**National Response Protocol Review**

Feedback Form

Please submit completed form by email to [complaints.response@acsltd.org.au](mailto:complaints.response@acsltd.org.au) by **3 March 2024**

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| **Personal Information** | |
| **Name:** |  |
| **Role**: |  |
| **Organisation/Entity:** |  |

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| **Specific Feedback**  *\*Please add any specific feedback here. Specific feedback is feedback that relates to a specific section or clause of the current National Response Protocol. We would appreciate if you could identify the current clause that you have concerns about, and if you have any suggestions or ideas on how the concerns can be remedied. Please feel free to include any case studies if you consider it necessary.* | | |
| **No.** | **Identified Issue/Concern** | **Suggested Remedy** |
|  | ***Example Issue/Concern:***  *Under Stage 5, clause 2.12.5 the NRP stipulates that a review of the process and/or findings of the investigation is available to the complainant, the respondent and the Church Authority. However, in the preceding clauses of Stage 5 there is no reference to notifying the complainant and respondent of the outcomes of the investigation (or whether to provide a copy of the report).* | ***Example Suggested Remedy:***  *It is suggested that Stage 5 of the NRP strictly consider the notification process to complainants and respondents, including whether a copy of the investigation report and its annexures is provided. Consideration could be given to a summary of the findings being prepared rather than the full report and annexures.*  *It is also suggested that any notification to the complainant and respondent includes information regarding the rights to review.* |
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*\*Please add/remove lines from this table as necessary.*

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| **General Feeback**  *\*Please add any general feedback you may have here. This includes any feedback or suggestions that may not be in response or reference to elements that are already currently within the National Response Protocol.* |
| ***Example General Feedback***  *The National Response Protocol repeatedly mentions the requirement to undertake processes in a trauma informed way. Rather than repeating this throughout the report it may be more appropriate to include a preliminary section on applying a trauma informed approach across the protocol. This will make the document easier to read and understand.*  *or*  *The language used throughout the document includes a lot of technical jargon, this can make it challenging for complainants to understand the process. It is recommended that consideration be given to simplifying the language used.* |
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| Signature: |  |
| Date: |  |