National Catholic Safeguarding Standards

Australian Catholic Bishops Conference

ACSL
AUSTRALIAN CATHOLIC SAFEGUARDING LTD

Audit Report
April 2021

Australian Catholic Safeguarding Ltd acknowledges the lifelong trauma of abuse victims, survivors and their families, the failure of the Catholic Church to protect, believe and respond justly to children and vulnerable adults, and the consequent breaches of community trust.

Australian Catholic Safeguarding Ltd is committed to fostering a culture of safety and care for children, and adults at risk.

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1.   Executive Summary

1.1   Context

Australian Catholic Safeguarding Ltd (ACSL) was established in December 2020 and is a company limited by guarantee, owned by the Australian Catholic Bishops Conference, Catholic Religious Australia and the Association of Ministerial Public Juridic Persons. ACSL has safeguarding responsibilities at a national level and brings together the work of two previous entities, Catholic Professional Standards Ltd (CPSL) and the Australian Catholic Centre for Professional Standards (ACCPS).

ACSL works with the Catholic Church in Australia to support the maintenance of a Safe Church for all and is committed to fostering a nationally consistent culture of safety and care throughout the Church. This includes providing a range of services to the Church to support the implementation of the National Catholic Safeguarding Standards (NCSS), a framework for the protection and care of adults at risk and children.

ACSL's core organisational values are courage, compassion and honesty. These values guide the way we manage our organisation and inform cultural change within the Catholic Church and the wider community. We take our duty to care for and protect all children and adults at risk seriously, and have zero tolerance for abuse of any kind.

ACSL continues the mandate of CPSL in the maintenance of the NCSS and the publication of reports which demonstrate a Church entity's adherence to the NCSS. This audit report includes the results of the NCSS compliance assessment for the Australian Catholic Bishops Conference (ACBC).

1.2   Background

The Catholic Church in Australia is served by the Australian Catholic Bishops Conference (ACBC), which is the permanent collegial assembly of the Bishops of Australia.

The 1983 Code of Canon Law, drawing on 'Christus Dominus', defines Conferences in this way: *The Bishops Conference, a permanent institution, is the assembly of the bishops of a country or a particular territory, exercising together certain pastoral offices for Christ's faithful of their territory. By forms and means of the apostolate suited to the circumstances of the time and place, it is to promote, in accordance with the law, that greater good which the Church offers to humankind* (Can. 447; cf. Christus Dominus 38).

The Conference of Bishops meets at least annually. The Statutes which established the ACBC were first approved by the Holy See on 21 June 1966, and definitively on 10 March 1979, and revised on 28 June 2001. The Conference has a President and a Vice-President (each elected for two years), a Permanent Committee, various Bishops Commissions (each member is elected for three years) and a General Secretariat. It should be noted that this audit reviewed the safeguarding practices of the General Secretariat and relevant Bishops Commissions, rather than the activities or ministries of individual Bishops who form the membership of the Conference.

The ACBC does not work directly with children, but Commissions and offices sometimes partner with other Catholic entities, including dioceses and religious institutes to run events or provide services in the areas of pastoral research, marriage and family services, inter-religious dialogue, relations with Aboriginal and Torres Strait Islander Peoples, migrant and refugee issues, evangelisation and social justice services. These activities include certain youth and child-related activities (e.g. the running of World Youth Days), however, overall governance for the management of these events sits with the partnering diocese/organisation.

Accordingly, ACBC has been assessed as a "Category Two" Church entity for application of the NCSS (Working with Children). There are 7 NCSS Standards, 33 NCSS Criteria and 84 NCSS Indicators that apply to Category Two entities. For further details of the category system and the Indicators which are applicable, refer to the NCSS documentation available on the Audit Framework page of the ACSL website.

Our assessment of ACBC's compliance with the relevant Indicators is detailed in Section 2 of this report. Our recommendations for improvement, including ACBC's management responses, are included in Section 3 of this report. The full audit report is also publicly available on the Church Reports page of the ACSL website.

1.3   Audit Approach

The NCSS seek to build a culture of shared responsibility for safeguarding and to ensure that policies, practices and codes of behaviour work in unison to prevent, detect and respond appropriately to potential or actual incidents of child abuse.

In this context, the audit processes we have undertaken are intended to provide reasonable assurance that safeguarding controls have been designed appropriately and are operating effectively. Accordingly, this report provides a point-in-time assessment of the safeguarding practices implemented by ACBC and the extent of its compliance with the requirements of the NCSS.

Our testing procedures included the following:

- interviews, observations and enquiry with the ACBC Leadership Team and members of the Safeguarding Committee;

- interviews with 11 (25%) ACBC employees in relation to how safeguarding activities are applied in their daily work;

- review of key safeguarding documents, policies and procedures; and

- assessment of the design and testing of the operation of safeguarding controls implemented by ACBC.

1.4   Overall Audit Findings

Compliance with the NCSS Indicators has been assessed using a four-point maturity scale.[1]

Our assessment indicates that ACBC has fully implemented or has substantially progressed in the implementation of 68 (97%) of the 70[2] Indicators which are relevant to their operations.

Two Indicators (3%) are in the initial stages of implementation. These relate to monitoring of the online environment and the development of formal procedures to manage persons of concern who may attend ACBC events.

The key findings from the audit are summarised below.

NCSS Standard 1 – Committed leadership, governance and culture

ACBC is fully committed to the safeguarding of children and has a detailed safeguarding framework including Safeguarding Policy, Code of Conduct and Safeguarding Complaints Procedure.

This is supported by a comprehensive risk management framework, with detailed risk assessments having been completed for key activities and events.

The safeguarding framework of the Bishops Conference is located on the www.catholic.org.au website. The main safeguarding documents are accessible via the "Quick Links" list at the bottom of the home page.

NCSS Standard 5 – Robust human resource management

ACBC's Recruitment and Selection Guidelines contain specific safeguarding requirements in relation to recruitment activities.

ACBC has a process in place to assess the level of contact with children and the nature of work conducted in a role, to identify the appropriate legislative checks required for the role. Whilst the majority of staff are located in Canberra and would hold a Working With Vulnerable People check if required, we note that there are some staff located in other States/Territories who hold a Working With Children Check in those jurisdictions.

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[1] Refer Appendix A for definitions of the maturity scale used for the Compliance Assessment.
[2] Of the 84 NCSS Indicators applicable to Category Two, 14 of these are not relevant to ACBC's operations.

These individuals should be requested to link their cards to ACBC, to ensure ACBC is advised by the legislative authority if the card is subsequently cancelled/suspended. In this regard, ACBC has recently developed a guideline on employee screening which addresses this requirement and which will be rolled out to the relevant staff.

We note that agreements signed by members of the Advisory Councils contain relevant confidentiality requirements, however these agreements could be updated to include requirements around adherence to safeguarding policies.

ACBC does not recruit many direct volunteers – the majority of volunteers are provided by other organisations/dioceses with whom ACBC partners for events. As such, there is an assumption that the volunteers are covered by their own organisational/diocesan safeguarding policies, however this requirement is not always clearly documented and/or confirmed.

Whilst certain personnel are undertaking professional/pastoral supervision, this requirement is not articulated in the Safeguarding Policy.

NCSS Standard 6 – Effective complaints management

The CPSL audit does not re-assess the outcomes of individual complaints. The audit focuses on reviewing current complaint management practices, including policies and procedures in place to prevent, detect, report and respond to all incidents and complaints, and the associated training, awareness and education available for all personnel.

Audit procedures indicate that ACBC's complaints handling procedures are operating effectively. There have been no abuse complaints in the organisation's history.

NCSS Standard 7 – Ongoing education and training

ACBC requires personnel to undertake the Catholic Church Insurance (CCI) online 'Safeguarding Essentials' module (or similar training) and keeps detailed records of completion.

However, this training does not cover the topics of e-safety or information sharing and record keeping.

NCSS Standard 8 – Safe physical and online environments

ACBC has an Acceptable Use of ICT Resources Policy which discusses expectations around use of internet and technology. A plan for monitoring of online activity will be developed as part of phase 2 of the current technology refresh project.

The NCSS require that an entity has procedures in place to manage persons of concern (other than personnel) who may attend any of its services or activities. For ACBC, this could potentially occur in relation to the events that it runs jointly with other organisations/dioceses. Currently, there are no formal procedures in place to manage persons of concern who may attend such events.

ACBC has recently developed a draft property hire/license agreement which contains relevant safeguarding clauses. The agreement needs to be finalised and rolled out to all relevant departments/functions, together with appropriate instructions.

NCSS Standard 9 – Continuous improvement
NCSS Standard 10 – Policies and procedures support child safety

ACBC has developed a Safeguarding Implementation Plan, which includes key safeguarding initiatives, goals and strategies, as well as processes for the ongoing monitoring of safeguarding compliance.

The Safeguarding Plan will be updated to include actions from the results of this audit.

The following table shows the overall compliance assessment for each of the Standards.

National Catholic Safeguarding Standard	# NCSS Indicators (Category Two)	Not Relevant to ACBC	Assessment of Compliance			
			Managed & measurable	Defined & developed	Initial / Ad hoc	Not addressed
1: Committed leadership, governance & culture	14	1	13	-	-	-
5: Robust human resource management	21	10	9	2	-	-
6: Effective complaints management	24	1	23	-	-	-
7: Ongoing training & education	7	-	5	2	-	
8: Safe physical and online environments	6	-	3	1	2	-
9: Continuous improvement	6	2	4	-	-	-
10: Policies and procedures support child safety	6	-	6	-	-	-
TOTAL	84	14	63	5	2	-
			68 (97%)		2 (3%)	

Audit recommendations are classified according to priority and urgency for remediation.[3]

There are no Priority 1 (high rated) audit recommendations for ACBC.

There are three Priority 2 (medium rated) recommendations and three Priority 3 (low rated) recommendations, which are detailed in Section 3 of this report. Each recommendation also contains ACBC's response to the audit finding, including management actions.

We would like to thank the ACBC leadership team and all personnel who were involved in the audit for their cooperation and assistance.

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[3] Refer Appendix B for definitions of the Priority ratings used for audit recommendations.

2. Assessment of Compliance with NCSS Indicators

Standard 1	Committed leadership, governance and culture				
Child safeguarding is embedded in the entity's leadership, governance and culture					

Criterion 1.1 - The entity publicly commits to child safeguarding and takes a zero-tolerance approach to child abuse.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.1.1	The entity has a Child Safeguarding Policy that is approved and endorsed by the Church Authority and/or relevant leadership body and is publicly available.	✓			
1.1.2	The entity publishes a Child Safeguarding Commitment Statement which is openly displayed and publicly available.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					

Criterion 1.2 - A child safeguarding culture is championed and modelled at all levels of the entity from the top down and bottom up.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.2.1	The Church Authority and leaders of the entity create and maintain an entity's culture of safeguarding by: • promoting child safeguarding regularly; • emphasising that child-safeguarding is everyone's responsibility; and • actively monitoring safeguarding compliance and risk management.	✓			
1.2.4	Personnel understand that child safeguarding is everyone's responsibility and are empowered to provide input on child safeguarding practices.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					

Criterion 1.3 - Governance arrangements facilitate implementation of a Child Safeguarding Policy across the entity's activities.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.3.1	Governance arrangements are transparent and include safeguarding roles and responsibilities to ensure accountability for safeguarding is clear.	✓			
1.3.2	Where the Church Authority's governance includes countries other than Australia, the entity must apply these Standards taking into account relevant international declarations and local legislation.	Not relevant to current operations			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					

Criterion 1.4 - A Code of Conduct provides guidelines for personnel on expected behavioural standards and responsibilities.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.4.1	The Code of Conduct explicitly and equally applies to all personnel and provides guidance on appropriate and expected standards of behaviour of personnel towards children.	✓			

		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.4.2	The Code of Conduct is written in accessible language and communicated to personnel, children, families and carers.	✓			
1.4.3	The Code of Conduct takes into account the needs of all children, paying particular attention to Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds and children with particular vulnerabilities, for example, children who can't live at home.	✓			

Observations:
Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 1.5 - The entity has risk management strategies focusing on preventing, identifying and mitigating risks to children.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.5.1	The entity has a clearly documented child safeguarding risk management plan, as part of its overall risk management strategy, which considers actual and potential risks relating to children.	✓			
1.5.2	The entity has appropriate risk management processes in place to assess, evaluate, review and oversee the safeguarding of children participating in, or receiving, ministries offshore including cultural immersions, pilgrimages, solidarity campaigns and world youth days.	✓			
1.5.3	Leaders of the entity manage safeguarding risks effectively, through regular identification, monitoring, reporting and review of risks.	✓			

Observations:
Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 1.6 - Personnel understand their obligations on information sharing and record keeping.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.6.1	The entity has documented information sharing and record keeping policies and procedures which are communicated to personnel.	✓			
1.6.2	The entity's information sharing and record keeping policies and procedures relating to all aspects of child safeguarding, including incidents and complaints, apply sound record keeping principles.	✓			

Observations:
Requirements of the Indicator are in place. No recommendations for improvement noted.

Standard 5	Robust human resource management

People working with children are suitable and supported to reflect child safeguarding values in practice

Criterion 5.1 - Recruitment, including advertising, interview questions, referee checks and personnel pre-employment screening, emphasises child safeguarding.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.1.1	The entity emphasises its commitment to child safeguarding and zero-tolerance approach to child abuse in all aspects of its advertising, screening and recruitment for personnel.	✓			
5.1.2	The entity documents its safeguarding approach in recruitment and screening procedures and processes.	✓			

5.1.3	Positions are assessed for the expected level of contact with children and appropriate child safeguarding recruitment procedures are implemented.	✓			
5.1.4	Position descriptions, selection criteria, referee checks and interview questions articulate: • that children are valued and respected; • the commitment of the entity to child safeguarding; and where appropriate to the role, an understanding of children's developmental needs and culturally safe practices.	✓			

Observations:

Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 5.2 - Relevant personnel (including all seminarians, clergy and religious) have current working with children checks or equivalent background checks.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.2.1	The entity has a policy which is implemented that ensures: • personnel have a current working with children check as required by legislation, prior to working with children; and • where a working with children check is not required by legislation, other background checks for personnel are conducted prior to working with children.	✓			
5.2.2	The entity keeps records and monitors the status of working with children checks and/or background checks for all personnel.		✓		

Observations:

5.2.2   a) Some personnel have working with children checks that have been obtained through other organisations and are not linked to the ACBC. Refer recommendation #1.

b) Members of the Advisory Councils sign an agreement which includes requirements around confidentiality but does not include requirements around compliance with safeguarding policies. Refer recommendation #1.

c) In relation to events run jointly with other organisations (e.g. dioceses) there is an assumption that the volunteers who are provided are connected to the diocese/organisation and therefore covered by that entity's safeguarding requirements, however this is not routinely articulated/confirmed. Refer recommendation #1.

Criterion 5.3 - Personnel receive an appropriate induction and are aware of child safeguarding responsibilities, including reporting obligations.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.3.1	All personnel participate in a safeguarding induction program, which occurs as soon as possible after commencement.	✓			
5.3.2	All Church Authorities who are a signatory to a Service Agreement with CPSL are required to participate in the NCSS Introductory Session for Leaders within four months of commencement.	✓			

Observations:

Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 5.5 - Robust processes exist for screening candidates before and during seminary and religious formation, as well as for ongoing formation, support and supervision of clergy and religious.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.5.1	The Church Authority draws upon broad-ranging professional advice in its decision-making relating to candidates for seminary/formation programs and ordination/profession of vows. This includes a positive duty to disclose to other Church Authorities where an applicant or candidate for seminary/formation programs does not continue through to ordination/profession of vows.	Not relevant to current operations			

5.5.2	Seminary and initial formation programs have robust screening processes for candidates for religious ministry, including external psychological and psychosexual assessments.	Not relevant to current operations			
5.5.3	The entity promotes as normative the participation of all bishops, leaders of religious institutes, clergy and religious in active ministry, in no less than six hours professional/pastoral supervision per year.		✓		
5.5.4	The entity promotes as normative, all clergy and religious in active ministry, for the sake of proper accountability, are offered and access both ongoing professional development and annual performance appraisals.	✓			
5.5.5	All newly ordained clergy and newly professed religious are supported with a suitable mentor for at least five years post ordination or final profession.	Not relevant to current operations			

Observations:

5.5.3   Professional/pastoral supervision is being undertaken by certain personnel, however this requirement is not articulated in the Safeguarding Policy. Refer recommendation #2.

Criterion 5.6 - Seminary and formation programs for clergy and religious have appropriate curriculum to build the knowledge and skills of candidates to understand and lead child safeguarding initiatives.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.6.1	Seminary and initial formation programs have appropriate curriculum throughout the formation program which builds candidates' knowledge and skills in a range of areas to support child safeguarding.	Not relevant to current operations			
5.6.2	Seminary and initial formation programs ensure promotion of pastoral responses to victims/survivors of sexual abuse.	Not relevant to current operations			
5.6.3	Seminary and initial formation programs are delivered in such a way as to protect against the development and/or reinforcement of clericalist attitudes and behaviours.	Not relevant to current operations			

Observations:

N/A

Criterion 5.7 - Credentialing and movement of seminarians, clergy and religious is appropriately managed.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.7.1	The entity implements a system to assess the credentials and manage movement of all seminarians, clergy and religious moving between different seminaries and Church jurisdictions.	✓			

Observations:

Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 5.8 - Entities which receive overseas clergy and religious for work in ministry have targeted programs for the screening, induction, professional supervision and development of these individuals.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.8.1	Selection and screening procedures for overseas clergy and religious are targeted, thorough and follow, as far as practicable, the same processes as for Australian personnel. This includes the Australian Church Authority obtaining screening information from the International Church Authority.	Not relevant to current operations			

5.8.2	All overseas clergy and religious participate in a Safeguarding Induction program, documented by the entity, before work with children begins.	Not relevant to current operations
5.8.3	Overseas clergy and religious are supported with a suitable mentor for at least the first two years of their time in Australia.	Not relevant to current operations
5.8.4	The entity promotes as normative the participation of all overseas clergy and religious in active ministry in no less than six hours of professional/pastoral supervision per year.	Not relevant to current operations

Observations:
N/A

Standard 6	Effective complaints management

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

Criterion 6.1 - The entity has an effective Complaints Handling Policy and procedures which clearly outline the roles and responsibilities, approaches to dealing with different types of complaints, reporting obligations and record keeping requirements.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.1.1 The entity's policies, procedures and practices ensure that all mandatory reporting obligations are met.	✓			
6.1.2 There are documented procedures that provide step-by-step guidance on what action to take for different types of complaints, including breaches of Codes of Conduct, disclosures, allegations or concerns of abuse of a child, be they historic or current.	✓			
6.1.3 There are clear procedures for identifying and mitigating actual and perceived conflicts of interest in complaint management.	✓			
6.1.4 The entity works in cooperation with relevant organisations and seeks specialist advice from statutory child protection services when necessary.	✓			
6.1.5 Key roles and responsibilities in relation to handling complaints are articulated within the Complaint Handling Policy and procedures.	✓			
6.1.6 The Complaint Handling Policy and procedures differentiate, where appropriate, between a child victim and an adult bringing forward a complaint of abuse suffered as a child.	✓			
6.1.7 A process is in place to record all child abuse complaints, incidents, allegations, disclosures, concerns and referrals. The system must be secure so that confidential information is stored, protected and retained for 50 years.	✓			

Observations:
Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 6.2 - The entity has a child-focused complaints handling system that is understood by children, families, carers and personnel.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.2.1 The complaints handling system prioritises the safety and well-being of children.	✓			
6.2.2 The Complaints Handling Policy and procedures are publicly available in a variety of formats, including age and developmentally appropriate for children, enabling complaints processes to be easily understood.	✓			

Criterion 6.3 - Complaints are taken seriously, and responded to promptly and thoroughly.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.3.1	The Complaints Handling Policy requires that, upon receiving a complaint of child abuse, an initial risk assessment is conducted to identify and minimise any risk to children. Ongoing risk assessments are required throughout all investigation processes.	✓			
6.3.2	The Complaints Handling Policy requires that at the completion of the initial risk assessment, where a complaint of child sexual abuse is plausible, and there is a risk that the person may come into contact with children, the person be stood down from their role and/or ministry while the complaint is investigated.	✓			
6.3.3	The Complaints Handling Policy is aligned, and operates in conjunction, with the entity's documented disciplinary and grievance policies and processes, in such a way that at the completion of the initial risk assessment, a breach or breaches of the Code of Conduct in relation to inappropriate behaviour towards a child are effectively investigated and managed, and include provisions for personnel to be redeployed, stood down and/or dismissed.	✓			
6.3.4	Complainants are responded to promptly and kept informed as to the progress of dealing with their complaint.	✓			
6.3.5	Support and care are provided to a child who has experienced or is alleging abuse, and other affected parties.	✓			
6.3.6	Appropriate confidentiality is maintained with due regard for the Australian Privacy Principles and relevant legislation in relation to information sharing in the context of child safeguarding.	✓			
6.3.7	Documented policies and processes empower and support personnel to raise, in good faith, concerns and allegations about unacceptable behaviour towards children by other personnel.	✓			
6.3.8	Where a complaint related to child sexual abuse against a seminarian, clergy or religious is substantiated on the balance of probabilities, with due respect to the rights of individuals, the Church Authority should remove that individual from ministry.	✓			
6.3.9	Where a seminarian, clergy or religious is convicted of an offence relating to child sexual abuse, that individual should be permanently removed from ministry. The Church Authority must take practicable steps to prohibit that individual from holding themselves out as being a person with religious authority and should present a case to the relevant dicastery for dismissal from the clerical state and/or dispensation from vows.	Not relevant to current operations			

Criterion 6.4 - The entity has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.4.1	The Complaints Handling Policy requires that: • concerns and complaints of child abuse occurring within the entity be reported to the appropriate statutory authority/ies, regardless of whether the reporting is mandated; and • personnel cooperate with law enforcement procedures and directives.	✓			

Criterion 6.5 - Reporting, privacy and employment law obligations are met.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.5.1	The Complaints Handling Policy requires that all relevant reporting, privacy and employment law obligations are met.	✓			

Criterion 6.6 - The Church Authority ensures mechanisms are in place to care for adult complainants.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.6.1	The entity offers appropriate pastoral care to adult complainants, which recognises their unique needs. This should include an offer from the Church Authority to meet the complainant in person.	✓			
6.6.2	The Church Authority facilitates adult complainants' access to appropriately trained personnel whose clearly defined roles are to listen to and represent the pastoral needs of the complainant. This is done in consultation with the complainant.	✓			

Criterion 6.7 - The Church Authority ensures mechanisms are in place to monitor and support respondents facing allegations.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.7.1	The Church Authority has access to appropriately trained personnel - lay, religious or clergy - whose clearly defined roles are to listen to and represent the pastoral needs of the respondent. This is done in consultation with the respondent.	✓			
6.7.2	The Church Authority has suitable arrangements in place for the monitoring and support of a respondent, where there is a plausible complaint, until (and if) the Church Authority no longer has responsibility for monitoring the respondent.	✓			

Standard 7	Ongoing education and training

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

Criterion 7.1 - Personnel are trained and supported to effectively implement the entity's child safeguarding policies and procedures.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
7.1.1	The entity provides regular opportunities to educate/train personnel on its Child Safeguarding Policy and procedures including through induction and refresher safeguarding training (at least every three years).	✓			

		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
7.1.2	The entity's induction and refresher safeguarding training must as a minimum cover: • Code of Conduct; • safeguarding risk management; • Child Safeguarding Policy and procedures; • Complaints Handling Policy and procedures; • reporting obligations; and • e-safety training.		✓		
7.1.3	The entity keeps records of participation to ensure all personnel attend induction and refresher safeguarding training.	✓			
7.1.4	The entity ensures that personnel who have specific child safeguarding responsibilities, such as those appointed to the role of safeguarding co-ordinator and those appointed to the Safeguarding Committee, receive ongoing support and professional development relevant to their role.	✓			

Observations:

7.1.2   The general safeguarding training provided to personnel does not cover e-safety. Refer recommendation #3.

		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
Criterion 7.3 - Personnel receive training to enable them to respond effectively to child safeguarding risks, concerns, disclosures and allegations of child abuse.					
7.3.1	The entity provides training to equip relevant personnel to appropriately respond to and support those bringing forward concerns, disclosures and allegations of child abuse.	✓			
7.3.2	The entity provides training to ensure personnel are aware of information sharing and record keeping policies and procedures.		✓		
7.3.3	The entity provides training to ensure personnel are aware of their reporting obligations under state/territory legislative requirements including: • reporting criminal behaviour to police; • mandatory reporting to child protection authorities; • Reportable Conduct Scheme; and • reporting to regulatory authorities/government departments.	✓			

Observations:

7.3.1   The general safeguarding training provided to personnel does not cover information sharing and record keeping requirements. Refer recommendation #3.

Standard 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

		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
Criterion 8.2 - The online environment is used in accordance with the entity's Code of Conduct, safeguarding policies and procedures.					
8.2.1	Personnel access and use online environments in line with the entity's Code of Conduct and relevant communication protocols.	✓			
8.2.2	The entity routinely monitors the online environment, reporting and responding to breaches of its Code of Conduct or child safeguarding policies in accordance with the entity's disciplinary, complaint handling or other relevant processes.			✓	

Criterion 8.3 - Risk management plans consider risks posed by the entity's settings, activities and physical environments.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
8.3.1	The entity assesses safeguarding risks in the physical environments under its control or management including buildings, structures, open spaces, grounds, homes of religious and clergy, and arrangements for live-in carers/caretakers.	✓			
8.3.2	Where an entity becomes aware that a person (other than personnel of that entity) attending any of its services or activities is the subject of a substantiated complaint of child sexual abuse or has been convicted of an offence relating to child sexual abuse, the entity has in place and implements a process for assessing and managing the risks posed to children by that person's ongoing involvement in the service or activity.			✓	

Observations:					
8.3.2 Audit discussions indicate that procedures for managing persons of concern, who may attend events run jointly by ACBC with partnering organisations, are not always clear or documented. Refer recommendation #5.					

Criterion 8.4 - Entities that contract facilities and services to and from third parties have procurement policies that ensure safeguarding of children.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
8.4.1	The entity considers the risks posed to children arising from any third parties engaged by the entity and conducts sufficient due diligence to ensure that the third party has appropriate child safeguarding practices and policies in place.	✓			
8.4.2	The entity has conducted sufficient due diligence on all third parties who use the entity's facilities to ensure child safeguarding practices and policies are in place.		✓		

Observations:					
8.4.2 A draft property hire/license agreement has recently been developed to make potential hirers of ACBC's facilities aware of safeguarding requirements and expectations. Refer recommendation #6.					

Standard 9	Continuous improvement
Entities regularly review and improve implementation of their systems for keeping children safe	

Criterion 9.1 - The entity regularly reviews and improves child safeguarding practices.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
9.1.1	The entity has a clearly documented Safeguarding Implementation Plan which outlines the monitoring and continual improvement of child safeguarding practices. The Child Safeguarding Implementation Plan is regularly reviewed, progress is tracked and actions/strategies updated.	✓			
9.1.4	The entity's Child Safeguarding Policy is subject to regular review – at least every three years.	✓			

Observations:					
Requirements of the Indicators are in place. No recommendations for improvement noted.					

Criterion 9.2 - The entity analyses concerns and complaints to identify causes and systemic failures to inform continuous improvement.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
9.2.1	Processes are in place to analyse individual incidents or complaints relating to child safeguarding practices and/or failures.	✓			
9.2.2	Processes are in place to identify systemic issues or patterns and drive continuous improvement.	✓			

Observations:

Requirements of the Indicators are in place. No recommendations for improvement noted.

Criterion 9.3 - The Church Authority reports on the findings of relevant reviews to personnel, children, families, carers and community.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
9.3.1	The Church Authority promotes to all its stakeholders any audit reports relating to the Church Authority, and related entities, published by Catholic Professional Standards Ltd.	Not applicable – this is the first audit by ACSL			
9.3.2	The Church Authority reports on findings of relevant reviews of safeguarding policies, procedures and practices to its stakeholders.	Not applicable – no such reviews have been conducted to date			

Observations:

N/A

Standard 10	Policies and procedures support child safety

Policies and procedures document how the entity is safe for children

Criterion 10.1 - Policies and procedures address National Catholic Safeguarding Standards.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
10.1.1	All relevant policies and procedures reference appropriate safeguarding approaches, requirements and responsibilities.	✓			

Observations:

Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 10.2 - Policies and procedures are accessible and easy to understand.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
10.2.1	The entity's policies and procedures relevant to safeguarding are readily available and accessible to all personnel.	✓			

Observations:

Requirements of the Indicator are in place. No recommendations for improvement noted.

Criterion 10.3 - Best practice policy models and stakeholder consultation inform the development and review of policies and procedures.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
10.3.1	The entity has processes in place to monitor adherence to policies and procedures relevant to safeguarding.	✓			
10.3.2	The entity has processes in place to develop and review its policies and procedures relevant to safeguarding. These processes include consulting with and incorporating advice from experts, children, families, carers and communities.	✓			

Observations:

Requirements of the Indicators are in place. No recommendations for improvement noted.

Criterion 10.4 - The Church Authority and leaders model compliance with policies and procedures.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
10.4.1 The Church Authority and leaders promote and enact all policies and procedures relevant to safeguarding.	✓			

Observations:

Requirements of the Indicators are in place. No recommendations for improvement noted.

Criterion 10.5 - Personnel understand and implement the policies and procedures.	Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
10.5.1 The entity encourages regular discussion and feedback from personnel on their understanding and practical implementation of policies and procedures.	✓			

Observations:

Requirements of the Indicators are in place. No recommendations for improvement noted.

3.   Detailed Findings

Standard 5: Robust human resource management

People working with children are suitable and supported to reflect child safeguarding values in practice

Recommendation #1	Priority 2
Criterion 5.2 - Relevant personnel (including all seminarians, clergy and religious) have current working with children checks or equivalent background checks	

Details of finding	The following points were noted: 1. Legislative background checks such as Working With Vulnerable People checks and Working with Children checks are recorded and monitored by ACBC. However, in some states of Australia, there is functionality to link working with children checks to ACBC as an employer. We note that not all relevant personnel were aware of this capability and had not linked their existing cards. 2. Members of the Advisory Councils sign an agreement which includes requirements around confidentiality and other matters. However, these agreements do not contain requirements regarding compliance with safeguarding policies. 3. Our interviews with personnel indicate that for events which are run jointly with other organisations (e.g. dioceses), there is an assumption that the volunteers who are provided for the event are connected to the diocese/organisation and therefore covered by that entity's safeguarding policies. However, this requirement is not always routinely articulated/confirmed.
Recommendation	1. ACBC has developed a specific guideline on employee screening which includes detailed information on each of the legislative checks (Working With Vulnerable People checks, Working with Children checks and/or Working with Vulnerable People/ Working with Children Registration) in accordance with the requirements in each State/Territory in Australia. This guideline includes information on linking of Working with Children Checks in the States/Territories where this capability is in place. The guideline needs to be disseminated to all employees who hold WWCCs in these jurisdictions, along with a request to link their WWCC to ACBC. This will provide ACBC with an additional measure of control in that there would be notification to ACBC if the card is subsequently withdrawn/suspended. 2. Agreements with members of the Advisory Council should be updated to include relevant safeguarding clauses. 3. Where volunteers/personnel are provided by partnering organisations for joint events, ACBC staff should ensure that they receive an attestation from the partnering entity that the personnel provided have been appropriately vetted/trained in safeguarding policies. This could take the form of a checklist which is completed for each event and which confirms that key safeguarding requirements have been appropriately met.
Agreed Action	1. The guideline will be disseminated to relevant staff with appropriate instructions, once finalised and approved. 2. Agreements with members of the Advisory Council will be updated, as per the recommendation. 3. A checklist will be developed for events, as per the recommendation.
Responsibility	Safeguarding Co-Ordinator
Due date	1. 31 May 2021 2. 31 December 2021 3. 30 September 2021

Recommendation #2		Priority 3
Criterion 5.5 - Robust processes exist for screening candidates before and during seminary and religious formation, as well as for ongoing formation, support and supervision of clergy and religious		
Details of finding	Whilst we note that some personnel have access to professional/pastoral supervision through the organisations or religious groups with whom they work, ACBC does not currently have an organisational policy on the requirement for professional/pastoral supervision.	
Recommendation	The requirement for professional/pastoral supervision for relevant staff should be articulated in the Safeguarding Policy.	
Agreed Action	ACBC will review the requirements for professional supervision for relevant staff and will add this to the Safeguarding Policy.	
Responsibility	Safeguarding Co-Ordinator	
Due date	31 December 2021	

Standard 7: Ongoing education and training

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

Recommendation #3		Priority 2
Criterion 7.1 - Personnel are trained and supported to effectively implement the entity's child safeguarding policies and procedures		
Details of finding	ACBC provides safeguarding training by requiring personnel to undertake the online CCI Safeguarding Essentials training course. Whilst this course is a good overview of safeguarding requirements for Church entities, it does not cover e-safety (refer Indicator 7.1.2). In addition, whilst key staff are aware of record keeping requirements, including the requirement to maintain safeguarding records for a minimum of 50 years, this information is not included in the general safeguarding training.	
Recommendation	We recommend that the existing safeguarding training be supplemented by: 1. Re-distributing ACBC's "Use of the Information Technology System Policy" and "Acceptable Use of ICT Resources Policy" to relevant personnel together with appropriate guidance, to ensure personnel are aware of e-safety risks and corresponding safeguarding requirements; and 2. Providing information on information sharing and record keeping requirements, in particular the requirement to maintain safeguarding records for a minimum of 50 years.	
Agreed Action	1. ACBC's Technology and ICT Resources policies will be reviewed as part of the next phase of the IT Systems refresh project. Once updated, the requirements of the policies will be disseminated to all staff and included as part of safeguarding induction/training for future personnel. 2. Information on ACBC's information sharing and record keeping requirements, including the requirement to maintain safeguarding records for 50 years, will be incorporated into the next phase of safeguarding training.	

Responsibility	Safeguarding Co-Ordinator
Due date	30 September 2021

Standard 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

Recommendation #4		Priority 3
Criterion 8.2 - The online environment is used in accordance with the entity's Code of Conduct, safeguarding policies and procedures		
Details of finding	ACBC has an Acceptable Use of ICT Resources Policy which discusses the monitoring of online activity. However, whilst there are filters on accessing various websites, the active monitoring of online activity is not in place.	
Recommendation	A process should be established whereby devices are monitored for appropriate use and content. This could take the form of an annual check by the party/firm that provides IT services.	
Agreed Action	ACBC will develop an appropriate online monitoring response as part of the next phase of the IT Systems refresh project.	
Responsibility	Safeguarding Co-Ordinator	
Due date	31 December 2021	

Recommendation #5		Priority 2
Criterion 8.3 - Risk management plans consider risks posed by the entity's settings, activities and physical environments		
Details of finding	Indicator 8.3.2 requires that an entity has procedures in place to manage persons of concern (other than personnel) who may attend any of its services or activities. For ACBC, this could potentially occur in relation to the events that it runs jointly with other organisations/dioceses. Currently, there are no formal procedures in place to manage persons of concern who may attend such events.	
Recommendation	Procedures for managing suspected persons of concern who attend events should be clarified and formalised to ensure that accountabilities for addressing such instances are clear. NB: this could be another item to be added to the checklist for events referred to in recommendation #1.	
Agreed Action	This will be addressed as part of the development of the checklist for events (refer action for recommendation #1).	
Responsibility	Safeguarding Co-Ordinator	
Due date	30 September 2021	

Recommendation #6		Priority 3
Criterion 8.4 - Entities that contract facilities and services to and from third parties have procurement policies that ensure safeguarding of children.		
Details of finding	ACBC has recently developed a draft property hire/license agreement which contains relevant safeguarding clauses.	
Recommendation	The draft agreement should be finalised and implemented.	
Agreed Action	The agreement will be finalised and rolled out to all relevant departments/functions, together with appropriate instructions.	
Responsibility	Safeguarding Co-Ordinator	
Due date	30 June 2021	

Appendix A

The compliance assessment of the entity's performance against each indicator will be determined using a four-point scale, as follows:

	General	Processes	People/Resources
Not Addressed	• The entity has not addressed the required Indicator or is unable to demonstrate that the requirements of the Indicator are in place and/or are operating effectively and continuously.	• Processes are non-existent. • Processes exist however the specific requirements of the Indicator have not been addressed.	• No resources have been assigned.
Initial/Ad-Hoc	• The entity has commenced to address the Indicator, however processes are ad-hoc or are applied on a case-by-case basis.	• Some relevant processes have been implemented which align with the requirements of the Indicator, however they are: • siloed; and/or • undocumented; and/or • inconsistent; and/or • lack clarity.	• Capabilities vary across the entity. • Resources are not formally assigned.
Defined and Developed	• The entity has addressed the Indicator and is in the process of implementing the requirements across the entity.	• Relevant processes have been defined and developed, however are yet to be rolled out across the full operations of the entity.	• Resources have been assigned and responsibilities defined, however there is no formal training or communication of standard procedures and it is unlikely that deviations will be detected.
Managed and Measurable	• The entity has demonstrated that Indicator requirements are formally embedded and are operating effectively and continuously.	• Relevant processes are integrated and coordinated, including remote operations and activities.	• Personnel have been trained to detect and report on deviations or break downs in processes. • Resources have been assigned to monitor and address non-compliance.

Appendix B

The following priority ratings have been used to assess findings arising from this audit:

Priority 1	**Priority 2**	**Priority 3**
Gaps or control weaknesses have been identified resulting in non-compliance with the indicator. Mitigation actions are required to be developed and initiated as soon as practicable but no later than 30 days from the issuance of this report, with expected resolution within 3 months.	Progress has been made with respect to implementation of the required indicator, however full compliance is yet to be achieved. Mitigation actions are required to be developed and initiated within 3 months or earlier from the issuance of this report, with expected resolution within 6-9 months.	Issues have been identified which represent minor procedural weaknesses or improvement opportunities with respect to the operation of the indicator. Expected resolution is within 12 months or earlier from the issuance of this report.

Appendix C

The definitions of terms used in the National Catholic Safeguarding Standards take into account Australian State, Territory and federal laws and relevant regulations, canon law, information from the Holy See, the Royal Commission into Institutional Responses to Child Sexual Abuse, the National Principles for Child Safe Organisations and the Glossary on Sexual Exploitation and Abuse published by the United Nations in 2017.

The glossary does not have any legal force and is meant only to serve as a reference tool for the National Catholic Safeguarding Standards. All terms and definitions are to be read in the context of these Standards alone.

Accessible language	means information is provided in multiple formats for individuals with different levels of English literacy and proficiency, modes of communication, languages and cognitive abilities.
Allegation	means a complaint, still to be verified, claiming or asserting that someone has committed an act of abuse against a child. The term is used interchangeably and in combination with "complaint".
Australian Catholic Bishops Conference	means the national episcopal conference of the Catholic bishops of Australia. It is the instrumentality used by the Australian Catholic bishops to act nationally and address issues of national significance.
Bishop	means a diocesan bishop and archbishop and the ordinary of an ordinariate in the Latin Church and an eparch in the Eastern Churches.
Canon law	means the revised Code of Canon Law promulgated by His Holiness Pope John Paul II in 1983 and the Code of Canons of the Eastern Churches as promulgated in 1990 and any other universal or particular legislation promulgated by the competent ecclesiastical authority.
Canonical Steward	means the person(s) or other entity canonically responsible for the Catholic Entity.
Catholic Religious Australia	means the public name of the Australian Conference of Leaders of Religious Institutes (ACLRI). It is the peak body for leaders of Religious Institutes and Societies of Apostolic Life resident in Australia.
Child/ren	means individuals under 18 years of age.
Child abuse	there are different legal definitions of child abuse in Australia. Most commonly, the categories of child abuse include sexual, physical, psychological, neglect, ill-treatment, exploitation and exposure to family violence. The following provides general definitions only. For specific legal definitions related to your state or territory please go to: https://aifs.gov.au/cfca/publications/cfca-resource-sheet/reporting-child-abuse-and-neglect Child abuse, when referenced throughout the National Catholic Safeguarding Standards, includes: • physical abuse refers to any non-accidental physically aggressive act towards a child. Physical abuse may be intentional or may be the inadvertent result of physical punishment. Physically abusive behaviours include shoving, hitting, slapping, shaking, throwing, punching, biting, burning and kicking; • sexual abuse refers to a person who uses power, force or authority to involve a child or young person in any form of unwanted or illegal sexual activity. This can involve touching or no contact at all. This may take the form of taking sexually explicit photographs or videos of children, forcing children to watch or take part in sexual acts and forcing or coercing children to have sex or engage in sexual acts with other children or adults;

	• neglect refers to a failure by a caregiver to provide the basic requirements for meeting the physical and emotional developmental needs of a child. Physically neglectful behaviours include a failure to provide adequate food, shelter, clothing, supervision, hygiene or medical attention;
	• psychological abuse refers to inappropriate verbal or symbolic acts and a failure to provide adequate non-physical nurture or emotional availability. Psychologically abusive behaviours include rejecting, ignoring, isolating, terrorising, corrupting, verbal abuse and belittlement;
	• exposure to family violence is generally considered to be a form of psychologically abusive behaviour, where a child is present (hearing or seeing) while a parent or sibling is subjected to physical abuse, sexual abuse or psychological maltreatment, or is visually exposed to the damage caused to persons or property by a family member's violent behaviour; and
	• grooming refers to a pattern of behaviour aimed at engaging a child as a precursor to sexual abuse. It includes establishing a 'special' friendship/ relationship with the child. Grooming can include the conditioning of parents and other adults to think that the relationship with the child is 'normal' and positive. The process can take as little as a few days or as long as months or even years.
Child Safeguarding Commitment Statement	means a commitment statement describing an entity's commitment to keep children safe from harm. It informs the entity's culture with respect to child safeguarding.
Child safeguarding policies and procedures	means any policies or procedures of the entity that address elements of child safety. For example, but not limited to: • recruitment; • risk management; • complaints handling; and • acceptable use (information and communication technology).
Church Authority	means: A. the diocesan bishop (or archbishop, as appropriate) of a diocese or his administrator from time to time; B. the Australian major superior in respect of religious institutes; or C. the canonical steward in relation to a particular Catholic entity in respect of other Catholic entities not referred to in (a) or (b) above.
Civic engagement	means individual and collective actions designed to identify and address issues of public concern. Civic engagement includes citizens working together to make a change or difference in the community. The goal of civic engagement is to address public concerns and promote the quality of the community.
Clergy	means the body of those ordained in sacred ministry in the Church. They are either deacons, priests or bishops.
Cleric	means a member of the clergy.
Clericalist/ism	means an attitude toward clergy/religious characterised by an excessive deference and an assumption of their moral superiority. Pope Francis has said of clericalism that it occurs when "clerics feel they are superior, [and when] they are far from the people." He goes on to say that clericalism can be "fostered by priests themselves or by lay persons". When fostered by priests it may be demonstrated in an attitude where clerics see themselves as self-sufficient, superior to and separate from accountabilities of the world beyond the Church. When fostered by lay people it may be demonstrated by thinking that their contributions to the life of the Church are second-rate, or that in all things, surely 'Father knows best'.

	The features of clericalism are not restricted to the ordained (clergy and religious) nor to the Church alone. Abuse of an individual's function, role or power could be considered clericalist and could be exemplified through other attitudes such as not allowing criticism, being didactic rather than dialogical and being controlling rather than caring. It exists in hierarchical institutions such as academia, legal and medical establishments, the police and the military.
Complainant	means any person who makes a complaint that may include any allegation, suspicion, concern, or report of a breach of the entity's code of conduct. It also includes disclosures made to an institution that may be about, or relate to, abuse in the entity's context.
Conflicts of interest	means situations where a conflict arises between a person's official duties and their private interests, which could influence the performance of those official duties. Such conflict generally involves opposing principles or incompatible wishes or needs.
Cultural safety	means an environment that is safe for people of all ethnicities and cultural identities: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.
Dicastery	means departments of the Roman Curia, including the Secretariat of State, congregations, tribunals, councils and offices.
Diocese	means ecclesiastical jurisdiction under the leadership of a bishop or an archbishop. In this document it is used as an inclusive term, including eparchies, ordinariates and personal prelatures.
Entity	means an entity that has been identified as Catholic by a competent authority within the Catholic Church.
Eparchy	means a term used by the Eastern Catholic Churches to denote ecclesiastical jurisdictions under the leadership of a bishop or an archbishop (also called an eparch or an archeparch).
Exposure to family violence	refer to 'child abuse'.
Formation/formation program	means a program preparing individuals for ordination or profession of vows as well as a life-long journey to the invitation of Christ to proclaim and live the Gospel message within the life of the Church.
Grooming/grooming behaviour	refer to 'child abuse'.
Institutional abuse	means, in the formal setting of an institution, child abuse caused by factors such as: • a "closed" culture within an organisation where transparency is discouraged; • failure to properly check the backgrounds and interview staff; • inadequate training of staff; • lack of child protection policies; • lack of support of staff by management; • poor communication skills; and/or • poor supervision of staff and children.
Lay/lay person	means members of the Catholic Church other than bishops, priests, deacons and religious.
Leaders	means personnel who are responsible for important governance decisions within a Church entity and/or who lead and coordinate Church improvement initiatives.
Leaders of Religious Institutes	means the person acting in that canonical role (by whatever name) from time to time.

Mentor	means an experienced and trusted advisor or a person who gives a younger or less experienced person help and advice over a period of time.
Ministerial PJP	means a public juridic person established by a religious institute which provides sponsorship and lay leadership for ministries of the religious institute, to ensure their continuation as works of the Catholic Church. The establishing authority for these entities is varied – some ministerial PJPs have been established by the Holy See through the Congregation for Institutes of Consecrated Life and Societies of Apostolic Life and are known as PJPs of pontifical right, others have been authorised by diocesan or provincial bishops. Canon law defines a public juridic person (PJP) as 'an aggregate of persons or things constituted by the competent ecclesial authority to fulfil a proper function given them in view of the common good' [Can. 114 §1].
Ministry	means any activity within, or delivered by, an entity that is designed to carry out the good works of the Catholic Church.
Neglect	refer to 'child abuse'.
Offender	means a person who has admitted abuse or whose responsibility for abuse has been determined by a court of law (criminal or civil), statutory or Church procedure.
Ordinariate	means a non-geographical diocese, an example of which is the Catholic Military Ordinariate of Australia which is administered by a bishop with the faculties of an Ordinary and thus this organisation is known by the term ordinariate.
Overseas clergy and religious	means any cleric or member of a religious institute who is specifically recruited from overseas by a Church Authority or entity.
Personal prelature	means a canonical structure of the Catholic Church which comprises a prelate, clergy and laity who undertake specific pastoral activities. The first personal prelature is Opus Dei.
Personnel	means a cleric, member of a religious institute or other person who is employed by the entity or engaged on a contract, subcontract, voluntary or unpaid basis.
Physical abuse	refer to 'child abuse'.
Position description	means a document which details the role, responsibilities and expectations of a role within an entity and outlines reporting lines.
Professional/pastoral supervision	means a forum for reflection and learning, an interactive dialogue between at least two people, one of whom is professionally trained as a supervisor. The dialogue shapes a process of review, reflection, critique and replenishment for personnel. Supervision is a professional activity in which personnel are engaged regardless of experience or qualification. Supervision assists personnel in their accountabilities for professional standards (including in relation to maintenance of professional boundaries), defined competencies for their role and understanding and implementation of organisational policy and procedures. For clerics and religious, professional/pastoral supervision assists in the maintenance of boundaries of the pastoral relationship and enhances the quality of their ministry. A cleric/ religious' commitment to conscious and critical reflection on their ministry and ministry experiences is recognised as being important for the wellbeing of the cleric/religious, the people with whom they exercise ministry, the wider Church and the community.
Protective behaviours program	means an age-appropriate structured education program to equip children and young people with the skills and knowledge to enhance their personal safety.

Psychological abuse	refer to 'child abuse'.
Religious Institute	means an institute of consecrated life, a secular institute or society of apostolic life, and their provinces or equivalent.
Respondent	means a person against whom a complaint is made.
Safeguarding	means measures to protect the safety, human rights and well-being of individuals, which allow people – in this context children – to live free from abuse, harm and neglect.
Safeguarding Committee	means a committee established to advise and support the Church Authority on all matters relating to safeguarding, including the development and implementation of a Safeguarding Implementation Plan and coordination of annual self-audits at a local level. Committee members need relevant and varied professional expertise in relation to, but not limited to safeguarding, child protection, organisational culture and structure, policy development, and need to include lay women and men.
Safeguarding Co-ordinator	means an individual who champions safeguarding and co-ordinates the implementation of the National Catholic Safeguarding Standards within an entity.
Safeguarding Implementation Plan	means a documented plan which articulates actions to be taken across the entity to ensure safeguarding practices are in place. It includes actions, strategies, responsibilities and delegations and tracks review and progress. It is overseen by the Safeguarding Committee.
Seminary	means a centre for the formation and education of students preparing for ordination.
Sexual abuse	refer to 'child abuse'.
Spiritual abuse	means the abuse of a child that is perpetrated by an individual in a position of authority and trust within the Church, supposedly in the name of God. It can cause a child to have lifelong loss of faith and/or feel distanced from the Church.
Substantiated complaint	means allegations proven to be true or supported with evidence.
Third parties	means any individual, group or organisation outside the entity who either contract services and facilities to or from the entity. For example, groups hiring Church facilities for private or public use (for example birthday parties, men's sheds, exercise groups), companies contracted to provide design and print work for an entity, and consultants.
Working with children check	is a generic term used in the Standards to denote the statutory screening requirement for people who work or volunteer in child-related work. There is no single national framework setting out requirements for 'working with children' checks. Each state or territory in Australia has its own name, procedures and differences in scope regarding what this type of check entails. They are one part of a Church entity's recruitment, selection and screening processes.