

# National Catholic Safeguarding Standards Diocese of Rockhampton

**Catholic Professional Standards 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.**

**Catholic Professional Standards Ltd is committed to fostering a culture of safety and care for children and vulnerable adults.**

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

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# Table of Contents

1.	Executive Summary.....	1
1.1	Context.....	1
1.2	Background.....	1
1.3	Audit Approach.....	2
1.4	Overall Audit Findings.....	2
2.	Assessment of Compliance with NCSS Indicators.....	6
3.	Detailed Findings.....	20
	Appendix A: Compliance Assessment Scale.....	29
	Appendix B: Audit Finding Priorities.....	30
	Appendix C: Parishes Visited.....	30
	Appendix D: Glossary.....	31

# 1. Executive Summary

## 1.1 Context

Catholic Professional Standards Limited (CPSL) was established by the Australian Catholic Bishops Conference (ACBC) and Catholic Religious Australia (CRA) in response to the findings of the Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission), presented on 15 December 2017 to the Governor General of Australia.

As part of its constitutional mandate, CPSL has developed the National Catholic Safeguarding Standards (NCSS), to provide the framework for Catholic Church entities to build safe cultures and environments and to ensure that safeguarding practices are consistently applied across the Australian Catholic Church.

The first edition of the NCSS was formally released on 30 May 2019 and applies to all Catholic ministries, including Catholic dioceses; religious institutes; institutions providing education, health and aged care, social and community services, pastoral care and other services. CPSL has also established a risk-based audit program to assess compliance with the NCSS.

This audit report includes the results of the NCSS compliance assessment for the Catholic Diocese of Rockhampton (Diocese).

## 1.2 Background

The Catholic Diocese of Rockhampton was established on 29 December 1881. It covers 414,385 square kilometres and has 81 mass centres throughout the 29 parishes of the Diocese, extending from the Mackay region in the north to the Bundaberg region in the south, and west to the Northern Territory border.

Under the management of the Diocesan Catholic Education Office, the Diocese operates 31 primary schools, 9 secondary colleges, 9 kindergartens and 19 outside school-hours care services with 3,400 staff members and nearly 16,000 students.

CentacareCQ is the community services arm of the Diocese. Its services include care for the elderly and those living with disability, a range of counselling and dispute resolution services, family & community support and education.

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

Michael McCarthy is the current Bishop of Rockhampton. He was ordained as the tenth bishop of the Diocese on 29<sup>th</sup> May 2014.

The Diocese of Rockhampton 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 [CPSL 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 [CPSL website](#).

## 1.3 Audit Approach

The NCSS seek to build a culture of shared responsibility for safeguarding and to ensure that policies, practices and codes of behaviour work in unison to prevent, detect and appropriately respond 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 appropriately designed and are operating effectively. Accordingly, this report provides a point-in-time assessment of the safeguarding practices implemented by the Catholic Diocese of Rockhampton and the extent of compliance with the requirements of the NCSS.

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.

Audit activities were conducted at the diocesan offices in Rockhampton and the audit team also visited and assessed the safeguarding practices at five parishes (17%) chosen randomly across the Diocese, as well as the Elevate Youth Ministry administered by the Rockhampton Cathedral parish (see Appendix C for a list of parishes visited).

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

The findings, recommendations and management actions in this report pertain solely to the diocesan ministries or activities which are not subject to assurance processes, and should not be construed as applying in any way to the activities of Catholic Education – Diocese of Rockhampton or CentacareCQ.

## 1.4 Overall Audit Findings

As a Category One entity, the Diocese of Rockhampton has been assessed against all 111 Indicators of the NCSS. Eight Indicators were determined not to be relevant to the Diocese's current operations and have been excluded from the overall compliance assessment.

The remaining 103 Indicators have been assessed using a four-point maturity scale.<sup>1</sup>

Our assessment indicates that the Diocese has fully implemented or was substantially progressed in the implementation of 97 (94%) of the 103 Indicators relevant to their operations.

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

Two Indicators (2%) are yet to be addressed. These relate to:

1. including assessment of compliance with safeguarding policies in annual performance reviews; and
2. implementing due diligence processes for third party contractors engaged by parishes.

The key findings from the audit are summarised below.

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<sup>1</sup> Refer to Appendix A for definitions of the maturity scale used for the Compliance Assessment.

### **NCSS Standard 1 – Committed leadership, governance and culture**

The Diocese has a strong, public commitment to the safeguarding of children and has a dedicated Professional Standards and Safeguarding Manager, as well as a Safeguarding Children and Vulnerable Adults Committee, which is overseeing the implementation of the NCSS.

All parishes reviewed as part of this audit were fully aware of the importance of safeguarding and had either appointed or were in the process of appointing dedicated Parish Safeguarding Representatives.

The Diocese has established a Code of Conduct which clearly sets out expected behaviours for all personnel and has specifically made reference to the needs of all children.

### **NCSS Standard 2 – Children are safe, informed and participate**

#### **NCSS Standard 3 – Partnering with families, carers and communities**

The Diocese has developed a survey to obtain feedback from ministry workers about their views regarding the Diocese's safeguarding practices.

This survey should be distributed to parishes to enable them to engage with parishioners, families and the community to allow these groups to provide feedback on safeguarding practices. The survey could also be adapted into a child-friendly version that can be used to engage directly with children - either through children's liturgy groups or other child forums - about what makes them feel safe and how this can be recognised and implemented by the Diocese/parish.

#### **NCSS Standard 4 – Equity is promoted and diversity is respected**

Child-friendly materials have been created advising children of their rights and providing information on how to raise a concern or complaint.

Minor amendments are required to the Code of Conduct to reference the diverse needs of all children.

#### **NCSS Standard 5 – Robust human resource management**

The Diocese has recently updated its recruitment policies to include safeguarding elements in all of its advertising, interviews, referee checks and pre-employment screening.

Processes are in place to ensure all relevant personnel hold a working with children check (Blue Card) and/or National Criminal History check (police check), however additional documented guidelines are required to specify actions required where a Blue Card has been suspended or has lapsed.

The Diocese is yet to include safeguarding elements in annual performance reviews for employees and is in the process of developing formal performance review process for volunteers and clergy.

Professional/pastoral supervision requirements for clergy are in place and are being monitored by the Diocese.

#### **NCSS Standard 6 – Effective complaints management**

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

The Diocese has strong procedures for complaints handling, with formal risk management practices in place to address potential incidents or concerns.

Whilst processes are in place to handle potential conflicts of interest, a formal conflicts of interest policy is still in development.

### **NCSS Standard 7 – Ongoing education and training**

A framework for the provision of regular safeguarding induction and training for new staff, clergy and volunteers has recently been developed and will be rolled out in 2020.

This includes an updated and comprehensive safeguarding training session, which contains a powerful introductory message from the Bishop, emphasising the Diocese’s commitment to safeguarding, and also effectively incorporates the voices of children to promote and emphasise the importance of child safety.

Cultural safety (i.e. creating culturally safe environments for all children) has also been considered and included in the training package.

### **NCSS Standard 8 – Safe physical and online environments**

The Diocese has developed a risk register which clearly defines potential safeguarding risks and details the ongoing monitoring and mitigation strategies as required.

The Diocese has implemented web filtering technology to prevent personnel from accessing inappropriate websites/material. The filtering technology has been applied to approximately 50% of the Diocese’s parishes and will continue to be rolled out in 2020. The Diocese is investigating ways to cost effectively implement active monitoring of internet usage and web browsing by personnel as a further control in this area.

Procedures around due diligence and management of third party contractors engaged by parishes are informal and the Diocese is yet to develop formal guidelines in this area.

### **NCSS Standard 9 – Continuous Improvement**

The Diocese has a Safeguarding Implementation Plan which is used by the Safeguarding Committee to reflect on safeguarding practices and identify areas for improvement.

The Safeguarding Implementation Plan will be updated to include the actions arising from the CPSL audit, including the development of a parish self-audit process and monitoring program.

### **NCSS Standard 10 – Policies and procedures support child safety**

Policies and procedures relating to safeguarding are documented but require some improvements (refer comments at Standards 1, 6 and 8 above).

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

National Catholic Safeguarding Standard	# NCSS Indicators (Category One)	Not Relevant to Diocese of Rockhampton (NR)	Assessment of Compliance			
			Managed & measurable (M)	Defined & developed (D)	Initial / Ad hoc (I)	Not addressed (N)
1: Committed leadership, governance & culture	16	2	12	2	-	-
2: Children are safe, informed and participate	5	-	4	1	-	-
3: Partnering with families, carers and communities	6	-	4	2	-	-
4: Equity is promoted and diversity is respected	4	-	3	1	-	-
5: Robust human resource management	23	4	12	5	1	1
6: Effective complaints management	24	-	23	-	1	-
7: Ongoing education and training	9	-	6	3	-	-
8: Safe physical and online environments	10	-	6	3	-	1
9: Continuous improvement	8	2	4	1	1	-
10: Policies and procedures support child safety	6	-	3	2	1	-
<b>TOTAL</b>	<b>111</b>	<b>8</b>	<b>77</b>	<b>20</b>	<b>4</b>	<b>2</b>
			<b>97 (94%)</b>		<b>6 (6%)</b>	

Audit recommendations are classified according to priority and urgency for remediation.<sup>2</sup>

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

There are 8 Priority 2 (medium rated) recommendations and 5 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 from the Catholic Diocese of Rockhampton involved in the audit, for their cooperation and assistance.

<sup>2</sup> Refer to 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.	✓			
<b>Observations:</b>					
1.1.1 The diocesan Safeguarding Policy is very detailed and could benefit from streamlining. Refer <a href="#">recommendation #1</a> .					
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"> <li>• promoting child safeguarding regularly;</li> <li>• emphasising that child-safeguarding is everyone's responsibility; and</li> <li>• actively monitoring safeguarding compliance and risk management.</li> </ul>	✓			
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 policies and practices.	✓			
1.2.3	The entity appoints and promotes the role of Safeguarding Coordinator(s), with clearly defined responsibilities for safeguarding children at diocesan level.	✓			
1.2.4	Personnel understand that child safeguarding is everyone's responsibility and are empowered to provide input on child safeguarding practices.	✓			
<b>Observations:</b>					
Requirements of the Indicators are in place. No recommendations for improvement noted.					
Criterion 1.3 - Governance arrangements facilitate implementation of a Child Safeguarding Policy across the entity's activities		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
1.3.1	Governance arrangements are transparent and include safeguarding roles and responsibilities to ensure accountability for safeguarding is clear.	✓			
1.3.2	Where the Church Authority's governance includes countries other than Australia, the entity must apply these Standards taking into account relevant international declarations and local legislation.	Not relevant to current operations			
<b>Observations:</b>					
Requirements of the Indicators 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:**

1.4.2 The Diocese is implementing a plan to formally roll out the Code of Conduct to all employees, clergy and volunteers. Refer [recommendation #2](#).

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:**

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

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

**Observations:**

Requirements of the 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.	✓			

<b>Observations:</b> 2.1.1 The Diocese has developed a survey to engage with volunteers and ministry workers on safeguarding matters. This survey should be expanded and extended to all parishes as a means of engaging with children, families and communities. Refer <a href="#">recommendation #3</a> .				
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.	✓		
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.				
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.	✓		
<b>Observations:</b> Requirements of the Indicators 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.	✓		
<b>Observations:</b> Requirements of the Indicator are in place. No recommendations for improvement noted.				

<b>Standard 3</b>	<b>Partnering with families, carers and communities</b>			
<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.	✓		
<b>Observations:</b> Requirements of the Indicators 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).	✓		

<b>Observations:</b> The Diocese has developed a survey to engage with volunteers and ministry workers on safeguarding matters. This survey should be extended to all parishes as a means of engaging with children, families and communities. Refer <a href="#">recommendation #3</a> .					
<b>Criterion 3.3 - Families, carers and communities have a say in the entity's policies and practices</b>		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.		✓		
<b>Observations:</b> The Diocese has developed a survey to engage with volunteers and ministry workers on safeguarding matters. This survey should be extended to all parishes as a means of engaging with children, families and communities. Refer <a href="#">recommendation #3</a> .					
<b>Criterion 3.4 - Families, carers and communities are informed about the entity's operations and governance</b>		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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>Criterion 3.5 - The entity takes a leadership role in raising community awareness of the dignity and rights of all children</b>		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 protection.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					

<b>Standard 4</b>	<b>Equity is promoted and diversity is respected</b>				
<b><i>Equity is upheld and diverse needs respected in policy and practice</i></b>					
<b>Criterion 4.1 - The entity actively anticipates children's diverse circumstances and backgrounds, and provides support and responds effectively to those who are vulnerable</b>		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.	✓			
<b>Observations:</b> 4.1.1 The Code of Conduct needs to be updated to reference the diverse needs of all children. Refer <a href="#">recommendation #2</a> .					
<b>Criterion 4.2 - All children have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand</b>		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.	✓			

<b>Observations:</b> Requirements of the Indicators 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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					

<b>Standard 5</b>		<b>Robust human resource management</b>			
<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"> <li>that children are valued and respected;</li> <li>the commitment of the entity to child safeguarding; and</li> <li>where appropriate to the role, an understanding of children's developmental needs and culturally safe practices.</li> </ul>	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					
Criterion 5.2 - Relevant personnel (including all seminarians, clergy and religious) have current working with children checks or equivalent background checks		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
5.2.1	The entity has a policy which is implemented that ensures: <ul style="list-style-type: none"> <li>personnel have a current working with children check as required by legislation, prior to working with children; and</li> <li>where a working with children check is not required by legislation, other background checks for personnel are conducted prior to working with children.</li> </ul>		✓		
5.2.2	The entity keeps records and monitors the status of working with children checks and/or background checks for all personnel.		✓		

<b>Observations:</b>				
5.2.1 The Diocese has processes in place to monitor working with children checks (Blue Cards) however does not have documented procedures regarding actions required where a card has been suspended or has lapsed. Refer <a href="#">recommendation #4</a> .				
5.2.2 The Diocese has recently implemented national criminal history (police) checks for certain personnel, however these procedures are not yet documented. Refer <a href="#">recommendation #4</a> .				
<b>Criterion 5.3 - Personnel receive an appropriate induction and are aware of child safeguarding responsibilities, including reporting obligations</b>				
	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 (along with members of their leadership team) who are a signatory to a Service Agreement with CPSL are required to participate in the National Catholic Safeguarding Standards Introductory Session for Leaders within four months of commencement.	✓		
<b>Observations:</b>				
5.3.1 The Diocese is in the process of implementing a formal training framework. Refer <a href="#">recommendation #5</a> .				
<b>Criterion 5.4 - Ongoing supervision and people management is focused on child safeguarding</b>				
	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.			✓
<b>Observations:</b>				
5.4.2 Performance review processes for employees do not cover safeguarding. Performance reviews for volunteers are not conducted. Refer <a href="#">recommendation #6</a> .				
<b>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</b>				
	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.	Out of scope for this audit		
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.	✓		

<b>Observations:</b>				
5.5.2 The Diocese does not have sole governance over any seminaries. There are two Rockhampton candidates for priesthood studying at Holy Spirit seminary in Brisbane - these programs and candidate assessment processes will be reviewed as part of a separate audit focusing specifically on seminaries and theological colleges.				
5.5.4 Processes for annual performance appraisals for clergy are currently being developed. Refer <a href="#">recommendation #7</a> .				
<b>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</b>				
	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.	Out of scope for this audit		
5.6.2	Seminary and initial formation programs ensure promotion of pastoral responses to victims/survivors of sexual abuse.	Out of scope for this audit		
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.	Out of scope for this audit		
<b>Observations:</b>				
Refer 5.5.2 above.				
<b>Criterion 5.7 - Credentialing and movement of seminarians, clergy and religious is appropriately managed</b>				
	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.	✓		
<b>Observations:</b>				
There are formal processes in place to monitor movement of clergy and religious, however documentation for temporary clergy is not always received on a timely basis. Refer <a href="#">recommendation #8</a> .				
<b>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.</b>				
	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.		✓	
<b>Observations:</b>				
5.8.4 Processes for monitoring and support relating to professional supervision for clergy have been developed and are in the process of being implemented. Refer <a href="#">recommendation #7</a> .				

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.	✓			
<b>Observations:</b>					
6.1.3 The Complaints Management Policy refers to a Conflict of Interest policy which is still in development. Refer <a href="#">recommendation #9</a> .					
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	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.	✓			
<b>Observations:</b>					
Requirements of the Indicators 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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>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</b>		Managed & Measurable	Defined & Developed	Initial/ Ad-Hoc	Not Addressed
6.4.1	The Complaints Handling Policy requires that: <ul style="list-style-type: none"> <li>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</li> <li>personnel cooperate with law enforcement procedures and directives.</li> </ul>	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>Criterion 6.5 - Reporting, privacy and employment law obligations are met</b>		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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>Criterion 6.6 - The Church Authority ensures mechanisms are in place to care for adult complainants</b>		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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>Criterion 6.7 - The Church Authority ensures mechanisms are in place to monitor and support respondents facing allegations</b>		<b>Managed &amp; Measurable</b>	<b>Defined &amp; Developed</b>	<b>Initial/ Ad-Hoc</b>	<b>Not Addressed</b>
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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					

<b>Standard 7</b>		<b>Ongoing education and training</b>			
<i>Personnel are equipped with knowledge, skills and awareness to keep children safe through information, ongoing education and training</i>					
<b>Criterion 7.1 - Personnel are trained and supported to effectively implement the entity's child safeguarding policies and procedures</b>		<b>Managed &amp; Measurable</b>	<b>Defined &amp; Developed</b>	<b>Initial/ Ad-Hoc</b>	<b>Not Addressed</b>
7.1.1	The entity provides regular opportunities to educate and train personnel on its Child Safeguarding Policy and procedures as a minimum 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"> <li>• Code of Conduct;</li> <li>• safeguarding risk management;</li> <li>• Child Safeguarding Policy and procedures;</li> <li>• Complaints Handling Policy and procedures;</li> <li>• reporting obligations; and</li> <li>• e-safety training.</li> </ul>		✓		
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 coordinator and those appointed to the Safeguarding Committee, receive ongoing support and professional development relevant to their role.	✓			
<b>Observations:</b> The Diocese is in the process of implementing a formal training framework. Refer <a href="#">recommendation #5</a> .					
<b>Criterion 7.2 - Personnel receive training to recognise the nature and indicators of child abuse, including harmful behaviours by a child towards another child</b>		<b>Managed &amp; Measurable</b>	<b>Defined &amp; Developed</b>	<b>Initial/ Ad-Hoc</b>	<b>Not Addressed</b>

7.2.1	The entity provides regular training to relevant personnel which equips them with the knowledge to: <ul style="list-style-type: none"> <li>understand the nature and impact of child abuse;</li> <li>understand the nature, factors and impact of institutional abuse;</li> <li>identify risk factors, such as grooming behaviours; and</li> <li>understand, identify and respond to abusive behaviours by a child towards another child.</li> </ul>	✓			
<b>Observations:</b>					
Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>Criterion 7.3 - Personnel receive training to enable them to respond effectively to child safeguarding risks, concerns, disclosures and allegations of child abuse</b>		<b>Managed &amp; Measurable</b>	<b>Defined &amp; Developed</b>	<b>Initial/ Ad-Hoc</b>	<b>Not Addressed</b>
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"> <li>reporting criminal behaviour to police;</li> <li>mandatory reporting to child protection authorities;</li> <li>Reportable Conduct Scheme; and</li> <li>reporting to regulatory authorities/government departments.</li> </ul>	✓			
<b>Observations:</b>					
Requirements of the Indicators are in place. No recommendations for improvement noted.					
<b>Criterion 7.4 - Personnel receive training and information on how to build culturally safe environments for children</b>		<b>Managed &amp; Measurable</b>	<b>Defined &amp; Developed</b>	<b>Initial/ Ad-Hoc</b>	<b>Not Addressed</b>
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.	✓			
<b>Observations:</b>					
Requirements of the Indicators are in place. No recommendations for improvement noted.					

<b>Standard 8</b>	<b>Safe physical and online environments</b>				
<i>Physical and online environments promote safety and contain appropriate safeguards to minimise the opportunity for children to be harmed</i>					
<b>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</b>		<b>Managed &amp; Measurable</b>	<b>Defined &amp; Developed</b>	<b>Initial/ Ad-Hoc</b>	<b>Not Addressed</b>
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 and/or services such as counselling, one-to-one tuition, the sacrament of reconciliation, coaching, spiritual direction and mentoring. Where the sacrament of reconciliation is celebrated using the first form of the Rite of Penance, that is, the Rite for Reconciliation of Individual Penitents, the policy may provide for this to occur in a chapel or other space within a church that is set apart for this purpose, so long as any physical contact between the penitent and the cleric is precluded.	✓			
<b>Observations:</b>					
8.1.1 Parish risk assessments are conducted and documented, however do not include online risks. Refer <a href="#">recommendation #10</a> .					
<b>Criterion 8.2 - The online environment is used in accordance with the entity's Code of Conduct, safeguarding policies and procedures</b>					
		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.		✓		
<b>Observations:</b>					
8.2.2 Web filtering/blocking technology has been implemented, however there is no regular, ongoing monitoring to identify inappropriate internet activity. Refer <a href="#">recommendation #10</a> .					
<b>Criterion 8.3 - Risk management plans consider risks posed by the entity's settings, activities and physical environments</b>					
		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.		✓		
<b>Observations:</b>					
8.3.2 The Diocese has some guidelines regarding managing persons of concern or known offenders who may be attending its services and/or activities, however these guidelines are not well known across all parishes, potentially leading to inconsistent practices. Refer <a href="#">recommendation #11</a> .					
<b>Criterion 8.4 - Entities that contract facilities and services to and from third parties have procurement policies that ensure safeguarding of children</b>					
		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.	✓			
<b>Observations:</b>					
8.4.1 Processes to manage third party contractors engaged by the church entity have not yet been implemented in the parishes. Refer <a href="#">recommendation #12</a> .					

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 3 years or earlier if warranted.	✓			
<b>Observations:</b>					
9.1.2/9.1.3 The Diocese will be using the results of the CPSL audit to update its Safeguarding Implementation Plan, including activities to monitor compliance with the NCSS and self-audits at the parish level. Refer <a href="#">recommendation #13</a> .					
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.	✓			
<b>Observations:</b>					
Requirements of the Indicator 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 CPSL			
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			
<b>Observations:</b>					
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.	✓			
<b>Observations:</b> Requirements of the Indicators 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 personnel.		✓		
<b>Observations:</b> Refer recommendations #1 and #2.					
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 a process in place to develop and review its policies and procedures relevant to safeguarding This process includes consulting with and incorporating advice from experts, children, families, carers and communities.			✓	
<b>Observations:</b> 10.3.1 Refer recommendation #13. 10.3.2 Refer recommendation #3.					
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.	✓			
<b>Observations:</b> 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.	✓			
<b>Observations:</b> Requirements of the Indicators are in place. No recommendations for improvement noted.					

### 3. Detailed Findings

Refer to Appendix B for definitions of the Priority ratings used for audit recommendations.



#### Standard 1: Committed leadership, governance and culture

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

Recommendation #1		Priority 2
Criterion 1.1 - The entity publicly commits to child safeguarding and takes a zero-tolerance approach to child abuse		
<b>Details of finding</b>	<p>The Diocese has a Safeguarding Children and Vulnerable Adults Policy (Safeguarding Policy) that is very detailed and covers a number of areas including:</p> <ul style="list-style-type: none"> <li>• policy and commitment statement;</li> <li>• expected behaviours of personnel;</li> <li>• risk assessment processes;</li> <li>• complaints handling procedures.</li> </ul> <p>The document also includes several appendices comprising checklists, templates, forms and other guidance. As a result, the Policy is very long and runs to 77 pages.</p> <p>In addition, the Policy document (with this level of detail and length) would not be suitable for providing information to children.</p>	
<b>Recommendation</b>	<p>We note that the Diocese has recently created a separate Complaints Management Policy and procedure and that some of this information is now overlapping with the Safeguarding Policy. The Diocese has advised that a review of the Safeguarding Policy will be undertaken in Quarter 1 of 2020. We recommend that as far as practicable, all procedural elements be moved from the Safeguarding Policy into specific policies or documents, which would make these topics easier to access and review.</p>	
<b>Agreed Action</b>	<p>The Safeguarding Children &amp; Vulnerable Adults Committee will be reviewing the Safeguarding Policy in detail at the next Committee Strategy Meeting scheduled for May/June 2020. This meeting will consider and address the recommendations noted above.</p>	
<b>Responsibility</b>	Professional Standards & Safeguarding Manager	
<b>Due date</b>	31 August 2020 for revision of Safeguarding Policy	

Recommendation #2		Priority 2
Criterion 1.4 - A Code of Conduct provides guidelines for personal on expected behavioural standards and responsibilities		
<b>Details of finding</b>	<p>During our parish visits, we noted that only one out of the five parishes/ministries reviewed were providing the Code to volunteers and/or promoting the Code in the parish office/church noticeboard.</p>	
<b>Recommendation</b>	<p>The finalised diocesan Code should be disseminated to, and acknowledged by, all personnel, i.e. all employees, volunteers and clergy/religious in active ministry under the governance of the Diocese (including those who are retired and still capable of ministering).</p>	

<b>Agreed Action</b>	<p>The Diocese has developed a SharePoint policy portal where important documents can be drafted, approved by the appropriate authority, and shared with diocesan personnel. The Code of Conduct has now been uploaded onto this portal and the portal will be rolled out to all diocesan staff.</p> <p>In addition, the Diocese subscribes to a Learning Manager platform that enables important documents to be uploaded and users need to logon and acknowledge having read and understood the documents. All clergy, employees and volunteers will be required to logon and acknowledge the Code of Conduct once a year (or whenever it changes) and new personnel will do this as part of their induction.</p>
<b>Responsibility</b>	Director of Diocesan Services
<b>Due date</b>	<p>30 June 2020 for acknowledgement of Code of Conduct by clergy and staff</p> <p>31 December 2020 for acknowledgement of Code of Conduct by volunteers</p>



**Standard 2: Children are safe, informed and participate**

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

**Standard 3: Partnering with families, carers and communities**

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

**Standard 4: Equity is promoted and diversity is respected**

*Equity is upheld and diverse needs respected in policy and practice*

<b>Recommendation #3</b>		<b>Priority 3</b>
<b>Criterion 2.2 The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and less isolated</b>		
<b>Details of finding</b>	The Diocese has recently created a succinct and user-friendly survey which will be used to obtain input on safeguarding matters from volunteers and those working in ministry.	
<b>Recommendation</b>	<p>We recommend the Diocese extend the survey to all parishes as a means for engaging with parishioners, families and communities on their views of the Diocese’s safeguarding practices. In this regard, we recommend that the Parish Safeguarding Representatives speak about the survey at weekend mass (or other appropriate forum) to explain to parishioners and the community the importance of the survey and why the Diocese is seeking feedback on its safeguarding practices, including how the feedback will be reviewed and addressed.</p> <p>The survey should also be expanded into a child-friendly version that could be used as a tool to engage directly with children, either through children’s liturgy groups or other specific child forums. The child-friendly survey could be used to seek children’s views, consult with them about what makes them feel safe and utilise their feedback to identify and implement improvements to safeguarding within the Diocese/parish.</p>	
<b>Agreed Action</b>	<ol style="list-style-type: none"> <li>1. The Diocese has disseminated the survey in three parishes and has already received 61 returned surveys from parishioners. The survey will be rolled out to other parishes progressively throughout 2020.</li> <li>2. The Diocese will create a child-friendly version of the survey for engagement with children, which will be distributed through the sacramental program in 2020.</li> </ol>	
<b>Responsibility</b>	Professional Standards & Safeguarding Manager	
<b>Due date</b>	<ol style="list-style-type: none"> <li>1. 31 December 2020 for dissemination of parish surveys in all other parishes</li> <li>2. 30 April 2020 for creation of child-friendly survey</li> </ol>	





## Standard 5: Robust human resource management

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

<b>Recommendation #4</b>		<b>Priority 2</b>
<b>Criterion 5.2 Relevant personnel (including all seminarians, clergy and religious) have current working with children checks or equivalent background checks</b>		
<b>Details of finding</b>	<p>The following points were noted:</p> <ol style="list-style-type: none"> <li>1. The Safeguarding Policy contains requirements around the need to obtain working with children checks (Blue Cards), but does not document actions to take where a Blue Card has been suspended or has lapsed. Whilst there are processes in place to handle such matters in practice, the Diocese's approach should be clearly documented so that the required actions are transparent and understood by all personnel.</li> <li>2. Whilst National Criminal History (police) checks have recently been implemented for certain personnel, this procedure is yet to be documented.</li> </ol>	
<b>Recommendation</b>	<ol style="list-style-type: none"> <li>1. The Diocese should develop documented guidelines on actions to take where a Blue Card has been suspended or has lapsed, e.g. standing down from ministry. These guidelines should be disseminated to parishes along with clear accountability for who will be responsible for managing these situations, including follow-up action required.</li> <li>2. The Diocese's process on conducting police checks for clergy, staff and volunteers, including the frequency of the checks, should be documented and disseminated to all personnel.</li> </ol>	
<b>Agreed Action</b>	<p>As per the actions in recommendation #1, the Safeguarding Children &amp; Vulnerable Adults Committee will be reviewing the Safeguarding Policy at the next Committee Strategy Meeting scheduled for May/June 2020.</p> <p>This meeting will consider and address the recommendations noted above.</p>	
<b>Responsibility</b>	Professional Standards & Safeguarding Manager	
<b>Due date</b>	31 August 2020 for revision of Safeguarding Policy	

<b>Recommendation #5</b>		<b>Priority 2</b>
<b>Criterion 5.3 Personnel receive an appropriate induction and are aware of child safeguarding responsibilities, including reporting obligations</b>		
<b>Details of finding</b>	<p>The Diocese has recently developed a new training package on safeguarding which will be rolled out to all parishes as part of a formal training calendar throughout 2020.</p> <p>The training package is mandatory and applies to all personnel in ministry. We note that the parishes will be responsible for monitoring attendance at the training.</p> <p>However, a process to follow up employees and volunteers who do not attend training has not been developed, including consequences (e.g. removal from rosters or standing down from ministry) where individuals do not attend the required training.</p>	

<b>Recommendation</b>	<p>In relation to the diocesan training framework, we recommend the following:</p> <ol style="list-style-type: none"> <li>The training calendar has been prepared such that each parish/region should receive the safeguarding training at least once per calendar year. To cover personnel who commence work/ministry at different times of the year, we recommend that the one page safeguarding induction used for inducting new employees/volunteers be updated to include the following: <ul style="list-style-type: none"> <li>a discussion around the key safeguarding policies, including Commitment Statement, diocesan Safeguarding Policy and Code of Conduct;</li> <li>a discussion around the diocesan Complaints Management Policy and procedures including the new Information and Record-keeping Policy;</li> <li>a discussion around the necessity to be vigilant to safeguarding risks in the course of ministry; and</li> <li>a discussion around the Information Communication Technology (ICT) Acceptable Use Policy and Social Media Policy.</li> </ul> <p>Whilst some of this information is included in the volunteer handbook, making these items a specific checkpoint on the induction form will ensure the new employee/volunteer is made aware of the existence of the policies and the requirement to comply with them.</p> </li> <li>The new safeguarding training is comprehensive and contains powerful messages which emphasise the Diocese's commitment to safeguarding and the importance of the diocesan safeguarding policies and practices. However, the training should be updated with a section on the ICT Acceptable Use Policy and Social Media Policy, particularly in the context of safe online environments and e-safety risks.</li> <li>Formal guidelines should be developed in relation to recording, maintaining and following up attendance at training. This should include capturing training attendance for all parish employees and volunteers, all diocesan staff, as well as all clergy. The monitoring of training should include clear instructions on actions to take where a person does not attend the required training, e.g. standing down/not commencing ministry until the training is completed.</li> </ol>
<b>Agreed Action</b>	<ol style="list-style-type: none"> <li>The Diocese will add the four points noted in 1. above into the induction checklist.</li> <li>The safeguarding training will be updated to include a section on the ICT Acceptable Use Policy and Social Media Policy, as per the recommendation.</li> <li>Attendance at training will continue to be captured on our automated training database (PAMAS) and the Diocese will investigate ways of producing reports from this system to follow up those who have not undertaken training. In the interim, a manual database will also be maintained to assist with following up personnel until the required reports are available from PAMAS.</li> <li>The Safeguarding Children &amp; Vulnerable Adults Committee will be reviewing the Safeguarding Policy at the next Committee Strategy Meeting scheduled for May/June 2020. This meeting will consider and address the inclusion of specific guidelines for recording, maintaining and following up attendance at training.</li> </ol>
<b>Responsibility</b>	Professional Standards & Safeguarding Manager
<b>Due date</b>	<ol style="list-style-type: none"> <li>30 April 2020 for update of induction checklist</li> <li>30 April 2020 for update of safeguarding training</li> <li>31 December 2020 for follow-up reports from PAMAS</li> <li>31 August 2020 for revision of Safeguarding Policy</li> </ol>

<b>Recommendation #6</b>		<b>Priority 3</b>
<b>Criterion 5.4 Ongoing supervision and people management is focused on child safeguarding</b>		
<b>Details of finding</b>	There are no performance measures related to the Code of Conduct or child safe policies and procedures included in employee performance appraisals. In addition, parishes do not have formal performance review processes for volunteers.	
<b>Recommendation</b>	<ol style="list-style-type: none"> <li>1. Performance appraisals for employees should include safeguarding requirements, commensurate to the employee's role.</li> <li>2. In relation to volunteers, we recommend that a brief (one page) performance review template be developed which can be used by parishes to review performance of volunteers (incorporating feedback from families and/or children as appropriate). Reviews should be conducted 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.</li> </ol>	
<b>Agreed Action</b>	<ol style="list-style-type: none"> <li>1. The Diocese will develop a system for ensuring adherence to the Code of Conduct and other child safeguarding requirements (commensurate to role), are considered and assessed as part of each employee's annual performance review.</li> <li>2. The Diocese will develop a performance review template for volunteers which will be rolled out across the parishes progressively throughout 2020.</li> </ol>	
<b>Responsibility</b>	Professional Standards & Safeguarding Manager	
<b>Due date</b>	<ol style="list-style-type: none"> <li>1. 31 December 2020</li> <li>2. 31 December 2020</li> </ol>	

<b>Recommendation #7</b>		<b>Priority 3</b>
<b>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</b>		
<b>Details of finding</b>	Appraisals for clergy are informal and conducted on an ad-hoc or as required basis.	
<b>Recommendation</b>	Performance review processes should be developed for all clergy operating under the governance of the Diocese and in active ministry.	
<b>Agreed Action</b>	The Diocese has developed a process for performance appraisals for clergy and will be rolling this out progressively throughout 2020.	
<b>Responsibility</b>	Director, Clergy Life & Ministry	
<b>Due date</b>	31 December 2020	

<b>Recommendation #8</b>		<b>Priority 2</b>
<b>Criterion 5.7 Credentiaing and movement of seminarians, clergy and religious is appropriately managed</b>		
<b>Details of finding</b>	A process is in place to monitor movement of clergy coming into the Diocese, however it was noted that documentation is not always received in a sufficiently timely manner to allow for a Queensland Blue Card (working with children check) to be obtained for the visiting cleric, where required.	
<b>Recommendation</b>	We understand that the Diocese is writing to all visiting clergy who regularly supply services to the Diocese to ensure that they obtain and maintain a valid Blue Card. We recommend that for other visiting clergy, the Diocese emphasises the need to provide documentation in a sufficiently timely manner so that a Blue Card can be obtained where required. This will be particularly relevant when Queensland implements the “no Card/no start” legislative changes from March/April 2020.	
<b>Agreed Action</b>	A process is now in place to monitor visiting clergy and to ensure an application for a Blue Card is completed and received for all visiting clergy (where required), in accordance with the changes to the legislation.	
<b>Responsibility</b>	Professional Standards & Safeguarding Manager	
<b>Due date</b>	Completed and ongoing	



### **Standard 6: Effective complaints management**

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

<b>Recommendation #9</b>		<b>Priority 2</b>
<b>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</b>		
<b>Details of finding</b>	Whilst the Complaints Management Policy makes references to conflicts of interest, specific procedures in relation to identifying and managing conflicts of interest are yet to be developed.	
<b>Recommendation</b>	We understand that the Diocese will be developing a Conflicts of Interest Policy. We recommend that the policy contain detailed procedures to assist personnel in identifying and managing actual or perceived conflicts of interest related to the investigation of safeguarding incidents or complaints.	
<b>Agreed Action</b>	The Conflicts of Interest Policy will be developed and rolled out to all personnel as part of the revision of the Safeguarding Policy noted in the actions for recommendation #1.	
<b>Responsibility</b>	Director of Diocesan Services	
<b>Due date</b>	31 August 2020	



## 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*

<b>Recommendation #10</b>		<b>Priority 3</b>
<b>Criterion 8.1 - Personnel identify and mitigate the risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities</b>		
<b>Criterion 8.2 - The online environment is used in accordance with the entity's Code of Conduct, safeguarding policies and procedures</b>		
<b>Details of finding</b>	<ol style="list-style-type: none"> <li>1. Risk assessments conducted in parishes do not include risks relating to the use of the online environment.</li> <li>2. Whilst appropriate filtering measures are in place to block access to inappropriate websites on diocesan computers, there is currently no monitoring of repeated attempts by personnel to access/hack such websites. In addition, the filtering technology is still in the process of being implemented in all parishes.</li> </ol>	
<b>Recommendation</b>	<ol style="list-style-type: none"> <li>1. Parishes should be requested to consider and include online risks in their risk assessments, where relevant.</li> <li>2. We encourage the Diocese to continue to investigate ways to regularly monitor internet activity, as well as rolling out the filtering technology to all parishes across the Diocese.</li> </ol>	
<b>Agreed Action</b>	<ol style="list-style-type: none"> <li>1. The risk assessment template for parishes will be updated to include review of online and e-safety risks (as applicable to the parish).</li> <li>2. The Diocese will continue to investigate whether reports can be produced to regularly monitor internet activity, in particular where there are several attempts by an individual to access blocked sites.</li> </ol>	
<b>Responsibility</b>	<ol style="list-style-type: none"> <li>1. Professional Standards &amp; Safeguarding Manager</li> <li>2. Director of Diocesan Services</li> </ol>	
<b>Due date</b>	<ol style="list-style-type: none"> <li>1. 30 April 2020</li> <li>2. 31 December 2020</li> </ol>	

<b>Recommendation #11</b>		<b>Priority 2</b>
<b>Criterion 8.3 - Risk management plans consider risks posed by the entity's setting, activities and physical environments</b>		
<b>Details of finding</b>	<p>The Diocese has processes in place for managing persons of concern or known offenders who may be attending its services and/or activities, however these processes are not well known in all parishes, which may result in inconsistent treatment of such cases across the Diocese.</p> <p>Whilst there are some guidelines in the Safeguarding Policy in relation to managing persons with allegations, these guidelines focus on clergy and staff members, rather than on risks posed by parishioners or members of the community.</p>	

<b>Recommendation</b>	<p>We recommend the Diocese develops formal guidelines around the management of persons of concern and that this information be provided as a separate policy to the parishes to ensure they are aware of their obligations and the actions required in this regard.</p> <p>The information in the Safeguarding Policy on managing persons with allegations should be moved to the Complaints Management Policy and procedure (see also comments in recommendation #1 regarding streamlining of the Safeguarding Policy).</p>
<b>Agreed Action</b>	<ol style="list-style-type: none"> <li>1. The Diocese will develop a separate guideline (including use of restrictions/agreements) for managing persons of concern who may be attending its services and/or activities and will disseminate this to all parish councils and relevant personnel.</li> <li>2. The information in the Safeguarding Policy on managing persons with allegations will be reviewed and addressed as part of the revision of the Safeguarding Policy noted in the actions for recommendation #1.</li> </ol>
<b>Responsibility</b>	Professional Standards & Safeguarding Manager
<b>Due date</b>	<ol style="list-style-type: none"> <li>1. 30 September 2020</li> <li>2. 31 August 2020</li> </ol>

<b>Recommendation #12</b>		<b>Priority 2</b>
<b>Criterion 8.4 Entities that contract facilities and services to and from third parties have procurement policies that ensure safeguarding of children</b>		
<b>Details of finding</b>	<p>Processes to manage third party contractors engaged by the Diocese are informal and vary between parishes.</p> <p>There is no policy around safeguarding requirements that need to be acknowledged /adhered to, for either one-off or long-term, regular contractors.</p>	
<b>Recommendation</b>	<p>The Diocese should develop a policy on the due diligence expected for third parties engaged by all sites and/or parishes. This should include the following:</p> <ol style="list-style-type: none"> <li>1. all contractors signing in or out of the parish/site and being appropriately supervised;</li> <li>2. agreements with long-term or repeat contractors should contain appropriate references to safeguarding, including: <ul style="list-style-type: none"> <li>• the Diocese’s expectations on safeguarding and zero-tolerance approach to child abuse; and</li> <li>• the contractor providing surety that they have policies and procedures in place in relation to safeguarding (including Blue Cards where required), or where they don’t have their own policy, confirmation that they will adhere to the Diocese’s safeguarding policies and procedures.</li> </ul> </li> </ol>	
<b>Agreed Action</b>	<p>The Diocese will develop procedures to ensure third party contractors are appropriately supervised/managed from a safeguarding perspective.</p> <p>This will include update of the standard agreement with contractors to include safeguarding requirements.</p>	
<b>Responsibility</b>	<ol style="list-style-type: none"> <li>1. Diocesan HR Manager; and</li> <li>2. Diocesan Property &amp; Maintenance Manager</li> </ol>	
<b>Due date</b>	31 December 2020	



## Standard 9: Continuous Improvement

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

<b>Recommendation #13</b>		<b>Priority 3</b>
<b>Criterion 9.1 - The entity regularly reviews and improves child safeguarding practices</b>		
<b>Details of finding</b>	The Diocese will be using the results of the CPSL audit to update its Safeguarding Implementation Plan, including monitoring of compliance and self-audits at the parish level.	
<b>Recommendation</b>	The Safeguarding Implementation Plan should be updated to include actions arising from the CPSL audit, as well as a program of monitoring and self-audit at the parish level.	
<b>Agreed Action</b>	<p>The Diocese will develop a Safeguarding Implementation Plan which will include monitoring of compliance with the NCSS and self-audits at the parish level, as well as the specific actions arising from this audit.</p> <p>The Safeguarding Implementation Plan will be discussed and approved at the Safeguarding Children &amp; Vulnerable Adults Committee meeting scheduled for May/June 2020.</p>	
<b>Responsibility</b>	Professional Standards & Safeguarding Manager	
<b>Due date</b>	Safeguarding Implementation Plan in place by 31 August 2020	

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



## 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:

Cathedral Parish of St. Joseph, South Rockhampton
Catholic Parish of Bundaberg
Mary Immaculate Parish, Blackwater
St Brigid's Parish, Farleigh
St Joseph's Parish, North Mackay

## Appendix D

### GLOSSARY

The definitions for 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.

<b>Accessible language</b>	means information is provided in multiple formats for individuals with different levels of English literacy and proficiency, modes of communication, languages and cognitive abilities.
<b>Allegation</b>	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”.
<b>Australian Catholic Bishops Conference</b>	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.
<b>Bishop</b>	means a diocesan bishop and archbishop and the ordinary of an ordinariate in the Latin Church and an eparch in the Eastern Churches.
<b>Canon law</b>	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.
<b>Canonical Steward</b>	means the person(s) or other entity canonically responsible for the Catholic Entity.
<b>Catholic Religious Australia</b>	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.
<b>Child/ren</b>	means individuals under 18 years of age.
<b>Child abuse</b>	<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: <a href="https://aifs.gov.au/cfca/publications/reportingabuse-and-neglect">https://aifs.gov.au/cfca/publications/reportingabuse-and-neglect</a></p> <p>Child abuse, when referenced throughout the National Catholic Safeguarding Standards, includes:</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• 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;</li> <li>• neglect refers to a failure by a caregiver to provide the basic requirements for meeting the physical and emotional developmental needs of a child.</li> </ul>

	<p>Physically neglectful behaviours include a failure to provide adequate food, shelter, clothing, supervision, hygiene or medical attention;</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• 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</li> <li>• 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.</li> </ul>
<b>Child Safeguarding Commitment Statement</b>	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.
<b>Child safeguarding policies and procedures</b>	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"> <li>• recruitment;</li> <li>• risk management;</li> <li>• complaints handling; and</li> <li>• acceptable use (information and communication technology).</li> </ul>
<b>Church Authority</b>	means: <ol style="list-style-type: none"> <li>A. the diocesan bishop (or archbishop, as appropriate) of a diocese or his administrator from time to time;</li> <li>B. the Australian major superior in respect of religious institutes; or</li> <li>C. the canonical steward in relation to a particular Catholic entity in respect of other Catholic entities not referred to in (a) or (b) above.</li> </ol>
<b>Civic engagement</b>	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.
<b>Clergy</b>	means the body of those ordained in sacred ministry in the Church. They are either deacons, priests or bishops.
<b>Cleric</b>	means a member of the clergy.
<b>Clericalist/ism</b>	<p>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’.</p> <p>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</p>

	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.
<b>Complainant</b>	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.
<b>Conflicts of interest</b>	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.
<b>Cultural safety</b>	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.
<b>Dicastery</b>	means departments of the Roman Curia, including the Secretariat of State, congregations, tribunals, councils and offices.
<b>Diocese</b>	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.
<b>Entity</b>	means an entity that has been identified as Catholic by a competent authority within the Catholic Church.
<b>Eparchy</b>	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).
<b>Exposure to family violence</b>	refer to 'child abuse'.
<b>Formation/formation program</b>	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.
<b>Grooming/grooming behaviour</b>	refer to 'child abuse'.
<b>Institutional abuse</b>	means, in the formal setting of an institution, child abuse could be caused by factors such as: <ul style="list-style-type: none"> <li>• a "closed" culture within an organisation where transparency is discouraged;</li> <li>• failure to properly check the backgrounds and interview staff;</li> <li>• inadequate training of staff;</li> <li>• lack of child protection policies;</li> <li>• lack of support of staff by management;</li> <li>• poor communication skills; and/or</li> <li>• poor supervision of staff and children.</li> </ul>
<b>Lay/lay person</b>	means members of the Catholic Church other than bishops, priests, deacons and religious.
<b>Leaders</b>	means personnel who are responsible for important governance decisions within a Church entity and/or who lead and coordinate Church improvement initiatives.
<b>Leaders of Religious Institutes</b>	means the person acting in that canonical role (by whatever name) from time to time.
<b>Mentor</b>	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.

<b>Ministerial PJP</b>	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].
<b>Ministry</b>	means any activity within, or delivered by, an entity that is designed to carry out the good works of the Catholic Church.
<b>Neglect</b>	refer to ‘child abuse’.
<b>Offender</b>	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.
<b>Ordinarate</b>	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.
<b>Overseas clergy and religious</b>	means any cleric or member of a religious institute who is specifically recruited from overseas by a Church Authority or entity.
<b>Personal prelature</b>	means a canonical structure of the Catholic Church which comprises a prelate, clergy and laity who undertake specific pastoral activities. The first personal prelature is Opus Dei.
<b>Personnel</b>	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.
<b>Physical abuse</b>	refer to ‘child abuse’.
<b>Position description</b>	means a document which details the role, responsibilities and expectations of a role within an entity and outlines reporting lines.
<b>Professional/pastoral supervision</b>	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.
<b>Protective behaviours program</b>	means an age-appropriate structured education program to equip children and young people with the skills and knowledge to enhance their personal safety.
<b>Psychological abuse</b>	refer to ‘child abuse’.
<b>Religious Institute</b>	Religious Institute means an institute of consecrated life, a secular institute or society of apostolic life, and their provinces or equivalent.
<b>Respondent</b>	means a person against whom a complaint is made.

<b>Safeguarding</b>	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.
<b>Safeguarding Committee</b>	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.
<b>Safeguarding Co-ordinator</b>	means an individual who champions safeguarding and co-ordinates the implementation of the National Catholic Safeguarding Standards within an entity.
<b>Safeguarding Implementation Plan</b>	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.
<b>Seminary</b>	means a centre for the formation and education of students preparing for ordination.
<b>Sexual abuse</b>	refer to 'child abuse'.
<b>Spiritual abuse</b>	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.
<b>Substantiated complaint</b>	means allegations proven to be true or supported with evidence.
<b>Third parties</b>	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.
<b>Working with children check</b>	means 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.