

Sample chart for reporting a concern



Systems, policies and procedures

STANDARD 6



EFFECTIVE COMPLAINTS MANAGEMENT

Criteria 6.1

The entity's Complaints Handling Policy outlines the roles and responsibilities, approaches to dealing with different types of complaints, reporting obligations and record keeping requirements.

The following page shows a sample, simple reporting chart that can be adapted for a range of circumstances. The chart needs to be individualised to acknowledge the unique operating environment of your entity but may serve as inspiration for developing a similar chart that could be displayed within your entity, helping everyone know how they can report a safeguarding concern.

Reporting Process: Reports of Abuse against Child and/or Adults at Risk

The safeguarding of children, young people and adults at risk is a collective responsibility of all who are part of our Catholic community.

A report can be made by a child, parent, member of the community and/or church personnel.

1	What to Report	<p>If there is a risk of immediate harm to a child or adult at risk, call 000</p> <p>If you have any concern of abuse, including:</p> <ul style="list-style-type: none">• disclosures of abuse or harm• allegations, suspicions or observations• breaches of Code of Conduct
2	How to Report	<p>You can report by:</p> <ul style="list-style-type: none">• talking to us• writing to us (by letter or email)• using our online reporting portal
3	Who to Contact	<p>While we recommend that all reports are made to our Professional Standards Officer, you can also report to:</p> <ul style="list-style-type: none">• your local Safeguarding Champion• a supervisor or manager• your Provincial <p>If you are unsure, or your complaint relates to one or more of the above people, you can report to Australian Catholic Safeguarding Ltd (ACSL) who will assist to direct your report.</p>
4	Next Steps	<p>Your report will ordinarily be managed by our Professional Standards Officer. They will:</p> <ul style="list-style-type: none">• offer support to those involved• determine whether the matter should/must be reported to police, child protection and/or reportable conduct scheme and make such a report if required.• initiate internal processes to ensure safety, clarify the nature of the report, and commence the investigation process (if required)
5	Outcome	<p>The outcome of your report may include:</p> <ul style="list-style-type: none">• an external investigation process (such as police or regulatory body)• a Church investigation process• notification to the relevant persons of the outcome of the investigation• initiatives such as apologies, mediation, counselling and redress• disciplinary action• initiation of canonical proceedings• policies and procedures reviewed and updated (as required)

CONTACTS

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