- **Living Leadership does not offer counselling or therapy.** Our ministry in support of people is best understood as pastoral care and mentoring.
- **Our approach to ministry** is grounded in relationship, prayer and the Word. Meetings are likely to include some combination of three elements: a good deal of listening by our staff member or associate; prayer from and with them; and advice, seeking to share from Scripture, godly wisdom and spiritual insight.
- **Confidentiality** will be maintained, meaning we won't share what you tell us with others in a way that can identify you without your permission, unless:

1. We are required by legislation or a Court of Law to disclose information either to the Police or to a Court;
2. We have reason to believe that others, particularly children or vulnerable persons, are, or may be, at risk of harm or injury;
3. We have reason to believe a person is at risk of harming him or herself.

Our staff members and associates often seek advice from colleagues and supervisors to help them serve you more effectively. Some married workers may prefer to pray with and seek wisdom from their spouses in relation to interpersonal ministry. Staff and associates may, therefore, share things you have told them in general terms without identifying you and may ask your permission to share your name with these others or to bring them into a future meeting with you. If there are any details you do not want the staff member or associate to include in such conversations, please make these clear.

- **One-to-one meetings with adults at risk and people of the opposite sex** should, ideally, be in a public place or in a room with a window in the door. They should not happen in a building in which no one else is present, except in emergency situations and only then for the shortest time possible.
- **Gifts and payments** are not required unless agreed with our staff member or associate. Suggested levels of remuneration, where appropriate, are available from Living Leadership and will normally be shared with you as part of any discussion. Payments in relation to ministry from a staff member must always be made to Living Leadership. Associates may make separate arrangements to receive gifts from you in relation to their time. Any money and gifts will be handled responsibly. On occasions, gifts may be declined to stay within our policies. Please don't be offended if so.
- **Abusive behaviour** (whether verbal, physical, psychological or sexual) by or towards our staff and associates should never be tolerated.

Communicating Concerns

If a Living Leadership staff member or associate has failed to abide by these principles and you cannot, or believe it is inappropriate to, resolve the matter directly with them, please contact the Head of Ministry Operations, Paul Coulter: paul@livingleadership.org.

If the concern is about the Head of Ministry Operations, please address your comments or concerns to the Executive Director, Marcus Honeysett: marcus@livingleadership.org.

Concerns about safeguarding matters, including disclosures of abuse, are dealt with through our Safeguarding Policy, available [on our website](#).