

National Catholic Safeguarding Standards

Diocese of
Sandhurst



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.

This report is available on the Church Reports page of the [ACSL website](#)

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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 Diocese of Sandhurst (Diocese).

1.2 Background

The Diocese of Sandhurst was founded in 1874 from the Diocese of Melbourne, consisting of the land bordered by the Murray River to the north and east, the Loddon River to the west and the Great Divide to the south (37th degree latitude). At that time, five missions - Sandhurst, Beechworth, Wangaratta, Heathcote and Echuca - already existed, with numerous Mass stations including several church schools.

The early missions were established in response to the rapid movement of people to the gold rush centres in Victoria, and later to the opening of rich pastoral areas north of the Great Divide. The Diocese was formed two years after the 1872 Victorian Education Act, at which time the Australian Catholic Bishops decided to establish Catholic schools in every parish of Australia. Religious orders were recruited from Ireland and France to augment and train the existing lay staff of the schools. The Diocese of Sandhurst subsequently grew to its present size of 40 parishes, 42 primary schools, 9 secondary schools, 3 foundation-to-year 12 schools, and 3 schools in alternative settings and now covers an area of 45,196 sq km. There are 47 active and retired priests, 4 seminarians, 29 religious sisters and 4 religious brothers working in the Diocese. The eighth Bishop of Sandhurst, Most Reverend Shane Mackinlay, was installed on 16th October 2019.

In response to the needs of society, many educational, health care and human services were established over time. CatholicCare Sandhurst (counselling services), the Diocesan Development Fund, Catholic Education Sandhurst, School Boards, Pastoral Councils and Faith Education Sandhurst are some of the service organisations that exist within the Diocese. From the 1st of January 2021, Catholic Education Sandhurst became incorporated, heralding a new era of governance for catholic education in the Diocese.

Note that the activities of Catholic Education Sandhurst and CatholicCare Sandhurst were out of scope for this audit (refer section 1.3 Audit Approach).

The Diocese has been assessed as a "Category One" Church entity for application of the NCSS (Working with Children). There are 10 NCSS Standards, 49 NCSS Criteria and 111 NCSS Indicators that apply to Category One 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 the Diocese's compliance with the Category One Indicators is detailed in Section 2 of this report. Our recommendations for improvement, including the Diocese'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 NCCS 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 the Diocese and the extent of its compliance with the requirements of the NCCS.

The focus of this audit was on ministries or activities conducted in parishes and the parish volunteer network, which are not subject to external assurance processes. Our testing procedures included the following:

- interviews, observations and enquiry with diocesan and parish leadership, clergy and relevant personnel;
- documentation and policy review;
- assessment of the design of safeguarding controls implemented by the Diocese; and
- testing of the operation of safeguarding controls implemented by the Diocese.

This audit was commenced in October 2020 when restrictions on travel and face-to-face meetings were still in place due to the coronavirus pandemic. As such, the review of documents, assessment of policies and procedures, discussions and interviews with personnel were largely conducted remotely, using email, photos, video conferencing and other electronic communication methods. Some face-to-face meetings and site visits were conducted from late November 2020, once travel throughout Victoria was allowed.

The audit included detailed safeguarding interviews and review of documentation for a sample of 9 parishes (23%) chosen randomly across the Diocese, with most of the audit procedures conducted remotely, except for two parishes which were visited once travel restrictions were eased (see Appendix C for a list of parishes visited).

We also reviewed procedures in place around the operation and management of the diocesan Youth Ministry.

As part of this audit, we also had discussions with key personnel at Catholic Education Sandhurst and CatholicCare Sandhurst. The activities of these entities, including their child safety practices, are subject to existing regulatory requirements and external accreditations – under the ACSL audit framework, these entities are not re-audited by ACSL, although both entities were required to provide declarations to ACSL regarding the extent of regulation and audit processes that are in place.

As such, the findings, recommendations and management actions in this report pertain solely to the ministries or activities of the Diocese which are not subject to assurance processes, and should not be construed as applying in any way to the activities of Catholic Education Sandhurst or CatholicCare Sandhurst.

1.4 Overall Audit Findings

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

Our assessment indicates that the Diocese has fully implemented or has substantially progressed in the implementation of 99 (96%) of the 103² Indicators which are relevant to their operations.

A further four Indicators (4%) are in the initial stages of implementation.

The key findings from the audit are summarised on the following page.

¹ Refer Appendix A for definitions of the maturity scale used for the Compliance Assessment.

² Of the 111 NCCS Indicators applicable to Category One, 8 of these are not relevant to the Diocese's operations.



NCSS Standard 1 – Committed leadership, governance and culture

The Diocese has a dedicated Safeguarding Co-ordinator and Safeguarding Committee which is responsible for overseeing the implementation and monitoring of compliance with the NCSS.

A comprehensive suite of safeguarding materials and guidance has been developed and provided to clergy, diocesan personnel and parishes. This includes a detailed Safeguarding Policy for Children and Young People (Safeguarding Policy), Commitment Statement and Code of Conduct. In addition, a specific Code of Conduct for children has been developed for use in children's activities. Each parish was provided with a hard copy pack of the safeguarding policies and materials (with soft copies available on the diocesan intranet), along with associated training and instruction. The progress of NCSS implementation has also been monitored through a "gap analysis" for each parish, with additional support and direction provided through ongoing visits by the Safeguarding Co-ordinator and diocesan leadership team.

It is the expectation of the Diocese that parishes appoint a child safety officer, and this role has already been established in the majority of parishes. The Diocese needs to ensure that contact details for those who are willing to act as a child safety officer are displayed in public areas of the parish churches, as well as in the parish newsletters/bulletins.

The Diocese has a strong framework around risk management with risk assessments having now been completed by most parishes for their key activities. We noted some inconsistency amongst parishes in relation to the frequency of review of risk assessments. This matter has now been clarified, with additional instruction provided to the parishes.

Whilst all parish risk assessments are forwarded to the Safeguarding Co-ordinator for information and review, the Diocese is now developing an overall safeguarding risk register, incorporating both key parish and diocesan safeguarding risks, for regular review by the diocesan Safeguarding Committee.

NCSS Standard 2 – Children are safe, informed and participate

NCSS Standard 3 – Partnering with families, carers and communities

The Diocese has various strategies in place to engage with families and communities and obtain feedback on its safeguarding practices. This includes providing information on safeguarding in the parish bulletins, specific sermons/discussions on safeguarding during Mass, promotion of safeguarding and participation in Child Protection Week and proactive dissemination of safeguarding information and materials by the parish child safety officer and parish council.

We also noted that some parishes have created their own safeguarding pamphlet/booklet for distribution to the community, which includes the parish Safeguarding Policy, code of conduct, complaint handling procedures and other safeguarding information relevant to the parish. Child-friendly posters are also displayed in parish churches to inform children about their rights and to provide age-appropriate information for children to raise concerns or complaints.

The Diocese conducts a survey of participants and families after various youth ministry events, which has recently been updated to include specific questions around safeguarding practices.

Materials for children on safe and respectful peer relationships, including through social media, have also been developed and are in the process of being disseminated and implemented in the parishes.

NCSS Standard 4 – Equity is promoted and diversity is respected

The Diocese has a strong focus on equity and diversity and has provided fact sheets to parishes highlighting safeguarding practices for children in various circumstances and environments.

This includes information on cultural safety for indigenous children, safety of children with a disability and safety of children from culturally and linguistically diverse backgrounds.

NCSS Standard 5 – Robust human resource management

The Diocese has comprehensive recruitment policies and procedures that outline safeguarding requirements in its advertising, vetting and screening of personnel.

This includes a specific flowchart and comprehensive guidance for the recruitment of parish volunteers. However, whilst all parishes were aware of this documentation, not all parishes were keeping detailed notes of the vetting/selection process for parish volunteers.

Some inconsistency was noted during parish visits as to which volunteer roles were required to have a working with children check and/or police check, and we noted that not all parishes were linking existing working with children checks (obtained by personnel through other organisations) to the parish. In addition, whilst National Criminal History (police) checks have been conducted for all clergy and diocesan staff, these are not repeated on a regular basis.

We note that volunteers for youth ministry events are sometimes provided by parishes, and these volunteers do not always undergo a separate due diligence process prior to participating in these events.

Formal performance reviews are conducted for personnel, however assessment of compliance with safeguarding policies is not assessed as part of this review. In addition, the performance of volunteers is currently not formally assessed.

The requirement for personnel to undertake professional/pastoral Supervision is articulated in the Safeguarding Policy. The Diocese has also developed a specific document outlining a program for the ongoing care and support of priests which includes requirements for professional/pastoral supervision, as well as requirements for performance appraisal processes for clergy. This document is in draft and is yet to be implemented in practice.

NCSS Standard 6 – Effective complaints management

The ACSL 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.

The diocesan Safeguarding Policy contains comprehensive complaints handling procedures, and parishes have been provided with a variety of materials which provide greater detail and information to staff, volunteers and the general community on the processes for reporting, investigating and managing complaints. Audit procedures indicate that complaints handling procedures are operating effectively.

We note that whilst the requirement to maintain safeguarding records for a minimum of 50 years is documented in the Privacy Policy and is appropriately implemented, the hard copy complaints records are stored in locked cupboards which are not fire-proof.

NCSS Standard 7 – Ongoing education and training

Interviews with diocesan staff, clergy and parish personnel indicate a strong understanding of the requirements for child safeguarding, including knowledge of the appropriate response should a complaint or concern be raised.

The Diocese has provided various forms of safeguarding training to diocesan staff, clergy and parishes with records of attendance appropriately kept. We note that in all parishes reviewed, the requirement that personnel are not to commence in child-related ministry until they have attended the required training is well understood and has been appropriately implemented.

The Diocese has also developed additional procedures to follow up and address parish volunteers who are not child facing and who perform ad-hoc/infrequent duties (e.g. flower arrangers), to receive an appropriate form of safeguarding training.

Whilst there is strong awareness and knowledge of safeguarding practices across the parishes, there may be an opportunity to further strengthen the consistency of practices and improve networking across the Diocese, by having the child safety officers and/or other relevant personnel come together more regularly to discuss safeguarding practices, initiatives and strategies.

NCSS Standard 8 – Safe physical and online environments

The Diocese uses the Australian Catholic Bishops Conference (ACBC) Social Networking Policy to outline its expectations around online activity. Online risks are well understood and included in risk assessments for diocesan and parish activities where required. However, we note that some parishes only have one administrator for their parish Facebook page.

Filtering is in place to block inappropriate online activity for technological devices which are networked with the diocesan IT system. However, the majority of parishes are not networked with the Diocese and do not have any filtering or monitoring of their online environment in place.

We note that the Diocese has detailed “Guidelines on Managing High Risk Individuals” which have been disseminated to all parishes. However, the diocesan Youth Ministry also runs public events, and the Diocese should ensure that these Guidelines are disseminated to all staff/key volunteers managing or participating in these events, with appropriate training/instruction provided as required.

Whilst the majority of parishes we reviewed had informal procedures in place to manage contractors conducting work on church property, a policy for the management of contractors has been drafted and will be disseminated and implemented within the parishes, once finalised.

The Diocese has a hire agreement template for hiring out church premises to third parties, which contains the appropriate safeguarding clauses. However, not all parishes were aware of, or were using, the hire agreement template.

NCSS Standard 9 – Continuous improvement

The Diocese has a formal Safeguarding Implementation Plan, including self-audit and monitoring processes, which will be updated to include the actions arising from the ACSL audit.

NCSS Standard 10 – Policies and procedures support child safety

Key policies and procedures relating to safeguarding requirements are in place and operating effectively.

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

National Catholic Safeguarding Standard	# NCSS Indicators (Category One)	Not Relevant to DS	Assessment of Compliance			
			Managed & measurable	Defined & developed	Initial / Ad hoc	Not addressed
1: Committed leadership, governance & culture	16	2	11	3	-	-
2: Children are safe, informed and participate	5	-	4	1	-	-
3: Partnering with families, carers and communities	6	-	6	-	-	-
4: Equity is promoted and diversity is respected	4	-	4	-	-	-
5: Robust human resource management	23	4	11	6	2	-
6: Effective complaints management	24	-	23	-	1	-
7: Ongoing training & education	9	-	7	2	-	-
8: Safe physical and online environments	10	-	5	4	1	-
9: Continuous improvement	8	2	6	-	-	-
10: Policies and procedures support child safety	6	-	6	-	-	-
TOTAL	111	8	83	16	4	-
			99 (96%)		4 (4%)	

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

There are no Priority 1 (high rated) audit recommendations for the Diocese of Sandhurst.

There are five Priority 2 (medium rated) recommendations and seven Priority 3 (low rated) recommendations, which are detailed in Section 3 of this report.

Each recommendation also contains The Diocese's response to the audit finding, including management actions.

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

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			
<i>Child safeguarding is embedded in the entity's leadership, governance and culture</i>					
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 Indicators 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: <ul style="list-style-type: none"> • promoting child safeguarding regularly; • emphasising that child-safeguarding is everyone's responsibility; and • actively monitoring safeguarding compliance and risk management. 	✓			
1.2.2	The entity appoints a Safeguarding Committee at the highest level of leadership to oversee the effective ongoing implementation of child safeguarding practices, including the Child Safeguarding Policy and related procedures and practices.	✓			
1.2.3	The entity appoints and promotes the role of Safeguarding Co-ordinator(s), with clearly defined responsibilities for safeguarding children at diocesan, religious institute or ministerial PJP level.	✓			
1.2.4	Personnel understand that child safeguarding is everyone's responsibility and are empowered to provide input on child safeguarding practices.		✓		
Observations: 1.2.4 Whilst most parishes have appointed their own child safety officers, it was noted that not all parishes were promoting this person on the parish notice board or through the parish bulletins. Refer recommendation #1 .					
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.	✓			
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 Indicators 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.	Not relevant to current operations			
1.5.3	Leaders of the entity manage safeguarding risks effectively, through regular identification, monitoring, reporting and review of risks.		✓		
Observations:					
1.5.1/1.5.3 Some inconsistency was noted as to the frequency of review required for parish risk assessments. In addition, a diocesan risk register is still under development. Refer recommendation #1 .					
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 Indicators are in place. No recommendations for improvement noted.					

Standard 2		Children are safe, informed and participate			
<i>Children are informed about their rights, participate in decisions affecting them and are taken seriously</i>					
Criterion 2.1 - Children are informed about their rights, including safety, information and participation.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
2.1.1	The entity has age-appropriate strategies to proactively engage with children; seek children's views; consult children about decisions that affect them; and consult children about what makes them feel safe and how this can be recognised and implemented by the entity.	✓			
2.1.2	The entity ensures children are made aware of their rights, including their right to be safe from abuse, and are informed whom to contact if they have concerns about their safety or the safety of their peers.	✓			
Observations: Requirements of the Indicator are in place.					
Criterion 2.2 - The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and less isolated.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
2.2.1	The entity provides children with age-appropriate information about safe and respectful peer relationships, including through social media.		✓		
Observations: Materials regarding safe and respectful relationships, including through social media, have recently been developed. Refer recommendation #2 .					
Criterion 2.3 - Where relevant to the setting and context, children and families may be offered access to abuse prevention programs and related information that is age-appropriate.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
2.3.1	Where relevant, the entity provides children and families with information, access and/or referral to abuse prevention programs, appropriate to the child's age, development, ability and level of understanding.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 2.4 - Personnel are attuned to signs of harm and facilitate child-friendly ways for children to express their views, participate in decision-making and raise their concerns.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
2.4.1	Personnel have the knowledge, skills and awareness to identify potential signs of harm and actively support children to raise any concerns.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					

Standard 3		Partnering with families, carers and communities			
<i>Families, carers and communities are informed and involved in promoting child safeguarding</i>					
Criterion 3.1 - Families and carers participate in decisions affecting their child.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
3.1.1	The entity supports and encourages families/carers to take an active role in monitoring children's safety when participating in activities.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 3.2 - The entity engages and openly communicates with families, carers and communities about its child safeguarding approach, and relevant information is accessible.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
3.2.1	The entity promotes open dialogue and provides a range of ways for families, carers and communities to contribute to discussions about its child safeguarding approach.	✓			
3.2.2	The entity provides families, carers and communities with relevant safeguarding information including contact details of the Safeguarding Committee and/or Safeguarding Co-ordinator(s).	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 3.3 - Families, carers and communities have a say in the entity's policies and practices.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
3.3.1	Processes are in place to engage families, carers and communities about their views on policies and practices for keeping children safe.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 3.4 - Families, carers and communities are informed about the entity's operations and governance.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
3.4.1	The entity ensures families, carers and communities are aware of the roles and responsibilities of personnel providing ministries or activities directly to their children.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 3.5 - The entity takes a leadership role in raising community awareness of the dignity and rights of all children.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
3.5.1	Appropriate to the context or setting, the entity actively promotes and/or participates in civic engagement activities/campaigns which promote whole of community awareness of children's rights and child abuse prevention.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					

Standard 4		Equity is promoted and diversity is respected			
<i>Equity is upheld and diverse needs respected in policy and practice</i>					
Criterion 4.1 - The entity actively anticipates children's diverse circumstances and backgrounds, and provides support and responds effectively to those who are vulnerable.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
4.1.1	The entity's Child Safeguarding Policy and practices reflect an understanding, and identification, of diverse circumstances and experiences that increase a child's vulnerability to abuse.	✓			
4.1.2	The entity's Complaints Handling Policy and practices demonstrate an understanding of barriers that prevent children from disclosing abuse and barriers for adults recognising and/or responding to disclosures, and articulates processes that reduce barriers to disclosure.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 4.2 - All children have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
4.2.1	The entity produces child-friendly material in accessible language and formats that promotes inclusion and informs all children of the support and complaints processes available to them.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
Criterion 4.3 - The entity pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with a disability, and children from culturally and linguistically diverse backgrounds, those who are unable to live at home, and children of diverse sexuality.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
4.3.1	The entity's Child Safeguarding Policy and practices reflect attitudes and behaviours that respect the human rights of all children and are inclusive and responsive to diverse needs.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					

Standard 5		Robust human resource management			
<i>People working with children are suitable and supported to reflect child safeguarding values in practice</i>					
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: <ul style="list-style-type: none"> 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:					
5.1.1 The diocese has detailed guidance on recruitment of volunteers, however it was noted that not all parishes were keeping documented notes of the vetting of new volunteers. Refer recommendation #3 .					
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: <ul style="list-style-type: none"> 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:					
5.2.1 Some inconsistency was noted during parish visits as to which volunteer roles were required to have a working with children check and/or police check.					
5.2.2 The following points were noted: <ul style="list-style-type: none"> Some personnel in the parishes have working with children checks which have been obtained through other organisations and need to be linked to the parish; Volunteers for diocesan youth ministry activities are sometimes provided by the parishes and do not always undergo a separate due diligence process prior to participating in these activities; National Criminal History (police) checks are conducted for all clergy and diocesan staff, however these are not repeated on a regular basis. Refer recommendation #3 .					
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:					
5.3.1 Procedures to follow up/address the issue of parish volunteers who continually do not attend safeguarding training, but who are not child facing, have recently been developed. Refer recommendation #4 .					
Criterion 5.4 - Ongoing supervision and people management is focused on child safeguarding.					
		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.4.1	Support, mentoring, oversight and professional supervision processes for personnel include child safeguarding.	✓			

5.4.2	Annual performance reviews for personnel include child safeguarding responsibilities relevant to their role.			✓	
Observations:					
5.4.2 Formal performance reviews are conducted for personnel, however assessment of compliance with safeguarding policies is not assessed. In addition, the performance of volunteers is not formally assessed. Refer recommendation #5					
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.	✓			
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.	✓			
Observations:					
5.5.3 The requirement for clergy to undertake professional/pastoral supervision is articulated in the Safeguarding Policy and is in the process of being rolled out in the Diocese. Refer recommendation #6 .					
5.5.4 The process for performance appraisals for clergy has been developed, however is yet to be implemented in practice. Refer recommendation #6 .					
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:					
Requirements of the Indicators are in place. No recommendations for improvement noted.					

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.	✓			
5.8.2	All overseas clergy and religious participate in a Safeguarding Induction program, documented by the entity, before work with children begins.	✓			
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.	✓			
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.		✓		
Observations:					
5.8.4 The requirement for clergy to undertake professional/pastoral supervision is articulated in the Safeguarding Policy and is in the process of being rolled out in the Diocese. Refer recommendation #6 .					

Standard 6		Effective complaints management			
<i>Processes for raising concerns and complaints are responsive, understood, accessible and used by children, families, carers, communities and personnel</i>					
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:					
6.1.7 The requirement to maintain records for a minimum of 50 years is articulated in the Privacy Policy, however we note that hard copy complaints records are not kept in a fire proof safe. Refer recommendation #7 .					
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.	✓			
Observations:					
Requirements of the Indicator are in place. No recommendations for improvement noted.					
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.	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
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: <ul style="list-style-type: none"> 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. 	✓			
Observations: Requirements of the Indicator are in place. No recommendations for improvement noted.					
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.	✓			
Observations: Requirements of the Indicators are in place. No recommendations for improvement noted.					
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.	✓			
Observations: Requirements of the Indicators are in place. No recommendations for improvement noted.					
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.	✓			
Observations: Requirements of the Indicators are in place. No recommendations for improvement noted.					

Standard 7	Ongoing education and training
<i>Personnel are equipped with knowledge, skills and awareness to keep children safe through information, ongoing education and training</i>	

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).		✓		
7.1.2	The entity's induction and refresher safeguarding training must as a minimum cover: <ul style="list-style-type: none"> • 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:

7.1.1 Procedures to follow up/address the issue of parish volunteers who continually do not attend safeguarding training, but who are not child facing, have recently been developed. Refer [recommendation #4](#).

7.1.4 The Diocese provides ongoing support to personnel with specific safeguarding responsibilities. However, there could be an opportunity for the parish child safety officers to come together (by video conferencing or face-to-face) to discuss safeguarding practices and strategies on a more regular basis. Refer [recommendation #8](#).

Criterion 7.2 - Personnel receive training to recognise the nature and indicators of child abuse, including harmful behaviours by a child towards another child.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
7.2.1	The entity provides regular training to relevant personnel which equips them with the knowledge to: <ul style="list-style-type: none"> • understand the nature and impact of child abuse; • understand the nature, factors and impact of institutional abuse; • identify risk factors, such as grooming behaviours; and • understand, identify and respond to abusive behaviours by a child towards another child. 	✓			

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

Criterion 7.3 - Personnel receive training to enable them to respond effectively to child safeguarding risks, concerns, disclosures and allegations of child abuse.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
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: <ul style="list-style-type: none"> reporting criminal behaviour to police; mandatory reporting to child protection authorities; Reportable Conduct Scheme; and reporting to regulatory authorities/government departments. 	✓			
Observations: Requirements of the Indicators are in place. No recommendations for improvement noted.					
Criterion 7.4 - Personnel receive training and information on how to build culturally safe environments for children.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
7.4.1	The entity provides cultural safety training to equip relevant personnel to create culturally safe environments for Aboriginal and Torres Strait Islander children and children from culturally and linguistically diverse backgrounds.	✓			
Observations: Requirements of the Indicators are in place. No recommendations for improvement noted.					

Standard 8		Safe physical and online environments			
<i>Physical and online environments promote safety and contain appropriate safeguards to minimise the opportunity for children to be harmed</i>					
Criterion 8.1 - Personnel identify and mitigate risks in online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
8.1.1	The entity's safeguarding risk management plan addresses physical and online risks including risks arising from child to child and adult to child interactions, and the nature of physical spaces.	✓			
8.1.2	The entity's policies require the use of safe online applications for children to learn, communicate and seek help.		✓		
8.1.3	Personnel are proactive in identifying and mitigating physical and online risks to children.	✓			
8.1.4	A policy is documented and implemented that ensures where one-to-one interactions between an adult and child take place, they are conducted in an open or visible space, or within the clear line of sight of another adult. This includes ministries/services such as counselling, one-to-one tuition, the sacrament of reconciliation, coaching, spiritual direction and mentoring.	✓			
Observations: 8.1.4 In some parishes there appears to be only one administrator of the parish Facebook page. Refer recommendation #9 .					

Criterion 8.2 - The online environment is used in accordance with the entity's Code of Conduct, safeguarding policies and procedures.		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
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.			✓	
Observations:					
8.2.2 Blocking/filtering of inappropriate online activity is in place for diocesan networked computers/devices. However, the majority of parishes are not networked with the Diocese and there are no internet monitoring or filtering processes in place for these parishes. Refer recommendation #10 .					
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 Training should be provided on the "Guidelines for Managing High Risk Individuals" to all key volunteers/workers who manage or participate in Youth Ministry events. Refer recommendation #11 .					
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:					
8.4.1 A contractor management policy has been drafted and is awaiting approval and implementation. Refer recommendation #12 .					
8.4.2 A hire agreement is in place for hiring out church premises to third parties, however not all parishes are using this agreement where required. Refer recommendation #12 .					

Standard 9		Continuous improvement			
<i>Entities regularly review and improve implementation of their systems for keeping children safe</i>					
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.	✓			
9.1.2	The Church Authority monitors compliance with the National Catholic Safeguarding Standards during systematic visits to parishes, ministries and/or congregational works.	✓			
9.1.3	The Safeguarding Committee co-ordinates annual self-audits at a local level (parishes, ministries and/or congregational works).	✓			
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			
<i>Policies and procedures document how the entity is safe for children</i>					
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 1: Committed leadership, governance and culture

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

Recommendation #1		Priority 2
Criterion 1.2 - A child safeguarding culture is championed and modelled at all levels of the entity from the top down and bottom up		
Criterion 1.5 - The entity has risk management strategies focusing on preventing, identifying and mitigating risks to children		
Details of finding	<p>The following points were noted:</p> <ol style="list-style-type: none"> 1. Whilst all parishes visited during the audit had appointed a child safety officers, not all of them were promoting this person on the parish notice board or through the parish bulletins. 2. All parishes have been requested to conduct risk assessments which were sighted during the parish visits. However, some inconsistency was noted as to the frequency of review required for the risk assessments, with some parishes reviewing them annually, some at every parish council meeting and some requiring a formal review every two years. 3. Whilst the diocesan Safeguarding Co-ordinator receives copies of all parish risk assessments, there is no overall diocesan risk register which provides visibility over the key safeguarding risks across the diocese. 	
Recommendation	<p>We recommend the following:</p> <ol style="list-style-type: none"> 1. Where a parish has appointed a child safety officer, this person needs to be promoted to the parish community, along with appropriate contact details, to ensure that the community is aware of the person's role and how to contact them should they have a query or concern. 2. Parish risk assessments should be updated regularly – at least every six months or when safeguarding risks crystallise, evolve or change. 3. The diocesan Safeguarding Committee should receive a diocesan safeguarding risk register which contains the key safeguarding risks noted from the parish risk assessments as well as other diocesan activities. The review of the register should be a standing agenda item at each Safeguarding Committee meeting. 	
Agreed Action	<ol style="list-style-type: none"> 1. The Diocesan requirement is that the child safety officer's name should be on the Safeguarding Policy which is posted on the church notice board. Parishes have also been asked to include a child safety notice in each bulletin, or at least some reference to child safety every month. This will be re-iterated to parishes after the audit. 2. The diocesan requirement is that the topic of risk assessment should be added as a standing agenda item and considered at each parish council meeting, with the parish safeguarding risk register formally updated twice per year. This requirement has been added into the risk management section of the Safeguarding Policy and will be re-iterated to all parishes after the audit. 3. We will add information on key parish/diocesan safeguarding risks into the safeguarding reports reviewed by the Safeguarding Committee on a quarterly basis. 	
Responsibility	1. Safeguarding Co-Ordinator	
Due date	<ol style="list-style-type: none"> 1. 30 June 2021 2. 30 April 2021 3. 30 June 2021 	



Standard 2: Children are safe, informed and participate

Children are informed about their rights, participate in decisions that affect them and are taken seriously

Recommendation #2		Priority 2
Criterion 2.2 The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and less isolated		
Details of finding	The Diocese has recently developed materials on safe and respectful peer relationships, including through social media.	
Recommendation	With the increase in online activity as a result of the coronavirus pandemic, materials on safe and respectful relationships, including interactions through social media, should be disseminated and promoted through all parishes as soon as practicable.	
Agreed Action	The Diocese has now provided the materials to all parishes, along with required instructions for implementation and promotion of these materials.	
Responsibility	Safeguarding Co-Ordinator	
Due date	31 May 2021	



Standard 5: Robust human resource management

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

Recommendation #3		Priority 2
Criterion 5.1 – Recruitment, including advertising, interview questions, referee checks and personnel pre-employment screening, emphasises child safeguarding		
Criterion 5.2 – Relevant personnel (including all seminarians, clergy and religious) have current working with children checks or equivalent background checks		
Details of finding	<p>The following points were noted:</p> <ol style="list-style-type: none"> 1. Not all parishes are conducting/keeping documented notes of the vetting of new volunteers. 2. During parish visits, some inconsistency was noted with respect to which volunteer roles were required by the parish to have a working with children check and/or police check. 3. Personnel in the parishes sometimes have working with children checks which have been obtained through other organisations with whom they work/volunteer. We note that whilst the requirement to link the working with children check to the parish is noted in the recruitment documentation and flowchart provided to parishes, not all parishes were undertaking the linking process. 4. It was noted that for activities conducted by the diocesan youth ministry, volunteers are sometimes provided by parishes. These people are not always known to the youth ministry leader and there is reliance on the parish to ensure that the volunteer is in good standing and has the required working with children checks. 5. Whilst National Criminal History (police) checks have been conducted for clergy and for diocesan staff upon commencement, these are not repeated on a regular basis. 	

Recommendation	<p>We recommend the following:</p> <ol style="list-style-type: none"> 1. Interviews and discussions held with potential volunteers are documented and kept as evidence of the vetting of parish personnel. 2. Clarification should be provided to parishes as to which volunteer roles are required to have a working with children check and/or police check prior to commencement. 3. Parishes be reminded to link existing working with children checks to the parish, to ensure there is notification if the card is subsequently withdrawn or suspended. 4. Appropriate due diligence should be conducted by the diocesan youth ministry leader on volunteers provided by parishes for youth ministry events. Alternatively, the accountability for checking the good standing of the individual and their appropriateness for participation in these events should be clearly assigned to the providing parish. 5. The Diocese should consider repeating National Criminal History (police) checks for clergy and relevant staff every three years.
Agreed Action	<ol style="list-style-type: none"> 1. The Diocese has added guidance to the recruitment procedures in the Safeguarding Policy to remind parishes to keep documented evidence of the vetting of volunteers. The extent of the vetting process for volunteers will depend on the volunteer's role and will align with any legislative requirements, as per the recently developed working with children check and police check guideline (see point 2 below). 2. The Diocese has developed a working with children check and police check guideline which clarifies the legislative checks required, and which will be rolled out to the parishes once approved by the Safeguarding Committee. 3. Parishes will be reminded to link working with children checks to the parish. However, as a backup to this process, parishes will also be requested to conduct a regular (six monthly) check of all WWCC to ensure they continue to be valid. 4. The requirement to review the validity of working with children checks for all volunteers will be added into the risk assessment and procedures for all youth ministry events. 5. The Diocese will include the requirement for a police check in each appointment letter for clergy when appointed to a new role and will maintain a register of clergy checks conducted. The Diocese will consider the requirement of repeating police checks on a regular basis for both clergy and relevant staff.
Responsibility	Safeguarding Co-Ordinator
Due date	<p>Item 1 - Completed</p> <p>Items 2, 3 and 4 - 30 April 2021</p> <p>Item 5 - 30 September 2021</p>

Recommendation #4		Priority 2
Criterion 5.3 – Personnel receive an appropriate induction and are aware of child safeguarding responsibilities, including reporting obligations		
Details of finding	<p>The Diocese provides safeguarding induction and training for volunteers and generally requires all new volunteers to participate in this training prior to commencement in ministry. However, it was noted that some existing volunteers who are not child facing (e.g. flower arrangers) have not yet attended the safeguarding training.</p>	

Recommendation	<p>For those volunteers whose role does not involve direct contact with children, a safeguarding induction should be conducted using a documented checklist which covers, at a minimum, the points noted in Indicator 7.1.2. This will ensure the volunteer has an appropriate awareness of safeguarding policies and procedures, risk management processes and complaints handling procedures.</p> <p>The completion of the safeguarding induction checklist should be documented and signed by both the volunteer and the person providing the induction.</p>
Agreed Action	<p>The Diocese will provide guidelines on this to all parishes at the completion of the audit. These will be used on an exception basis, to address existing/long-term volunteers who are unable to attend the formal training.</p>
Responsibility	Safeguarding Co-Ordinator
Due date	30 September 2021

Recommendation #5		Priority 3
Criterion 5.4 – Ongoing supervision and people management is focused on child safeguarding		
Details of finding	<p>Formal performance reviews are conducted for employees, however these do not include assessment of compliance with safeguarding policies.</p> <p>In addition, the performance of volunteers is not formally assessed.</p>	
Recommendation	<p>We recommend that the performance appraisal process be updated to include an assessment of compliance with safeguarding policies.</p> <p>In relation to volunteers, a brief volunteer review form should be used to conduct formal performance reviews for all key volunteers and ministry leaders, with these individuals then allocated the responsibility of monitoring the performance of other support volunteers within their area/pool of ministry.</p>	
Agreed Action	<ol style="list-style-type: none"> 1. The employee annual review template will be updated to include assessment of compliance with safeguarding policies. 2. The development of a process for annual review of volunteers will be raised and addressed at the next Safeguarding Committee meeting. 	
Responsibility	Safeguarding Co-Ordinator	
Due date	<ol style="list-style-type: none"> 1. 30 June 2021 2. 30 September 2021 	

Recommendation #6		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		
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		
Details of finding	The Diocese has developed a specific document outlining a program for the ongoing care and support of priests, which includes the expected requirements for professional/pastoral Supervision, as well as the requirements for performance appraisal processes for clergy. This document is in the process of being finalised and approved.	
Recommendation	<ol style="list-style-type: none"> 1. We encourage the Diocese to continue to emphasise the importance of professional/pastoral supervision for all clergy and to provide support and assistance to those who are having difficulty in finding suitable supervisors - either through the organisation of group Supervision sessions or other similar forums to fulfil this requirement. 2. We encourage the Diocese to develop and implement appropriate review processes for all clergy in active ministry, and operating under the governance of the Diocese. 	
Agreed Action	<ol style="list-style-type: none"> 1. Professional supervision requirements are in place. The Diocese is in the process of developing a process to record/keep a register of those undertaking Supervision, with a view to providing further assistance/support for individuals who are having difficulty finding an appropriate Supervisor. 2. A template has been developed in relation to a clergy ministry appraisal process, which will be presented for approval at the next in-service meeting for clergy in August this year. 	
Responsibility	Director of Clergy Life and Ministry	
Due date	31 December 2021	



Standard 6: Effective complaints management

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

Recommendation #7		Priority 2
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		
Details of finding	<p>The requirement to maintain safeguarding records for a minimum of 50 years is articulated in the Privacy Policy and our review of complaints records and files indicates that this is occurring in practice.</p> <p>However, we noted that hard copy complaints records are stored in locked cupboards which are not fire-proof.</p>	
Recommendation	To ensure records are securely retained for the required period, they should be stored in a fire-proof cabinet or safe, or alternatively, scanned and saved in soft copy format.	

Agreed Action	The Diocese will review options for maintenance of these records to meet the requirement for retention for 50 years.
Responsibility	Diocesan Archivist
Due date	30 September 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 #8		Priority 3
Criterion 7.1 – Personnel are trained and supported to effectively implement the entity’s child safeguarding policies and procedures		
Details of finding	<p>Audit procedures conducted during the parish visits indicated that there is strong support provided by the Diocese to personnel with specific safeguarding responsibilities, as well as opportunities for professional development.</p> <p>However, there could be an opportunity to further strengthen the consistency of practices across the Diocese, and improve the networking between parishes by having the child safety officers and/or other relevant personnel come together more regularly to discuss safeguarding practices, initiatives and strategies.</p>	
Recommendation	<p>We recommend the Diocese consider implementing more regular networking/information sharing sessions for personnel to come together and discuss safeguarding topics and practices, including sharing of best practices and initiatives across the Diocese.</p>	
Agreed Action	<p>The Diocese will develop a plan for all child safety officers and other relevant personnel to come together regularly to share practices and information.</p>	
Responsibility	Safeguarding Co-Ordinator	
Due date	30 April 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 #9		Priority 3
Criterion 8.1 - Personnel identify and mitigate risks in online and physical environments without compromising a child’s right to privacy, access to information, social connections and learning opportunities		
Details of finding	<p>Audit procedures conducted during the parish visits indicated that in some parishes, there is only one administrator of the parish Facebook page.</p>	
Recommendation	<p>Where a parish has its own Facebook page, we recommend that this be administered and monitored by two separate individuals.</p>	

Agreed Action	The Diocese will develop guidance in this area and distribute to all parishes.
Responsibility	Safeguarding Co-Ordinator
Due date	31 May 2021

Recommendation #10		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	We note that filtering is in place to block inappropriate online activity where devices are networked with the diocesan IT system. However, the majority of parishes are not networked with the Diocese and do not have any filtering or monitoring of the online environment in place.	
Recommendation	The Diocese should review its monitoring strategies for IT devices under its governance, including the development of appropriate blocking/filtering of online activity for parishes.	
Agreed Action	The Chair of the Safeguarding Committee will liaise with contacts from Catholic Education Sandhurst to develop a monitoring plan for internet activity.	
Responsibility	Chair of Safeguarding Committee	
Due date	31 December 2021	

Recommendation #11		Priority 3
Criterion 8.3 - Risk management plans consider risks posed by the entity's settings, activities and physical environments		
Details of finding	The Diocese has detailed "Guidelines on Managing High Risk Individuals" which have been disseminated to all parishes. However, we note that the diocesan Youth Ministry also runs public events and that these Guidelines may need to be applied should a potential high risk individual attend one of these events.	
Recommendation	The Diocese should ensure that the Guidelines are disseminated to all staff/key volunteers managing or participating in the youth ministry events, with appropriate training/instruction provided as required.	
Agreed Action	This will be addressed as part of the risk assessment which is undertaken for each Youth Ministry event and will also be supplemented by specific training, including the ACSL online webinar on managing high risk individuals. Attendance/participation in this training will be recorded and maintained.	
Responsibility	Co-Ordinator of Youth Ministry	
Due date	30 June 2021	

Recommendation #12		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	<p>The following points were noted:</p> <ol style="list-style-type: none"> 1. A contractor management guide has been drafted and is awaiting approval and implementation. 2. The Diocese has a hire agreement template for hiring out church premises to third parties, which contains the appropriate safeguarding clauses. However, not all parishes were aware of, or were using, the hire agreement template. 	
Recommendation	<ol style="list-style-type: none"> 1. Whilst the majority of parishes we reviewed were aware of procedures to manage contractors conducting work on church property, we recommend that the contractor management guide be rolled out to all parishes, along with appropriate instruction/training, to ensure there is consistency in contractor management practices across the Diocese. 2. Guidelines for hiring out church premises, including the appropriate hire agreement documentation, should be rolled out to all parishes, along with appropriate instruction/training, to ensure there is consistency in hiring out church facilities across the Diocese. 	
Agreed Action	<ol style="list-style-type: none"> 1. The contractor management guide will be finalised and rolled out to all parishes once approved by the Safeguarding Committee. 2. The hire agreement template and associated guidelines/instructions will be finalised and rolled out to the parishes once approved by the Safeguarding Committee. 	
Responsibility	Safeguarding Co-Ordinator	
Due date	30 April 2021 for roll-out of both documents	

Appendix A

COMPLIANCE ASSESSMENT SCALE

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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Processes are non-existent. Processes exist however the specific requirements of the Indicator have not been addressed. 	<ul style="list-style-type: none"> No resources have been assigned.
Initial/Ad-Hoc	<ul style="list-style-type: none"> The entity has commenced to address the Indicator, however processes are ad-hoc or are applied on a case-by-case basis. 	<ul style="list-style-type: none"> Some relevant processes have been implemented which align with the requirements of the Indicator, however they are: <ul style="list-style-type: none"> siloes; and/or undocumented; and/or inconsistent; and/or lack clarity. 	<ul style="list-style-type: none"> Capabilities vary across the entity. Resources are not formally assigned.
Defined and Developed	<ul style="list-style-type: none"> The entity has addressed the Indicator and is in the process of implementing the requirements across the entity. 	<ul style="list-style-type: none"> Relevant processes have been defined and developed, however are yet to be rolled out across the full operations of the entity. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The entity has demonstrated that Indicator requirements are formally embedded and are operating effectively and continuously. 	<ul style="list-style-type: none"> Relevant processes are integrated and coordinated, including remote operations and activities. 	<ul style="list-style-type: none"> 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

AUDIT FINDING PRIORITIES

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

Priority 1	Priority 2	Priority 3
<p>Gaps or control weaknesses have been identified resulting in non-compliance with the indicator.</p> <p>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.</p>	<p>Progress has been made with respect to implementation of the required indicator, however full compliance is yet to be achieved.</p> <p>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.</p>	<p>Issues have been identified which represent minor procedural weaknesses or improvement opportunities with respect to the operation of the indicator.</p> <p>Expected resolution is within 12 months or earlier from the issuance of this report.</p>

Appendix C

PARISHES VISITED

The following parishes were visited during this audit:

Bendigo Cathedral Parish	Maroopna Parish
Kennington Parish	Namurkah Parish
Kerang/Pyramid Hill Parish	Wangaratta Parish
Rochester/Elmore	Wodonga Parish
Shepparton Parish	

Appendix D

GLOSSARY

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	<p>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</p> <p>Child abuse, when referenced throughout the National Catholic Safeguarding Standards, includes:</p> <ul style="list-style-type: none"> • 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;

	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> recruitment; risk management; complaints handling; and acceptable use (information and communication technology).
Church Authority	means: <ol style="list-style-type: none"> the diocesan bishop (or archbishop, as appropriate) of a diocese or his administrator from time to time; the Australian major superior in respect of religious institutes; or 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: <ul style="list-style-type: none"> • 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 prelatore	means a canonical structure of the Catholic Church which comprises a prelate, clergy and laity who undertake specific pastoral activities. The first personal prelatore 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.