



ACSL
AUSTRALIAN CATHOLIC SAFEGUARDING LTD

NATIONAL CATHOLIC SAFEGUARDING STANDARDS

Draft Two, NCSS Edition Two

Inclusion of safeguards for adults
May 2021

Safeguarding is everyone's responsibility

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

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

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This document is a draft only

Available at www.acsltd.org.au

Australian Catholic Safeguarding Ltd
Level 13, 200 Queen St
Melbourne Victoria 3000

Phone: 1300 603 411

Email: info@acsltd.org.au

www.acsltd.org.au

Australian Catholic Safeguarding Ltd respectfully acknowledges all Traditional Owners of the land and waters of Australia. We pay respect to their Elders, past and present, and young leaders of today and the future. ACSL commits itself to the ongoing work of reconciliation with our Aboriginal families and communities.



THIS DOCUMENT IS A DRAFT ONLY

This second draft of the National Catholic Safeguarding Standards Edition Two has been released prior to final adoption by the Catholic Church in Australia for briefing purposes only.

CONTEXT

The first draft of the second edition of the National Catholic Safeguarding Standards was published in July 2020 after a nine-month development phase assisted by a National Reference Group. Survey and online live consultations were conducted following the release of the first draft. These consultations heard from 128 representatives from a broad range of entities and ministries of the Catholic Church in Australia. Facilitated sessions with survivors of sexual abuse and their advocates were also conducted.

The feedback identified a number of themes and potential issues:

Positives

- Overwhelming support for the overall framework of integrating protections for both children and adults into one set of Standards.
- Clear support for the shift in terminology from ‘vulnerable adults’ to ‘adults at risk’.
- Keep colour coding within the indicators to help identify those applicable to child-focused ministries, those applicable to adult ministries and those that apply to both settings.
- Maintain and update the category system to respond to the realities of smaller entities with minimal active ministry.

Issues for consideration in re-drafting

- Definitions & glossary – clarification of some definitions and refinement of scope to only include words specifically used in the text of the Standards.
- Too many criteria and indicators.
- Reduce duplication of requirements across indicators.
- Ensure consistency of terminology and language.
- Increase minimum supervision hours to 10 hours per annum to reflect professional requirements.
- Ensure Aboriginal & Torres Strait Islander cultural safety is clearly delineated from CALD cultural appropriateness.
- Conflict between civil (balance of probabilities) and canonical (moral certainty) levels of proof in terms of findings of investigations.
- Broadly and consistently heard concerns regarding the timing of the finalisation of the National Catholic Safeguarding Standards, Edition Two. A few of the consistent concerns cited were:
 - significant developments and anticipated changes which are currently occurring within and outside the Catholic Church (Royal Commissions, impending changes to Catholic Professional Standards Ltd, the development of the National Response Protocol, shifting legislation and whether these Standards would apply to Ministerial Public Juridic Persons);
 - recognise the need to align and integrate other key Church documents with the Standards (such as the National Response Protocol, Integrity in Ministry, Integrity in Services of the Church); and
 - this work is ground-breaking and is too important to rush. There is a need for a clear implementation plan which includes significant capacity building and support for entities to review and improve practices to meet the new requirements prior to the commencement of any audit process.
- ‘Catholicity’ of the Standards and the language:
 - these are Standards for the Catholic Church and should therefore be inherently ‘Catholic which reflect the teachings of the Catholic Church.
- Issues relating to married priests need to be catered for.

Draft Two as it is now presented has responded to the considerable feedback outlined above and has been reviewed by the National Reference Group, the Board of Catholic Professional Standards Ltd and the Board of

Australian Catholic Safeguarding Ltd. This draft is now published to support briefing meetings with interested Church Authorities prior to adoption under the terms of the ACSL Constitution later in 2021.

ACSL was established in December 2020 and brings together the work of the former Catholic Professional Standards Ltd and the Australian Catholic Centre for Professional Standards.

READING THIS DRAFT

In this document major changes from Edition One are highlighted using *purple italicised* text in order to make edits and additions as clear as possible.

STANDARD 1



Committed leadership, governance and culture

*The safeguarding of children **and adults** is embedded in the entity's leadership, governance and culture*

Criterion 1.1

The entity publicly commits to *the safeguarding of children and adults* and takes a zero-tolerance approach to abuse.

Indicators

- 1.1.1 The entity has a *policy for the safeguarding of children and adults* 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 *Commitment Statement for the safeguarding of children and adults* which is openly displayed and publicly available.

Criterion 1.2

A *culture of safeguarding children and adults* is championed and modelled at all levels of the entity from the top down and bottom up.

Indicators

- 1.2.1 The Church Authority and leaders of the entity create and maintain an entity's culture of safeguarding by:
 - promoting the *safeguarding of children and adults* regularly;
 - emphasising that the *safeguarding of children and adults* 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 safeguarding practices*; including, *the Safeguarding Children and Adults 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 the *safeguarding of children and adults* at diocesan, religious institute or ministerial PJP level.
- 1.2.4 Personnel understand that *the safeguarding of children and adults* is everyone's responsibility and are empowered to provide input on *safeguarding practices*.

Criterion 1.3

Governance arrangements facilitate implementation of the *Safeguarding Children and Adults Policy* across the entity's activities.

Indicators

- 1.3.1** Governance arrangements are transparent and include safeguarding roles and responsibilities to ensure that accountability for *the safeguarding of children and adults* 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.

Criterion 1.4

A Code of Conduct provides guidelines for personnel on expected behavioural standards and responsibilities.

Indicators

- 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 toward children and adults*.
- 1.4.2** The Code of Conduct is written in accessible language and communicated to personnel, children, adults, families, *parents, carers and/or guardians (in various formats as relevant to the ministry and/or service context)*.
- 1.4.3** *The Code of Conduct takes into account the needs of all children and adults, paying particular attention to:*
- *Aboriginal and Torres Strait Islander people;*
 - *adults at risk;*
 - *children with a disability;*
 - *children from culturally and linguistically diverse backgrounds; and*
 - *children who are unable to live at home.*
- 1.4.4** *The entity's Code of Conduct addresses the potential abuse of the power imbalance inherent in the provision of ministry and/or services.*

Criterion 1.5

The entity has risk management strategies focusing on preventing, identifying and mitigating risks to *children and adults*.

Indicators

- 1.5.1** The entity has a clearly documented *safeguarding* risk management plan as part of its overall risk management strategy, which considers risks *to children and adults*.
- 1.5.2** The entity has appropriate risk management processes in place to assess, evaluate, review and oversee the safeguarding of children and adults within its ministry and/or service. This

includes participating in, or receiving ministries off-shore, cultural immersions, pilgrimages, solidarity campaigns and world youth days.

- 1.5.3** Leaders of the entity manage *child and adult* safeguarding risks effectively, through regular identification, monitoring, reporting and review of risks.

Criterion 1.6

Personnel understand their obligations on information sharing and record keeping.

Indicators

- 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 *the safeguarding of children and adults*, including incidents and complaints, apply the following requirements:
- *complete accurate records are created and maintained for all incidents, complaints, responses, decisions and outcomes;*
 - records are created at the time of, or as soon as practicable following an incident, complaint, response or decision;
 - records are titled, organised and filed logically;
 - a master copy of each record is formally maintained to ensure duplicate records or multiple copies of the same record are kept to a minimum;
 - records are maintained and disposed of in accordance with legislative and statutory requirements, or after a period of 50 years [refer to Indicator 6.1.7], whichever is higher;
 - information and/or records are treated as confidential and records are appropriately secured;
 - sharing or distribution of information and/or records is restricted to nominated personnel and is conducted in accordance with relevant legislative and statutory requirements; and
 - individuals' rights to access, amend or annotate records about themselves are recognised to the fullest extent.

STANDARD 2



Children and adults are safe, informed and participate

*Children **and adults** are informed about their rights, participate in decisions affecting them and are taken seriously*

Criterion 2.1

Children **and adults** are informed about their rights, including safety, information and participation.

Indicators

- 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 has appropriate strategies to proactively engage with adults at risk (or carers where appropriate) to seek their views about decisions which affect them, what makes them feel safe and how these can inform the entity's safeguarding approaches.*
- 2.1.3** The entity ensures that children **and adults** are made aware of their rights, including their right to be safe from abuse, and are informed of whom to contact if they have concerns about their safety or the safety of **others**.

Criterion 2.2

The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and less isolated.

Indicators

- 2.2.1** The entity provides children with age-appropriate information about safe and respectful peer relationships, including through social media.

Criterion 2.3

The importance of relationships and social connections for adults at risk is recognised and encouraged, helping them to feel safe and less isolated.

Indicators

- 2.3.1** *The entity, where appropriate to their ministry and/or service, provides adults at risk (or their carers where appropriate), information about safe and respectful relationships, including through social media.*

Criterion 2.4

Where relevant to the setting or context, children and families may be offered access to abuse prevention programs and related information that is age appropriate.

Indicators

- 2.4.1** 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.

Criterion 2.5

Personnel are attuned to signs of abuse and facilitate appropriate ways for children and adults to express their views, participate in decision-making and raise their concerns.

Indicators

- 2.5.1** *Personnel have the knowledge, skills and awareness to identify potential signs of abuse of children and/or adults; and, actively support them to raise any concerns.*

STANDARD 3



Partnering with families, carers and communities

*Families, carers and communities are informed and involved in promoting the safeguarding of children **and adults***

Criterion 3.1

Parents, carers and/or guardians participate in decisions affecting their child, or adults with diminished capacity.

Indicators

- 3.1.1** *The entity encourages parents, carers and/or guardians to take an active role in monitoring the safety of their child or adult with diminished capacity who are engaged in the ministry and/or service [refer to 2.4.1]*

Criterion 3.2

The entity engages and openly communicates with families, carers and communities about its approach for the safeguarding of children and adults, and making relevant information accessible.

Indicators

- 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 approach to the safeguarding of children and adults**.*
- 3.2.2** *The entity provides families, carers and communities with relevant safeguarding information including contact details of the Safeguarding Committee [refer to Indicator 1.2.2] and/or Safeguarding Co-ordinator(s) [refer to Indicator 1.2.3].*

Criterion 3.3

Families, carers and communities are informed about the entity's operations and governance; and have an opportunity to have a say in their safeguarding policies and practices.

Indicators

- 3.3.1** *Processes are in place to engage families, carers and communities about their views on policies and practices for keeping children and adults safe (refer to indicator 10.3.2).*
- 3.3.2** *The entity ensures families, carers and communities are aware of the roles and responsibilities of personnel providing ministries or services directly to children and adults.*

Criterion 3.4

The entity takes a leadership role in raising community awareness of the dignity and rights of all children and adults.

Indicators

3.4.1 *Appropriate to the context or setting, the entity actively promotes and/or participates in activities which raise awareness of abuse prevention and the rights and dignity of children and adults.*

STANDARD 4



Equity is promoted and diversity is respected

Equity is upheld and diverse needs respected in policy and practice

Criterion 4.1

The entity actively anticipates *the diverse circumstances and backgrounds of children and adults*, and provides support and responds effectively to those who are vulnerable.

Indicators

- 4.1.1** The entity's *Safeguarding of Children and Adults Policy* [refer to Indicator 1.1.1] and practices reflect an understanding, and identification, of diverse circumstances and experiences *that increase vulnerability to abuse*.
- 4.1.2** *The entity's Complaints Handling Policy [refer to 6.1 and 6.3.7] and practices address the barriers that prevent a disclosure of abuse being made and that hinder personnel from recognising and responding appropriately to disclosures.*

Criterion 4.2

Children and adults have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.

Indicators

- 4.2.1** The entity produces *material in accessible language (e.g. child friendly)* and formats that promote inclusion and *informs children and adults* of the support and complaints processes available to them.

Criterion 4.3

The entity pays particular attention to the needs of Aboriginal and Torres Strait Islander *people, those with a disability, and from culturally and linguistically diverse backgrounds, children and adults who are unable to live at home, and those of diverse sexuality*.

Indicators

- 4.3.1** The entity's *Safeguarding of Children and Adults Policy* [refer to Indicator 1.1.1] and practices *empower children and adults by reflecting attitudes and behaviours that respect their inherent dignity*, are inclusive and are responsive to diverse needs.

STANDARD 5



Robust human resource management

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

Criterion 5.1

Recruitment, including advertising, interview questions, referee checks and pre-employment screening, emphasise *safeguarding, with a focus on children and adults at risk*.

Indicators

- 5.1.1 The entity emphasises its commitment to *the safeguarding of children and adults*, and a zero-tolerance approach *to abuse* in all aspects of its advertising, screening and recruitment for personnel (refer to criterion 1.1).
- 5.1.2 The entity documents *its safeguarding approach* in recruitment and screening procedures and processes relating *to roles that work with children and adults at risk*.
- 5.1.3 Positions are assessed for the expected level of contact *with children and/or adults at risk* and appropriate *safeguarding* recruitment procedures are implemented.
- 5.1.4 Position descriptions, selection criteria, referee checks and interview questions articulate:
 - that children *and adults* are valued and respected;
 - *the dignity of every child and adult is upheld*;
 - the commitment of the entity to the *safeguarding of children and adults*; and
 - where appropriate to the role [refer to Indicator 5.1.3], an understanding of culturally safe practices, children's developmental needs, *and adults at risk*.

Criterion 5.2

Personnel (including all seminarians, clergy and religious) have current working with children checks or equivalent background checks *relevant to their role*.

Indicators

- 5.2.1 The entity has a policy which is implemented that ensures:
 - personnel have a current working with children check or *working with vulnerable people check* as required by legislation;
 - Where a background check is not required by legislation, other background checks for personnel are conducted prior to working *with children or adults at risk* (refer to Criterion 1.6).
- 5.2.2 The entity keeps records and monitors the status *of all checks as per 5.2.1*, for all personnel.

Criterion 5.3

Personnel receive an appropriate induction and are aware of their *safeguarding responsibilities to children and adults*, including reporting obligations.

Indicators

- 5.3.1 All personnel participate in a safeguarding induction program, which occurs as soon as possible after commencement (*refer to Indicators 7.1.1, 7.1.2 and 7.1.3*).
- 5.3.2 All Church Authorities (along with members of their leadership team) who are signatories to the *Australian Catholic Safeguarding Ltd* Service Agreement participate in the *National Catholic Safeguarding Standards Introductory Session for Leaders* within four months of commencement.

Criterion 5.4

Ongoing supervision and people management includes the *safeguarding of children and adults*.

Indicators

- 5.4.1 Support, mentoring, oversight and professional supervision processes for personnel include *safeguarding of children and adults, with specific consideration of adherence with the entity's Code of Conduct [refer to Indicator 5.5.4]*.
- 5.4.2 Annual performance reviews for personnel include *responsibilities for the safeguarding of children and adults* relevant to their role [refer to Indicator 5.5.4].

NOTE: Criteria 5.5 - 5.8 apply to Church Authorities and related entities with seminarians, clergy and those in formation with, or members of, religious institutes.

Criterion 5.5

Robust processes exist for screening candidates before and during seminary and religious formation. Robust processes are implemented for ongoing formation, support and supervision of clergy and religious.

Indicators

- 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 responsibility to enquire if an applicant or candidate has previously withdrawn or been exited from another seminary or formation program.*
- 5.5.2 Seminary and initial formation programs have robust screening processes for candidates, including external psychological and psychosexual assessments.
- 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 **10 hours** of professional/pastoral supervision per year [refer to Indicator 5.4.1].
- 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 [refer to Indicator 5.4.1].

- 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.

Criterion 5.6

Seminary and formation programs for clergy and religious have curriculum to build the knowledge and skills of candidates to understand and lead *initiatives for the safeguarding of children and adults*.

Indicators

- 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 the *safeguarding of children and adults*.
- 5.6.2 Seminary and initial formation programs ensure promotion of pastoral responses to victims/survivors of abuse.
- 5.6.3 Seminary and initial formation programs are delivered in such a way as to prevent the abuse of power and the development and/or reinforcement of clericalist attitudes and behaviours.

Criterion 5.7

Credentialing and movement of seminarians, clergy and religious is appropriately managed.

Indicators

- 5.7.1 The entity implements a system to assess the safeguarding credentials and manage the movement of all seminarians, clergy and religious moving between different seminaries, formation programs and *other Church entities (refer to Criterion 1.6)*.

Criterion 5.8

Entities which receive overseas clergy and religious for work in ministry have *specific* programs for the screening, induction, professional supervision and development of these individuals.

Indicators

- 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 which is documented by the entity *and occurs as soon as possible after commencement of ministry (refer to Indicator 7.1.1)*.
- 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 *10 hours* of professional/pastoral supervision per year [refer to Indicators 5.4.1 and 5.5.3].

STANDARD 6



Effective complaints management

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

Criterion 6.1

The entity has an effective Complaints Handling Policy and procedures which clearly outline the roles and responsibilities, approaches to dealing with different types of complaints, reporting obligations and record keeping requirements.

Indicators

- 6.1.1** The entity's policies, procedures and practices ensure that all mandatory reporting obligations are met.
- 6.1.2** There are clear procedures that provide step-by-step guidance on what action to take for different types of complaints (*be they historic or current*), including:
 - *breaches of Codes of Conduct;*
 - *disclosures, allegations or concerns of current abuse of a child;*
 - *an adult bringing forward a complaint of abuse suffered as a child; and*
 - *an adult bringing forward a complaint of current abuse.*
- 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's Complaints Handling Policy and procedures recognise power imbalances may exist between the complainant and respondent, and has strategies in place to address this.*
- 6.1.5** The entity works in cooperation with relevant organisations and seeks specialist advice *as necessary from such agencies as: statutory authorities, ombudsman/commissions for children, disability, aged-care, health and community services.*
- 6.1.6** Key roles and responsibilities in relation to handling complaints are articulated within the Complaints Handling Policy and procedures.
- 6.1.7** A process is in place to record *all 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. [refer to Indicator 1.6.2].

Criterion 6.2

The entity has a complaint handling system that is understood by children, **adults**, families, carers and personnel, *which protects the rights of children and adults at risk.*

Indicators

- 6.2.1** The complaints handling system prioritises the safety and well-being of children (*the paramouncy principle*).
- 6.2.2** The Complaints Handling Policy and procedures are made publicly available in a variety of accessible formats, including age and developmentally appropriate for children (*as*

appropriate to the ministry and/or service), enabling complaints processes to be easily understood. [Refer to Indicator 4.2.1].

Criterion 6.3

Complaints are taken seriously and responded to promptly and thoroughly (*with consideration to the needs of adults at risk*).

Indicators

- 6.3.1 The Complaints Handling Policy requires that, upon receiving a complaint *of abuse*, an initial risk assessment is conducted to identify and minimise any risk to children *and adults*. Ongoing risk assessments are conducted 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 *or sexual abuse of an adult at risk* is plausible, the person be stood aside 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. This is done in such a way that at the completion of the initial risk assessment, any breach or breaches of the Code of Conduct [refer to Criterion 1.4] in relation to inappropriate behaviour towards a child *or adult* are effectively investigated and managed. This includes provisions for personnel to be redeployed, stood-aside, and/or dismissed *which take into consideration relevant Church protocols* [having due regard for Indicators 6.3.8, 6.3.9 *and 6.5.1*].
- 6.3.4 Complainants are responded to promptly and kept informed as to the progress of dealing with their complaint.
- 6.3.5 *Trauma-informed and victim-centred support and care* is provided to any child *or adult* who has experienced or is alleging abuse (including 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 the safeguarding of children *and adults*. [refer to Indicator 1.6.2]
- 6.3.7 There are documented policies and processes implemented that empower and support personnel to raise, in good faith, concerns and allegations about unacceptable behaviour towards children *and adults* by other personnel.

NOTE: Indicators 6.3.8 and 6.3.9 apply to clergy and religious.

- 6.3.8 Where a complaint related to *the sexual abuse of a child or adult* against clergy or religious is substantiated *under a civil standard, the Church Authority undertakes a risk management process to determine the appropriate action, including whether the individual should be removed from public ministry, demonstrating compliance with Church protocols.*
- 6.3.9 *Where a cleric or religious is convicted of a canonical offence relating to sexual abuse, the respondent is to be prohibited from the public exercise of ministry until such time as the process for imposing a penalty is completed by the relevant dicastery (such as dismissal*

from the clerical state or dispensation from vows). The canonical crimes of sexual abuse committed by clerics and religious are¹:

- *1) forcing someone, by violence or threat or through abuse of authority, to perform or submit to sexual acts;*
- *2) performing sexual acts with a minor or a vulnerable person²;*
- *3) the production, exhibition, possession or distribution, including by electronic means, of child pornography, as well as by the recruitment of or inducement of a minor or a vulnerable person to participate in pornographic exhibitions.*

The Church Authority must take practicable steps to prohibit such respondents from holding themselves out as being a person with religious authority.

Criterion 6.4

The entity has policies and procedures in place that address reporting of concerns and complaints to relevant authorities, whether or not the law requires reporting, and cooperates with law enforcement.

Indicators

6.4.1 The Complaints Handling Policy requires that:

- concerns and complaints of child abuse occurring within the entity be reported to the appropriate statutory authority/ies, regardless of whether the reporting is mandated;
- *any concerns and/or complaints of a criminal nature against adults be reported to statutory authorities; and*
- personnel cooperate with law enforcement procedures and directives.

Criterion 6.5

Reporting, privacy and employment law obligations are met.

Indicators

6.5.1 The Complaints Handling Policy requires that all relevant reporting, privacy and employment law obligations are met.

Criterion 6.6

The Church Authority ensures mechanisms are in place to care and *support adult complainants of child sexual abuse.*

¹ *The canonical crimes/delicts/offences committed by clerics or religious as stated in Art. 1 §1 a) of Vos Estis Lux Mundi.*

² *Definition of vulnerable person as stated in Art. 1 §2 b) of Vos Estis Lux Mundi: 'means: any person in a state of infirmity, physical or mental deficiency, or deprivation of personal liberty which, in fact, even occasionally, limits their ability to understand or to want or otherwise resist the offence'. This definition is captured by the term 'Adult at risk' within the NCSS.*

Indicators

- 6.6.1** The entity offers appropriate pastoral care to adult complainants, which recognises their unique needs. This includes an offer from the Church Authority to meet the complainant in person.

Criterion 6.7

The Church Authority ensures mechanisms are in place to monitor and support respondents facing allegations.

Indicators

- 6.7.1** The Church Authority has access to appropriately trained personnel - lay, religious or clergy - whose clearly defined roles are to listen to and represent the pastoral needs of the respondent. This is done in consultation with the respondent.
- 6.7.2** The Church Authority has suitable arrangements in place for the monitoring and support of a respondent, where there is a plausible complaint, until (and if) the Church Authority no longer has responsibility for monitoring the respondent.

STANDARD 7



Ongoing education and training

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

Criterion 7.1

Personnel are trained and supported to effectively implement the entity's *Safeguarding of Children and Adults* policies and procedures.

Indicators

- 7.1.1** The entity provides regular opportunities to educate and train personnel on *Safeguarding of Children and Adults* policies and procedures, as a minimum through:
- induction [Refer to Indicators 5.3.1 and 5.8.2]; and
 - regular refresher safeguarding training (*at minimum of every three years*).
- 7.1.2** The entity's induction and refresher *Safeguarding of Children and Adults* training must as a minimum cover:
- Code of Conduct [refer to Indicator 1.1.1];
 - safeguarding risk management [refer to Criterion 1.5];
 - *Safeguarding Policy and procedures* [refer to Indicator 1.1.1];
 - Complaints Handling Policy and procedures [refer to Standard 6];
 - reporting obligations [refer to Standard 6]; and
 - e-safety training [refer to Standard 8].
- 7.1.3** The entity keeps records of participation to ensure all personnel attend induction and refresher safeguarding training (*refer to Criterion 1.6*).
- 7.1.4** The entity ensures that personnel who have specific *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.

Criterion 7.2

Personnel receive training to recognise the nature and indicators of child abuse, including harmful behaviours by a child towards another child.

Indicators

- 7.2.1** The entity provides regular training to relevant personnel which equips them with the knowledge to:
- 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.

Criterion 7.3

Personnel receive training to recognise the risk factors that contribute to adult abuse, with a focus on those who are at increased risk.

Indicators

- 7.3.1 *Education and training programs raise awareness to the risk factors which may cause adults to be at risk of abuse.*
- 7.3.2 *The entity provides regular training to relevant personnel (as appropriate to their role and the ministry and/or service context) which equips them with the knowledge to:*
- *understand the nature and impact of adult abuse;*
 - *understand the nature, factors and impact of institutional abuse;*
 - *identify risk factors, such as abuse of power; and exploitation [Refer to Indicator 1.4.4];*
 - *recognise how adults and institutions can be groomed, including how power imbalances can be exploited;*
 - *understand what could make specific adults at increased risk of abuse.*

Criterion 7.4

Personnel receive training and information to enable them to respond effectively to *safeguarding* risks, concerns, disclosures and allegations of abuse.

Indicators

- 7.4.1 The entity provides training to equip relevant personnel to appropriately respond to and support children *or adults* bringing forward concerns, disclosures and allegations of *abuse* [refer to Indicators 4.1.2].
- 7.4.2 The entity provides training to ensure personnel are aware of information sharing and record keeping policies and procedures [refer to Indicator 1.6.2].
- 7.4.3 The entity provides training to ensure personnel are aware of their reporting obligations under *Commonwealth*, State/Territory legislative *and canon law*, including:
- reporting suspected criminal behaviour to police;
 - mandatory reporting to child protection authorities;
 - Reportable Conduct Scheme;
 - reporting to other regulatory authorities or government departments; and
 - *Canonical reporting requirements.*

Criterion 7.5

Personnel receive training and information on how to build culturally safe environments for children *and adults*.

Indicators

- 7.5.1 *The entity provides cultural safety training which reinforces the importance of, and equips personnel to create, culturally safe environments for Aboriginal and Torres Strait Islander people (refer to Criterion 4.3).*

7.5.2 *The entity provides training to relevant personnel (as appropriate to their role and the ministry and/or service context) which equips them with the knowledge to create safe environments for people from culturally and linguistically diverse backgrounds (refer to Standard 4).*

STANDARD 8



Safe physical and online environments

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

Criterion 8.1

Personnel identify and mitigate risks in *the entity's* online and physical environments without compromising a child's *or adult's* right to privacy, access to information, social connections and learning opportunities.

Indicators

- 8.1.1** The entity's safeguarding risk management plan [refer to Indicator 1.5.1] addresses physical and online risks including risks arising from:
- *child-to-child interactions;*
 - *adult-to-child interactions;*
 - *adult-to-adult interactions (with particular consideration of power imbalances); and*
 - *the nature of physical spaces;*
- within the provision of their ministry and/or services.*
- 8.1.2** The entity has policies to address the safe use of online applications for children *and adults* to learn, communicate and seek help.
- 8.1.3** Personnel are proactive in identifying and mitigating physical and online risks to children *and adults*.
- 8.1.4** *The entity has documented and implemented risk management strategies which address risks involving:*
- *one-to-one interactions between an adult and a child;*
 - *ministries and/or services such as counselling, home visits, outreach, one-to-one tuition, the sacrament of reconciliation, coaching, spiritual direction and mentoring;*
 - *potential physical contact between the penitent and the confessor where the sacrament of reconciliation is celebrated;*
 - *one-to-one interactions with adults at risk;*
- and wherever possible that these interactions are conducted in an open or visible space, or within the clear line of sight of another adult.*

Criterion 8.2

The online environment is used in accordance with the entity's Code of Conduct and safeguarding policies and procedures.

Indicators

- 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 safeguarding policies in accordance with the entity's disciplinary, complaints handling or other relevant process [refer to Indicator 6.3.3].

Criterion 8.3

Risk management plans [refer to Indicator 1.5.1] consider risks posed by the entity's settings, activities and physical environments.

Indicators

- 8.3.1** The entity assesses and mitigates safeguarding risks in the physical environments under its control and/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 (including sacramental and liturgical celebrations): is the subject of a substantiated complaint of child abuse; or has been convicted of an offence relating to child sexual abuse; *or poses an unacceptable risk to others (for example, those with a serious criminal conviction resulting in parole conditions, domestic and family violence orders)*, the entity has in place and implements a process for assessing and managing the risks posed by the person's ongoing involvement in their *ministry and/or service*.

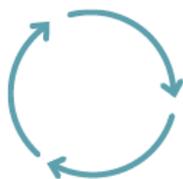
Criterion 8.4

Entities that contract facilities and services to and from third parties have procurement policies that ensure safeguarding of children *and adults at risk*.

Indicators

- 8.4.1** *The entity conducts sufficient due diligence to mitigate any risks posed to children and adults arising from third parties:*
- *engaged by the entity;*
 - *using the entity's facilities;*
- and ensures that the third party has appropriate child safeguarding policies and practices in place.*

STANDARD 9



Continuous improvement

*Entities regularly review and improve implementation of their systems for keeping children **and adults** safe*

Criterion 9.1

The entity regularly reviews and improves *safeguarding practices for the protection of children and adults*.

Indicators

- 9.1.1 The entity has a clearly documented Safeguarding Implementation Plan which outlines the monitoring and continual improvement of *safeguarding practices for the protection of children and adults*. The 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 [refer to Indicator 1.2.2] co-ordinates annual self-audits at a local level (parishes, ministries and/or congregational works).
- 9.1.4 The entity's *Safeguarding Children and Adults Policy* is subject to regular review - at least every three years.

Criterion 9.2

The entity analyses concerns and complaints to identify causes and systematic failures to inform continuous improvement.

Indicators

- 9.2.1 Processes are in place to analyse individual incidents or complaints relating to child **and adult** safeguarding practices and/or failures.
- 9.2.2 Processes are in place to identify and analyse systemic issues and/or patterns relating to child **and adult** safeguarding practices and/or failures, and drive continuous improvement.

Criterion 9.3

The Church Authority reports on the findings of relevant reviews to personnel, children, **adults**, families, carers and community.

Indicators

- 9.3.1 The Church Authority promotes to all its stakeholders any audit reports relating to the Church Authority, and related entities, published by *Australian Catholic Safeguarding Ltd*.
- 9.3.2 The Church Authority reports on findings of relevant reviews of safeguarding policies, procedures and practices to its stakeholders.

STANDARD 10



Policies and procedures support the safety of children and adults

*Policies and procedures document how the entity is safe for children **and adults***

Criterion 10.1

Policies and procedures address the National Catholic Safeguarding Standards.

Indicators

- 10.1.1** All relevant policies and procedures reference appropriate safeguarding approaches, requirements and responsibilities.

Criterion 10.2

Policies and procedures are accessible and easy to understand.

Indicators

- 10.2.1** The entity's policies and procedures relevant to safeguarding [refer to Indicator 10.1.1] are readily available and accessible to all personnel.

Criterion 10.3

Best practice policy models and stakeholder consultation inform the development and review of policies and procedures.

Indicators

- 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.* These processes include consulting with and incorporating advice from experts, children, adults, families, carers and communities.

Criterion 10.4

The Church Authority and leaders champion and model compliance with policies and procedures.

Indicators

- 10.4.1** The Church Authority and leaders promote and enact all policies and procedures relevant to safeguarding.

Criterion 10.5

Personnel understand and implement policies and procedures.

Indicators

- 10.5.1** The entity encourages regular discussion and feedback from personnel on their understanding and practical implementation of policies and procedures.

Glossary of Terms

There was significant feedback on the glossary, both related to required inclusions and deletions. Specific wording for terms were provided by Catholic bodies (i.e. congregation for clergy and others). Where provided, these terms have been adopted.

Abuse	<i>when used throughout the NCSS document this is an inclusive term covering both child and adult abuse.</i>
Abuse of Power	<i>is the act of using one's position of power and authority in an abusive way. This can take many forms, such as taking advantage of someone, gaining access to information that shouldn't be accessible to the public, or just manipulating someone with the ability to punish them if they don't comply.</i>
Accessible language	<i>means information is provided in multiple formats for individuals with different levels of English literacy and proficiency, modes of communication, languages and cognitive abilities, for example Braille, Easy Read, child-friendly text, translations in other languages.</i>
Adult Abuse	<p><i>means the improper treatment of a person that results in the actual and/or likelihood of causing physical or emotional harm. Abuse can come in many forms, such as: physical or verbal maltreatment, injury, assault, violation, rape, unjust practices, crimes, or other types of aggression.</i></p> <ul style="list-style-type: none"> • <i>There are several categories of abuse of adults, such as:</i> <ul style="list-style-type: none"> ○ <i>Sexual abuse*</i> ○ <i>Physical abuse*</i> ○ <i>Emotional/psychological abuse*</i> ○ <i>Neglect*</i> ○ <i>Elder Abuse*</i> ○ <i>Financial abuse*</i> ○ <i>Exploitation*</i> • <i>Within the context of the Catholic church and faith-based entities, it is also important to recognise spiritual abuse* as an additional subtype of abuse.</i> <p><i>*See separate definitions in glossary</i></p>
Adult at risk	<p><i>means any person aged 18 years and over who is at increased risk of experiencing abuse, such as people:</i></p> <ul style="list-style-type: none"> • <i>who are elderly</i> • <i>with a disability</i> • <i>who suffer from mental illness</i> • <i>who have diminished capacity</i> • <i>who have cognitive impairment</i> • <i>who have suffered previous abuse</i> • <i>who are experiencing transient risks</i> • <i>who in receiving a ministry or service are subject to a power imbalance</i> • <i>who identify as Aboriginal and Torres Strait Islander</i> • <i>who are from a culturally and linguistically diverse background</i> • <i>who have any other impairment or adversity that makes it difficult for them to protect themselves from abuse.</i> <p><i>*Not all people from these cohorts would consider themselves vulnerable to abuse, notwithstanding evidence which suggests a higher representation.</i></p>

Allegation	<i>means a complaint, still to be verified, claiming or asserting that someone has committed an act of abuse against a child or adult. The term is used interchangeably and in combination with “complaint”.</i>
Australian Catholic Bishops Conference	<i>means the assembly of Bishops of Australia exercising together certain pastoral offices for the Catholics of Australia.</i>
Australian Catholic Safeguarding Ltd Service Agreement	<i>refers to the formal document executed between ACSL and a Church Authority which sets out the terms and conditions related to the audit process. It is the document which initiates the audit process and formally places the audit of the Church Authority into the ACSL audit program and schedule. Entities may already be planning for an audit, but it is the signing of the Service Agreement which puts in motion the detailed planning process, including estimation of the audit cost, audit timeline, the expected duration of the audit and other audit criteria.</i>
Bishop	<i>means a diocesan bishop or archbishop, the ordinary of an Ordinariate and the prelate of a Personal Prelature of the Latin Church and an eparch of the Eastern Churches.</i>
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.
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><i>There are different legal definitions of child abuse in Australia. Definition sourced from the Australian Institute of Family Studies:</i> https://aifs.gov.au/cfca/publications/reporting-abuse-and-neglect</p> <p><i>Child abuse refers to any behaviour or treatment by parents, caregivers, other adults or older adolescents that results in the actual and/or likelihood of causing physical or emotional harm to a child. Such behaviours may be intentional or unintentional and can include acts of omission (i.e. neglect) and commission.</i></p> <p><i>Child abuse and neglect is commonly divided into five subtypes:</i></p> <ul style="list-style-type: none"> • <i>physical abuse*</i> • <i>emotional/psychological abuse*</i> • <i>neglect*</i> • <i>sexual abuse*</i> • <i>exposure to family violence*</i> <p><i>Within the context of the Catholic church and faith-based entities, it is also important to recognise spiritual abuse* as an additional subtype of abuse.</i></p> <p><i>*See separate definitions in glossary</i></p>

Church Authority	<p><i>means:</i></p> <ul style="list-style-type: none"> • <i>(a) a diocesan bishop or archbishop, an ordinary of an Ordinariate and the prelate of a Personal Prelature of the Latin Church and an eparch of an eparchy of an Eastern Church;</i> • <i>(b) the competent authority, howsoever titled, exercising the ministry of governance for religious institutes in Australia in accordance with their Constitutions; or</i> • <i>(c) for ministerial PJPS the competent authority in accordance with the statutes;</i> • <i>(d) for any other Church entity, the senior authority within the organization in accordance with its rules.</i>
Church Protocols	<i>means official procedures or system of rules which govern the affairs of the Catholic Church in Australia for example Vos Estis Lux Mundi.</i>
Civil Standard	<p><i>A civil standard (of proof) refers to the duty of the person responsible for proving the case. There are different standards of proof in different circumstances:</i></p> <ul style="list-style-type: none"> • <i>the most common standard of proof relates to civil proceedings, which is the balance of probabilities (incorporating the principles from Briginshaw v Briginshaw) – which means it is more probable than not that what the person says happened is true (In criminal cases, the standard is proof beyond reasonable doubt which is equitable with the canonical standard of moral certainty).</i> • <i>the standard of proof in the National Redress Scheme is reasonable likelihood – which means that the chance of the person being eligible is real, it is not fanciful or remote and is more than merely plausible).</i>
Clergy	<i>means all those who have been ordained as deacons, priests and bishops, and who belong to the clerical state.</i>
Cleric	<i>means a deacon, priest or bishop in accord with the text and context.</i>
Clericalist/ism	<i>means an attitude or expectation that ordained ministers are better than everyone else among the People of God and are therefore entitled to special treatment. Clericalism can be fostered by bishops, priests and deacons, as well as by laity who are deferential towards them. Clericalism can lead to misuse of power or position that causes harm to others and to the Church.</i>
Cognitive impairment	<p><i>means when a person has trouble remembering, learning new things, concentrating, or making decisions that affect their everyday life. Cognitive impairment ranges from mild to severe.</i></p> <p><i>Cognitive impairment is not an illness, but a description of someone's condition. Some causes of long-term or permanent cognitive impairment include dementia, stroke or brain injury.</i></p> <p><i>For further information see: https://www.healthdirect.gov.au/cognitive-impairment</i></p>
Complainant	<i>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.</i>
Conflicts of interest	<i>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.</i>

Consecrated Life/Institute of Consecrated Life	<p><i>is an association of faithful in the Catholic Church erected by canon law whose members profess the evangelical counsels of chastity, poverty, and obedience by vows or other sacred bonds.[1] They are defined in the Code of Canon Law under canons 573–730.</i></p> <p><i>Apart from being a member of an institute, consecrated life may also be lived individually; the Catholic Church recognises, as forms of individual consecrated life that are not members of institutes, namely that of hermits and consecrated virgins.</i></p>
Cultural safety	<p><i>refers to the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity.</i></p> <p><i>A culturally safe environment does not ignore, challenge or deny cultural identity. Cultural safety upholds the rights of Aboriginal people to:</i></p> <ul style="list-style-type: none"> <i>• identify as Aboriginal without fear of retribution or questioning;</i> <i>• have an education that strengthens their culture and identity;</i> <i>• maintain connection to their land and country;</i> <i>• maintain their strong kinship ties and social obligations;</i> <i>• be taught their cultural heritage by their Elders; and</i> <i>• receive information in a culturally sensitive, relevant and accessible.</i> <p><i>Reference: Building Respectful Partnerships: The Commitment to Aboriginal Cultural Competence in Child and Family Services, VACCA (2010), p. 17.</i></p>
Dicastery	<i>means a department of the Roman Curia.</i>
Diminished capacity	<p><i>means if an adult needs to make a decision, and is unable to carry out any part of this process (as listed below), they have impaired decision-making capacity.</i></p> <p><i>There are three elements to making a decision:</i></p> <ul style="list-style-type: none"> <i>• understanding the nature and effect of the decision;</i> <i>• freely and voluntarily making a decision; and</i> <i>• communicating the decision in some way.</i>
Diocese	<i>means a diocese, archdiocese, ordinariate or personal prelature of the Latin Church and an eparchy of an Eastern Church.</i>
Disability (persons with)	<i>means those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. (Article 2, United Nations Convention on the Rights of Persons with Disabilities.)</i>
Diversity	<i>means a range of people who have various racial, ethnic, socioeconomic, and cultural backgrounds and various lifestyles, experience, and interests.</i>
Due diligence	<i>means the care that a reasonable person exercises to avoid harm to other persons or their property. It is also the action(s) that is considered reasonable for people to be expected to take in order to keep themselves or others and their property safe.</i>
Diverse sexuality	<i>refers to all the diversities of sex characteristics, sexual orientations and gender identities, without the need to specify each of the identities, behaviours, or characteristics that form this plurality.</i>
Easy read	<i>means an accessible format of providing information designed for people with a learning disability. The easy read format is easy to understand because it uses simple, jargon-free language, shorter sentences and supporting images. It may also be beneficial for people with other conditions which affect how they process information.</i>

Elder abuse	<i>means a single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.</i>
Emotional abuse (adults)	<i>is a common form of abuse that occurs in close relationships. It is also known as psychological abuse.</i> <i>Emotional abuse is defined as abuse that occurs when a person is subjected to behaviours or actions (often repeatedly) aimed at preventing or controlling their behaviour, with the intent to cause them emotional harm or fear through manipulation, isolation or intimidation.</i>
Emotional abuse (adults)	<i>is also sometimes called ‘emotional maltreatment’, ‘psychological maltreatment’ and ‘psychological abuse’.</i> <i>Emotional abuse refers to a parent or caregiver's inappropriate verbal or symbolic acts towards a child and/or a pattern of failure over time to provide a child with adequate non-physical nurturing and emotional availability. Such acts of commission or omission are likely to damage a child's self-esteem or social competence.</i> <i>Emotional abuse takes five main behavioural forms:</i> <ul style="list-style-type: none"> • <i>rejecting</i> • <i>isolating</i> • <i>terrorising</i> • <i>ignoring</i> • <i>corrupting</i>
Entity	<i>means a diocese, religious institute, ministerial PJP (including their agencies) or association recognised as Catholic in accord with canon law.</i>
Exploitation	<i>is the deliberate maltreatment, manipulation or abuse of power and control over another person. It is taking advantage of another person or situation usually, but not always, for personal gain.</i>
Exposure to family violence	<i>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.</i>
Financial	<i>abuse involves the illegal or improper use or mismanagement of a person's money, property or resources. Stealing, fraud, forgery, embezzlement, forced changes to a will, inappropriate removal of a resident's decision-making powers and misuse of power of attorney are all forms of financial abuse or exploitation.</i>
Formation/formation program	<i>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.</i>
Grooming (child)	<i>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.</i>
Grooming (adult)	<i>is the predatory act of manoeuvring another individual into a position that makes them more isolated, dependent, likely to trust, and more vulnerable to abusive behaviour. The goal is to prepare the other person for abuse (for example sexual or financial) at a later time.</i>

Guardian	<i>refers to the person(s) who has the legal authority to care for the personal and property interests of another person. Often where adults have limited decision-making ability.</i>
Institutional abuse	<i>means, abuse or poor care within an institution or specific care setting. Possible causes of institutional abuse include:</i> <ul style="list-style-type: none"> • <i>a “closed” culture within an organization where transparency is discouraged;</i> • <i>lack of flexibility and choice for people using the service;</i> • <i>failure to properly check the backgrounds and interview staff;</i> • <i>inadequate training;</i> • <i>lack of safeguarding policies and procedures;</i> • <i>lack of support of staff by management;</i> • <i>poor supervision; and</i> • <i>poor standards of care.</i>
Lay/lay person	<i>means all members of the Catholic Church and church personnel other than bishops, priests, deacons and religious (Seminarians and those who have not yet professed vows are also considered lay people).</i>
Leaders	<i>means personnel who are responsible for important governance decisions within a Church entity and/or who lead and coordinate Church improvement initiatives.</i>
Mentor	<i>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.</i>
Ministerial PJP	<i>means an organisation which is constituted a public juridic person in canon law and carries on its mission in the name of the Church, in accordance with its statutes approved by the competent ecclesiastical authority.</i>
Ministry	<i>means any activity within, or conducted by, an entity that is designed to carry out the apostolic and charitable works of the Catholic Church.</i>
Neglect (adult)	<i>is the failure of a carer to provide the necessities of life to a person for whom they are caring. Neglect can be intentional or unintentional.</i>
Neglect (child)	<i>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.</i>
Offender	<i>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.</i>
Other affected parties	<i>means those persons who have been, or will be, impacted by the disclosure or allegation of abuse. This covers the family members and carers of children and adults subjected to child abuse who have been harmed or the family members of the respondent.</i>
Overseas clergy and religious	<i>means any cleric or member of a religious institute who is specifically recruited or welcomed from overseas by a Church Authority or entity.</i>
Paramourncy principle	<i>means that the safety and well-being of children is the primary focus in all actions and decisions. This requires that consideration and actively responding to possible risks an action may have on children is the centre of thought, values and actions.</i>

Pastoral Care	<i>means the work involved or the situation which exists when one person has responsibility for the wellbeing of another or for a faith community. It includes the provision of spiritual advice and support, education, counselling, medical care, and assistance in times of need. All work involving the supervision or education of children and young people is a work of pastoral care.</i>
Personnel (church personnel)	<i>means a cleric, religious or other person who is employed by the entity or engaged on a contract, subcontract, voluntary or unpaid basis.</i>
Physical abuse (child or adult)	<i>is a non-accidental physically aggressive act which results in physical pain or injury, and which may include physical coercion and physical restraint. Physical abuse may be intentional or may be the inadvertent result of physical punishment. Some examples include slapping, pinching, choking, kicking, shoving, or inappropriately using drugs or physical restraints.</i>
Position description	<i>means a document which details the role, responsibilities, expectations and accountabilities of a role within an entity and outlines reporting lines.</i>
Professional/pastoral supervision	<p>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.</p> <p>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.</p> <p>For clerics and religious, professional supervision assists in the maintenance of boundaries of the pastoral relationship and enhances the quality of their ministry. A cleric's/religious' commitment to conscious and critical reflection on their ministry and ministry experiences is recognised as being important for the well-being of the cleric/religious, the people with whom they exercise ministry, the wider Church and the community.</p>
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.
Religious Institute	<i>means a religious institute, secular institute and a society of apostolic life and their provinces or equivalent parts.</i>
Religious	<i>means a member of an institute of consecrated life or a society of apostolic life.</i>
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 and adults - 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 safeguarding, child protection, organisational culture and structure, policy development, etc. and include lay women and men.
Safeguarding Commitment Statement	<i>means a Commitment Statement describing an entity's commitment to keep children and adults safe from harm. It informs the entity's culture with respect to safeguarding</i>

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	<i>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, delegations, and accountabilities, and tracks review and progress. It is overseen by the Safeguarding Committee.</i>
safeguarding policies and procedures	<i>safeguarding policies and procedures means any policies or procedures of the entity that address elements of safeguarding children and adults. For example, but not limited to:</i> <ul style="list-style-type: none"> • <i>recruitment;</i> • <i>risk management;</i> • <i>complaint handling; and</i> • <i>acceptable use of online applications.</i>
Seminarian	<i>a student in a theological formation and education centre preparing for ordination as a priest.</i>
Seminary	means a centre for the formation and education of students preparing for ordination.
Sexual abuse (adult)	<i>is any sexual activity that is unwanted, where a perpetrator uses force or coercion and the victim does not or is not able to give consent. Sexual assault is the general term used for a broad range of unwanted sexual behaviour, whether through physical force, emotional intimidation or any type of coercion. Sexual assault is a crime. Sexual abuse is a form of sexual assault. Abuse and assault are mainly about violence and power over another person, rather than sexual gratification or pleasure. Sexual abuse includes rape, indecent assault, sexual harassment and sexual interference. Sexual activity with an adult who is incapacitated by a mental or physical condition (such as dementia) that impairs his or her ability to grant informed consent, is defined as sexual assault/abuse.</i>
Sexual abuse (child)	<i>refers to a person who uses power, force or authority to involve a child 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.</i>
Spiritual abuse	<i>means the abuse of a child or adult that is perpetrated by an individual in a position of authority and trust within the Church, supposedly representing in the name of God. It can cause a child or adult to have lifelong loss of faith and/or feel dislocated from the Church.</i>
Substantiated complaint	<i>means under the civil standard of proof an allegation of abuse for which the investigator finds that sufficient evidence exists to believe that the alleged conduct more likely than not occurred.</i>
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 (birthday parties, men's sheds, exercise groups, etc), companies contracted to provide design and print work for an entity, consultants, etc.

<p>Transient Risk</p>	<p><i>means short-term risk, experienced by people at different stages in their life. For example, (but not limited to) when someone is vulnerable due to:</i></p> <ul style="list-style-type: none"> • <i>grief</i> • <i>bereavement</i> • <i>relationship breakdown</i> • <i>homelessness</i> • <i>unemployment</i> • <i>financial hardship</i>
<p>Trauma-informed and victim-centred support</p>	<p><i>is a strengths-based framework which is founded on five core principles – safety, trustworthiness, choice, collaboration and empowerment, as well as respect for diversity. Trauma-informed services do no harm, i.e. they do not re-traumatise or blame victims for their efforts to manage their traumatic reactions, and they embrace a message of hope and optimism that recovery is possible. In trauma-informed services, trauma survivors are seen as unique individuals who have experienced extremely abnormal situations which they have managed as best that they could.</i></p>
<p>Working with children check</p>	<p>means generic term used in the National Catholic Safeguarding 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/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 practices.</p>
<p>Working with vulnerable people check</p>	<p><i>means the Working with Vulnerable People (Background Checking) Act 2011 in the Australian Capital Territory which requires those working with children (and other vulnerable groups) to complete a Working With Vulnerable People check and be registered before they can commence employment.</i></p> <p><i>Tasmania also has a 'Working with Vulnerable People Check' which requires all employees and volunteers aged 16 and over working in child care services or other child-related services to apply for a WWVP check.</i></p> <p><i>(To date, only the ACT and Tasmania have this requirement. No other States, nor the Northern Territory, have this requirement).</i></p>