

# Child Safe Standards Training

2021



The National Catholic Safeguarding Standards provide a framework for Catholic Church entities and organisations to build child safe cultures, and to advance the safety of children across the Catholic Church. The Standards take into account the guidance of the Royal Commission into Institutional Responses to Child Sexual Abuse and the (draft) National Statement of Principles for Child Safe Organisations from the Australian Human Rights Commission. The Standards are designed to ensure Church entities have a child safe culture and practices in accordance with legislative requirements, the Australian community's expectations, and Gospel values.

## 1. Committed leadership, governance and culture



The leadership and governance arrangements of Church entities promote an inclusive, welcoming environment for children and provide the foundation for transparent, accountable and risk-based approaches to ensure child safety.

## 2. Children are safe, informed and participate



Children are informed about their rights, are given the opportunity to participate in decisions which affect them and their views are taken seriously.

## 3. Partnering with families, carers and communities



Families, carers and communities are informed and involved in promoting child safety.

## 4. Equity is promoted and diversity is respected



Equity is upheld and diversity needs are respected in policy and practice.

## 5. Robust human resource management



Church personnel are suitable and supported to implement safeguarding in practice.

## 6. Effective complaints management



Processes for raising concerns and complaints are responsive, understood, accessible and used by children, families, carers, communities and Church personnel.

## 7. Ongoing education and training



Church personnel are equipped with knowledge, skills and awareness to keep children safe through information, ongoing education and training.

## 8. Safe physical and online environments



Physical and online environments promote safety and contain appropriate safeguards to minimise the opportunity for children to be harmed.

## 9. Regular improvement



Church entities regularly review and improve implementation of their systems for keeping children safe.

## 10. Policies and procedures support child safety



Policies and procedures document how the Church entity is safe for children.





### 1. Background

- 1.1 The Catholic Archdiocese of Canberra and Goulburn resides in both the state of NSW and the territory of ACT. As a consequence it is required to observe the requirements of legislation and regulations enacted by the two independent legislative authorities.
- 1.2 Archdiocesan agencies have child protection policies and/or codes of conduct specific to the requirements of their mandates and responsibilities. Personnel working for these agencies must refer to the relevant policies and codes of conduct for these agencies as part of their role.

### 2. Policy

- 2.1 The Archdiocesan Chancery and Parishes will fully comply with the relevant child protection and vulnerable people legislation as enacted in the jurisdictions of NSW and ACT.
- 2.2 The Archdiocese through its policy and related procedures, and those of its agencies and institutions, is totally committed to the care and protection of children, young and vulnerable people.

### 3. Commitment

- 3.1 The Archdiocese is committed to creating a safe environment and instituting procedures to prevent abuse whilst responding to allegations and disclosures of abuse.
- 3.2 All children and vulnerable people have a right to safety and freedom from abuse of any kind.
- 3.3 All adults working with children and vulnerable people have a responsibility to care for them, to promote their wellbeing and to protect them from any form of abuse.
- 3.4 When any action is taken to prevent or respond to any type of abuse, the welfare and wellbeing of the child or vulnerable person is the primary concern.
- 3.5 The integrity of the family unit is respected but not to the detriment of the child or vulnerable person and the right of the child or vulnerable person to be heard.
- 3.6 The dignity of persons involved in situations where abuse is suspected or disclosed should be respected; they should be treated with fairness, sensitivity, dignity and respect. In the interests of justice, appropriate confidentiality must be maintained, with information that relates to suspected or disclosed abuse being provided only to those who have a right or a need to be informed.

### 4. Definitions

- 4.1 **Child:** For the purpose of this policy, a child is defined as a person being under the age of 18 years or a student or any age attending an Archdiocesan primary, central or secondary school.
- 4.2 **Workers:** This policy applies to:
  - Archdiocesan Clergy and members of religious congregations
  - Paid employees working in Catholic parishes and organisations, and individuals or groups authorised to act in the Archdiocese
  - Volunteers working in Catholic parishes, organisations, groups, boards, councils and committees
  - Students (e.g. work experience, professional placements)
  - Contractors and sub-contractors working for the Archdiocese

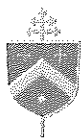


## ARCHDIOCESE OF CANBERRA AND GOULBURN SAFEGUARDING POLICY

- 4.3 **Vulnerable Persons:** For the purpose of this policy, a vulnerable person is an individual aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma, or disability, or any other reason
- 4.4 **Volunteers:** A volunteer is considered to be any person engaging in activities on Archdiocesan premises where they are likely to come into contact with children or vulnerable persons. This includes visiting family members of children, volunteering in and for religious organisations or groups as well as speakers, performers, adjudicators, and assessors.

### 5. Roles and Responsibilities

- 5.1 Under the *Ombudsman Act 1974 (NSW)* and the *Ombudsman Act 1989 (ACT)* the key role of responsibility for child protection systems that prevent and respond to abuse in the Archdiocese rests with the Head of Agency; for the Archdiocese the Archbishop of Canberra and Goulburn has been delegated with the status as head of agency.
- 5.2 For the purpose of the protection of children and vulnerable people in the ACT the NSW procedures will be adopted as representing best practice. As a consequence the Archbishop will be kept informed of all relevant child protection and vulnerable adult issues.
- 5.3 The Archdiocese's Institute for Professional Standards and Safeguarding (IPSS) will be the point of contact for communication and reporting safeguarding issues.
- 5.4 Child protection is a shared responsibility. All sectors of the Archdiocese are active in building a culture of awareness, understanding the nature of child abuse and reportable conduct, and putting child protection systems into practice. These responsibilities require:
- 5.4.1 Commitment to and embedding of the National Principles for Child Safe Organisations as identified by the findings of the Australian Government's *Royal Commission into Institutional Responses to Child Sexual Abuse*.
  - 5.4.2 Child protection policies and procedures that ensure all reasonable steps are taken to protect children.
  - 5.4.3 Practices and interventions that continually build a culture of safety, characterised by respect, fairness and the development of mutual trust and reconciliation.
  - 5.4.4 Current training in child protection and ongoing professional development.
  - 5.4.5 Promotion of open communication, tolerance and positive relationships.
  - 5.4.6 Processes for monitoring the culture.
  - 5.4.7 Mechanisms for active participation by the community in the development of policies and processes.
  - 5.4.8 Integration of child protection policies into strategic frameworks so that safeguarding is seen as integral to how all sectors of the Archdiocese operate.

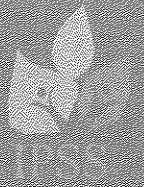
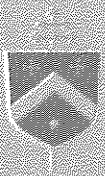


## ARCHDIOCESE OF CANBERRA AND GOULBURN SAFEGUARDING POLICY

### 6. Relevant Legislation & Church Documents

- 6.1 The Archdiocese through its Child Protection procedures, this policy, and those of its various agencies and institutions, is unreservedly committed to the care and protection of children.
- 6.2 The Archdiocese and its agencies are bound by the Commonwealth, NSW and ACT legislation pertaining to child protection and various Church related documents. Some of the most pertinent are:
- *Child Protection (Working with Children) Act 2012 (NSW)*
  - *Working with Vulnerable People (Background Checking) Act 2011 (ACT)*
  - *Ombudsman Act 1974 (NSW)*
  - *Ombudsman Act 1989 (ACT)*
  - *Child Protection (Offenders Registration) Act 2000 (NSW)*
  - *Children and Young People Act 2008 (ACT)*
  - *Children and Young People (Care and Protection) Act 1998 (NSW)*
  - *Online Safety for Children Act 2015 (Commonwealth)*
  - *Integrity in the Service of the Church (September 2011)*
  - *Towards Healing (revised January 2010)*
  - *Integrity in Ministry (reprinted April 2010)*
  - *Keeping Children and Young People Safe (November 2014)*





# Child Protection Code of Conduct

July 2020



## 1.0 INTRODUCTION AND PURPOSE

- 1.1** This Code is to guide, inform and remind staff members (refer definition page 2) of the Archdiocese of Canberra and Goulburn (the Archdiocese) of the standards of behaviour and other requirements that must be adhered to when working with children.
- 1.2** Consistent with its mission and values, and in compliance with its legislative obligations, the Archdiocese strives to ensure children in its care are safe and secure.
- 1.3** This Code aims to:
- Clarify the expectations of staff members engaged in any child related activity.
  - Provide a safe and supportive environment staff members and children (per the child safe standards)
  - Build and maintain a contemporary Catholic workplace that is safe, respectful, professional and legally compliant.
- 1.4** This Code is not exhaustive and does not identify every potential scenario of concern in the workplace.

## 2.0 SCOPE

The Code applies to all staff members engaged to work in, or provide services to the Archdiocese, including but not limited to Parishes, Youth Ministry and the Chancery noting each Archdiocesan Agency (Catholic Education, Marymead and CatholicCare) may have their own Code relevant to the delivery of their services.

### 3.0 DEFINITIONS

“Staff member” includes:

- paid employees whether employed on a permanent, temporary or casual basis
- religious, clergy, volunteers, contractors, sub-contractors, consultants and students on tertiary practicum placements

“Child” or “children” refers to any person under the age of 18 years.

“Adult” refers to any person over the age of 18 years.

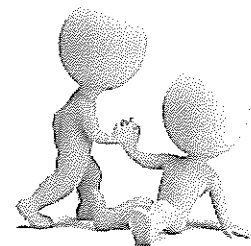


### 4.0 RESPONSIBILITIES AND OBLIGATIONS

#### 4.1 Duty of care – physical environment

A staff member has a legal obligation to take reasonable care for their own safety and the safety of children and others they come into contact with as part of their engagement with the Archdiocese.

These obligations arise from the specific role and responsibilities of the staff member and include (but are not limited to) the following:



- providing adequate supervision
- following procedures relating to child safety, behaviour management, welfare and well-being (for example, reporting procedures)
- demonstrating personal behaviours that promote the safety, welfare and well-being of children
- providing medical assistance (if competent to do so), or seeking assistance from a medically trained person to aid a child who is injured or becomes sick
- identifying and protecting a child from hazards that pose a risk of harm and which can be reasonably predicted
- taking appropriate action to reduce or remove risks impacting on a child's safety, welfare or well-being.
- ensuring children are aware of their rights and responsibilities.

The standard of care that is required needs to take into consideration various factors, such as a child's maturity, ability and circumstances.



Duty of care to children applies during all activities and functions conducted or arranged by the Archdiocese where children are in the care of staff members.

Staff members must assess and manage the risk associated with any activity before undertaking the activity. This includes developing and implementing a risk assessment.

Actual harm to a child, or potential to cause significant harm to a child, caused by:

- (a) a single serious failure to exercise appropriate duty of care; or
  - (b) repeated less serious failures to exercise appropriate duty of care
- may constitute misconduct, neglect or negligence and/or a breach of this Code.

Staff members should not put themselves in a position that may create a risk of an allegation of a child protection nature. For example, staff members must not:

- (a) transport a child or children in a car alone; and
- (b) otherwise be alone with a child, unless they are in the view of others and/or there is a reasonable requirement to do so.

Staff members should seek out a child's parents/guardians or another adult, if to keep a child safe, a need to transport a child arises. Any such incident should be documented and provided to the IPSS Manager within 24 hours.

#### *4.1.1 Professional conduct*

Staff members must act professionally and appropriately when dealing with children and others they come into contact with as part of their engagement with the Archdiocese.

This includes using appropriate language and tone toward children and others. Rude or insulting behaviour, including verbal aggression; abusive, threatening or derogatory language or conduct; or intimidating words or actions towards children is unacceptable. It is also unacceptable to engage in such conduct towards others in the presence of children.

#### *4.1.2 Physical contact*

Staff members must not engage in inappropriate physical contact with children, or act in ways that may cause a child to reasonably fear that unjustified force will be used against them.

Examples of inappropriate physical contact include (but are not limited to):

- intentional and unjustified use of physical force
- use of physical contact to have a child or student follow directions
- throwing an object to gain a child's attention in a hostile way
- restraining a child (unless as part of an approved behaviour management plan)
- hitting, kicking, pushing, pulling, shoving, grabbing, pinching, poking, shaking or throwing a child.

*"Justice should not only be done, but should be manifestly and undoubtedly be seen to be done."*

Examples of conduct that involves the reasonable use of physical contact for exercising appropriate control over a child include (but are not limited to):

- disarming a child who is at risk of harming themselves or another person
- separating children who are fighting
- reasonable use of physical force for the protection of self or others.

Staff members when assisting a distressed child, should seek the child's permission prior to placing a hand or one arm around them for comfort, given this act could unintentionally cause further distress.

#### *4.1.3 Discipline*

Staff members must not correct or discipline a child in excess of what is reasonable or appropriate for the situation and the child's maturity, ability and circumstances. Discipline is excessive if it is a disproportionate response to a child's behaviour.

Examples of inappropriate discipline or ill-treatment include (but are not limited to):

- locking a child in a cupboard as punishment
- tying a child to a chair
- keeping a child on detention during lunch without allowing them to eat or go to the toilet.

#### *4.1.4 Medication, drugs and other substances*

Staff members must not purchase for, offer, supply, give or administer to children, illegal drugs, restricted substances, prescribed or non-prescribed medication (unless dealing with or administering medication in accordance with relevant policy), alcohol or tobacco. Neither should the use of such substances be condoned or encouraged.

### **4.2 Duty of care - Appropriate relationships and boundaries**

Staff members must act professionally and appropriately when dealing with children and others they come into contact with as part of their engagement with the Archdiocese. This obligation also extends to relationships staff members have with children outside of work.

Staff members must maintain appropriate physical, social and emotional boundaries with children. A single serious 'crossing of professional boundaries' by a staff member, or repeated less serious breaches of professional conduct or exercise of poor judgment in the following areas, may constitute misconduct, sexual misconduct and/or a breach of this Code.

#### *4.2.1 Relationships*

Staff members must not behave in a way that could reasonably be construed as involving an inappropriate relationship with a child or a group of children.

Staff members must not invite children they come into contact with as part of their engagement with the Archdiocese to join their personal electronic social networking or messaging sites/apps or accept children's invitations to join theirs. They must not attend parties or socialise with children or invite a child to their home or attend a child's home without an appropriate professional reason and without the parents/carers' consent and the consent of Manager (IPSS) or delegate.

Where there are existing personal relationships, such as a family relationship or close friendships that involve a staff member and a child, the staff member needs to take care to be transparent, prudent and behave appropriately and be mindful of any perceived conflict of interest.

A staff member who is unsure about the appropriateness of a relationship with a child or a child's family must disclose it to Manager (IPSS) or their delegate. Staff members must not have an intimate, romantic or sexual relationship with any child or student who is under their care or supervision regardless of their age. It is irrelevant whether the relationship is consensual, non-consensual, known to or condoned by parents, guardians or caregivers.

Extreme care must be taken in any relationship between a staff member and a former child client or student, even if the person is now over 18 years of age.

A personal or sexual relationship with a former child client or student entered into by any staff member may be considered sexual misconduct if it is established that the staff member used his or her position to develop and/or maintain an inappropriate personal or intimate relationship with the person when they were a client or student of the Archdiocese.

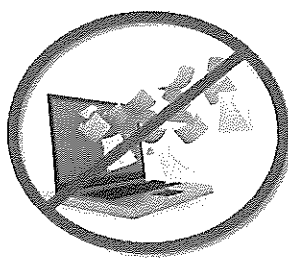
#### *4.2.2 Grooming*

Staff members must not engage in grooming behaviour with either a child, their family and/or community. Grooming behaviour involves a pattern of conduct that is consistent with grooming a child for sexual activity, where there is no other reasonable explanation for it.

Examples of grooming behaviours include:

- persuading a child or group of children that they have a 'special' relationship, for example, by spending inappropriate special time with a child, inappropriately giving gifts or showing special favours to them but not other children, inappropriately allowing the child to overstep rules, or asking the child to keep this relationship to themselves
- testing boundaries, for example, by undressing in front of a child, encouraging inappropriate physical contact (even where it is not overtly sexual), talking about sex, or 'accidental' intimate touching
- inappropriately extending a relationship outside of work
- inappropriate personal communication (including emails, telephone calls, letters, text messages, social media and web forums of a sexual nature)

If there are reasons for a staff member to communicate with children using electronic information and communication technology (ICT) for reasons other than work purposes, it is important to discuss this with and gain the approval of the IPSS Manager or delegate.



#### 4.2.3 Sexually inappropriate behaviour

Staff members must not make sexually explicit comments or engage in other sexually overt or implied behaviour towards or in the presence of children. Such behaviour may constitute sexual misconduct.

Examples of sexual behaviours include:

- inappropriate conversations of a sexual nature
- unwarranted and inappropriate touching
- exposure of children to sexual behaviour of others
- watching children undress in circumstances where supervision is not required

Staff members must not commit a sexual offence. This encompasses all criminal offences involving a sexual element that is committed against, with or in the presence of a child and includes indecent assault, sexual assault, possession/ dissemination/ production of child exploitation or child abuse material.

#### 4.3 Working with children clearances

The Archdiocese must ensure that verified clearances are in place for all relevant persons as required under the Child Protection (Working with Children) Act 2012 for staff employed in NSW and as required under the Working With Vulnerable People (Background Check) Act (2011) for staff employed in the ACT.

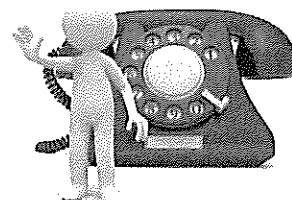
A NSW Working With Children Check is valid for five years, and from 1 July 2020 an ACT Working With Vulnerable People Registration is valid for five years (previously it was valid for three years). Staff members are responsible for ensuring their clearance or registration is renewed.

Staff members who are required to have a verified Working with Children Check (in NSW) or a valid registration allowing them to Work with Vulnerable People (in the ACT) and do not have one, cannot be or continue to be engaged in child related work. Consequently, their employment or engagement with the Archdiocese may be terminated.

#### 4.4 Notification and reporting

Staff members must satisfy reporting and notification requirements under the law, including:

- mandatory reporting requirements to the Department of Communities and Justice under the Children and Young Persons (Care and Protection) Act 1998 (NSW)
- reportable conduct requirements under the Children's Guardian Act 2019 (NSW)
- reporting requirements to the Office of the Children's Guardian under the Child Protection (Working with Children) Act 2012 (NSW)
- reporting child abuse offences under section 316A of the Crimes Act 1900 (NSW)
- mandatory reporting requirements to the Children and Youth Protection Services under the Child and Young People Act 2008 (ACT)



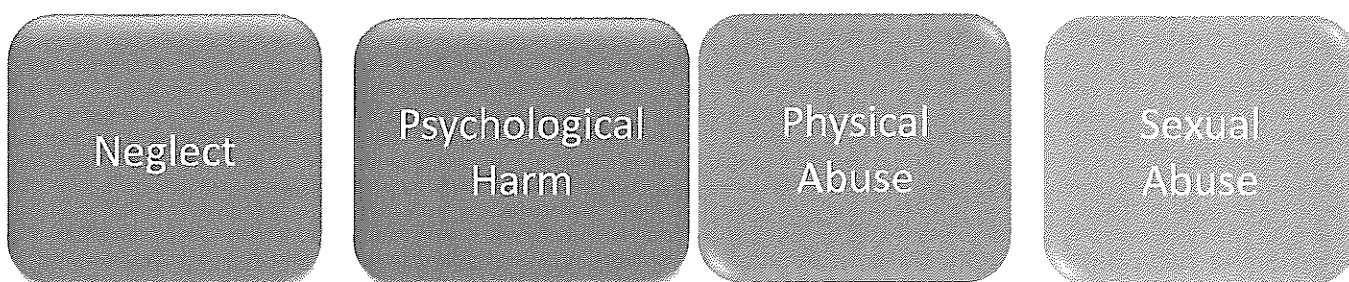


- reportable conduct requirements under Part 17G of the Ombudsman Act (1989) (ACT)
- reporting requirements to Access Canberra under the Working With Vulnerable People (Background Check) Act (2011) (ACT)
- reporting child sexual offences under section 66AA of the Crimes Act 1900 (ACT)

Staff members must make reports to the IPSS Manager in accordance with sections 4.4.1 and 4.4.2. The IPSS Manager or delegate will determine if reporting or notification needs to be made to the relevant authority and will make the report.

- For staff members in NSW the relevant authority includes the, Office of the Children's Guardian, Department of Communities and Justice and/or the NSW Police.
- For staff members in the ACT the relevant authority includes the ACT Ombudsman, Community Services – Child and Youth Protection Services, Access Canberra and/or the ACT Police.

#### 4.4.1 Mandatory reporting



##### 4.4.1.1 Mandatory reporting in NSW

Staff members in NSW, who deliver health care, welfare, education, children's services, religious based activities to children or residential services, wholly or partly, to children as part of their paid or professional work are mandatory reporters of children who are at risk of significant harm. This also applies to clergy and staff members in a management position with direct responsibility for or supervision of such services.

A child or young person<sup>1</sup> is at risk of significant harm if current concerns exist for the safety, welfare or well-being of the child or young person because of the presence, to a significant extent, of any one or more of the following circumstances:

- the basic physical or psychological needs of the child or young person are not being met (neglect) or are at risk of not being met
- the parents or caregivers have not arranged necessary medical care for the child or young person (unwilling or unable to do so)
- the parents or caregivers have not arranged for the child or young person to receive an education in accordance with the Education Act 1990 (NSW) (unwilling or unable to do so)
- risk of physical or sexual abuse or ill-treatment
- parent or caregiver's behaviour towards the child causes or risks serious psychological

<sup>1</sup> For the purposes of reporting risk of significant harm, in NSW a child is aged up to 15 years and a young person is aged 16 to 17 years. For reporting purposes in the ACT a child is aged up to 12 and a young person aged up to 18.

harm (emotional abuse)

- incidents of domestic violence and as a consequence the child or young person is at risk of serious physical or psychological harm (domestic or family violence)
- the child was the subject in a pre-natal report and the birth mother did not engage successfully with support services.

If a mandatory reporter has reasonable grounds to suspect a child is at risk of significant harm and those grounds arise during the course of or from their work, they must make a report to the NSW Department of Communities and Justice. Assistance can be provided by calling the IPSS Manager or delegate on 6239 9806.

While it is not mandatory under NSW legislation to report about young persons (children aged 16-17 years), staff members should make reports about concerns for young persons to IPSS Manager or delegate who will use professional judgement in deciding whether the concerns warrant a report to the relevant authority.

### **Reporting to NSW Police**

In accordance with section 316 (A) of the Crimes Act 1900 (NSW), all adults in NSW are required to bring information to the attention of NSW Police if they:

- know, believe or reasonably ought to know that a child (under 18 years) has been abused, or
- know, believe, or reasonably ought to know that they have information that might materially assist in securing the apprehension, prosecution or conviction of the offender.

A reasonable excuse for a person not bringing information to the attention of the police, includes the alleged victim was an adult at the time that the information was obtained by the person and the person believes on reasonable grounds that the alleged victim does not wish for the information to be reported to police.

If a staff member believes this to be a reasonable excuse for not bringing information to the attention of the police, but the offender is a current staff member of the Archdiocese, this information must be brought to the attention of the IPSS manager to comply with section 43B of the Crimes Act 1900 (NSW).

If you require assistance making a report, please call IPSS Manager on 6239 9806.

#### **4.4.1.2 Mandatory reporting in the ACT**

Mandatory reporters in the ACT include staff members who are a doctor, dentist, nurse, teacher or teacher's aid at a school, counsellor, minister of religion, religious leader or member of the clergy of a church or religious denomination, a person caring for a child at a childcare centre, a person coordinating or monitoring home-based care for a family day care scheme proprietor, a person who, in the course of the person's employment, has contact with or provides services to children, young people and their families and is prescribed by regulation.

The staff members are required to make a report if, due to information obtained during the course of, or because of their work (including information disclosed in a religious confession), they believe on reasonable grounds that a child or young person has experienced, or is experiencing:

- sexual abuse or;
- non-accidental physical injury (physical abuse).

Staff members must make a mandatory report to Child and Youth Protection Services. Assistance can be provided by the IPSS Manager or delegate in making a mandatory report.

While it is not mandatory under the ACT legislation to report about the neglect, emotional abuse of a child or young person, staff members must make reports about concerns for young persons to IPSS Manager who will use professional judgement in deciding whether the concerns warrant a report to the relevant authority.

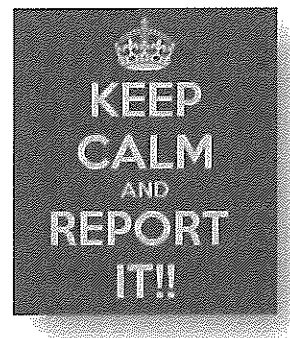
### Reporting to ACT Police

In accordance with section 66(AA) of the Crimes Act 1900 (ACT), all adults in the ACT are required to report information they obtain that leads them to reasonably believe that a sexual offence has been committed against a child to Police.

#### 4.4.2 Reporting of inappropriate conduct of staff members

Staff members must report to the IPSS Manager or delegate:

- any convictions or allegations of reportable conduct<sup>2</sup> involving any other staff member that they are aware of, or reasonably suspect
- if they are charged with or convicted of an offence relevant to working in child-related employment, or if they have had any reportable conduct allegation made against them
- any information or concerns about inappropriate behaviour by any staff member that involves a child or children, including behaviour that has occurred either inside or outside of work. Inappropriate behaviour includes behaviour which is inconsistent with Sections 5.1 and 5.2 of this Code.
- any information or concerns where a fellow staff member may know of a child being abused (in any context) and has not met their reporting obligation under s316A of the Crimes Act 1900 (NSW) or s66AA of the Crimes Act 1900 (ACT).



A staff member who is unsure of whether they are required to make a report should discuss the matter with the Manager (IPSS) or delegate.

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<sup>2</sup> In NSW "Reportable conduct" is defined as any sexual offence (including touching or grooming of a child and production, dissemination or possession of child abuse material, or sexual misconduct, committed with towards or in the presence of a child or any assault, ill-treatment or neglect of a child or any behaviour that causes psychological harm to a child, whether or not, in any case, with the consent of the child. Reportable conduct includes conduct which occurs outside the course of employment.

In the ACT "Reportable conduct" includes sexual offences and convictions where a child is a victim or is present; offences against the person, including physical offences and convictions, where a child is a victim or present; conviction, or finding of guilt, under a territory law or state or Commonwealth law, involving reportable conduct; offences against the Education and Care Services National Law (ACT) Act 2011 (inappropriate discipline or offences relating to protecting children from harm); ill-treatment of a child (including emotional abuse, hostile use of force/physical contact, neglect and restrictive intervention); psychological harm; and misconduct of a sexual nature. It does not matter whether or not the employee engaged in the conduct in the course of employment or whether a child consents to the conduct. Information disclosed in a religious confession will need to be reported if it relates to sexual abuse against a child, or non-accidental physical injury to a child.

#### 4.4.3 Reporting Child Abuse Offences

There may be situations where a staff member suspects that a child abuse offence has occurred, but it is not covered by the reporting obligations set out in sections 5.4.1 or 5.4.2.

Staff members must report this to the IPSS Manager if it involves an Archdiocesan staff member, regardless of the context in which it occurs.


#### 4.5 Confidentiality

Staff members must maintain confidentiality in relation to any matters of a child protection nature and only discuss the matter with those required to be notified or reported to. Where a staff member is in doubt as to the requirements of confidentiality, they should seek advice from IPSS Manager or delegate.

#### 4.6 Victimisation

Staff members must not take detrimental action against a complainant or person who reports information as required by legislation and this Code. Such action is unlawful.

#### 4.7 Record keeping

 This form is to record details of a child protection matter brought to the attention of Parish Priests or Parish workers.

**FORM 1: DETAILS OF A CHILD PROTECTION MATTER**

This form should be completed by Parish Priests (or delegate) in respect of all child protection matters. It should then be provided to the Institute of Professional Standards and Safeguards (IPSS). If any additional documents come to hand after the form has been provided to your Parish Priest and IPSS these should be sent separately.

<b>Parish/Reporting Details</b>	
Name of Parish/Organisation	
Name of person completing this form	
Position of person completing this form	
<b>Details of Child Protection Matter</b>	
Name of person who raised the matter	
Date the matter was raised	
Name of the alleged victim	
Name of the alleged offender	
Brief details of the matter	
Has this matter been reported to IPSS? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Has this matter been reported to other agencies? <input type="checkbox"/> CPS <input type="checkbox"/> FACS <input type="checkbox"/> AFP <input type="checkbox"/> NSW Police	
Name of the alleged victim has requested that this should be kept confidential. If you do not need to record them here.	
Attach all relevant documents to this form.	
<input type="checkbox"/> Copy of report made to CPS or FACS (if relevant)	
<input type="checkbox"/> Copy of report made to the AFP / NSW Police (if relevant)	
<input type="checkbox"/> Other documents	
Signature	
Date	

Store this form following standard Parish records processes.  
Email a copy of this form to [ipss@can.org.au](mailto:ipss@can.org.au).

THE GIFT OF OUR CHILDREN The Catholic Archdiocese of Canberra & Goulburn

A staff member must maintain appropriate records and data in relation to their professional practice in the care and protection of children. Records may include case notes, student/client files and behaviour management plans.

A staff member must keep contemporaneous records of any disclosure, observations and discussions regarding a child protection matter, including any alleged breach of this Code.

These records must be kept in a secure location as provided for by the Archdiocese. Records relating to the care and protection of children are not to be destroyed.

#### 4.8 Investigations

Allegations of a child protection nature against a staff member will be investigated and dealt with in line with the Archdiocese's Investigation Policy.



## **5.0 CIVIL LEGISLATION AND MINISTRY FRAMEWORK**

Staff members are required to be familiar and comply with child protection legislation as varied from time to time, as well as Church resources, including but not limited to:

- Child Protection (Working with Children) Act 2012 (NSW)
- Child Protection (Working with Children) Regulation 2013 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Children and Young Persons (Care and Protection) Regulation 2012 (NSW)
- Crimes Act 1900 (NSW)
- Children's Guardian Act 2019 (NSW)
- Child and Young People Act 2008 (ACT)
- Child and Young People Regulation 2009 (ACT)
- Crimes Act 1900 (ACT)
- Ombudsman Act 1989 (ACT)
- Working with Vulnerable People (Background Checking) Act 2011 (ACT)
- Working with Vulnerable People (Background Checking) Regulation 2012 (ACT)
- Integrity in Ministry 2004 (updated 2010)
- Integrity in the Service of the Church

Failure to comply with the child protection responsibilities and obligations required by legislation or this Code may result in disciplinary action including immediate termination of employment, termination of contractor agreement, notification to external agencies and/or criminal charges.

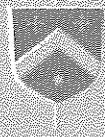
A staff member who becomes aware of a possible breach of this Code or legislation by another staff member must report this to Manager (IPSS) or delegate. Failure to do so may result in disciplinary action.

---

## **6.0 FURTHER INFORMATION**

Further information about any of the matters outlined in this Code can be sought from the IPSS Manager at [ipss@cq.org.au](mailto:ipss@cq.org.au) or phone 02-6239 9806.





# Child Protection Code of Conduct Acknowledgement

July 2020

I acknowledge that all adults are responsible for protecting children.

I confirm I have not been convicted of, or the subject of, any allegation related to child sexual abuse, or I confirm I will contact the IPSS Manager within 24 hours to arrange a time to discuss my circumstances.

I confirm I have read the Archdiocesan Child Protection Code of Conduct, updated July 2020.

## **I will:**

- Treat children with respect and be a positive role model in my conduct with them.
- Ensure that the physical environment is safe from hazards that may harm a child.
- Communicate with children in an age appropriate and realistic manner.
- Set clear boundaries about appropriate behavior, including online behaviour between me and a child.
- Only have physical contact with a child in ways which are appropriate to my professional or agreed role and responsibilities.
- Be willing to listen and respond appropriately to a child's views and concerns.
- Respond quickly, fairly and transparently to any serious complaints made by a child or related to a child.
- Abide by my civil reporting obligations and if in doubt, I will contact my Parish Priest or IPSS Manager.
- Ensure to always have a valid ACT registration or NSW clearance when working with children

## **I will not:**

- Subject a child to any form of corporal punishment, social isolation, sexual suggestion, offence or misconduct.
- Communicate with a child in ways that are likely to humiliate, frighten or distress the child.
- Use tobacco products or possess or be under the influence of alcohol or illegal drugs at any time while working with children.
- Develop any 'special' relationships with children that could be seen as grooming/ favouritism such as the offering of gifts or private messaging through online forums.
- Do things of a personal nature that a child can do for themselves, such as toileting or changing clothes.

**Name:** .....

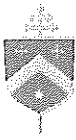
**Signature:** ..... **Date:** .....

Please return this signed form to your Parish Secretary or to the  
IPSS Manager [ipss@cg.org.au](mailto:ipss@cg.org.au).  
The IPSS Manager can be contacted on ph 6239 9806.







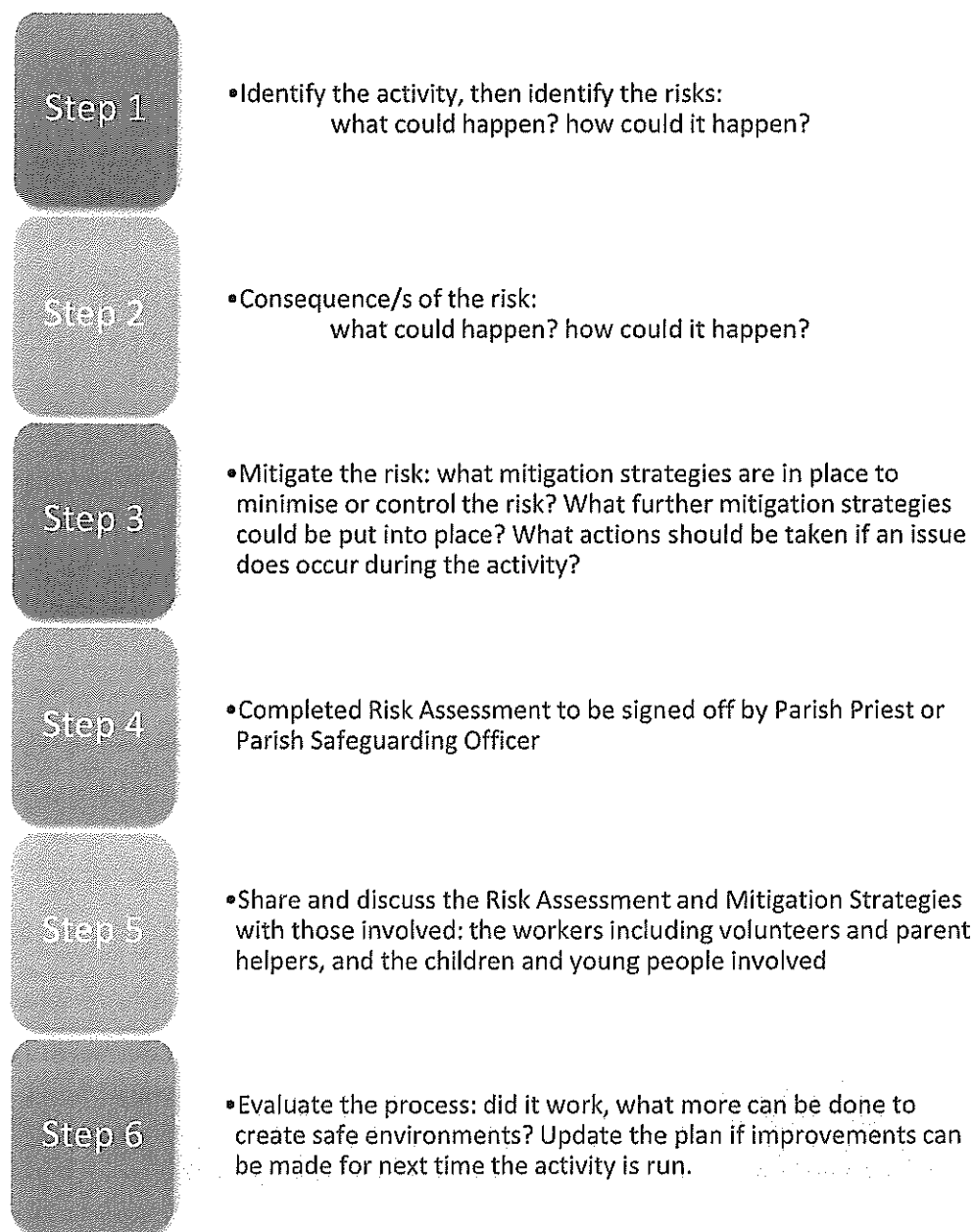


*This flowchart outlines the process for Parishes in conducting risk assessment and mitigation to create safe Parish environments.*

## FLOWCHART: RISK ASSESSMENT AND MITIGATION FOR PARISH ACTIVITIES

The emotional, physical and spiritual safety, well-being and dignity of children is an integral part of the teachings and values of the Catholic Church. Undertaking effective risk assessments and developing mitigation strategies for parish activities involving children and young people are an important safeguarding strategy used to assist in creating child safe parish environments.

It is expected that all activities involving children and young people will be rigorously assessed using effective risk assessment and mitigation strategies by key personnel involved in the activity's development and implementation. Ideally, this process will be undertaken by the Parish/Deanery Safeguarding Officer, with the support and advice of the person/s who will be facilitating the event or activity.





This template is for use by Parishes to conduct a risk assessment on any Parish activities involving children.

# TEMPLATE : RISK ASSESSMENT FOR PARISH ACTIVITIES INVOLVING CHILDREN

<b>Name of Activity</b>			
<b>Date of Activity</b>		<b>Is this a recurring event?</b>	<input type="checkbox"/> yes <input type="checkbox"/> no
<b>Risk Assessment Steps</b>			
<b>Step 1</b>	Identify the activity, then identify the risks: what could happen, how could it happen		
<b>Step 2</b>	Consequence/s of the risk: what could happen, how could it happen		
<b>Step 3</b>	Mitigate the risk, what mitigation strategies are in place to minimise or control the risk, what further mitigation strategies could be put into place What actions will be taken if an issue does occur during the activity?		
<b>Step 4</b>	Completed Risk Assessment to be signed off by Parish Priest or Parish Safeguarding Officer.		
<b>Step 5</b>	Share and discuss the Risk Assessment and Mitigation Strategies with those involved: the workers including volunteers and parent helpers, and the children and young people		
<b>Step 6</b>	Evaluate the process: did it work, what more can be done to do to create a safe environment? Update the plan if improvements can be made for next time.		
<b>Describe the activity in brief</b>			
<b>Identify Risk/s</b>	<b>Consequence of the Risk</b>	<b>Mitigation Strategies</b>	<b>Person/s responsible</b>
<i>e.g. unsecured exit/entry points</i>	<i>e.g child goes missing, strangers have access</i>	<ul style="list-style-type: none"> <li>Keep outside gates locked</li> <li>Constant supervision</li> </ul>	<i>Insert name</i>
1.			
2.			
3.			
4.			
5.			
<i>Please add more rows above if / as needed</i>			
<b>Emergency phone numbers for this activity</b>	<b>Name</b>	<b>Contact number/s</b>	
<b>Plan prepared by</b>			
<b>Name</b>		<b>Sign</b>	<b>Date</b>
<b>Plan approved by Parish Priest or Parish Safeguarding Officer</b>			
<b>Name</b>		<b>Sign</b>	<b>Date</b>

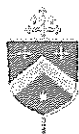




This template is for use by Parishes to implement risk mitigation on any Parish activities involving children.

# TEMPLATE : MITIGATION STRATEGIES FOR PARISH ACTIVITIES INVOLVING CHILDREN

Name of Activity	Date of Activity			
Insert the mitigation strategies individually, along with the person responsible for undertaking the mitigation strategy. ✓ Mark each strategy off when completed.				
Mitigation Strategies Checklist	Person responsible	Completed?	Date	Initial
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
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		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		
		<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A		



*This fact sheet outlines the records each Parish is required to maintain in relation to child protection records.*

## FACT SHEET: STORING AND SHARING CHILD PROTECTION RECORDS

By law, child protection records must be kept by Parishes. They also assist with any queries or investigations in future. All parishes and agencies must keep records of the information listed below and provide them to the Vicar General when requested. If you receive a request for child protection records from a government or non-government agency, you should immediately contact the Manager of the Institute for Professional Standards and Safeguarding (IPSS).

This should be read in conjunction with Advice: Parish Records Archiving Procedures.

### Records relating to children

- Each child's name and date of birth
- Consent forms signed by the child's parent or guardian
- The activities the child participates in and the person who conducts or supervises those activities
- Details of the child's allergies or other medical needs

### Records relating to reportable crimes (to be completed by a person who reports a matter to the AFP / NSW Police)

- The date they became aware of the suspected reportable crime
- Names of the alleged victim and perpetrator (unless the victim has requested their name be kept confidential)
- Any correspondence with any other person regarding the suspected reportable crime, including file notes of conversations
- A copy of the report made to the AFP / NSW Police

### Records relating to other child protection concerns

- The person who raised the matter and date it was raised
- The name of the alleged victim and/or perpetrator (unless the victim wishes to remain confidential)
- Brief details of the matter
- The date the matter was notified to IPSS
- Copies of any other documents created in relation to the matter, before or after it was reported to the Vicar General, including file notes of any conversations

### Records relating to persons who work with children

- Each person's full name and date of birth

#### NSW

- Each person's Working with Children Check (WWCC) number and expiry date

#### ACT

- Each person's Working with Vulnerable People (WWVP) number and expiry date
- Photocopy of both sides of each sighted card
- Details of any person whose WWVP or WWCC could not be verified
- CVs or resumes
- Notes of interviews
- References received or notes of reference checks
- Employment agreements
- Contractor agreements
- Volunteer agreements
- Correspondence or other documents relating to disciplinary matters



*This advice is for Parish Priests and Parish workers to assist in detecting the characteristics which can identify children and young people at risk of significant harm*

## ADVICE : WHAT CONSTITUTES RISK OF HARM TO CHILDREN?

This document provides advice as to what constitutes a risk of significant harm.

### **Overview**

A child is at risk of significant harm if current concerns exist for their safety, welfare or wellbeing because of the presence, to a significant extent, of any one or more of the following circumstances. These circumstances fall into the broad categories of neglect, abuse and psychological harm.

### **Neglect**

- The child's basic physical or psychological needs are not being met or are at risk of not being met
- The child's parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive necessary medical care
- In the case of a child who is required to attend school, the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child to receive an education

### **Abuse and psychological harm**

- The child has been, or is at risk of being, physically or sexually abused or ill-treated
- The child is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm
- A parent or other care giver has behaved in such a way towards the child that the child has suffered, or is at risk of suffering, serious psychological harm

### **Specific descriptions**

#### **Possible signs a child is suffering from neglect (basic needs are not being met)**

Signs in children include:

- low weight for age and/or failure to thrive and develop
- untreated physical problems
- poor standards of hygiene
- poor complexion and hair texture
- child not adequately supervised for his/her age
- scavenging or stealing food, focus on basic survival
- extended stays at school, public places, other homes
- longs for or indiscriminately seeks adult affection
- poor school attendance

Signs in parents and/or caregivers include:

- inability or unwillingness to provide adequate food, shelter, clothing, medical attention, safe home conditions
- leaving the child without appropriate supervision or abandoning the child
- withholding physical contact or stimulation for prolonged periods
- inability or unwillingness to provide psychological nurturing
- limited understanding of the child's needs
- unrealistic expectations of the child



## ADVICE: WHAT CONSTITUTES RISK OF HARM TO CHILDREN?

### Possible signs of physical abuse

Signs in children include:

- bruising, lacerations and welts
- drowsiness, vomiting, fits or pooling of blood in the eyes, which may suggest head injury
- adult bite marks and scratches
- fractures of bones, especially in children under three years old
- dislocations, sprains, twisting
- burns and scalds (including cigarette burns)
- multiple injuries or bruises
- explanation of injury offered by the child is not consistent with their injury
- abdominal pain caused by ruptured internal organs
- swallowing of poisonous substances, alcohol or other harmful drugs

Signs in parents and/or caregivers include:

- frequent visits with the child in their care to health or other services with unexplained or suspicious injuries
- explanation of injury offered by the parent is not consistent with the injury
- family history of violence
- history of their own maltreatment as a child
- use of excessive discipline

### Possible signs of sexual abuse

Signs in children include:

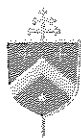
- describing or simulating sexual acts
- fear of being with a specific person
- sexual knowledge or behaviour inappropriate for the child's age
- outbursts of anger, damaging property or hurting animals
- sudden unexplained personality changes, mood swings and seeming insecure
- adolescent pregnancy, sexually transmitted infections
- unexplained accumulation of money and gifts

### Possible signs of psychological harm

Signs in children include:

- feelings of worthlessness about life and themselves
- inability to value or trust others
- lack of interaction skills necessary for daily functioning
- extreme attention-seeking behaviour
- obsession with pleasing or obeying adults
- taking extreme risks
- persistent running away from home
- eating disorders
- risk taking behaviours - self harm, suicide attempts





*This fact sheet is for Parish Priests  
and Parish workers to assist in  
identifying children, young people and  
vulnerable adults at risk of significant harm.*

## FACT SHEET: WHEN IS A CHILD AT RISK OF HARM?

A child is at risk of significant harm if they are suffering, or are at risk of suffering, from neglect, abuse or psychological harm.

Some signs a child might be at risk of significant harm include:

### Signs relating to physical abuse

- bruising, lacerations and welts
- adult bite marks and scratches
- fractures of bones (especially in children under three years old)
- dislocations, sprains, twisting
- burns and scalds (including cigarette burns)
- multiple injuries or bruises
- explanation of injury offered by the child is not consistent with the injury
- consumption of poisonous substances, alcohol or other harmful drugs
- abdominal pain caused by ruptured internal organs
- drowsiness, vomiting, fits or pooling of blood in the eyes, which may suggest head injury

### Signs relating to neglect

- low weight for age and/or failure to thrive and develop
- untreated physical problems
- poor standards of hygiene
- poor complexion and hair texture
- child not adequately supervised for his/her age
- scavenging or stealing food, focus on basic survival
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- poor school attendance

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- describing or simulating sexual acts
- fear of being with a particular person
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Acknowledgments and  
Welcome to Country

Understanding Culture  
and Faith

Interactive  
Calendar

Liturgy Resources

Federal Apology

St. John Paul II

Liturgy Resources

Sub Menu

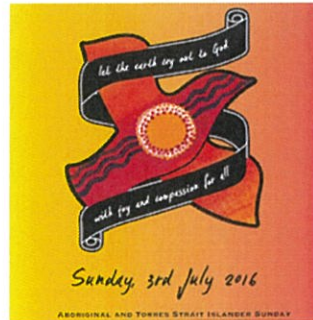
Aboriginal and Torres Strait  
Islander Sunday

Reconciliation Week

Prayers and Hymns

Spirituality resources

## Aboriginal and Torres Strait Islander Sunday Liturgy Resources



2019 Resources

Available [here](#)

2018 Resources

Available [here](#)

2017 Resources

Resources Booklet | A full online resource is available [here](#).

2016 Resources

Resources Booklet | Bishops Statement | Poster |  
Multimedia slide show | Acknowledgment and Welcome to  
Country Guide | Clip Art Gallery

2015 Resources

Resources Booklet | Bishops Statement | Poster | Multimedia  
slide show | Primary Youth Activities | Secondary Youth  
Activities | Clipart Gallery

2014 Resources

Resources Booklet | Poster

2013 Resources

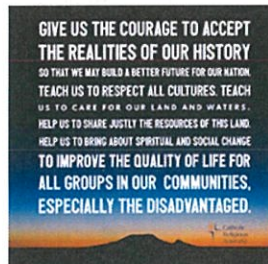
Resources Booklet | Poster

2012 Resources

Resources Booklet | Poster

## Reconciliation Week Resources

Reconciliation week is an important event on the Australian calendar and this year, we are asked to reflect on our national identity, and the place of Aboriginal and Torres Strait Islander histories, cultures and rights in our nation's story.



### Resources

Prayers

Suggested Liturgy 1

Suggested Liturgy 2

Use as a guide (consultation with your local Aboriginal and Torres Strait Islander community)

Healing and Forgiveness Booklet

Healing has to take place before true reconciliation can be achieved

[Reconciliation Australia resources](#)

### Reconciliation Week Activities

#### NATSICC TV

Through stories from Elders, program proceedings and presentations, NATSICC TV depicts culture, faith and the ways in which the two are interconnected. View the [various programs](#) and reflect on the following:

\* How can we welcome Aboriginal and Torres Strait Islander people into our group, congregation or lives?

\* What can we learn from the deep faith and culture of Aboriginal and Torres Strait Islander people?

\* What has resonated with you?

#### Reconciliation and the Year of Mercy

Make contact with your local Aboriginal and Torres Strait Islander Catholic Ministry (find them via [MY NATSICC](#)). The act of 'black and white' people praying together for mercy, forgiveness and justice is a powerful symbol of all that the Year of Mercy represents.

- Visit local Aboriginal and Torres Strait Islander Ministry
- Have a representative of the ministry visit and explain their work
- Works of Mercy Program: In collaboration with the local ministry, host a consultation process where a project is designed to assist the ministry in their Corporal Works.

1. Highlight the importance of consultation, two way communication and understanding
2. Ask the Ministry how the Parish/students/class/school can assist
3. Define achievable outcomes

#### Acknowledge the Traditional Owners of your area



NATSICC has developed an Acknowledgment booklet to assist with conducting culturally appropriate Acknowledgments and Welcomes to country. The booklet will be mailed to all Parishes prior to Aboriginal and Islander Sunday. An online version is available [here](#).



Consult the AIATSIS map (left) for Traditional Owners or (preferable as the map is a guide only) contact your local Community organisations to determine the Traditional Owners.

## Aboriginal and Torres Strait Islander Prayers and Hymns

### Prayers

Prayers for Youth  
 Aboriginal Lord's Prayer  
 Leadership Prayer  
 Aboriginal Christmas Prayer  
 Prayer of Aboriginal people  
 We Walked on Sacred ground

### Hymns

Spirit Surprising  
 One People One Land  
 Receive the Power and Holy Spirit in this Land

## Aboriginal and Torres Strait Islander Spirituality Resources

### Website Links

<http://www.abc.net.au/local/audio/2011/09/20/3321966.htm>  
 Miriam Rose explaining Christianity and Indigenous Spirituality:

<http://www.darwinassembly.com.au/keynote-speeches.html>  
 Keynote speeches taken from the 2015 NATSICC National Assembly in Darwin

[http://www.natsicc.org.au/resources/aboriginal\\_and\\_islander\\_sunday\\_2015](http://www.natsicc.org.au/resources/aboriginal_and_islander_sunday_2015)  
 The latest Aboriginal and Torres Strait Islander Sunday resources. Shirley Quaresimin shares her faith story as an Indigenous person and Catholic from the Kimberley

<https://www.youtube.com/watch?v=-dmRTJ0EsiM>  
 A Torres Strait point of view on Spirituality

<http://compassreview.org/spring03/2.html>  
 Pastor George Rosendale gives an excellent overview of Aboriginal Spirituality and the early Church.

<http://www.abc.net.au/local/audio/2013/07/30/3814128.htm>  
 Erica Bernard on finding harmony in Aboriginal spirituality and Catholicism

### Documents

**Aboriginal Spirituality - Presented by Joan Hendricks to the 2010 NATSICC Youth Gathering**

**Tree of Life** - Pastor George Rosendale

**Aboriginal Spiritual Healing** - Agnes Palmer

**What is Spirituality to Indigenous Australians?** - Thelma Parker

**Healing and Forgiveness** - A resource for Indigenous Ministry

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Spirituality resources



National Aboriginal and Torres Strait Islander Catholic  
 Council  
 'The peak Indigenous advisory body to the Catholic Church'  
 80C Payneham Rd.  
 Stepney SA 5069  
[www.natsicc.org.au](http://www.natsicc.org.au) | [craig@natsicc.org.au](mailto:craig@natsicc.org.au) | 08 8363 2963

Like [Sign Up](#) to see what your friends like.

### ADD ME TO THE NATSICC MAILING LIST

Enter Name

Enter Email

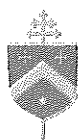


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*This protocol is for Parish Priests  
and Parish workers when engaging  
volunteers who may be working in  
the presence of children.*

## PROTOCOL: ENGAGING PARISH VOLUNTEERS

### 1.0 Protocol

- 1.1 The contribution of volunteers in parishes and across the Archdiocese is recognised and greatly valued.
- 1.2 Healthy and safe working environments will be provided for volunteers along with the requisite induction and training.
- 1.3 The Archbishop's Office of Evangelisation is available to assist parishes and other Archdiocesan entities in the implementation of the relevant policies and procedures.

### 2.0 Definition

- 2.1 A volunteer is defined as a person who has agreed to undertake a task of their free will, receiving no financial remuneration except reimbursements (for approved out of pocket expenses) and honoraria or gratuities (financial payments intended as honorary rewards for voluntary services.)
- 2.2 Under the Work Health and Safety Act 2011, volunteers are defined as workers [Section 7 (1) "A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as: (h) a volunteer ..."  
As such the Archdiocese has a duty of care to provide a safe environment for volunteers.

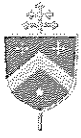
### 3.0 Implementation

#### 3.1 Engagement

- 3.1.1 Volunteers should be interviewed by the Parish Priest (or representative) and engaged in accordance with the policies and practices of the Archdiocese. In particular the Archdiocesan Privacy Policy should be brought to their attention and their obligations under this legislation in the knowledge that their personal information will be dealt with in accordance with these same principles.
- 3.1.2 Depending on the nature of the role the engagement process should include a degree of screening, for example:
  - Verbal reference check
  - Criminal record check. In those instances where it was deemed desirable to have a criminal record check undertaken the parish/archdiocesan entity should incur the cost.
  - Volunteer declaration.

#### 3.2 Induction and Records

- 3.2.1 Volunteers should be informed about their roles and provided with appropriate training and induction. It is important that volunteers have the skills and knowledge to safely undertake their volunteer role.
- 3.2.2 Parishes and other archdiocesan entities should maintain files on all volunteers. The records may include paper files and databases files and include personal details; training and induction details, and registration under ACT legislation WWVP or NSW legislation WWCC as necessary:
  - In the ACT volunteers visiting homes and potentially working with vulnerable adults as well as children would need to register with the ACT authorities. In the case of volunteers residing in NSW parishes they would need to complete the WWCC if working with children.



## PROTOCOL: ENGAGING PARISH VOLUNTEERS

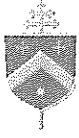
### **3.3 Payments**

- 3.3.1 Volunteers should not be given payments, allowances or benefits (including board and lodging, discounted school fees etc.) in return for their services but may be reimbursed for actual expenses incurred including travel costs, child-care costs, meals etc.
- 3.3.2 As indicated above volunteers are 'workers' under the harmonised WH&S legislation. As such it is important that they are provided with a safe working environment and are informed of their WH&S obligations and those of the Archdiocese. Information should be provided about the matter of hazards, accidents and incidents, duty of care, harassment and grievance. The relevant Archdiocesan policies should be made available to volunteers.

### **4.0 RELEVANT POLICIES**

- Child Protection - Code of Conduct
- Discrimination
- Accidents & Workers' Compensation
- Privacy
- Working with Children and Vulnerable People Registration (NSW & ACT)





This fact sheet identifies those in a Parish who are required to obtain Working with Vulnerable People (WWVP) or Working with Children Check (WWCC).

## FACT SHEET: WHO NEEDS WWVP/WWCC IN A PARISH?

### Who requires Working with Children checking?

- Any person working with children and vulnerable people (paid or unpaid) must have a valid ACT Working with Vulnerable People (WWVP) registration and/or a NSW Working with Children Check (WWCC).
- In the Archdiocese of Canberra and Goulburn, Clergy, Parish Priests and Parish workers must receive their registration/clearance before they start working with children and/or vulnerable people.
- As outlined in the Vicar General's *Ad Clerum* of November 2017, it is expected that Priests of this Archdiocese will have both a WWVP (ACT) and a WWCC (NSW).

### What are child-related roles in our Parishes?

The Archdiocese's *Institute for Professional Standards and Safeguarding* has identified the following roles in a Parish which are classed as 'child-related' and therefore require a Working with Vulnerable People Registration or a Working with Children Check:

- Parish Priest, Assistant Priest, Parish Administrator
- Parish Secretary
- Deacon
- Sacristan
- Sisters and Brothers in Apostolic Life
- Youth Minister
- Youth Worker
- Pastoral Association, Family Minister, Pastoral Associate
- Sacramental Co-coordinator, Sacramental Catechist, Sacramental Home group leaders
- Children's Liturgy Coordinator
- People engaged in Children's Liturgy
- Children's Choir leader and assistant
- Catechesis of the Good Shepherd
- Catechist
- Junior Legion of Mary
- Acolytes and/or teachers/mentors/supervisors of Altar Servers
- Extraordinary Ministers of the Eucharist who do home visitation to the sick and/or elderly
- Seniors Ministry Coordinators in the ACT.
- Any person a Parish engages to work in a child-related role e.g. dance teacher, artist

For more information please contact:

IPSS: [ipss@cg.org.au](mailto:ipss@cg.org.au) or phone on (02) 6239 9800

Parish Support: [deborah.foote@cg.org.au](mailto:deborah.foote@cg.org.au) or phone (02) 6239 9807

### Relevant documents

Check list: NSW Parishes – WWCC verification and record keeping

Check list: ACT Parishes – WWVP verification and record keeping



# Responding to children and young people's disclosures of abuse

## Listen, reassure and respect

### Listen

- Move to a suitable environment, free of distractions.
- Be calm and patient—allow for the child or young person to be heard.
- Let the child or young person use their own words—avoid asking leading questions.
- Avoid “quizzing” the child or young person about details of the abuse.
- Don't be afraid of saying the “wrong” thing. Listening supportively is more important than what you say.

### Reassure

- Reassure the child or young person that it is OK that they have told you what's been happening.
- Address any concerns about the child or young person's safety.
- Reassure the child or young person that he or she is *not* at fault, and *not* the cause of any distress you may feel.

### Respect

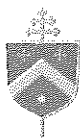
- Respect that the child or young person may only reveal some details.
- Acknowledge the child or young person's bravery and strength.
- Avoid making promises you can't keep—manage the child or young person's expectations.
- Explain to the child or young person that in order for them to be safe you will need to report their experience to someone else.

## What happens next?

### **If a child or young person discloses abuse, you should report it to the relevant authorities.**

Mandatory reporting requirements vary throughout Australian states and territories. For information about mandatory reporting requirements including who is mandated to report, see CFCA Resource Sheet *Mandatory Reporting of Child Abuse and Neglect* <[www3.aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect](http://www3.aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect)>

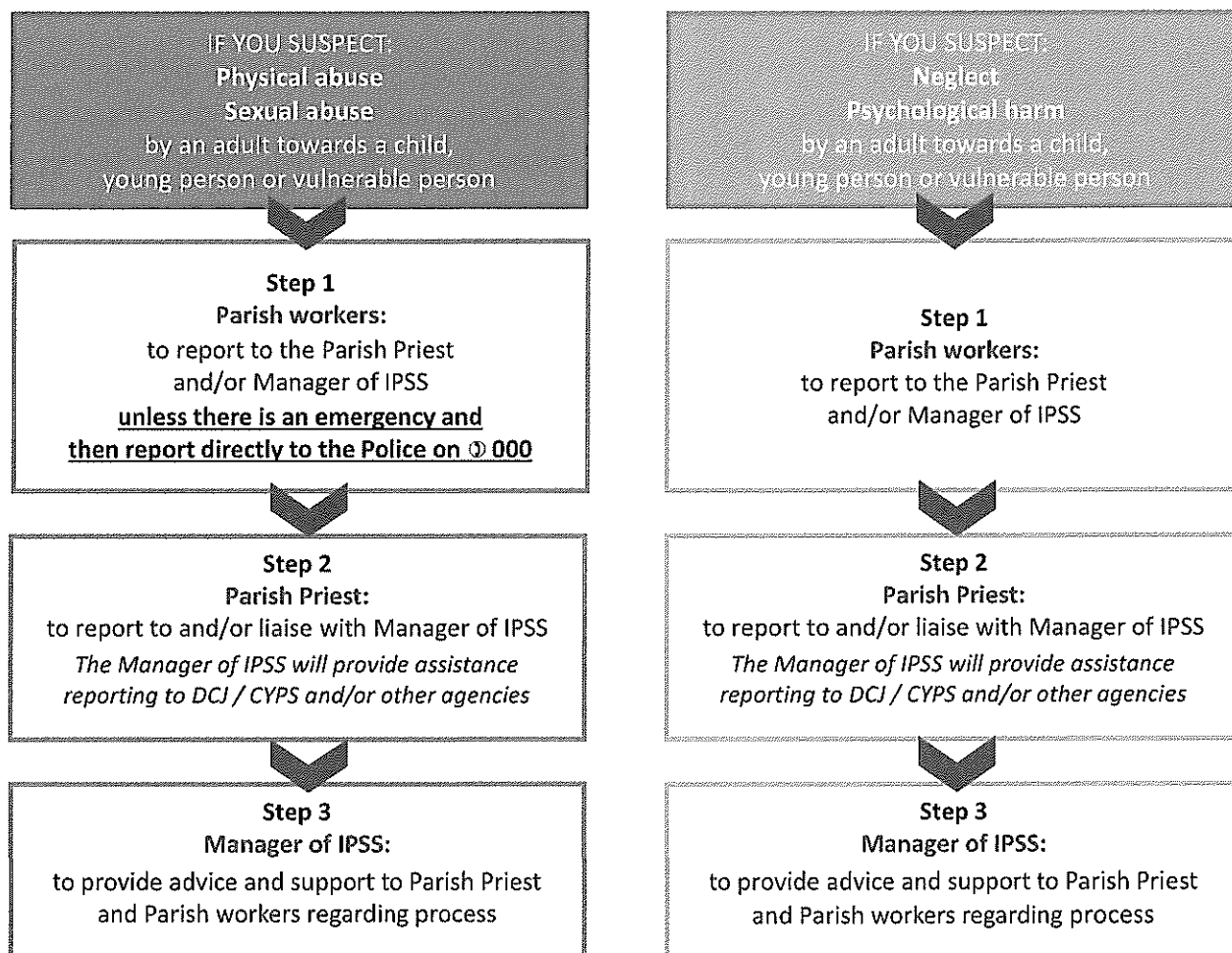
State and territory contact details for reporting abuse and neglect are available on the CFCA Resource Sheet *Reporting Abuse and Neglect: State and Territory Departments Responsible for Protecting Children* <[www3.aifs.gov.au/cfca/publications/reporting-abuse-and-neglect](http://www3.aifs.gov.au/cfca/publications/reporting-abuse-and-neglect)>



*This flowchart outlines for Parish Priests and Parish workers the process of reporting concerns regarding abuse and neglect of a child.*

## FLOWCHART: REPORTING CHILD WELL-BEING CONCERNS

Our Archdiocesan protocol states that all Parish Priests and Parish workers are obliged to report significant child well-being concerns. Workers should follow the steps below if they suspect a child is at risk of, or has been subject to, physical or sexual abuse, neglect or psychological harm.



CONTACT NUMBERS FOR REPORTING CONCERNS				
<b>NSW and ACT Police</b>  Emergency 000  Assistance line 00 131 444	<b>NSW</b> Department of Communities and Justice (DCJ)  Child Protection Helpline 00 132 111	<b>ACT</b> Child and Youth Protection Services (CYPS) Child Concern Report Line 00 1300 556 729 00 1300 556 728 (mandated reporters)	<b>IPSS</b> (Institute for Professional Standards and Safeguards)  Maria Hicks 00 (02) 6239 9806	<b>Vicar General</b> Archdiocese of Canberra Goulburn  Fr Tony Percy 00 (02) 6239 9801
<b>EMERGENCY CONTACT NUMBER for the PARISH PRIEST</b>			<b>EMERGENCY CONTACT NUMBER for the PARISH SAFEGUARDING OFFICER</b>	
For further information please refer to the Catholic Archdiocese of Canberra and Goulburn <b>Protocol: Reportable crimes and the Police.</b> Anyone can report a crime to the NSW Police or Australian Federal Police.				





<b>1. Purpose</b>	<p>This Complaints Management policy provides direction on how the Archdiocese of Canberra and Goulburn (ACG) receives, records, manages, resolves and reports on complaints of abuse towards children and vulnerable adults.</p> <p>This policy is to be read in the context of the <i>Child Protection Code of Conduct</i>, <i>Integrity in Ministry</i> and <i>Integrity in the Service of the Church</i>.</p>
<b>2. Scope</b> <ul style="list-style-type: none"><li>• Refer sect 21</li></ul>	<p>The Policy applies to all staff members*, engaged to work in, or provide services to the ACG, including but not limited to Parishes, Youth Ministry, Special Religious Education (SRE) and the Chancery, noting each Archdiocesan Agency (Catholic Education, Marymead and CatholicCare) may have their own Code relevant to the delivery of their services.</p>
<b>3. Child Safe Standard</b>	<p>This policy supports the ACG's commitment to the Child Safe Standards.</p>
<b>4. Complaints to be reported</b>	<p>All complaints should be reported. This includes but is not limited to:</p> <ul style="list-style-type: none"><li>• Disclosure of abuse involving a staff member, whether current or historical;</li><li>• Inappropriate behaviour by staff members around children;</li><li>• Suspicion of abuse or harm by a staff member to a child or vulnerable adult.</li></ul>
<b>5. Reporting Obligations</b>	<p>Depending on the nature of the complaint, the ACG will follow its reporting obligations to:</p> <ul style="list-style-type: none"><li>• civil authorities ie Police, ACT/NSW child protection authorities, ACT/NSW Reportable Conduct Schemes and/or ACT/NSW Education authorities</li><li>• Religious authorities such as Catholic Safeguarding Limited.</li></ul>
<b>6. Responsible Workers</b>	<p>All staff members are responsible for ensuring complaints against children or vulnerable adults are directed to the appropriate authority for response. The IPSS Manager is responsible for ensuring all staff members are aware of their reporting obligations.</p>
<b>7. How to make a complaint</b>	<p>An adult, child, young person, or any staff member can make a complaint or raise a concern via:</p> <ul style="list-style-type: none"><li>• Face to face meeting with Parish Priest, IPSS Manager, Youth Minister or Formation Coordinator (SRE);</li><li>• Phone call to the Parish Priest, IPSS Manager on (02) 6239 9806, or Formation Coordinator (SRE) on (02) 6239 9826;</li><li>• Email – <a href="mailto:ipss@cg.org.au">ipss@cg.org.au</a> or, for SRE - <a href="mailto:catechists@cg.org.au">catechists@cg.org.au</a></li><li>• Letter to GPO Box 3089, Canberra City ACT 2601 (note template at Appendix A for SRE)</li></ul>
<b>8. Steps taken when receiving a complaint</b>	<p>When a person makes a complaint, they will be listened to and a written record of the complaint will be made.</p> <ul style="list-style-type: none"><li>• If the complaint involves criminal behaviour towards a child, it will be immediately reported to police and to the relevant child protection agency within the necessary time limits.<ul style="list-style-type: none"><li>○ In the ACT the relevant child protection agency is Child and Youth Protection Services.</li></ul></li></ul>





## COMPLAINTS MANAGEMENT CHILDREN AND VULNERABLE ADULTS

- In NSW the relevant child protection agency is the Department of Communities and Justice.
- If the complaint involves inappropriate behaviour and/or a breach of the Code of Conduct by a staff member, then the manager will need to follow all reporting requirements.
  - In the ACT, abuse towards children by a staff member may need to be reported to the ACT Ombudsman.
  - In NSW abuse towards children by a staff member may need to be reported to the Office of the Children's Guardian.
- On reporting, the IPSS Manager will:
  - initiate any required investigation, not reliant on police clearance
  - assess the risk of the respondent's current involvement with children, young people and/ or vulnerable adults.
  - advise the Vicar General and Professional Standards Advisory Panel
- The IPSS Manager will connect the complainant (and their family) with services that can provide them with support to manage difficult or traumatic experiences. This may include counsellors, support groups and agencies if they are feeling worried or unsafe.
- In the case of clergy, the reporting obligations of *Vos Estis Lux Mundi* will be fulfilled.

### 9. Investigating the complaint

An allegation of criminal behaviour against a child will be reported to police for investigation.

- The IPSS Manager will request the advice of police and/or the relevant child protection agency in relation to the next steps.

The complaint will be investigated (with Police clearance if required) to determine:

- Whether a person has breached the Child Protection Code of Conduct or another policy or procedure;
- Whether they pose a risk to the safety of children; and
- What action, if any, is required to prevent harm to children.

Where the complaint is not of a criminal or mandatory reporting nature, the IPSS Manager will gather statements to address the complaint.

### 10. Procedural fairness

During all stages of the complaints process, both parties will be treated fairly and afforded procedural fairness. Procedural fairness involves:

- Presuming the respondent is innocent until the complaint is substantiated.
- Giving the respondent an opportunity to respond to allegations.
- Providing the outcomes/findings in writing.
- The right to a review.

### 11. Objectivity and fairness

All complaints will be addressed objectively, fairly and impartially. All conflicts of interest must be declared and resolved. Complainants are to be protected from victimisation or harassment.





## COMPLAINTS MANAGEMENT CHILDREN AND VULNERABLE ADULTS

### 12. Ensure appropriate confidentiality

Care will be taken to observe privacy legislation and confidentiality. Information will not be shared with any parties not relevant to the investigation. Advice from police will be sought in criminal matters before sharing information to ensure an investigation is not compromised.

### 13. Adult complainant and historical child abuse

In the event of an adult bringing forward an historical complaint of a criminal nature, the complainant will be encouraged to make a report to police. All other civil reporting requirements, if any, will be followed.

Support will be made available to support the complainant through this process.

### 14. Conduct risk assessments

Risk assessments will be conducted at the time of the complaint, during the investigation and at the end of the investigation.

### 15. Precautionary action while investigation is in progress

Any precautionary action will depend on:

- The nature and seriousness of the complaint;
- Any special or diverse needs of children or adults at risk who the respondent will be working with;
- The nature of the position and the level of oversight over the respondent; and
- The respondent's disciplinary history and any risks involved.

### 16. Removal of staff member

Where the complaint against either a child or vulnerable adult is serious, the staff member may be stood down during the investigation.

- Where the complaint is serious and substantiated, the respondent will be removed from Ministry within the Archdiocese.
- Where a staff member is convicted of an offence related to child abuse they will be dismissed from work or duty.
- Where a staff member is working in a NSW/ACT government school, then the appropriate Education Authority will be consulted.

Where the complaint involves a clergy member or religious, the clergy member will be removed from Ministry, however only a canonical processes can remove or dismiss a cleric from priestly life.

### 17. Communication

All parties to the investigation will receive communication on a regular basis.

### 18. Implementing outcomes

After the investigation is complete, the IPSS Manager will advise:

- the Archbishop of the findings of the investigation;
- the parties to the complaint of the outcome;
- relevant civil agencies as required;
- those in the community affected by the outcome, as appropriate.

The Archbishop is the final decision maker.

### 19. Right of review

Where there is dissatisfaction with the outcome of an investigation, either party can request an independent review.

### 20. Record-keeping practices

All complaints of inappropriate conduct towards children will be documented, regardless of whether they meet the threshold for reportable conduct.

- Records relating to any complaint or investigation will be kept for a period of 50 years after receipt of the complaint.
- Hard copies and/or digital copies of complaints will be stored at 55 Franklin Street, Forrest, ACT in accordance with Archival procedures.



## COMPLAINTS MANAGEMENT CHILDREN AND VULNERABLE ADULTS

### 21. Review of complaints procedure

This document will be subject to an annual review by the IPSS Manager and updated as necessary.

### 22. Definitions

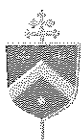
**"Staff member"** includes:

- Paid employees whether employed on a permanent, temporary or casual basis
- Religious, clergy, volunteers, contractors, sub-contractors, consultants and students on tertiary practicum placements

**"Child"** or **"children"** refers to any person under the age of 18 years.

**"Adult"** refers to any person over the age of 18 years.

All professional standards and safeguarding policies and procedures are available at  
<https://cgcatholic.org.au/professional-standards/institute-for-professional-standards-and-safeguarding/>



## FACT SHEET: APPROPRIATE BEHAVIOURS WHEN WORKING WITH CHILDREN

### MANAGEMENT OF CHILDREN

#### DO:

- Use positive reinforcement and language to maintain rapport
- Have another adult with you, or at least within line of sight, when you are with a child or young person
- Be respectful of the child's age and development level in setting behavioural expectations
- Treat all children with equality and fairness without showing favour to particular children
- Attend to children who are injured or unwell and/or obtain appropriate support
- Develop strategies for managing non-compliant behaviours
- Seek the support of another adult promptly if you are unable to manage the behaviour of a child
- Adequately supervise children in your care

#### DON'T:

- Do not provide assistance of a personal nature that the child can manage for him or herself (such as using the toilet or changing clothes).
- Do not use confrontational behaviour management styles, or threatening gestures and comments
- Do not inappropriately isolate a child
- Do not bully, harass or publicly denigrate a child in order to ensure compliance
- Avoid wherever possible being alone in a room or confined space with a child

### APPROPRIATE BOUNDARIES WITH CHILDREN

#### DO:

- Set and maintain appropriate boundaries Avoid placing yourself in a position where a child may come to rely on you emotionally
- Ensure your actions are open and transparent
- Demonstrate relationships with children that cannot be misinterpreted as overly personal, intimate or inequitable
- Follow all guidelines regarding reporting children at risk of harm or concerns about inappropriate adult behavior towards children
- Ensure that risk assessment and mitigation procedures have been followed for any excursions or activities
- Act in accordance with the values and teachings of the Church, Archdiocesan protocols and parental expectations
- Have another person present, preferably an adult, in a vehicle if you need to transport a child

#### DON'T:

- Do not provide or have in your possession drugs, alcohol, or prohibitive substances
- Do not facilitate access to pornography
- Do not give or accept personal gifts or provide special favours to individual children
- Do not drive a child unaccompanied without approval of parents - except in an emergency
- Do not have social contact unless you have parental permission beforehand
- Do not form exclusive relationships with a child or young person



*This fact sheet outlines the Archdiocese's expectations of behaviour of Parish Priests and Parish workers when working with children.*

## FACT SHEET: APPROPRIATE BEHAVIOURS WHEN WORKING WITH CHILDREN

Included below is an indicative, but not exhaustive, list of behaviour recommendations for all people in Parishes who work with children.

PHYSICAL CONTACT WITH CHILDREN	
<b>DO:</b> <ul style="list-style-type: none"> <li>• Use gentle and non-intrusive behaviours to gain a child's attention if necessary</li> <li>• Use non-intrusive touch to congratulate a child e.g. pat on the back, shaking hands</li> <li>• Use non-intrusive age-appropriate touch to comfort a child e.g. one arm hug</li> <li>• Use approved procedures for managing children with difficult behaviours</li> <li>• Use language to de-escalate situations – seek assistance promptly if needed</li> <li>• What is reasonably required to protect self and children</li> <li>• Promptly document and report incidents of physical contact</li> </ul>	<b>DON'T:</b> <ul style="list-style-type: none"> <li>• Do not use force to impose compliance</li> <li>• Do not throw anything at a child in anger or frustration</li> <li>• Do not use physical restraint or interactions unnecessarily</li> <li>• Do not touch a child in an inappropriate or unnecessary fashion</li> <li>• Do not touch face, breasts, buttocks or groin, and avoid behaviour which could be construed as sexual</li> <li>• Do not use unnecessary or unwarranted displays of physical affection towards a child</li> <li>• Do not use physical touch to demonstrate an action without warning or being given permission</li> <li>• Do not use an intimidating, confrontational or over-bearing physical stance</li> </ul>

COMMUNICATION WITH CHILDREN	
<b>DO:</b> <ul style="list-style-type: none"> <li>• Use appropriate and affirming language and gestures with children</li> <li>• Use electronic media safely, respectfully and in line with Archdiocesan policies</li> <li>• Discuss any contact made to you by a child outside the course of your work</li> <li>• Listen, reassure and respect when responding to a child's disclosure of harmful behaviour by an adult (refer included <i>Australian Institute of Family Studies</i> fact sheet)</li> </ul>	<b>DON'T:</b> <ul style="list-style-type: none"> <li>• Do not make inappropriate comments about a child's appearance</li> <li>• Do not use derogatory, discriminatory, sarcastic or belittling language or comments with children</li> <li>• Do not swear or use of offensive or aggressive language near or at children</li> <li>• Do not become involved in inappropriate conversation or enquiries of a sexual nature</li> <li>• Do not make threatening or intimidating comments to or near a child</li> <li>• Do not engage in one on one communication via letter, technology or social media (including mobile phone, text or email)</li> </ul>