



Quality
Innovation
Performance

Accreditation Report

Assessment Details	
Organisation name	Trustees of the Roman Catholic Church for the Archdiocese of Canberra & Goulburn for the Chancery Office
Organisation primary address	55 Franklin Street, Forrest ACT 2603
Organisation ID	SAFE1002
CEO / Executive Contact	Father Tony Percy
Accreditation Contact	Maria Hicks
Standards	<i>QIP Safeguarding Standards for Children and Vulnerable Adults (Pilot Edition)</i>
QIP Assessment Team Leader	Kevin McLaughlin
QIP Assessor(s)	Susan Raphael
On-site assessment	Monday 5 December 2022 – Wednesday 8 December 2022

Accreditation Status	
Accreditation Decision	Accredited
Accreditation Commencement	12/07/2023
Accreditation Expiry	12/07/2026
Mid-cycle assessment due	To be advised

This assessment was conducted according to the requirements of the *QIP Safeguarding Standards for Children and Vulnerable Adults (Pilot Edition)* accreditation program.

Disclaimer

The information contained in this report is based on evidence provided by the participating organisation and its representatives at the time of the accreditation assessment and where applicable any further subsequent information that the organisation has supplied through the reporting process. Accreditation issued by *Quality Innovation Performance Limited (QIP)* does not guarantee the safety, quality or acceptability of a participating organisations, its services or programs, or that legislative and funding requirements are being, or will be, met.

Foreward

Accreditation is independent recognition that an organisation, practice, service, program or activity meets the requirements of defined criteria and/or standards. Accreditation provides quality and performance assurance for owners, managers, staff, funding bodies and consumers.

The achievement of accreditation is measured against the sector-specific Standards which have been set as the minimum benchmark for quality. Compliance with the Standards is demonstrated through an independent assessment.

Accreditation can help an organisation:

- Provide independent recognition that the organisation is committed to safety and quality
- Foster a culture of quality
- Provide consumers with confidence
- Build a more efficient organisation using a systematic approach to quality and performance
- Increase capability
- Reduce risk
- Provide a competitive advantage over organisations that are not accredited, and
- Comply with regulatory requirements, where relevant.

Continuous quality improvement (CQI) underpins all QIP accreditation programs and the organisation through:

- Looking for ways to improve as an essential activity of everyday practice
- Consistently achieving and maintaining quality care that meets client needs
- Monitoring outcomes in client care and seeking opportunities to improve both the care and its results
- Constantly striving for best practice by learning from others to increase the efficiency and effectiveness of processes

The following report is based on an independent assessment of the organisation's performance against the *QIP Standards for Safeguarding Children and Vulnerable Adults (Pilot Edition)*. The report includes compliance level ratings for each indicator, criteria and standard and includes explanatory notes for key findings. Where an indicator is not rated as 'Met', corrective action is specified.

Assessment Ratings

The following levels of attainment are used consistently throughout this report to give an overall rating for each Standard. The levels of attainment are:

- Met
- Not Met

In order to meet accreditation requirements all mandatory Indicators must be met.

Executive Summary

Scope of Service

The scope of this report and the accreditation is described by the agreed 'Scope of Service' signed by the organisation and the licensed provider, the central elements of which are set out below.

Organisation

Trustees of the Roman Catholic Church for the Archdiocese of Canberra and Goulburn for the Chancery Office

Programs in scope for assessment

- Chancery Office
- Youth Ministry
- Marriage, Family and Relationships
- Parish Support
- Executive
- Gowrie Parish Office

Organisational structure

The Archdiocese of Canberra and Goulburn is led by Archbishop Christopher Prowse, with the assistance of Vicar General, Father Tony Percy, and the Episcopal Vicar for Education, Monsignor John Woods. This leadership team is supported by a diverse number of professional and corporate staff.

The Chancery including the Institute for Professional Standards and Safeguarding, Youth Ministry, Marriage Family and Relations, Parish Support, Executive, and Gowrie Parish are the focus of this review.

Site(s)

Chancery Office – 55 Franklin Street, Forrest ACT 2603
Gowrie Parish Office

Exclusions

All parishes in the Archdiocese excluding Gowrie Parish

Interviews conducted

Twenty-four Interviews were conducted, including:

- Archbishop and Vicar General
- Executive (5)
- Senior Staff (3)
- Chancery staff (5)
- Stakeholders (2)
- Youth Ministers (3)
- Advisory Panel (1)
- Gowrie Parish (3)

Organisational context

The Archdiocese of Goulburn, created on 17 November 1862, evolved into the Archdiocese of Canberra and Goulburn which was created on 11 February 1948. The Archdiocese is one of 11 dioceses in NSW. It covers an area of 88,000 square kilometres, an area 30% bigger than the State of Tasmania. There are 59 parishes and 165,000 Catholics within its borders. From the extensive coastline to the Snowy Mountains, to the rolling hills and flat plains out west, the geographical diversity of the Archdiocese reflects the Church's self-understanding of 'unity in diversity'.

The Archdiocese has 64 Diocesan Priests, 23 Religious Priests and 9 permanent Deacons, as well as 15 Religious Brothers and 123 Religious Sisters who provide ministry to 165,000 people in the area who profess their faith as Catholic.

Quality Plan

As the organisation is in their first cycle of accreditation, a Quality Improvement Plan is not applicable to this assessment.

Acknowledgement

The Archdiocese of Canberra Goulburn is to be congratulated on stepping forward to be assessed against the pilot edition of the QIP Standards for Safeguarding Children and Vulnerable Adults. The Assessment Team would like to acknowledge the extensive preparation the Archdiocese undertook in preparation for this assessment. Management and staff were open and helpful in providing information throughout the process.

Special thanks go to Maria Hicks and Marci Oringo who prepared the evidence for the assessment and arranged the timetable and interviews across the time on-site. The Assessment Team would like to thank all involved in this assessment and the effort involved, which is a testament to the Archdiocese's commitment to continuous quality improvement.

The Assessment Team wish Archbishop Prowse and his team success as the Archdiocese implements these recommendations to become an even stronger organisation within the community it serves.

Assessment summary

Strengths include

- Establishment of the Institute for Professional Standards and Safeguarding (IPSS)
- Calibre of members on the IPSS Advisory Panel
- Comprehensive suite of policies and procedures relating to safeguarding
- Robust complaints management processes and procedures
- Strong risk management process
- Person-centred approach to complaints management
- Deep commitment to safety demonstrated by all staff interviewed

Areas for development include

- Stronger articulation of the approach to equity, diversity, and cultural difference and training in this regard
- Support for people with diminished capacity and cognitive ability
- Complaints management in cases where parties in the complaint are both vulnerable adults or children

Summary of Ratings

Standard 1 – Governance, leadership and organisational culture

Overall rating: **Met**

Criterion	Rating
1.1 Organisational culture	Met
1.2 Policies and procedures	Met
1.3 Legal, professional and ethical obligations	Met
1.4 Continuous quality improvement	Met
1.5 Record keeping	Met
1.6 Privacy and confidentiality	Met
1.7 Information sharing	Met

Standard 2 – Equity, diversity and cultural awareness

Overall rating: **Met**

Criterion	Rating
2.1 Promotion of equity, diversity, and cultural awareness	Met
2.2 Respect, acknowledge and welcome	Met

Standard 3 – Understanding rights and participation

Overall rating: **Met**

Criterion	Rating
3.1 Participating in decisions	Met
3.2 Disability, diminished capacity and/or cognitive impairment	Met

Standard 4 – Participation of families, guardians, carers, support communities and the broader community

Overall rating: **Met**

Criterion	Rating
4.1 Informed participation	Met

Standard 5 – Knowledge, skills, training and supervision

Overall rating: **Met**

Criterion	Rating
5.1 Qualifications	Met
5.2 Continuing education and training	Met
5.3 Supervision and line management processes	Met

Standard 6 – Risk management

Overall rating: **Met**

Criterion	Rating
6.1 Prevention, identification and mitigation of risk	Met
6.2 Physical and online environments	Met

Standard 7 – Responding to complaints or concerns

Overall rating: **Met**

Criterion	Rating
7.1 Complaint policies and processes	Met
7.2 Prevention of harm	Met
7.3 Legislative requirements	Met
7.4 Supporting victims and survivors	Met
7.5 Policy review	Met

Summary of Quality Improvement Opportunities

Opportunities

Quality Improvement Opportunities are recommendations made by the assessment team. These recommendations can relate to how an organisation can improve in meeting a particular indicator, criterion, or standard or can be of a generalised nature whereby the organisation could improve.

These recommendations are optional, and if agreed to by the organisation, are included in the Quality Plan that is to be submitted by the organisation in the monitoring phase of the accreditation cycle.

Criterion	Recommendation
1.1 Organisational culture	<p>1.1.1 - It was noted that not all clergy and staff have completed training in relation to safeguarding of children and vulnerable adults.</p> <p>The Archdiocese is to continue to embed a system to ensure that all clergy and staff participate in training in relation to safeguarding of children and vulnerable adults.</p>
	<p>1.1.1 - The Archdiocese does not yet have a Safeguarding Statement that is accessible and publicly available.</p> <p>The Archdiocese is advised to consider developing and sharing a Safeguarding Statement that is more clearly visible and accessible in various formats.</p>
	<p>1.1.1 - Whilst the Safeguarding Policy is tailored specifically to the needs of children, some sections do refer to vulnerable people and includes a definition. 'The Gift of Our Children' is a misnaming that does not accurately reflect the intentions of safeguarding both children and vulnerable adults.</p> <p>The Archdiocese is advised to consider reviewing the naming of the Safeguarding Policy so that it is more accurately representative of children and vulnerable adults.</p>
	<p>1.1.2 - It was noted that the safety of children and vulnerable adults is a standing agenda item for some relevant meetings.</p> <p>The Archdiocese is recommended to ensure that the safeguarding of children and vulnerable adults is included as a standing agenda item on all relevant meeting agendas.</p>
	<p>1.1.2 - It was noted that some position descriptions do not yet include references to safeguarding principles.</p> <p>The Archdiocese is to consider reviewing all position descriptions to ensure they include reference to safeguarding principles.</p>
	<p>1.1.3 - Some parishes, for example, Gowrie Parish, have defined safeguarding roles for personnel, which are displayed via banners that include their photo and contact details.</p>

	<p>When possible, the Archdiocese is advised to ensure that all parishes have a designated safeguarding contact person and that this person is known to the congregation.</p>
	<p>1.1.4 - As the Conflict Interest Policy is in draft format and has not yet been endorsed and disseminated. The Archdiocese is to ensure that the Conflict of Interest Policy is endorsed and disseminated in a timely manner.</p>
<p>1.2 Policies and procedures</p>	<p>1.2.1 - Upon review, the Safeguarding Policy was found to be un-dated and has no version control.</p> <p>The Archdiocese is to ensure that the Safeguarding Policy is dated and has version control.</p> <p>1.2.3 - Whilst there are numerous policies relevant to safeguarding children, there are not always commensurate policies and procedures that apply to vulnerable adults. This has been identified by IPSS staff who have commenced addressing this gap.</p> <p>Continue to ensure adequate policies and procedures that address the needs of vulnerable adults are also addressed comprehensively.</p> <p>1.2.4 - The Code of Conduct for children is named the 'Child Protection Code of Conduct'. The Archdiocese may wish to consider, at its next review, renaming the Code of Conduct for children so that it reflects the safeguarding of children.</p> <p>1.2.4 - Upon review, it was identified the scope of the draft Code of Conduct for vulnerable adults does not include volunteers.</p> <p>The Archdiocese is ensure the scope of the Code of Conduct for vulnerable adults includes volunteers.</p>
<p>1.3 Legal, professional and ethical obligations</p>	<p>1.3.2 - The whistle-blower policy has no specific reference to safeguarding. Consider including safeguarding as part of the whistle-blower policy.</p>
<p>1.4 Continuous quality improvement</p>	<p>1.4.1 - Whilst commitment to continuous quality improvement was evident across the three days onsite, there is not yet a quality improvement plan to record and monitor all initiatives and progress in relation to safeguarding initiatives.</p> <p>The Archdiocese may wish to consider developing a quality improvement register and/or plan to record and monitor all initiatives and progress in relation to safeguarding.</p> <p>1.4.1 - Whilst appropriate risks have been identified, the safeguarding of children and vulnerable adults is not a specific category in the risk management documents.</p> <p>The Archdiocese is advised to review its risk management documents to ensure that the safeguarding of children and vulnerable adults is specifically included.</p>

<p>1.5 Record keeping</p>	<p>1.5.1 - It was identified by the Assessment Team that there were a number of records management documents provided, for example, a record retention policy, although currently in draft form and undated, and the record management policy, which is accessible via the Archdiocesan website.</p> <p>The Archdiocese is to ensure that one record management policy is available and is used to inform the requirements of this indicator. Further, the Archdiocese is to ensure that older or outdated record management documents are archived accordingly if it is appropriate to do so.</p> <p>1.5.4 - The archiving policy and procedures provided are in Microsoft Word format only, and it was not clear if this version is the final approved version.</p> <p>The Archdiocese is to ensure that the archiving policy and procedures are endorsed with version control and dates included.</p>
<p>1.7 Information sharing</p>	<p>1.7.1 - The privacy policy does not specifically address the needs of safeguarding children and vulnerable adults.</p> <p>The Archdiocese is advised to review its privacy policy to ensure it reflects the needs of safeguarding children and vulnerable adults.</p> <p>1.7.1 - The privacy policy, information sharing policy and IPSS documentation have no version control and are not dated.</p> <p>The Archdiocese is to ensure that all documents relating to safeguarding have version control and are dated accordingly.</p>
<p>2.1 Promotion of equity, diversity, and cultural awareness</p>	<p>2.1.2 - There is a diverse understanding of the culturally appropriate ways of addressing safeguarding amongst the clergy who are from overseas and are working in the Archdiocese. Whilst there are screening protocols in place, there is not yet a process to ensure that all overseas-born clergy are cognisant of the cultural expectation of safeguarding children and vulnerable adults.</p> <p>The Archdiocese is to investigate ways of educating overseas-born clergy and staff about cultural differences and expectations regarding safeguarding approaches.</p> <p>2.1.4 - While the Parish Pastoral Council is an opportunity for parishioners to be involved, it is not clear how women, people of diverse cultures, backgrounds and life experiences are promoted.</p> <p>The Council may wish to consider ways of developing or integrating into existing policies, specific policies to promote equity, diversity, and cultural safety of personnel and clients, including children and vulnerable adults.</p>
<p>2.2 Respect, acknowledge and welcome</p>	<p>2.2.1 - Whilst the Archdiocese has information, for example, on its website, that references the rights of groups such as indigenous, disability (physical and intellectual), and other cultures (e.g. multicultural), there is no evidence of an overarching policy or procedure to inform this.</p>

	<p>It is recommended the Archdiocese consider ways to further acknowledge children and vulnerable adults from marginalised communities who may be at risk of harm.</p> <p>2.2.2 - At the time of the on-site assessment, it was noted that there is no information regarding safeguarding that is available in languages other than English.</p> <p>The Archdiocese is to consider ways of providing information regarding safeguarding in languages other than English.</p>
<p>3.1 Participating in decisions</p>	<p>3.1.3 - The 'Children's Safeguarding' booklet has yet to be fully disseminated and used across the Archdiocese.</p> <p>The Archdiocese is to ensure that the 'Children's Safeguarding' booklet is distributed across the Archdiocese to facilitate prevention and information about children's rights to feel safe.</p> <p>3.1.4 - Whilst the code of conduct and safeguarding policy include the rights of vulnerable adults to feel safe, this could be more prominent and accessible.</p> <p>The Archdiocese may wish to consider ways of ensuring the rights of vulnerable adults to feel safe is made more prominent and accessible. Further, the Archdiocese could define what a vulnerable adult is and how this can be transitory and context-specific.</p> <p>3.1.6 - Resources developed and provided by the IPSS may not be accessible to vulnerable adults, for example, those with an intellectual disability.</p> <p>It is suggested to review the language of information provided to vulnerable adults, for example, about the importance of peers and ensure that it is accessible.</p>
<p>3.2 Disability, diminished capacity and/or cognitive impairment</p>	<p>3.2.2 - Whilst there are informal processes at the Parish level with families, guardians, or carers of people with diminished capacity, there is not yet a system to support this engagement.</p> <p>It is suggested to consider ways to develop and implement ways of engaging with families, guardians, or carers of people with diminished capacity so that they are aware of and able to be part of decisions affecting them.</p>
<p>5.1 Qualifications</p>	<p>5.1.1 - While child-related roles have a statement regarding maintaining a child-safe environment in the position description, there is no evidence that safeguarding children and vulnerable adults is the responsibility of all personnel in the Archdiocese.</p> <p>The Archdiocese should review documentation relating to recruitment and consider the need to include reference to safeguarding in all such documentation.</p>

<p>5.2 Continuing education and training</p>	<p>5.2.2 - While there is evidence of many staff, including senior staff, attending training of topics relevant to safeguarding, it is not clear if there is an expectation that all staff will attend such training, nor if any of this training is mandatory.</p> <p>The Archdiocese should review training currently available to determine if it is suitable for all their needs, and if any aspects of it should be mandatory for all, or selected, staff.</p> <hr/> <p>5.2.6 - While there is evidence that some senior staff have access to training on issues such as professional ethics it is not clear if this is available to all senior staff.</p> <p>The Archdiocese should review training available to senior staff on issues such as governance, accountability, transparency, and responding to disclosures and consider making this mandatory for all senior staff.</p> <hr/> <p>5.2.7 - A training package on the range of vulnerabilities that adults may experience is currently being developed in collaboration with Marymead.</p> <p>The Archdiocese should continue with the development and implementation of the above mentioned training package.</p>
<p>5.3 Supervision and line management processes</p>	<p>5.3.2 - While a number of staff have access to supervision this is currently not available to all staff.</p> <p>The Archdiocese should review its policies relating to professional supervision and look at ways to make this available to all staff, and that supervision has a safeguarding focus.</p>
<p>6.1 Prevention, identification and mitigation of risk</p>	<p>6.1.2 - While the Risk Management Sub-committee will deal with risks relating to safeguarding, it is not clear if safeguarding is a standing item on the committee agenda.</p> <p>The Archdiocese should review documentation relating to the Risk Management Sub-committee to determine the need to include safeguarding as a standing agenda item.</p> <hr/> <p>6.1.4 - At the time of the on-site assessment, it was not clear that strategies are in place to manage children or vulnerable adults with harmful behaviours who participate or wish to participate in Archdiocese activities.</p> <p>The Archdiocese should review this issue to determine the need to have specific strategies in place.</p>
<p>6.2 Physical and online environments</p>	<p>6.2.2 - While the technology and social media factsheet, electronic communication policy, and social media guidelines are available, the versions made available to the review team are in word format and there is no evidence they have been endorsed by the Archdiocese.</p>
<p>7.1 Complaint policies and processes</p>	<p>7.1.4 - The complaints management policy does not stipulate timeframes within which complaints should be acknowledged and resolved.</p>

	<p>The Archdiocese should review the complaints management policy to determine if adding response timeframes would add value to the process.</p> <p>7.1.5 - While the complaints management policy includes reporting obligations it is not clear that this includes cases where reporting is not legally mandated but is appropriate in the best interests of children and vulnerable adults.</p> <p>The Archdiocese should review the complaints management policy to determine the need to include a clause relating to cases where reporting is not legally mandated but is appropriate in the best interests of children and vulnerable adults.</p> <p>7.1.11 - As the conflict of interest policy is in draft format and this is yet to be endorsed and disseminated.</p> <p>The Archdiocese is to ensure the draft conflict of interest policy endorsed and disseminated accordingly.</p>
7.2 Prevention of harm	<p>7.2.2 - The version of the whistle-blower policy provided to the Assessment Team was in draft format.</p> <p>The Archdiocese is to review the whistle-blower policy to ensure it has been formally endorsed by the Archdiocese, and add it to the suite of policies on the Archdiocese website.</p> <p>7.2.4 - While policy and practice is to make contact with the complainant and to offer support as necessary, it is not clear if this extends to making contact with the person suspected of abuse.</p> <p>The Archdiocese should review the complaints management policy to determine the need to add a requirement to make contact with the subject of the complaint during the investigation process, and where/if appropriate.</p>
7.5 Policy review	<p>7.5.1 - While the current complaints management policy is subject to annual review, it is not clear if there is a clear process in place for this, nor the extent to which consultation with relevant parties will be included in the review.</p> <p>The Archdiocese should review the policy review process to develop strategies that will create a robust policy review process that includes stakeholder consultation.</p> <p>7.5.2 - There is no evidence that safeguarding children and vulnerable adults is a standing item on the sub-committee agenda.</p> <p>The Archdiocese should consider adding safeguarding children and vulnerable adults to the agenda of the Risk Management Sub-committee.</p>

Standard 1 – Governance, leadership and organisational culture

The organisation’s governance, leadership, and organisational culture is committed to providing an environment in which children and vulnerable adults are safe and respected, and can trust that they will be protected when engaging with the organisation.

Criterion	1.1 Organisational culture The safety and wellbeing of children and vulnerable adults is embedded in the organisation’s leadership, governance, and organisational culture, and is promoted with integrity and accountability			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.1.1	The organisation makes a public commitment to the safety and wellbeing of children and vulnerable adults, and leaders champion a culture of safety both inside and outside the organisation.	Met	<p>The Archdiocese of Canberra & Goulburn’s public commitment to safeguarding is included in its Safeguarding Policy and is accessible via the Archdiocese website.</p> <p>Archbishop Christopher Prowse demonstrated leadership and public commitment to safeguarding by promotion of the Safeguarding Standards as confirmed by the Communications Manager and social media posts sighted. For example, the video of the Archdiocese’s commitment to child protection with a statement about having completed the online course with the NSW Office of the Children’s Guardian about keeping our kids safe. A number of priests have also completed the 11-unit program, of which are required to complete. Leadership encourages and facilitates the involvement of personnel in such training.</p> <p>Training registers confirm that leadership participates in training and provides consistent messaging about the importance of such professional development. In</p>	Met

		<p>its last report to the Pope (2018/ 2019) the topic of the Archdiocese’s commitment to safeguarding was included.</p> <p>Improvement Opportunity It was noted that not all clergy and staff have completed training in relation to safeguarding of children and vulnerable adults.</p> <p>The Archdiocese is to continue to embed a system to ensure that all clergy and staff participate in training in relation to safeguarding of children and vulnerable adults.</p> <p>Improvement Opportunity The Archdiocese does not yet have a Safeguarding Statement that is accessible and publicly available.</p> <p>The Archdiocese is advised to consider developing and sharing a Safeguarding Statement that is more clearly visible and accessible in various formats.</p> <p>Improvement Opportunity Whilst the Safeguarding Policy is tailored specifically to the needs of children, some sections do refer to vulnerable people and includes a definition. ‘The Gift of Our Children’ is a misnaming that does not accurately reflect the intentions of safeguarding both children and vulnerable adults.</p> <p>The Archdiocese is advised to consider reviewing the naming of the Safeguarding Policy so that it is more accurately representative of children and vulnerable adults.</p>	
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<p>1.1.2</p>	<p>The safety of children and vulnerable adults is a shared responsibility at all levels of the organisation. All personnel understand their safeguarding obligations.</p>	<p>Met</p>	<p>Safeguarding responsibilities are coordinated at an appropriate level of senior leadership, for example, the Vicar General and the Manager Institute for Professional Standards and Safeguarding (IPPS).</p> <p>The Archdiocese induction and training reflect its strong commitment to the safety of children and vulnerable people. Consistent messaging and communication reflect it is the responsibility of all personnel. While safeguarding is a standing agenda item at all Deanery and Parish Pastoral Care (PCC) meetings.</p> <p><i>Improvement Opportunity</i> It was noted that the safety of children and vulnerable adults is a standing agenda item for some relevant meetings.</p> <p>The Archdiocese is recommended to ensure that the safeguarding of children and vulnerable adults is included as a standing agenda item on all relevant meeting agendas.</p> <p><i>Improvement Opportunity</i> It was noted that some position descriptions do not yet include references to safeguarding principles.</p> <p>The Archdiocese is to consider reviewing all position descriptions to ensure they include reference to safeguarding principles.</p>	<p>Met</p>
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<p>1.1.3</p>	<p>The organisation has designated leadership and other personnel roles with specified safeguarding responsibilities in relation to all aspects of the safeguarding continuum, from prevention to response.</p>	<p>Met</p>	<p>The Archdiocese training and professional development program, as well as regular communications, ensure that all personnel, and where relevant, children and vulnerable adults and/or their carers know:</p> <ul style="list-style-type: none"> • the personnel employed in safeguarding positions/roles • the responsibilities of personnel employed in safeguarding positions/roles • how and when to contact personnel in safeguarding positions/roles <p>The Archdiocese website, social media posts, the ‘Catholic Voice’, and printed posts ensure that the roles of safeguarding staff are clear to all.</p> <p>Improvement Opportunity Some parishes, for example, Gowrie Parish, have defined safeguarding roles for personnel, which are displayed via banners that include their photo and contact details.</p> <p>When possible, the Archdiocese is advised to ensure that all parishes have a designated safeguarding contact person and that this person is known to the congregation.</p>	<p>Met</p>
<p>1.1.4</p>	<p>Conflicts of interest are identified, reported, and effectively managed in relation to all aspects of the safeguarding continuum, from prevention to response.</p>	<p>Met</p>	<p>There is a draft Conflict of Interest policy that includes all requirements of this indicator, for example:</p> <ul style="list-style-type: none"> • clearly explains actual, perceived, or potential conflicts of interest, as well as actual, or apparent bias, and their impacts for safeguarding 	<p>Met</p>

			<ul style="list-style-type: none"> require and facilitate declaration and reporting of conflicts of interest include provisions for managing conflicts in recruitment, selection and induction processes, and governance require inclusion of conflicts of interest on governance meeting agendas (for example, standing agenda item) and minutes. <p>Improvement Opportunity As the Conflict Interest Policy is in draft format and has not yet been endorsed and disseminated. The Archdiocese is to ensure that the Conflict of Interest Policy is endorsed and disseminated in a timely manner.</p>	
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Criterion	1.2 Policies and procedures			
	Policies and procedures document how the organisation ensures the safety of children and vulnerable adults.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.2.1	The organisation adheres to a safeguarding policy, and associated policies and procedures, that prioritise the safety and wellbeing of children and vulnerable adults and set out how the organisation works to prevent, identify and respond to incidents and risk of abuse.	Met	The Archdiocese adheres to a Safeguarding Policy, and associated policies and procedures, that prioritise the safety and wellbeing of children and vulnerable adults and set out how the Archdiocese works to prevent, identify and respond to incidents and risk of abuse. A risk register is in place that also identifies risks and mitigation in relation to these concerns. The Safeguarding Policy is also informed by and with references to other relevant documents and legislation.	Met

			<p>Improvement Opportunity Upon review, the Safeguarding Policy was found to be undated and has no version control.</p> <p>The Archdiocese is to ensure that the Safeguarding Policy is dated and has version control.</p>	
1.2.2	The development of policies and procedures is informed by best practice models and stakeholder consultation.	Met	<p>The development of policies and procedures is informed by best practice models and stakeholder consultation.</p> <p>The Manager of IPSS described how regular consultation meetings with parish priests and the Annual Council of Priests provide opportunities for consultation. The Advisory Panel and monthly meetings with MaryMead Centre, CatholicCare and weekly meetings with Catholic Education also provide evidence of stakeholder consultation.</p>	Met
1.2.3	Policies and procedures for the safeguarding of children and vulnerable adults are in place, accessible, and easy to understand.	Met	<p>Policies and procedures are publicly available on the Archdiocese website and easily accessible.</p> <p>Policies and procedures are on user-friendly platforms, such as the Archdiocese intranet, website and publications, and are included as a reference during personnel induction.</p> <p>Improvement Opportunity Whilst there are numerous policies relevant to safeguarding children, there are not always commensurate policies and procedures that apply to vulnerable adults. This has been identified by IPSS staff who have commenced addressing this gap.</p>	Met

			As above mentioned, continue to ensure there are adequate policies and procedures that address the needs of vulnerable adults are also addressed in a comprehensive manner.	
1.2.4	The organisation adheres to, and requires all personnel to sign, a Code of Conduct which clearly sets out the organisation's requirements, expectations and consequences with respect to appropriate/inappropriate conduct with, towards, or in the presence of, children or vulnerable adults.	Met	<p>Two separate Codes of Conduct are in place, one for children (Child Protection Code of Conduct) and one for vulnerable adults. Staff and volunteers interviewed understand and comply with the Code of Conduct, which sets clear behavioural standards for interacting with children and vulnerable adults. Signed Codes of Conduct were witnessed during the site visit.</p> <p>The Archdiocese Code of Conduct:</p> <ul style="list-style-type: none"> • is signed by all personnel, with a Archdiocese register recording that personnel have signed • is included in employment contracts, contractor/subcontractor agreements, and any other terms of engagement or appointment • provides clear and useful guidance, as well as directions, to personnel on appropriate and inappropriate conduct • includes a specific requirement for personnel to report any known or reasonably suspected breach of the Code to a responsible person in the Archdiocese and, where relevant, to an external authority when required by law or Archdiocese policy <p><i>Improvement Opportunity</i></p>	Met

			<p>The Code of Conduct for children is named the ‘Child Protection Code of Conduct’. The Archdiocese may wish to consider, at its next review, renaming the Code of Conduct for children so that it reflects the safeguarding of children.</p> <p>Improvement Opportunity Upon review, it was identified the scope of the draft Code of Conduct for vulnerable adults does not include volunteers.</p> <p>The Archdiocese is ensure the scope of the Code of Conduct for vulnerable adults includes volunteers.</p>	
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Criterion	1.3 Legal, professional and ethical obligations			
	The organisation enables and actively supports personnel to meet their legal, professional and ethical obligations for safeguarding.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.3.1	The organisation establishes clearly identified and readily accessible pathways for internal reporting of, and organisational response to, safeguarding issues. These include alternative pathways to address circumstances where personnel or others may have concerns about or be reluctant or unable to access the organisation's usual reporting and response pathways.	Met	<p>The Archdiocese has established clearly identified and readily accessible pathways for internal reporting of, and Archdiocesan response to, safeguarding issues.</p> <p>These include complaints management policy and procedures and include alternative pathways to address circumstances where personnel, or others, may have concerns about or be reluctant, or unable to access the Archdiocese’s usual reporting and response pathways.</p>	Met

1.3.2	The organisation is proactive in protecting and supporting personnel who come forward, in good faith, as reporters or whistle blowers.	Met	<p>The Archdiocese is proactive in protecting and supporting personnel who come forward, in good faith, as reporters or whistle-blowers. Robust and effective policies, procedures and practices are in place including a whistle-blower policy and procedure, to protect those who act in good faith to report concerns, complaints or allegations.</p> <p>Professional development for all staff and a video to support training is soon to be rolled out across the Archdiocese.</p> <p><i>Improvement Opportunity</i> The whistle-blower policy has no specific reference to safeguarding.</p> <p>Consider including safeguarding as part of the whistle-blower policy.</p>	Met
1.3.3	The organisation's leadership and management promote a culture of continuous learning, for all personnel, to strengthen safeguarding practice.	Met	Leadership and management promote a culture of continuous learning, for all personnel, to strengthen safeguarding practice. Examples of communication to staff and volunteers to participate in training were provided in evidence, and was also confirmed by staff and volunteers interviewed.	Met

Criterion	1.4 Continuous quality improvement A culture of continuous quality improvement is upheld by the organisation.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.4.1	The organisation's quality management processes are documented, implemented, communicated and reviewed.	Met	<p>Quality management processes are documented, implemented, communicated and reviewed. The risk management plan, risk register and risk sub-committee agenda and minutes were provided as supporting evidence. Agenda and meeting minutes from the Advisory Panel were also provided to support this finding.</p> <p>Improvement Opportunity Whilst commitment to continuous quality improvement was evident across the three days onsite, there is not yet a quality improvement plan to record and monitor all initiatives and progress in relation to safeguarding initiatives.</p> <p>The Archdiocese may wish to consider developing a quality improvement register and/or plan to record and monitor all initiatives and progress in relation to safeguarding.</p> <p>Improvement Opportunity Whilst appropriate risks have been identified, the safeguarding of children and vulnerable adults is not a specific category in the risk management documents.</p> <p>The Archdiocese is advised to review its risk management documents to ensure that the</p>	Met

			safeguarding of children and vulnerable adults is specifically included.	
1.4.2	Responsibility for leading and managing quality management is assigned, and those responsible are accountable.	Met	Responsibility for leading and managing quality management is assigned, and those responsible are accountable. Evidence supporting these findings are the Diocesan Pastoral Council and the organisational chart. Currently, the Manager of IPSS is responsible for quality management within the safeguarding portfolio. A new quality management plan has been proposed and will be developed in 2023.	Met
1.4.3	There is a system for developing, mandating, implementing, communicating and reviewing policies and procedures.	Met	There is a system for developing, mandating, implementing, communicating and reviewing policies and procedures. An annual review is in place with all safeguarding policies and procedures being distributed in November. Examples of communicating policies and procedures have been provided and were confirmed by the staff interviewed.	Met
1.4.4	The organisation has integrated feedback processes that are documented, implemented, communicated and reviewed. Feedback is used to inform improvements.	Met	<p>Feedback is collected in a variety of ways across the Archdiocese, for example, through Healthy Relationships Team surveys, from the Youth Ministry Team, and the Council of Priests. Interviews with the Youth Ministry Team and the MFR Team confirm that they routinely receive feedback and if there are any safeguarding concerns raised they consult with the IPSS and others as appropriate. Feedback is used to inform improvements as described by the staff interviewed.</p> <p>Examples were provided of communicating information to schools and parents, for example, the MFR Program. The CFEP Client and Supporting Person</p>	Met

			Feedback Report surveyed 103 parishioners from Gowrie who commented very positively on all questions.	
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Criterion	1.5 Record keeping Good record keeping is prioritised as an essential component of a safeguarding culture.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.5.1	The organisation has a record keeping policy and processes which document how it creates, maintains and disposes of records that are, or may be, relevant to any aspect of the safeguarding continuum, from prevention to response.	Met	<p>The Archdiocese has a record-keeping policy that documents how it creates, maintains and disposes of records that are, or may be, relevant to any aspect of the safeguarding continuum, from prevention to response.</p> <p>A record retention policy was provided however this has not been updated since 2017.</p> <p>All visiting clergy and religious lay are required to complete a comprehensive screening form and records are maintained of these authorised permissions.</p> <p><i>Improvement Opportunity</i> It was identified by the Assessment Team that there were a number of records management documents provided, for example, a record retention policy, although currently in draft form and undated, and the record management policy, which is accessible via the Archdiocesan website.</p>	Met

			The Archdiocese is to ensure that one record management policy is available and is used to inform the requirements of this indicator. Further, the Archdiocese is to ensure that older or outdated record management documents are archived accordingly if it is appropriate to do so.	
1.5.2	The organisation's record keeping policy and processes require the creation and maintenance of reliable (complete and accurate) records relating to the safety and wellbeing of children and vulnerable adults, consistent with any applicable legal requirements.	Met	Record-keeping policy and processes require the creation and maintenance of reliable (complete and accurate) records relating to the safety and wellbeing of children and vulnerable adults, consistent with any applicable legal requirements and archiving procedures are in place. The Archdiocese has a record-keeping policy and procedure in place, and the responsibility for records management is assigned to the Manager of IPSS.	Met
1.5.3	The organisation supports and enables all personnel to document matters concerning the safety and wellbeing of children and vulnerable adults to the extent that these matters arise in the course of their work, and in accordance with their specific responsibilities for overseeing or responding to such matters.	Met	The Archdiocese supports and enables all personnel to document matters concerning the safety and wellbeing of children and vulnerable adults to the extent that these matters arise in the course of their work, and in accordance with their specific responsibilities for overseeing or responding to such matters. The staff interviewed understood their record-keeping obligations. The Archdiocese provides a safeguarding manual with templates accessible to all personnel via the Archdiocesan intranet.	Met
1.5.4	The organisation has a reliable and secure centralised record-keeping system for the storage of personnel and other records which	Met	The Archdiocese has a reliable and secure centralised record-keeping system for the storage of personnel and other records which are or may be relevant to	Met

	are or may be relevant to any aspect of the safeguarding of children and vulnerable adults.		<p>any aspect of the safeguarding of children and vulnerable adults. While the Archdiocesan archiving policy and procedure was provided as supporting evidence for this indicator.</p> <p><i>Improvement Opportunity</i></p> <p>The archiving policy and procedures provided are in Microsoft Word format only, and it was not clear if this version is the final approved version.</p> <p>The Archdiocese is to ensure that the archiving policy and procedures are endorsed with version control and dates included.</p>	
1.5.5	Where records are no longer needed for operational purposes, the organisation's record keeping policy directs and guides personnel to ensure that records that are, or may be, relevant to the safety and wellbeing of children and vulnerable adults continue to be retained, taking into account: a) delayed disclosures by victims b) removal of limitation periods for civil actions in relation to child abuse c) the need to be able to demonstrate in future that the organisation has taken reasonable steps to prevent harm to children and adults d) any relevant legal obligations to retain such records.	Met	<p>Staff training records were provided, and interviews confirmed a very robust archiving system onsite and electronically. A very well-qualified Archivist is responsible for all archiving and is currently reviewing the archiving policy.</p> <p>Where records are no longer needed for operational purposes, the Archdiocesan record-keeping policy directs and guides personnel to ensure that records that are, or may be, relevant to the safety and wellbeing of children and vulnerable adults continue to be retained.</p>	Met

Criterion	1.6 Privacy and confidentiality The organisation takes all reasonable steps to protect the privacy of personal information and confidentiality of sensitive information, while prioritising the safety and wellbeing of children and vulnerable adults.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.6.1	The organisation's policies and processes promote the protection of privacy.	Met	The Archdiocese promotes the protection of privacy. This is informed by the privacy policy and the information-sharing policy (combined into one document).	Met
1.6.2	The organisation's policies are informed by a clear understanding that privacy protection can, and sometimes must, be limited in order to protect the safety and wellbeing of children or vulnerable adults.	Met	Policies are informed by a clear understanding that privacy protection can, and sometimes must, be limited in order to protect the safety and wellbeing of children or vulnerable adults.	Met

Criterion	1.7 Information sharing The sharing of information to promote the safety and wellbeing of children and vulnerable adults is appropriate and timely.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
1.7.1	The organisation requires, supports and enables personnel to share information both internally and externally, as necessary or appropriate, for the safety and wellbeing of children and vulnerable adults.	Met	<p>The Archdiocese requires, supports and enables personnel to share information both internally and externally, as necessary or appropriate, for the safety and wellbeing of children and vulnerable adults, and is reflected in the privacy and information sharing policy.</p> <p>Improvement Opportunity The privacy policy does not specifically address the needs of safeguarding children and vulnerable adults.</p> <p>The Archdiocese is advised to review its privacy policy to ensure it reflects the needs of safeguarding children and vulnerable adults.</p> <p>Improvement Opportunity The privacy policy, information sharing policy and IPSS documentation have no version control and are not dated.</p> <p>The Archdiocese is to ensure that all documents relating to safeguarding have version control and are dated accordingly.</p>	Met
1.7.2	The organisation supports and facilitates information exchange with other organisations as part of a collaborative safeguarding culture.	Met	The Archdiocese supports and facilitates information exchange with other organisations as part of a collaborative safeguarding culture. Examples include	Met

			weekly meetings between IPSS and Catholic Education and the quarterly heads of agency meetings.	
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Standard 2 – Equity, diversity and cultural awareness

The organisation actively anticipates that children and vulnerable adults are from a diverse mix of cultures, backgrounds, and life experiences and ensures that services and programs are inclusive, responsive, and respectful. The organisation provides personnel with opportunities to undertake training in equity, diversity and cultural awareness, and services and programs promote the physical, mental, emotional, spiritual, and cultural wellbeing of clients. The organisation uses appropriate communication methods to engage clients and the wider community and maintains links with relevant community groups.

Criterion	2.1 Promotion of equity, diversity, and cultural awareness Equity, diversity, and cultural differences are understood, respected, and promoted.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
2.1.1	The organisation makes a public commitment to respect and promote equity, diversity, and cultural difference.	Not Met	<p>The Archdiocese has numerous cultural groups located within its boundaries including Serbian, Polish, Vietnamese, Croatian, Korean and Filipino communities, as well as groups of Aboriginal communities. Some training regarding safeguarding has occurred for some specific culturally diverse communities as confirmed by the Manager of IPSS. The Archdiocese also collaborates with the National Aboriginal and Torres Strait Islander Catholic Council (NATSICC) and celebrates Indigenous Children’s Day.</p> <p>Non-compliance Comment The Archdiocese does not yet have a public commitment /or statement relating to the diversity of all people (including children and vulnerable adults) which is communicated to all personnel, children and vulnerable adults.</p> <p>The Archdiocese is advised to consider developing a public commitment /or statement relating to the diversity of all people (including children and</p>	Met

			<p>vulnerable adults) which is communicated to all personnel, children and vulnerable adults.</p> <p>The Assessment Team Leader reviewed these actions via resurvey and has subsequently rated this action as met. The Assessment Team Leader reported the Archdiocese have developed a Safeguarding Commitment statement relating to the diversity of all people. These updated documents are being provided to all Parish Pastoral Councils over the next six months to December 2023.</p>	
2.1.2	The organisation's governing body and all personnel demonstrate knowledge and understanding of equity, diversity, and cultural difference.	Met	<p>There have been training sessions with individual cultural and language groups provided by the Manager of IPSS and engagement with diverse communities occurs on a regular basis (see indicator 5.2.5).</p> <p><i>Improvement Opportunity</i> There is a diverse understanding of the culturally appropriate ways of addressing safeguarding amongst the clergy who are from overseas and are working in the Archdiocese. Whilst there are screening protocols in place, there is not yet a process to ensure that all overseas-born clergy are cognisant of the cultural expectation of safeguarding children and vulnerable adults.</p> <p>The Archdiocese is to investigate ways of educating overseas-born clergy and staff about cultural differences and expectations regarding safeguarding approaches.</p>	Met

2.1.3	The organisation actively anticipates and responds effectively to the diverse circumstances of children and vulnerable adults.	Met	The Archdiocese anticipates and responds to the diverse circumstances of children and vulnerable adults. While the Parish Pastoral Council provides an advisory role on the changing circumstances of children and vulnerable adults.	Met
2.1.4	The organisation includes and promotes women and people of diverse cultures, backgrounds, and life experiences.	Met	<p>The Archdiocese includes and promotes women as evidenced by the number of women in senior roles across the Chancery and Archdiocese. Informally people of diverse cultures, backgrounds, and life experiences are recognised as being more vulnerable in all the safeguarding approaches.</p> <p>Improvement Opportunity While the Parish Pastoral Council is an opportunity for parishioners to be involved, it is not clear how women, people of diverse cultures, backgrounds and life experiences are promoted.</p> <p>The Council may wish to consider ways of developing or integrating into existing policies, specific policies to promote equity, diversity, and cultural safety of personnel and clients, including children and vulnerable adults.</p>	Met

Criterion	2.2 Respect, acknowledge and welcome Children and adults from marginalised communities, i.e. Aboriginal and Torres Strait Islander, People with Disability, CALD, LGBTIQ+ backgrounds and survivors of abuse, are respected, acknowledged and welcomed.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
2.2.1	The organisation pays particular attention to the needs of children and vulnerable adults from marginalised backgrounds and survivors of abuse.	Met	<p>The Archdiocese pays particular attention to the needs of children and vulnerable adults from marginalised backgrounds and survivors of abuse.</p> <p>There is Aboriginal Artwork displayed in the Chancery and images of children from diverse cultures are included in the children’s safeguarding poster.</p> <p>Improvement Opportunity Whilst the Archdiocese has information, for example, on its website, that references the rights of groups such as indigenous, disability (physical and intellectual), and other cultures (e.g. multicultural), there is no evidence of an overarching policy or procedure to inform this.</p> <p>It is recommended the Archdiocese consider ways to further acknowledge children and vulnerable adults from marginalised communities who may be at risk of harm.</p>	Met
2.2.2	Approaches to equity, diversity and cultural appropriateness are documented, implemented, communicated, and reviewed.	Not Met	<p>Non-compliance Comment It was identified by the Assessment Team that there is not yet a system to inform the Archdiocese’s approaches to equity, diversity and cultural appropriateness.</p>	Met

		<p>The Archdiocese is to develop and implement a system to ensure approaches to equity, diversity and cultural appropriateness are documented, implemented, communicated, and reviewed.</p> <p><i>Improvement Opportunity</i> At the time of the on-site assessment, it was noted that there is no information regarding safeguarding that is available in languages other than English.</p> <p>The Archdiocese is to consider ways of providing information regarding safeguarding in languages other than English.</p> <p>The Assessment Team Leader reviewed these actions via resurvey and has subsequently rated this action as met. The Assessment Team Leader reported the Archdiocese of Canberra and Goulburn provided their Equity, Diversity and Cultural Safety Commitment and Policy. This document provided an overview of the Ministries of Support they provide to their communities including masses being held for in native language.</p> <p>Other supports provided include, Aboriginal Catholic Ministry, NAIDOC Week, Annual Aboriginal and Torres Strait Islander Sunday, Annual Multicultural Mass, Migrant and Refugee Sunday and Safeguarding Sunday.</p> <p>To support the provision of information in languages other than English, the Archdiocesan website can be translated into 12 languages and many policies on the</p>	
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			website are able to be translated through the website tool.	
2.2.3	The organisation has appropriate links with relevant community groups to ensure it remains responsive and respectful.	Met	The Archdiocese has appropriate links with relevant community groups to ensure it remains responsive and respectful. While there are demonstrated connections with relevant catholic groups in the community as confirmed by staff interviews and the MFR Community Group Register.	Met

Standard 3 – Understanding rights and participation

The organisation promotes a culture that supports children and vulnerable adults to understand their right to be heard, listened to, and believed. The organisation seeks the opinions of children and vulnerable adults and, in doing so, is mindful of their age, development, maturity, and ability to understand and communicate.

Criterion	3.1 Participating in decisions Children and vulnerable adults are taken seriously and participate in decisions affecting them.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
3.1.1	Children are able to express their views and participate in decisions that affect them.	Met	Children are able to express their views and participate in decisions that affect them. Examples include the 'Voice of the Child' survey, 'Catholic Voice', student leaders and healthy relationships training, and 'My Body My Life' which is provided in 40 Catholic schools across the Archdiocese.	Met
3.1.2	Vulnerable adults are provided with the opportunity to express their views and participate in decisions that affect their lives.	Met	Vulnerable adults are provided with the opportunity to express their views and participate in decisions that affect their lives. The Advisory Panel involved in policy development and review, and numerous informal relationships by way of home visits and regular contact with vulnerable people, for example, isolated and aged are, in place as confirmed by staff interviewed.	Met
3.1.3	Children can access abuse prevention programs and information about their right to feel safe and what to do if they are harmed or feel unsafe.	Met	Children can access abuse prevention programs and information about their right to feel safe and what to do if they are harmed or feel unsafe. The 'Children's Safeguarding' booklet has recently been developed which includes valuable information and activities that promote and educate children about their rights	Met

			<p>to safety and how they could respond if they feel unsafe. A suite of parent resources is also available on the 'Healthy Relationships' webpage.</p> <p>Improvement Opportunity The 'Children's Safeguarding' booklet has yet to be fully disseminated and used across the Archdiocese.</p> <p>The Archdiocese is to ensure that the 'Children's Safeguarding' booklet is distributed across the Archdiocese to facilitate prevention and information about children's rights to feel safe.</p>	
3.1.4	Vulnerable adults can access abuse prevention programs and information about their right to feel safe and what to do if they are harmed or feel unsafe.	Met	<p>Vulnerable adults can access information about their right to feel safe and what to do if they are harmed or feel unsafe. This is included in the safeguarding policy and the role of the safeguarding contact in the Parish supports the intention of this indicator.</p> <p>Improvement Opportunity Whilst the code of conduct and safeguarding policy include the rights of vulnerable adults to feel safe, this could be more prominent and accessible.</p> <p>The Archdiocese may wish to consider ways of ensuring the rights of vulnerable adults to feel safe is made more prominent and accessible. Further, the Archdiocese could define what a vulnerable adult is and how this can be transitory and context-specific.</p>	Met
3.1.5	The importance of friendships is recognised and support from peers is encouraged, helping children of all ages, abilities and cultural backgrounds feel safe and included.	Met	<p>The importance of friendships is recognised and support from peers is encouraged, helping children of all ages, abilities and cultural backgrounds feel safe and included. Abuse prevention programs, for</p>	Met

			example, 'Healthy Relationships', 'My Body, My Life' are in place and demonstrate the provision of relevant information regarding peer support and friendship groups to children. Provision of lesson plans, curricula and other documentation, supports this finding.	
3.1.6	The importance of friendships is recognised and support from peers is encouraged, helping vulnerable adults feel safe and included.	Met	<p>The importance of friendships is recognised and support from peers is encouraged, helping vulnerable adults feel safe and included. The Archdiocese provides a variety of avenues for vulnerable adults to be heard and respected via the youth work program and pastoral care processes.</p> <p>Improvement Opportunity Resources developed and provided by the IPSS may not be accessible to vulnerable adults, for example, those with an intellectual disability.</p> <p>It is suggested to review the language of information provided to vulnerable adults, for example, about the importance of peers and ensure that it is accessible.</p>	Met

Criterion	3.2 Disability, diminished capacity and/or cognitive impairment			
	People with disability, diminished capacity and/or cognitive impairment are taken seriously and participate in decisions affecting them.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
3.2.1	People with diminished capacity and/or cognitive impairment are provided with the opportunity to participate in decisions that affect them.	Not Met	<p>Non-compliance Comment There was no evidence provided to confirm that people with diminished capacity and/or cognitive</p>	Met

			<p>impairment are provided with the opportunity to participate in decisions that affect them.</p> <p>The Archdiocese is to consider ways that people with diminished capacity and/or cognitive impairment are provided with the opportunity to participate in decisions that affect them.</p> <p>The Assessment Team Leader reviewed these actions via resurvey and has subsequently rated this action as met. The Assessment Team Leader reported the Archdiocese of Canberra and Goulburn provided the Parish Pastoral Council Overview and Guidelines that have been updated to ensure the membership of Parish Pastoral Councils have a broad membership drawn across the whole faith community including parishioners with a disability, diminished capacity and or cognitive impairment.</p>	
3.2.2	<p>People with diminished capacity and/or cognitive impairment are provided with the opportunity to have family, guardians or carers support them in decisions affecting them, if they wish, or if they are unable to effectively represent themselves.</p>	Not Met	<p>Non-compliance Comment</p> <p>There is not yet a process to ensure that people with diminished capacity and/or cognitive impairment are provided with the opportunity to have family, guardians or carers support them in decisions affecting them, if they wish, or if they are unable to effectively represent themselves.</p> <p>The Archdiocese is to explore ways that people with diminished capacity and/or cognitive impairment are provided with the opportunity to have family, guardians or carers support them in decisions affecting them, if they wish, or if they are unable to</p>	Met

		<p>effectively represent themselves. This in part could be rights outlined in the safeguarding policy.</p> <p>Improvement Opportunity</p> <p>Whilst there are informal processes at the Parish level with families, guardians, or carers of people with diminished capacity, there is not yet a system to support this engagement.</p> <p>It is suggested to consider ways to develop and implement ways of engaging with families, guardians, or carers of people with diminished capacity so that they are aware of and able to be part of decisions affecting them.</p> <p>The Assessment Team Leader reviewed these actions via resurvey and has subsequently rated this action as met. The Assessment Team Leader reported the Archdiocese of Canberra and Goulburn provided the Parish Pastoral Council Overview and Guidelines that have been updated to ensure the membership of Parish Pastoral Councils have a broad membership drawn across the whole faith community including parishioners with a disability, diminished capacity and or cognitive impairment and they are provided with the opportunity to be either appointed to the PPC or represented by an advocate/guardian.</p>	
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Standard 4 – Participation of families, guardians, carers, support communities and the broader community

The organisation has adequate and appropriate mechanisms to communicate and engage with clients and communities, acknowledging that different levels of participation and engagement will be appropriate in different contexts and with different groups. Organisations can identify the level of participation and engagement that is appropriate, e.g., whether it is appropriate to inform, consult, involve, collaborate or empower. Organisations can demonstrate that communities, clients and stakeholders are engaged in planning, and are provided with feedback about the outcomes of their engagement.

Criterion	4.1 Informed participation Families, guardians, carers, support communities and the broader community are informed and participate in promoting the safety and wellbeing of children and vulnerable adults.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
4.1.1	The organisation consults with parents, guardians, carers, families, relevant support communities, and the broader community, and invites their feedback/participation in relation to its policies and practices for safeguarding children.	Met	<p>The Archdiocese informally consults with parents, guardians, carers, families, relevant support communities, and the broader community, and invites their feedback/participation in relation to its policies and practices for safeguarding children and vulnerable adults.</p> <p>Safeguarding policies are distributed to clergy and staff within the Archdiocese every November when they are annually reviewed. Further evidence to support this finding is provided by feedback from parents on schools ‘Healthy Relationships’ training, while the ‘My Voice Youth Ministry Team’ survey of Year 5 and 6 children surveyed for their feedback on a range of topics.</p> <p>A further example of ways that children and young people are able to provide feedback about their rights and responsibilities is available on the Archdiocesan youth website.</p>	Met

4.1.2	The organisation consults with guardians, carers, families, relevant support communities, and the broader community, and invites their feedback/participation in relation to its policies and practices for safeguarding vulnerable adults.	Met	<p>The Archdiocese has formal and informal discussions with primary carers, for example, via focus groups, forums, surveys, and conversations, and the IPSS Advisory Panel minutes were seen as part of the evidence provided. Allocation of adequate resources to clients in order to undertake meaningful engagement processes, and ensure client access, and participation incentives.</p> <p>Engagement outcomes and responses are provided to families and carers, for example, via correspondence, ‘MFR’ feedback surveys are also sent to parents and results are collated, analysed and used for future planning.</p>	Met
4.1.3	The organisation engages in formal and informal discussions with families, guardians, carers, support communities and the broader community about its approach to the safety of children and vulnerable adults, in order to inform its policies and practices.	Met	<p>The Archdiocese engages in formal and informal discussions with families, guardians, carers, support communities and the broader community about its approach to the safety of children and vulnerable adults, in order to inform its policies and practices.</p> <p>IPSS has continued to engage with Chancery staff, clergy and parishioners to inform the policies and procedures. Stakeholder engagement with NSW Professional Standards Officers Community of Practice, Marymead, CatholicCare and Catholic Education ACT are all strong and effective partnerships. The IPSS has also contributed to the International Safeguarding Conference in Rome.</p>	Met
4.1.4	Families, guardians, carers, support communities and the broader community have access to the organisation's policies and	Met	Families, guardians, carers, support communities and the broader community have access to the Archdiocese’s policies and practices, and are	Met

	practices, and are informed about the organisation's operations and governance.		informed about operations and governance. Key documents relating to safeguarding are available on the Archdiocese website on both the IPSS and the 'Catholic Voice' pages.	
4.1.5	Families, guardians, carers, support communities and the broader community are given an opportunity to participate in decision-making that affects their child, or the child or vulnerable adult who they care for or support.	Met	<p>Families, guardians, carers, support communities and the broader community are given an opportunity to participate in decision-making that affects their child, or the child or vulnerable adult who they care for or support. The IPSS and the 'Catholic Voice' webpages have space for feedback and comments.</p> <p>Parish visits and safeguarding training by the IPSS Manager, for example, to Gowrie Parish and the Marriage, Family and Relationships (MFR) program are evidence of ways that participation is encouraged.</p>	Met
4.1.6	Ensure the participation of families, carers, guardians and support communities in decision-making concerning their child, or the child or vulnerable adult who they care for or support, is subject to the wishes of that child/vulnerable adult if they have the capacity to form a view and communicate their wishes.	Met	<p>The Archdiocese ensures the participation of families, carers, guardians and support communities in decision-making concerning their child, or vulnerable adult whom they care for or support, is subject to the wishes of that child and/or vulnerable adult if they have the capacity to form a view and communicate their wishes.</p> <p>Evidence provided included the 'My Voice Survey', IPSS Advisory Panel and Parish Pastoral Care Support workers' conversations and information included in the 'Catechists' newsletter.</p>	Met

Standard 5 – Knowledge, skills, training and supervision

Human Resource (HR) management focuses on the safeguarding of children and vulnerable adults in its recruitment, management, and direction of the personnel who work in the organisation, both paid and unpaid. The organisation's HR management system needs to be comprehensive in order to deal with any issues it may encounter. All personnel are provided with an orientation to the organisation and their role within it, and personnel are appropriately qualified for their role. Effective supervision processes are in place for personnel and people feel supported by this system. Position descriptions are clearly defined to include all roles and responsibilities which are reviewed at staff performance evaluations, and processes to manage poor performance are also in place.

Criterion	5.1 Qualifications The organisation ensures that people working with children and vulnerable adults are appropriately qualified and screened.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
5.1.1	The recruitment process, which includes advertising, pre-employment screening and referee checks, emphasises the importance of safeguarding children and vulnerable adults.	Met	<p>When recruitment is being made to a child-related role, the position description contains a statement that the Archdiocese is a child-safe environment.</p> <p>All relevant probity checks are carried out and recorded, and there is a system in place to ensure these are updated as necessary.</p> <p>Improvement Opportunity While child-related roles have a statement regarding maintaining a child-safe environment in the position description, there is no evidence that safeguarding children and vulnerable adults is the responsibility of all personnel in the Archdiocese.</p> <p>The Archdiocese should review documentation relating to recruitment and consider the need to include reference to safeguarding in all such documentation.</p>	Met

5.1.2	Probity checks are carried out when recruiting new personnel.	Met	Probity checks, for example, Working With Children checks and National Police checks are part of the recruitment process, and the outcomes are recorded in a central register. While there is a process in place for an annual review of all probity checks.	Met
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Criterion	5.2 Continuing education and training Personnel, and organisational leaders are equipped with the knowledge, skills and awareness to keep children and vulnerable adults safe through continuing education and training.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
5.2.1	All personnel receive an appropriate induction and are aware of their responsibilities for the safety and wellbeing of children and vulnerable adults, including reporting obligations.	Met	All staff interviewed could describe the induction and orientation to the organisation, and how this included the need to be aware of issues relating to keeping children and vulnerable adults safe.	Met
5.2.2	All personnel and organisational leaders receive regular training on the organisation's Code of Conduct and safeguarding and complaint handling policies, internal and external reporting obligations and how to respond to disclosures.	Met	<p>A review of training records show that many staff have accessed a variety of safeguarding-related training, either face to face or online.</p> <p>Improvement Opportunity While there is evidence of many staff, including senior staff, attending training of topics relevant to safeguarding, it is not clear if there is an expectation that all staff will attend such training, nor if any of this training is mandatory.</p> <p>The Archdiocese should review training currently available to determine if it is suitable for all their</p>	Met

			needs, and if any aspects of it should be mandatory for all, or selected, staff.	
5.2.3	All personnel receive regular training on the nature and indicators of abuse of children and vulnerable adults, particularly as it occurs in institutions, including recognition of disclosures, grooming, and signs of abuse.	Met	All staff interviewed who have direct access to children and vulnerable adults described how they had received training on issues such as indicators of abuse, signs of grooming, and responding to disclosures. All training is also recorded in the training register.	Met
5.2.4	All personnel are supported to develop a person-centred approach and practical skills in how to respond to disclosures of abuse in accordance with the organisation's safeguarding policy and proportionate to their role/statement of duties.	Met	A person-centred approach is promoted by the Archdiocese and this was frequently referenced in interviews with staff. It was apparent to the Assessment Team that there is a strong sense of everyone being seen as an individual requiring a tailored approach.	Met
5.2.5	All personnel, receive regular training on equity, diversity, and cultural safety.	Not Met	<p>Non-compliance Comment</p> <p>At the time of the on-site assessment, there was no evidence that staff receive training on equity, diversity, and cultural safety.</p> <p>The Archdiocese is to develop or source training that covers these topics, and develop and commence implementation of a training plan for the rollout of this training to all personnel.</p> <p>The Assessment Team Leader reviewed these actions via resurvey and has subsequently rated this action as met. The Assessment Team Leader reported the Archdiocese of Canberra and Goulburn provided an outline of the training program taking place from 1 May 2023 to 31 December 2024. Both face to face and e-learning training modules are available on a</p>	Met

			variety of topics including the National Principles for Child Safe Organisations, Aboriginal and Torres Strait Islander Cultural training, Supporting youth their relationships and healthy sexual development, Psychological First Aid, Resources for ministering to the vulnerable, Ministering to the drug dependent and mentally ill.	
5.2.6	Organisational leaders receive regular training in good governance, including issues of accountability, transparency, inclusion, professional ethics, and how to respond to disclosures of abuse.	Met	<p>A review of training records shows a number of senior personnel receive training on issues such as professional ethics, and accountability.</p> <p>Improvement Opportunity While there is evidence that some senior staff have access to training on issues such as professional ethics it is not clear if this is available to all senior staff.</p> <p>The Archdiocese should review training available to senior staff on issues such as governance, accountability, transparency, and responding to disclosures and consider making this mandatory for all senior staff.</p>	Met
5.2.7	All personnel receive regular training in relation to the range of vulnerabilities that adults may experience.	Met	<p>A training package on the range of vulnerabilities that adults may experience is currently being developed in collaboration with Marymead.</p> <p>Improvement Opportunity The Archdiocese should continue with the development and implementation of the above training package.</p>	Met

Criterion	5.3 Supervision and line management processes Supervision and line management processes are promoted and encouraged throughout the organisation.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
5.3.1	The organisation has processes in place to manage poor performance.	Met	There is a performance appraisal process in place that identifies areas for improvement. Staff interviewed reported they felt supported in reviewing their current performance and in following their professional development goals.	Met
5.3.2	Organisational leaders and personnel who work with children and/or vulnerable adults undertake regular professional supervision with an appropriately qualified and accredited supervisor.	Met	<p>A number of staff interviewed reported they currently receive professional supervision, either internally or with an external supervisor. A supervision policy specific to the clergy is in development.</p> <p>Improvement Opportunity While a number of staff have access to supervision this is currently not available to all staff.</p> <p>The Archdiocese should review its policies relating to professional supervision and look at ways to make this available to all staff, and that supervision has a safeguarding focus.</p>	Met
5.3.3	Supervision and the management of personnel has a safeguarding focus.	Met	Staff who currently receive supervision can introduce safeguarding issues into the session as needed.	Met

Standard 6 – Risk management

The organisation prioritises the safety and wellbeing of children and vulnerable adults within a culture of prevention of harm, and identifies, assesses, controls and reviews risk at all levels. There are systems and processes in place to collect and analyse information to address potential and actual risks, management and leadership of risk is delegated, and those responsible are accountable. Risk domains may include (but are not limited to): governance, reputational, financial, operational, work health and safety, legislative, workforce and technology.

Criterion	6.1 Prevention, identification and mitigation of risk Risk management strategies are focused on prevention, identification and mitigation of risk to children and vulnerable adults.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
6.1.1	The organisation has a risk management framework that identifies, monitors, and mitigates actual, potential, and transient risks to children and vulnerable adults. The risk management framework is supported by a risk management plan, policies, procedures and a risk register.	Met	<p>The Archdiocese has an overarching risk management plan; risks relating to safeguarding are included in the plan. Risks in the current plan include supervision of clergy who have offended, inadequate records management, and inadequate child and vulnerable people protection measures.</p> <p>There is a high-level risk management committee that meets quarterly and reports to the Archdiocese Finance Committee.</p> <p>Risks are recorded in a risk register, and the register is a living document with regular updates. A series of workshops were held to identify the various types of risk and formed the basis of the risk register.</p> <p>The IPSS Advisory Panel has a number of functions including providing advice on risk management related to professional standards and safeguarding complaints and providing advice on community</p>	Met

			standards and expectations in terms of professional conduct and risk management.	
6.1.2	Risks are identified, analysed, reported, and acted upon. The governing body receives regular reports, and more frequently if necessary, about the management of risks.	Met	<p>The Risk Management Sub-committee receives regular reports on a variety of risks, including those related to safeguarding. Agenda items include cybersecurity, emerging risks, the whistle-blower policy and update of the risk management plan.</p> <p>Improvement Opportunity While the Risk Management Sub-committee will deal with risks relating to safeguarding, it is not clear if safeguarding is a standing item on the committee agenda.</p> <p>The Archdiocese should review documentation relating to the Risk Management Sub-committee to determine the need to include safeguarding as a standing agenda item.</p>	Met
6.1.3	The organisation puts risk management plans and processes in place in relation to all events involving children and/or vulnerable adults.	Met	<p>Staff who are organising parish events are guided by a flowchart, named the 'Risk Assessment and Mitigation for Parish Activities'. This process requires the completed risk assessment to be signed off by the Parish Priest or the Parish Safeguarding Officer.</p> <p>The photography/filming in parishes protocol provides guidance for the safe, appropriate, and respectful use of photography in a parish. This includes getting parental consent before recording images of children for online use and may extend to the use of photography or recording not being permitted during sacraments without the consent of the Parish Priest.</p>	Met

6.1.4	Where relevant, the organisation has risk management strategies and processes in place to manage risk of harm to children or vulnerable adults of psychological, physical or sexual abuse posed by: a) known, alleged, or suspected abusers who have, or wish to have, a continuing involvement with the organisation b) children or vulnerable adults with harmful behaviours who participate, or wish to participate, in the organisation's services or activities	Met	<p>The Archdiocese has a protocol in place for providing accommodation for clergy with sustained allegations of inappropriate behaviour towards children, which contains strategies to protect both the individual and children and vulnerable adults.</p> <p>Where such clergy have expressed a wish to attend mass, a risk assessment will be carried out and restrictions or limitations may be put in place.</p> <p>Improvement Opportunity At the time of the on-site assessment, it was not clear that strategies are in place to manage children or vulnerable adults with harmful behaviours who participate or wish to participate in Archdiocese activities.</p> <p>The Archdiocese should review this issue to determine the need to have specific strategies in place.</p>	Met
6.1.5	Where appropriate, and consistent with applicable laws, personal and other information is proactively shared, both within and outside the organisation, in order to manage risks to the safety and wellbeing of children and vulnerable adults.	Met	Information sharing is informed by a number of policies and procedures including the privacy policy and information sharing policy. These reflect the requirements of the Privacy Act 1988. While all staff interviewed were aware of the privacy issues related to information sharing.	Met

Criterion	6.2 Physical and online environments Physical and online environments minimise the opportunity for abuse or other kinds of harm to occur.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
6.2.1	Risks to the safety of any person and in the organisation's physical environment, and to the safety of children and vulnerable adults in particular are identified and mitigated.	Met	<p>There is a workplace health and safety policy designed to provide and maintain a safe and risk-free working environment for staff onsite.</p> <p>A number of strategies are used to provide safety to staff, such as youth ministers, who do outreach work. These include always being in the company of another adult, leaving office doors open when ministering to young people, and being in a clear line of vision whenever possible.</p>	Met
6.2.2	Risks to the safety of any person in the organisation's online environment and to the safety of children and vulnerable adults in particular, are identified and mitigated.	Met	<p>All staff interviewed were aware of their obligations relating to online safety and the policies that guide privacy and the sharing of information.</p> <p>There is a number of documents that guide the use of the online environment including a technology and social media factsheet, electronic communication policy, and social media guidelines.</p> <p>Improvement Opportunity While the technology and social media factsheet, electronic communication policy, and social media guidelines are available, the versions made available to the review team are in word format and there is no evidence they have been endorsed by the Archdiocese.</p>	Met

			The Archdiocese should revisit the above documents and if appropriate process them in line with the policy development and review process for executive sign-off.	
6.2.3	The online environment is used in accordance with the organisation's Code of Conduct, and other relevant policies and procedures.	Met	<p>The code of conduct, with which all staff must comply, includes references to online activities such as language, boundaries, and grooming.</p> <p>Evidence of staff signing to show they had read the code of contact was viewed by the review team. While if a staff member must communicate electronically with a young person they must first get approval from the Manager IPSS or delegate.</p>	Met
6.2.4	The organisation has a designated person who has primary responsibility for electronic and computer systems.	Met	The Archdiocese IT systems are managed by the Catholic Archdiocese of Melbourne, with local authority delegated to the Manager IPSS.	Met
6.2.5	The organisation does not store or temporarily leave personal information of clients where unauthorised persons may have access.	Met	<p>Information that is stored electronically is password protected and hard copy information is archived and securely stored on site.</p> <p>A number of policy documents inform the safe storage of information including the records retention policy, the code of conduct, and the privacy and information sharing policy.</p>	Met
6.2.6	The organisation ensures that all personnel have individual passwords that allows them access to sensitive records and information according to their level of authorisation.	Met	The Archdiocese IT system includes access to all types of personal information being password protected, with access being allocated on an as needs basis.	Met

6.2.7	The organisation has a business continuity and information management plan.	Met	A business continuity plan is in place and management of the plan is overseen by the risk management system.	Met
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Standard 7 – Responding to complaints or concerns

The organisation has policies and processes for responding to and managing complaints and concerns related to the safety and wellbeing of children and vulnerable adults which are based upon the principles of transparency; accessibility; responsiveness; the prioritisation of safety and wellbeing, and the prevention of harm; procedural fairness; justice; confidentiality; and continual improvement.

Criterion	7.1 Complaint policies and processes Policies and processes for responding to complaints and concerns related to the safety and wellbeing of children and vulnerable adults are in place and adhered to.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
7.1.1	The organisation has policies and processes for responding to complaints and concerns which are clear, concise, and easily understood by all personnel and by children, vulnerable adults, and their families, guardians, carers, and support communities.	Met	<p>There is a comprehensive suite of policies and procedures on the management of complaints on the Archdiocese website. This includes how to make a complaint and how it will be managed. The policy is supported by other documents such as a reporting child-related adult behaviour of concern flowchart and reportable crimes and the police flowchart.</p> <p>The staff who were interviewed demonstrated an understanding of the process.</p> <p>The IPSS Advisory Panel provides advice to the Archdiocese on issues relating to professional standards and safeguarding. The Panel will also provide informed advice and general recommendations when clergy employees, volunteers and members of religious institutions ministering within the Archdiocese have been accused of abuse or misconduct.</p>	Met

7.1.2	All children, vulnerable adults, personnel, and the general public have access to information about how to make a complaint or register a concern and the processes by which complaints and concerns will be responded to.	Met	Policies and procedures relating to complaints management are on the Archdiocese website and accessible by the general public. While policies are part of a section of the website dedicated to safeguarding children and vulnerable adults.	Met
7.1.3	The organisation's complaint handling policy and associated policies and procedures clearly outline roles and responsibilities, and obligations to act and report, and provide guidance on how to respond to different types of complaints or concerns.	Met	<p>The complaints management policies and procedures show the sequence of stages of the management process and who has responsibility.</p> <p>The staff who were interviewed who had responsibility for complaints management demonstrated a sound understanding of the complaints management process and their role within it.</p>	Met
7.1.4	Complaints or concerns are taken seriously and responded to promptly and thoroughly.	Met	<p>It is clear from the complaints management policy that complaints and concerns are taken seriously and while the policy does not stipulate a timeframe for responding, it does include the need to do an immediate risk assessment of the current situation.</p> <p>Improvement Opportunity The complaints management policy does not stipulate timeframes within which complaints should be acknowledged and resolved.</p> <p>The Archdiocese should review the complaints management policy to determine if adding response timeframes would add value to the process.</p>	Met
7.1.5	The organisation meets all legal and ethical obligations to make notifications or reports, to police, statutory welfare and other authorities,	Met	The complaints management policy includes reporting obligations, depending on the nature of the	Met

	as they arise at any stage following receipt of a concern or complaint. This includes where reporting is not legally mandated, but is appropriate and in the best interests of children and vulnerable adults.		<p>complaint, and who is responsible for making such reports.</p> <p><i>Improvement Opportunity</i></p> <p>While the complaints management policy includes reporting obligations it is not clear that this includes cases where reporting is not legally mandated but is appropriate in the best interests of children and vulnerable adults.</p> <p>The Archdiocese should review the complaints management policy to determine the need to include a clause relating to cases where reporting is not legally mandated but is appropriate in the best interests of children and vulnerable adults.</p>	
7.1.6	In responding to complaints or concerns, the organisation meets relevant employment and fair work obligations under applicable laws.	Met	Staff interviewed who have a role in complaints management demonstrated that employment and workplace issues are taken into account when investigating complaints.	Met
7.1.7	The organisation supports and actively facilitates reporting to police and other authorities by personnel in accordance with their legal and ethical obligations. Where personnel are not legally mandated to report, the organisation encourages and supports them to report if it is appropriate and in the best interests of children and vulnerable adults for personnel to do so.	Met	The complaints management policy is supported by other documentation such as flowcharts relating to reportable crimes and the police.	Met
7.1.8	Strict confidentiality is maintained throughout all stages of response to a complaint or concern, subject to any legal requirements or authorisation to disclose information.	Met	The complaints management policy includes the requirement to observe privacy and confidentiality, with information only being shared with parties relevant to the investigation. It contains a proviso	Met

			that, in criminal matters, police advice will be obtained before information is shared to ensure the investigation is not compromised.	
7.1.9	All stages of response are fully documented with complete, accurate and reliable records, which are securely retained for an appropriate period, in accordance with the organisation's record keeping policy. Access to records is provided only in accordance with the organisation's record-keeping/privacy policies and applicable laws, and where doing so will not compromise (potential) investigations or criminal justice processes, or the safety of any persons.	Met	<p>Staff interviewed described how a file is generated when a complaint is received which is used to record the investigation as it progresses. If the subject of the complaint is a member of the clergy or other staff member the complaint is recorded in their personnel file.</p> <p>The Archdiocese has a mix of electronic and hard copy files. All are stored securely and an Archivist is employed to oversee the security of records management.</p>	Met
7.1.10	Relevant information (including personal and sensitive information) is lawfully shared, where necessary and appropriate, for the protection and wellbeing of children and vulnerable adults, or the safety of other persons.	Met	<p>Information sharing is informed by the Archdiocese privacy policy and information sharing policy.</p> <p>All staff interviewed demonstrated an understanding of the importance of privacy and of the sharing of sensitive information.</p>	Met
7.1.11	The organisation's conflicts of interest policy are stringently adhered to, to ensure that conflicts of interest are avoided or effectively managed through all stages of response to a complaint or concern.	Met	<p>There is a draft conflict of interest policy that includes all requirements of this indicator, for example:</p> <ul style="list-style-type: none"> • clearly explains actual, perceived, or potential conflicts of interest, as well as actual, or apparent bias, and their impacts for safeguarding • require and facilitate declaration and reporting of conflicts of interest • include provisions for managing conflicts in recruitment, selection and induction processes and governance 	Met

			<ul style="list-style-type: none"> require inclusion of conflicts of interest on governance meeting agendas (e.g. standing agenda item) and minutes. <p>Improvement Opportunity As the conflict of interest policy is in draft format and this is yet to be endorsed and disseminated.</p> <p>The Archdiocese is to ensure the draft conflict of interest policy endorsed and disseminated accordingly.</p>	
7.1.12	The organisation's complaints handling policy and associated policies and procedures require and enable appropriate responses to historical abuse allegations.	Met	The issue of an adult complainant and historical child abuse is included in the complaints management policy. Staff interviewed who have a role in complaints management were aware of the particular nuances and management of complaints of historical abuse.	Met
7.1.13	The organisation's complaints handling policy requires and enables appropriate responses to concerns and complaints about children or vulnerable adults engaging in harmful behaviours towards others.	Not Met	<p>Non-compliance Comment While there is a comprehensive suite of policies and procedures in place for the management of complaints, there is no provision for managing a complaint where the child or vulnerable person is the perpetrator.</p> <p>The Archdiocese should revisit the complaints management policy and update it to include situations where the child or vulnerable person is the perpetrator.</p> <p>The Assessment Team Leader reviewed these actions via resurvey and has subsequently rated this action as met. The Assessment Team Leader reported that the</p>	Met

			Archdiocese of Canberra and Goulburn provided the Complaints Management, Children and Vulnerable Adults, Complaints and Allegations Procedure has been updated incorporating a section covering child on child abuse.	
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Criterion	7.2 Prevention of harm The organisation's complaint handling policy and associated policies and procedures prioritise the safety and wellbeing of children and vulnerable adults, and promote the safety and wellbeing of all, within a culture of prevention of harm.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
7.2.1	The organisation's complaint handling policy and associated policies and procedures prioritise the safety and wellbeing of any child or vulnerable adult who is/was/may be a victim or at risk, through all stages of response to a complaint or concern.	Met	The organisation prepares a risk management plan in respect of each complaint, documenting its assessment of risks to relevant children and vulnerable adults and the actions required to reduce or remove those risks.	Met
7.2.2	The organisation's complaint handling policy and associated policies and procedures promote the safety, wellbeing and confidentiality of anyone bringing forward a complaint or raising a concern with the organisation, or making a report to external authorities. The organisation maintains a whistle-blower policy, along with its complaint handling policy and other relevant policies, to provide protections for complainants and reporters. The organisation ensures that these policies are accessible to all.	Met	<p>A whistle-blower policy is in place to support complainants who do not wish to follow other formal complaint making processes.</p> <p>Improvement Opportunity The version of the whistle-blower policy provided to the Assessment Team was in draft format.</p> <p>The Archdiocese is to review the whistle-blower policy to ensure it has been formally endorsed by the Archdiocese, and add it to the suite of policies on the Archdiocese website.</p>	Met
7.2.3	Upon receipt of a complaint or concern, the organisation takes immediate steps to address the risk of harm to children and vulnerable adults, as well as to the complainant or person raising the concern, the person who is the subject of the allegation (PSOA), the broader	Met	When a complaint has been received the Archdiocese investigator will make immediate contact with the complainant and determine any immediate risk. The complainant and their family are also provided with information on services and supports to manage difficult or traumatic experiences.	Met

	community, and any other person. The organisation continues to take steps to address the risk of harm, with ongoing reviews of risk at each stage of response.			
7.2.4	Throughout all stages of response, where appropriate and possible, the organisation offers and provides reasonable care and support to all affected individuals.	Met	<p>The complaints management policy includes the need to have contact with the complainant to acknowledge and to offer support, including referral to other agencies.</p> <p><i>Improvement Opportunity</i> While policy and practice is to make contact with the complainant and to offer support as necessary, it is not clear if this extends to making contact with the person suspected of abuse.</p> <p>The Archdiocese should review the complaints management policy to determine the need to add a requirement to make contact with the subject of the complaint during the investigation process, and where/if appropriate.</p>	Met
7.2.5	Where relevant and safe to do so, families, guardians, or carers of the child or vulnerable adult are notified of the complaint and offered any appropriate and reasonable support. Parents, guardians, or carers are kept informed through all stages of response, as appropriate and reasonable and consistent with applicable laws.	Met	Where relevant and safe to do so the significant others in the life of the complainant are kept informed of the progress of the investigation of the complaint.	Met
7.2.6	The organisation engages and communicates with (alleged) victims and survivors through all stages of response in a manner that is trauma informed, culturally safe, and appropriate for their age and capacity.	Met	The Archdiocese maintains contact with the complainant throughout the investigation process.	Met

7.2.7	The organisation has clear criteria in relation to whether and when the PSOA is to be temporarily suspended or transferred from their normal duties while they are the subject of an investigation or legal proceedings related to the abuse of a child or vulnerable adult.	Met	Clear criteria are set out in the organisation’s complaint handling policy and associated policies and procedures, which provide clear direction and guidance for decisions regarding the transfer/suspension of the PSOA.	Met
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Criterion	7.3 Legislative requirements The investigation proceeds according to legislative requirements and according to the principles of procedural fairness, timeliness and good communication.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
7.3.1	The organisation's complaint handling policy and associated policies and procedures set out requirements to ensure that the integrity and independence of investigations is maintained.	Met	The complaints management policies and procedures promote procedural fairness and objectivity.	Met
7.3.2	The organisation's complaint handling policy and associated policies and procedures provide clear direction and guidance for the proper conduct of the investigations, decision-making based on investigation outcomes, and subsequent reviews/appeals.	Met	The organisation’s complaint handling policy, and associated policies and procedures, specifically address requirements for managing investigations, acting on investigation outcomes, and reviewing the conduct and outcomes of investigations. This responsibility is delegated to the Manager IPSS.	Met
7.3.3	The organisation ensures that all relevant personnel understand their obligations to cooperate with and provide all reasonable assistance to internal/external investigators and law enforcement and other authorities. The organisation supports personnel to meet those obligations.	Met	ACG ensures all staff are aware of their obligation to participate in the complaints management process. The staff interviewed we aware of this and clearly understood the complaints management process.	Met
7.3.4	The organisation ensures that the personnel who manage investigations consult with	Met	In regard to liaising with external agencies when investigating complaints, the complaints	Met

	relevant external authorities to ensure that the organisation's investigation does not prejudice any current or potential future statutory investigation or criminal prosecution.		management policy is supported by the reportable conduct and the ombudsman protocol and the reportable crimes and the police protocol.	
7.3.5	The participation of children and vulnerable adults is managed to ensure their rights are respected, and that any risk that they will be re-traumatised through investigation processes is avoided or minimised.	Met	Relevant staff are trained in how to undertake the investigation process. It was evident from talking with staff that all are cognisant of the issues involved in being part of a complaint's investigation.	Met
7.3.6	The organisation acts promptly and fairly on the outcomes of investigations to promote the safety and wellbeing of children and vulnerable adults.	Met	<p>When an investigation is complete outcomes are made known to all involved parties, including the Archbishop, the complainant, the subject of the complaint, and other agencies.</p> <p>Recommendations are implemented and a record of this is maintained.</p> <p>The complaints management policy requires records to be kept for a period of 50 years from the date of receipt of the complaint, while both hard copy and electronic files are archived.</p>	Met
7.3.7	Affected parties have an opportunity to seek review of the conduct and outcomes of an investigation, and organisational responses to concerns or complaints about the conduct or outcomes of an investigation are timely, transparent, and fair.	Met	The right of review is part of the complaints management policy.	Met


Criterion	7.4 Supporting victims and survivors The organisation supports victims and survivors.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
7.4.1	The organisation offers a compassionate and just response to those who have been abused or harmed.	Met	It was evident from speaking with the relevant staff that a compassionate approach is taken when responding to complaints and that this is extended to all parties. This is supported by the complaints management policy where the concepts of procedural fairness and objectivity are integral to the process.	Met
7.4.2	The organisation offers reasonable and appropriate support to victims/survivors through the course of criminal justice and redress processes.	Met	When investigating a complaint, the Archdiocese facilitates access to support groups as necessary.	Met

Criterion	7.5 Policy review Complaint handling and safeguarding policies and practices are continuously reviewed and improved.			
Rating	Met			
Indicator	Description	Assessment Rating	Assessment Comments	Final Rating
7.5.1	The organisation regularly reviews policies and practices pertaining to complaint handling and safeguarding of children and vulnerable adults.	Met	Improvement Opportunity While the current complaints management policy is subject to annual review, it is not clear if there is a clear process in place for this, nor the extent to which consultation with relevant parties will be included in the review.	Met

			The Archdiocese should review the policy review process to develop strategies that will create a robust policy review process that includes stakeholder consultation.	
7.5.2	The organisation regularly analyses complaints to identify causes, systemic failures and systemic risks (patterns or trends), in order to inform and drive continuous improvement.	Met	<p>The Risk Management Sub-committee reviews and analyses a variety of risks relevant to the organisation.</p> <p><i>Improvement Opportunity</i></p> <p>There is no evidence that safeguarding children and vulnerable adults is a standing item on the sub-committee agenda.</p> <p>The Archdiocese should consider adding safeguarding children and vulnerable adults to the agenda of the Risk Management Sub-committee.</p>	Met
7.5.3	The organisation regularly undertakes systemic analysis of organisational responses to concerns and complaints, in order to inform and drive continuous improvement.	Met	Analysis of risk and of response to complaints is included in the work of the Risk Management Sub-committee.	Met



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