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10.00 Safeguarding Policy

10.14 Risk Management Strategy

Purpose

New Norcia Services is firmly committed to the fundamental belief that all children and adults at risk have the right to be physically and psychologically safe at all times and that we at New Norcia share in the collective responsibility to protect all children and adults at risk in our society. This includes those of Aboriginal and Torres Strait Islander descent, those with disabilities and those of culturally and linguistically different origins.

This policy will be reviewed annually to maintain compliance.

The Risk Management Strategy complies with the *National Catholic Safeguarding Standards* (the Standards), which outline requirements for Catholic entities across Australia to promote the safety of children and adults at risk through implementing policies and activities to prevent, respond to and report concerns regarding abuse and harm. It also reflects relevant safeguarding legislation in Western Australia. In addition, this Risk Management Strategy also aligns to the *National Principles for Child Safe Organisations WA: Guidelines* and the *New Norcia Service Child Safeguarding Policy*.

The Risk Management Strategy will be published on the New Norcia Services website together with the related safeguarding policies noted above. At least once each year, they will be proactively communicated to all personnel by New Norcia Services via email and in management meetings.

Scope

The purpose of the Risk Management Strategy is to document the strategic approach taken by New Norcia Services to identify and minimise risks to the safety of children and adults at risk. It includes practical tools to help personnel implement these approaches:

- Appendix A: Sample job interview questions
- Appendix B: Sample referee questions and checklist
- Appendix C: Pre-employment screening checklist and forms
- Appendix D: Safety hazard checklist
- Appendix E: Safeguarding Risk Management Plan
- Appendix F: Safety concern reporting flowchart
- Appendix G: Safety concern reporting template
- Appendix H: Initial risk management checklist


The Risk Management Strategy applies to all personnel, including monks, employees, volunteers, contractors (and others) engaged to provide services to children and adults at risk by the New Norcia Services. It covers all aspects of service by New Norcia Services, in any location (including physical premises or environments under the New Norcia Services, control and/or management such as buildings, structures, open spaces, grounds, homes of religious and clergy, and arrangements for live-in carers/caretakers, as well as the online environment).

NOTE: Nothing that is written in these procedures prevents any religious, paid employee, volunteer or any other person from taking immediate action to notify Police and/or the Department of Communities (WA) (for children under 18 years), particularly if he/she believes that it is essential to act to ensure a vulnerable person's safety.

Roles and Responsibilities

The Safeguarding Coordinator has overall responsibility for identifying and minimising risks to the safety of children and adults at risk who have contact with New Norcia Services through implementing and monitoring the Risk Management Strategy. The Safeguarding Coordinator is supported to meet this responsibility by the two staff members appointed as the Safeguarding Officers.

The Safeguarding Coordinator, with assistance from the Safeguarding Officers, monitors and regularly reports on risk management issues to the Risk Management Committee which is responsible for providing strategic advice about these issues to the New Norcia Services Board.

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All personnel share day-to-day responsibility for identifying and minimising risks to the safety of children and adults at risk by observing and complying with the Risk Management Strategy. As part of their initial safeguarding induction and refresher training, personnel will be familiarised with the Risk Management Strategy and supported to understand and fulfil their safeguarding responsibilities.


Strategies for Identifying and Managing Risks

The following strategies will be implemented by New Norcia Services to identify and manage risks.

a. Recruiting safe and suitable people

New Norcia Services will implement the following practices to support the recruitment of people who are safe and suitable to have contact with children and adults at risk:

- i. Job advertisements, role descriptions and requests for volunteers will contain the following or similar statement:
 - New Norcia Services is committed to safeguarding children and adults at risk and has a zero-tolerance policy to abuse. We have robust recruitment procedures to select suitable people and provide our personnel with ongoing training and support to meet their safeguarding obligations.
 - Applicants for all roles, including volunteers, will be required during interview to demonstrate an understanding of and commitment to safeguarding principles and culturally safe practices that reflects their expected level of contact with children and/or adults at risk. Appendix A includes sample interview questions.
 - Applicants for all roles, including volunteers, will be required to disclose whether they have been the subject of any criminal or disciplinary proceedings.
 - At least two recent verbal referee checks will be directly obtained and documented for all applicants, including volunteers. Referees may be former or current employers (paid or volunteer). Referees will be asked specific questions about the person's suitability to have contact with children and adults at risk, including (but not limited to) whether they have been the subject of previous disciplinary proceedings. The identity of referees will be verified with the referee, where possible by telephone. Appendix B includes sample referee questions and a referee checklist.
 - Pre-employment screening checks will be completed and documented. Any person in a role required by legislation to have a current Working with Children Check, will have their clearance verified prior to being permitted to have contact with children or adults at risk. A current National Police Check/National Police Certificate will also be conducted, and the outcome assessed before any person is permitted to have contact with children or adults at risk. Appendix C includes a pre-employment screening checklist.
 - Selection and screening procedures for overseas religious will as far as practicable be the same as those for Australian personnel. New Norcia Services will obtain background checks from the relevant country and overseas Church Authority.
 - Additional robust screening of candidates for their suitability to have contact with children and/or adults at risk will take place before and during seminary and religious formation and ordination/professions of vows. This will include external psychological and psychosexual assessments.
 - New Norcia Services will securely record and store all recruitment information, including disclosures of criminal history/disciplinary proceedings, references and pre-employment screening checks (see also section titled Keeping Records and Sharing Information). The Safeguarding Coordinator, with assistance from the Safeguarding Officers, will monitor the status of Working with Children Checks and any other background checks for all personnel to ensure they remain current.
 - All personnel are required to sign an acknowledgement, before commencing employment then annually, of their agreement to comply with New Norcia Services' *Safeguarding Code of Conduct*. The *Safeguarding Code of Conduct* clearly outlines conduct, including conduct towards children and adults at risk, that is not acceptable. Breaching the *Safeguarding Code of Conduct* may constitute misconduct and result in disciplinary proceedings up to and including dismissal (with or without notice) and possible criminal proceedings. In addition, religious clerics, brothers and

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sisters may be removed from ministry and be dispensed from his or her vows or dismissed from the clerical state, as applicable. This may impact on the individual's ability to work with children and/or adults at risk in the future.

NOTE: Prior to contracting a third party to deliver services to children or adults at risk, New Norcia Services will confirm the third party has appropriate recruitment and training policies and practices in place to safeguard children and adults at risk. See also section 5.

Supporting our People to Safeguard Children and Adults at Risk


New Norcia Services recognises that our people play a critical role in keeping children and adults at risk safe. We support them to fulfil this role in the following ways.

- a. Providing initial (as soon as possible after commencement) and refresher safeguarding training (at least every three years) to all personnel. The training will equip personnel with information and skills to understand and fulfil their safeguarding responsibilities, including preventing, identifying and reporting concerns about safety to children and adults at risk. Refresher safeguarding training will be provided to personnel.
- b. Ensuring our leadership team undertakes the National Catholic Safeguarding Standards Introductory Session for Leaders.
- c. Maintaining up-to-date participation records to ensure personnel complete induction and refresher safeguarding training as required.
- d. Providing professional supervision, mentoring, and annual performance reviews for personnel which include a focus on safeguarding responsibilities.
- e. Ensuring that all clergy and religious in full-time ministry participate in at least 6 hours, with the optimum being 10 hours, of professional/ pastoral supervision each year. Clergy and religious not in full-time ministry participate in 6 hours of reflective practice activities each year. Professional supervision for personnel will include attention to safeguarding of children and adults at risk, with specific consideration to the appropriate management of power imbalances in relationships.
- f. Ensuring that all clergy and religious in ministry, undertake ongoing professional development and regular appraisals.
- g. Ensuring that members of religious institutes recruited from overseas participate in a safeguarding induction as soon as possible after commencing ministry and are supported with a suitable mentor for at least their first two years in Australia.
- h. Consistent with Recommendation 16.22 of the Royal Commission into Institutional Responses to Child Sexual Abuse, candidates for priesthood and religious life (both before and during seminary formation prior to ordination as well as during times of initial formation prior to professions of vows) will be screened, drawing on professional support, for their suitability to engage in work that involves contact with children and adults at risk. Screening will include external psychological and psychosexual assessments. New Norcia Services will actively enquire if an applicant or candidate has previously withdrawn or been exited from another seminary or formation program and if so, the reasons for this.
- i. The curriculum for seminary and formation programs for clergy and religious will include safeguarding knowledge and skills development of candidates to understand and lead initiatives for safeguarding children and adults. This will include developing pastoral responses to victims and survivors of abuse and avoiding the abuse of power and the development and/or reinforcement of clericalist attitudes and behaviours.
- j. Ongoing integrated formation for clergy and religious will address both canonical and civil safeguarding requirements. For priests, this will include supporting their fidelity to the Church's teaching regarding the Sacrament of Reconciliation and the inviolability of the Sacramental Seal.
- k. Newly ordained clergy and newly professed religious/members will be supported with a suitable mentor for at least five years post ordination or final profession.

Creating and Maintaining Safe Environments

New Norcia Services will strive to maintain safe environments for all people, particularly children and adults at risk, through implementing the following practices:

- a. We will communicate with New Norcia Services' community about our approach to safeguarding and how people can raise concerns about the safety of children or adults at risk.

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- b. Adults at risk (or their families/carers, where appropriate) will be:
- i. made aware of the roles and responsibilities of personnel providing services to them
 - ii. provided with accessible information in appropriate formats about their right to be safe and how to speak up about problems or concerns
 - iii. consulted about what makes them feel safe and about decisions that affect them
 - iv. supported to make informed choices ('dignity of risk')
 - v. where appropriate, provided with accessible information about safe and respectful relationships
 - vi. where appropriate, referred to other organisations/services for specialist advice or support.
- c. Physical premises or environments under our control and/or management (including buildings, structures, open spaces, grounds, homes of religious, and arrangements for live-in carers/caretakers) will be assessed and regularly monitored for safety hazards to minimise the risk of injury or harm to any person, particularly young children, people with physical disability and frail older people. Where potential hazards are identified, the Safeguarding Coordinator through the Property Manager is responsible for ensuring they are documented and promptly mitigated. Appropriate risk management strategies will be put in place during any interim period. Appendix D includes a safety hazard checklist.
- d. One-to-one interactions between an adult and a child will not take place, whether on New Norcia Services premises or elsewhere, unless in an open or visible space, or within the clear line of sight of another adult, unless express permission has been provided. This includes ministries and/or services such as counselling, one-to-one tuition, the sacrament of reconciliation, coaching, spiritual direction and mentoring. A similar approach will generally be taken with an adult at risk; however, this will depend on the individual's circumstances, preferences and right to privacy. Prudent judgement will be exercised on a case by case basis, having regard to any issues of diminished capacity. Child-to-child interactions will occur within clear line of sight of an adult.
- e. When New Norcia Services becomes aware that a person (other than personnel) attending or residing in any of its services or activities poses an unacceptable risk to others (e.g. those with a serious criminal conviction resulting in parole conditions, domestic and family violence orders, etc.) the risks posed by the person's ongoing involvement in the service or activity will be appropriately managed. The Safeguarding Coordinator is responsible for decision-making in relation to any person who poses an unacceptable risk to others. Advice should be sought from Police in this regard as appropriate on a case by case basis.
- f. Personnel must report any incident that raises concern for the safety of a child or adult at risk to the Safeguarding Coordinator, or Safeguarding Officers, as soon as practical. A safety concern reporting flowchart is provided at Appendix E. If the concern relates to the Safeguarding Coordinator, it must be reported to Department of Communities (WA). The Complaint Handling Policy will be followed when any incident about the safety of a child or adult at risk is reported. A safety concern reporting template is provided at Appendix F.


Planning Specific Programs, Activities, and Events

In addition to maintaining safe environments through the steps outlined in Roles and Responsibilities, New Norcia Services will take a structured approach to risk management for specific programs, activities and events, whether on or off premises. Using the template provided in Appendix G, the Risk Management Committee will ensure that a risk assessment and management plan is completed for each program, activity or event where it is anticipated that children and/or adults at risk may be present.

The plan will include (but not be limited to) consideration of the following:

- i. the nature of physical spaces and physical safety hazards
- ii. privacy (e.g. toilets, change rooms)
- iii. health / medical needs of participants
- iv. supervision arrangements
- v. child-to-child interactions; adult-to-child interactions and adult-to-adult interactions
- vi. access and transport arrangements
- vii. access to electronic equipment and on-line environments
- viii. use of cameras / audio-recorders/video-recorders
- ix. needs of adults with diminished capacity

The plan will take into account the ability for adults to make informed choices while also having regard to the needs of adults with diminished capacity to make decisions. Adults with heightened vulnerability will be consulted about their safety needs and their views will be respected. Where appropriate, families/carers will be encouraged to participate in safety planning for adults with diminished capacity.

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Handling Disclosures and Complaints

New Norcia Services has a robust process for receiving, recording, managing, resolving and monitoring complaints, including disclosures or allegations of current or historical abuse towards children or adults. This includes appropriately assessing and managing any current safety risks. These processes are documented in the Complaint Handling Policy.

The *Child Safeguarding Policy* and *Safeguarding Code of Conduct* require personnel to promptly report any concern for the safety of children or adults at risk to the Safeguarding Coordinator as soon as practical. If the concern relates to the Safeguarding Coordinator, it must be reported to the Department of Communities (WA). A safety concern reporting template is provided at Appendix F.

Keeping Records and Sharing Information


New Norcia Services acknowledges that in the past, institutions have not always fulfilled their obligations to keep records and share appropriate information about risks to the safety of children and adults. We recognise that record-keeping and information sharing is a key risk management strategy and will implement this in the following ways:

- a. Complete and accurate records will be created and maintained for all incidents, complaints (including disclosures/allegations), responses and decisions that relate to abuse or harm to children or adults at risk. Records will be created at the time of, or as soon as practicable following, an incident, complaint, response or decision.
- b. All records will be securely stored, maintained and disposed of in accordance with legislative and statutory requirements (including requirements under the Reportable Conduct Scheme WA and the Working With Children Check Scheme (WA), or after a period of 50 years (whichever is higher). Access to information and records will be restricted to New Norcia Services personnel who require it in order to discharge their safeguarding obligations.
- c. We will maintain current knowledge of, and comply with, our legislative obligations to maintain confidentiality and protect personal information and privacy. Information and records relating to incidents, complaints, responses and decisions will be treated as confidential except where the sharing or distribution of information and/or records is mandated by statutory requirements or principles of natural justice. In this regard, if the complaint involves conduct that is serious and/or potentially criminal, any legal obligations to report relevant information to bodies such as the Police or child protection services will over-ride confidentiality, or to other prescribed bodies, for example, the Department of Communities (WA).
- d. We will uphold and facilitate, to the fullest extent possible, individuals' rights to access, amend or annotate records about themselves. If the individual has capacity issues, consideration will be given to the most appropriate way to release records and information and who else may be authorised to receive it on their behalf (e.g. a guardian or nominee). When determining what information to release relating to a complaint record, New Norcia Services will be mindful of privacy and confidentiality obligations concerning the release of personal information about other individuals, such as a subject of the complaint.
- e. New Norcia Services will pro-actively share risk-related information with other entities, if necessary, when candidates for priesthood and religious life move between seminaries, formation programs and Church jurisdictions.

Review of Risk Management Strategy

The Risk Management Strategy will be updated as required and reviewed at least every three years. In doing so, New Norcia Services will have regard to best practice models and the views of expert stakeholders and community members, children and adults at risk, including those with disability, diminished capacity and/or cognitive impairment.

Risk Management Strategy approved	[Insert name and position of person approving policy]	[Insert month and year]
Risk Management Strategy reviewed	[as above]	[Insert month and year]

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Related Documents

- Appointing Safeguarding Officers Policy
- Appointing a Safeguarding Committee Policy
- Complaint Handling Policy
- Email and Internet Policy
- Interview Questions Procedure
- Mandatory Reporting Procedure
- Privacy Policy
- Risk Management Policy
- Safeguarding Commitment Statement
- Safeguarding Code of Conduct
- Safeguarding Policy
- Safeguarding Risk Assessment Template Procedure
- Recruitment and Selection of Employees Policy
- Referee Checks Procedure
- Training Policy and Procedure

Templates and Checklists

- Appendix A: Sample job interview questions
- Appendix B: Sample referee questions and checklist
- Appendix C: Pre-employment screening checklist and forms
- Appendix D: Safety hazard checklist
- Appendix E: Safeguarding Risk Management Plan
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Appendix A: Sample Interview Questions

Sample Job Interview Questions

The following sample job interview questions are designed to elicit information to help assess an individual's suitability to have contact with children or adults at risk. The questions can be tailored to meet the specific dimensions and needs of the role.

Candidate:

Role:

1. *New Norcia Services is committed to safeguarding children and adults at risk of abuse or harm:*
 - *What does safeguarding mean to you?*
 - *What are some of the factors that make children vulnerable to abuse or harm?*
 - *What are some of the factors that make some adults more vulnerable to abuse or harm?*
2. *Can you give some examples of what may be unsafe or unacceptable behaviour with:*
 - *children*
 - *adults at risk*
3. *Please tell us how you will contribute to making New Norcia Services a safe environment for children and adults at risk?*
4. *Can you describe a time when you have helped a child or a vulnerable adult to bring forward a safeguarding concern, what happened to them and what was the outcome?*
5. *Have you ever felt uncomfortable about a colleague's behaviour towards children or adults at risk in a previous job? What were your concerns, what did you do, and how was the issue resolved?*
6. *Have you ever been dismissed or subject to a disciplinary process?*



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Appendix B: Sample Referee Questions and Checklist

<p>Sample Referee Questions</p> <p>The following sample referee questions are designed to elicit information to help assess an individual's suitability to have contact with children or adults at risk. The questions can be tailored to meet the specific dimensions and needs of the role. These questions are not the entirety of questions that should be asked to assess job suitability generally.</p>		
Candidate:		Role:
Referee name, role and contact details:		
1. <i>Please comment on [the candidate's] honesty and integrity.</i>		
2. <i>Safeguarding children and adults at risk is a priority for New Norcia Services and we take our duty of care seriously:</i>		
<ul style="list-style-type: none"> ○ <i>Do you know of any reason why we should be concerned about [the candidate] having contact with children or adults at risk? If yes, please provide details.</i> ○ <i>Do you know of any other person who may have concerns about [the candidate] in relation to their contact with children or adults at risk?</i> 		
3. <i>Have you observed [the candidate's] conduct towards children or adults at risk? If so, please provide a summary of your observations of these interactions. If no, are you able to refer me to another person who has?</i>		
4. <i>Has [the candidate] been the subject of a disciplinary process?</i>		
5. <i>To the best of your knowledge, why did [the candidate] leave the role?</i>		
6. <i>Would you employ/engage [the candidate] again? If not, why not?</i>		
7. <i>Is there anything else about [the candidate] you think I should know?</i>		
Reference obtained by:		
Date reference obtained:		
<p>Referee Checklist</p> <p>This checklist can be used as a guide to the actions that should be completed when obtaining referee checks for candidates.</p>		
Candidate:	Position:	Date:
Process	Yes/No	Notes
Have you obtained (preferably verbally) at least two recent referee checks?		
Have you verified the identity of the referees? What method did you use to verify their identity?		
Have you asked specific questions about the candidate's suitability to have contact with children and adults at risk, including (but not limited to) whether they have been the subject of previous disciplinary proceedings?		
Have the referee checks raised any questions or concerns about the person's suitability to have contact with children or adults at risk? If so, what additional steps are needed to assess/manage		



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potential risks?

Have you documented the information provided by the referees and attached it to the relevant file?

Completed by:

Signed:

Date:



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Appendix C: Pre-Employment Screening Checklist and Applications

Screening Checklist

This checklist can be used as a guide to the actions that should be completed when carrying out pre-employment screening of candidates.


Candidate: _____ **Position:** _____ **Date:** _____

Process	Yes/No	Notes
Is the candidate required by legislation to have: <ul style="list-style-type: none"> - a Working with Children Check/Working with Vulnerable People Check? - a NDIS Worker Screening Check? - a Police Check 		
Depending on the nature of services delivered, does the relevant regulator (e.g. aged care or disability) recommend a National Police Check/National Police Certificate for the role (for Church Authorities directly delivering direct services to children and adults at risk)?		
Did the outcome raise any questions or concerns about the person's suitability to have contact with children or adults at risk? If yes, what additional steps are needed to assess/manage potential risks?		
If the candidate is required to have a Working with Children Check/Working with Vulnerable People Check/NDIS Worker Screening Check, have you verified the clearance?		
Have you documented the verification and attached it to the relevant file?		
Have you recorded the expiry date of the clearance and followed the correct process to ensure it is monitored?		

Completed by: _____

Signed: _____

Date: _____

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Applications for Screening Checks			
Jurisdiction	National Police Check / Police Certificate	Working with Children Check/Working with Vulnerable People Check	NDIS Worker Screening Checks
ACT	AFP National Police Checks	ACT Working with Vulnerable People Check	All states and territories
QLD	QLD Police National Police Certificates	QLD Blue Card	
NSW	NSW Police National Police Certificates	NSW Working with Children Check	
VIC	VIC Police National Police Checks	VIC Working with Children Check	
SA	SA Police Record Checks	SA Working with Children Check	
WA	WA Police National Police Certificates	WA Working with Children Check	
TAS	TAS Police Criminal history checks	TAS Working with Vulnerable People registration	
NT	NT National Police Certificates	NT Working with Children Clearance	



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Appendix D: Safety Hazard Checklist and Risk Management

Safety hazards checklist¹

This checklist can be used as a guide for identifying common safety hazards on your premises.

Person completing checklist:		Date completed:		
	ITEM	YES	NO	ACTION
1	Fire			
	Extinguishers are in place			
	Extinguishers are clearly marked & readily located			
	Extinguishers have been serviced in the last six months			
	The area around extinguishers is clear for a radius of 1 metre			
	Fire exit signs are in place			
	Fire exit signs are in working order			
	Exit doors are not blocked			
	Exit doors can be easily opened			
	Fire alarm is in working order			
	Emergency plan is displayed			
	There is safe access & egress			
2	Electrical			
	Power outlets accessible to children are appropriately covered			
	Electrical plugs, sockets, switches are safe			
	Frayed or damaged leads are removed			
	Portable power tools are in good condition			
	Temporary leads on the floors are appropriately covered			
	Testing and tagging of electrical items has been completed			
	Everything on the switchboard is clearly labelled			
	Electrical fittings & equipment are regularly inspected			
3	General Lighting			

¹ Archdiocese of Canberra and Goulburn, <https://cgcatholic.org.au/wp-content/uploads/2016/08/16-0817-WHS-Policy-Safety-Plan.pdf>



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	There is adequate illumination in working areas			
	There is good natural lighting			
	Light fittings are in good working condition and are clean			
	Emergency lighting is operational			
4	Walkways			
	Walkways are free of oil or grease			
	Carpets are wrinkle free with no obvious trip hazards			
	Walkways are clear of obstructions			
	Stairs (altar) are not blocked and are in good condition			
5	Amenities			
	Toilets are cleaned regularly			
	Bins are not overflowing			
	Tiled floors are free of chips or cracks causing sharp edges			
	Soap and handtowels are provided			
	Surfaces (including toilet seats & lids) are free of chips, cracks			
6	Work Areas			
	Benches are clear of clutter			
	Tools are stored properly			
	Benches are at an adequate work height			
	Work benches are free of sharp edges			
	Chair backs & seat heights are adjustable			
	Storage shelves are organised to minimise bending & stretching			
8	Chemicals			
	MSDS are available for all chemicals			
	The MSDS register is available and up to date			
	Chemical containers are clearly and accurately labelled			
	All chemicals are stored in accordance with the MSDS			
9	First Aid			




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	First aid kits and contents are clean and orderly			
	First aid kits are adequately stocked			
	First aid kits are readily accessible			
	A sign is displayed advising the location of the first aid kit			
10	Floors			
	Floors are even with no large cracks, holes or trip hazards			
	Floors are not cluttered			
	Floors are free from slip hazards			
12	Grounds and Garage			
	Power equipment maintenance is carried out			
	Power equipment is clean			
	There is adequate signage for parking (disabled and no parking)			
	There are MSDS for all chemicals and gardening products			
	Safe operating procedures exist for plant such as ride on lawn mowers			
	Pathways and walkways clear and unobstructed			
13	Display Material			
	The WHS policy is signed and up to date			
	The WHS policy is displayed			
	No smoking signs are displayed			
	A safety noticeboard is available and up to date			
14	WHS Information			
	The WHS manual is available to volunteers			
	Incident report forms are available			
	Hazard report forms are available			
	An emergency evacuation plan is displayed			
	An assembly point after evacuation has been identified			
	Training records are up to date			

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Appendix E: Safeguarding Risk Management Plan

New Norcia Parish and workplace safeguarding risk management plan addresses the physical and online risks including risks arising from child – to –child and adult – to child interaction.

New Norcia Parish and workplace is responsible to assess and mitigate safeguarding risks in the physical environments under its control including buildings, structures, open spaces, grounds and the arrangements for supervisory care of all children and adults at risk attending events or participating in activities. Refer also to *10.05 Safeguarding Risk Assessment Template*. See example below:

Identify risk		Assess Risk			Manage Risk
Category	Description	Likelihood	Consequence	Risk Level	Management Actions
PARISH SUNDAY MASS	Inappropriate interaction with children:	D	Low	1	Maintain safeguarding policies and procedures
	In sacristy	D	Low	1	Door left open before, during & after Mass
	In main body of church	D	Low	1	In full view of others in the congregation Parental supervision SO present
	In parlour (morning tea)	D	Low	1	As above

RISK MATRIX					
CONSEQUENCE ⇒ LIKLIHOOD ↓	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Almost Certain - A	High / 3	High / 3	Acute / 4	Acute / 4	Acute / 4
Likely - B	Mod / 2	High / 3	High / 3	Acute / 4	Acute / 4
Possible - C	Low / 1	Mod / 2	High / 3	Acute / 4	Acute / 4
Unlikely - D	Low / 1	Low / 1	Mod / 2	High / 3	Acute / 4
Rare - E	Low / 1	Low / 1	Mod / 2	High / 3	High / 3



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Appendix F: Safety Concern Reporting Flowchart ◊

Who can report?	Affected person	Family/carer	Personnel	Community member
What to report?	Any concerns for the safety of a child or adult at risk, including: <ul style="list-style-type: none"> ▪ an incident ▪ disclosure of abuse or harm ▪ allegation, suspicion or observation ▪ breach of Safeguarding Code of Conduct ▪ environmental safety issues 			
Call 000 if any person is in immediate danger				
How?	Verbal, letter, email, telephone call, meeting			
Who to?	[Safeguarding Coordinator / Safeguarding Officers]			
What happens next?	The [relevant position] will: <ul style="list-style-type: none"> ▪ offer support to the affected person, their family/carer (if relevant) and the person making the report ▪ initiate the internal risk management process to ensure the safety of the affected person and any other person, clarify the nature of the complaint and commence disciplinary process (if required) ▪ decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the Police or Child Protection authority and make report as soon as possible if required (and any other entity such as a Church Authority) ▪ wait for clearance from authorities before starting the investigation ▪ report to regulators, oversight bodies if allegation is reportable, and working with children check operators where appropriate. 			

◊ Adapted from Victorian Commission for Children and Young People, [Flowchart: Child Safety Reporting Process](#).



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Appendix G: Safety Concern Report Template

Safety Concern Report Template~

This template can be used/adapted to consistently record safety concerns about children or adults at risk.

1	Affected person
	Name:
	Age:
	Gender:
	Do they identify as Aboriginal or Torres Strait Islander? If yes, specify:
	Are they from a culturally and linguistically diverse background? If, yes, specify:
	Do they have a disability? If, yes, provide any relevant details:
	Are they living in residential or out of home care?
	Do they have communication support needs? If yes: <ul style="list-style-type: none"> ▪ Have they been offered an interpreter? ▪ Have they been offered a communication assistant? ▪ Have they been offered a support person, advocate, family member? ▪ Any other supports?
	Provide any other relevant information relating to the person's preferred communication methods, support needs, and involvement in the reporting process:
	If the affected person has a disability, provide any relevant details relating to their guardianship, advocacy or other decision-making arrangements (e.g. the name and contact details of any nominees authorised to receive information on their behalf):
2	If the concern was reported by someone other than the affected person
	Name:
	Age:
	Gender:
	Relationship to affected person (if relevant):
3	Nature of the concern
	Accurately record the issues, concerns, details of any witnesses:



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	<i>If the concern was disclosed by the affected person or another party, as far as possible record the nature of the concern using their own words.</i>
4	Immediate Risk Considerations
	<p>Details of any injuries and if the affected person or others received medical attention:</p> <ul style="list-style-type: none"> ▪ Does the complaint indicate the possibility of criminal conduct? Yes/No/Unsure ▪ Is a mandatory child protection report required? Yes/No ▪ Does the complaint involve a reportable allegation/incident? Yes/No/Unsure ▪ Is any immediate risk management action required? Yes/No
5	Outcome sought
	What outcome is the affected person/person who reported the concern seeking?
6	Contact details of person reporting the concern
	<p>Address:</p> <p>Phone number:</p> <p>Email:</p> <p>Preferred contact method:</p>
7	Person completing this safety concern report
	<p>Signed: _____ Date: _____</p> <p>Print name: _____</p>
8	Person receiving this safety concern report
	<p>Signed: _____ Date: _____</p> <p>Print name: _____</p> <p>Next steps: _____</p>

~Adapted from National ~ Office of Child Safety, Complaint handling guide: Upholding the rights of children and young people, 2019. Appendix M: Complaint record form <https://childsafety.pmc.gov.au/sites/default/files/2020-09/nocs-complaint-handling-guide.pdf>



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Appendix H: Initial Risk Assessment Checklist

Initial risk management checklist *

This checklist can be used to guide the initial risk management response to an incident, disclosure or complaint that relates to the safety of a child or adult at risk.

Immediate safety

Is immediate medical assistance required for any person?

Is there a risk to the immediate safety of the child or adult affected by the incident, disclosure or complaint, or any other child or adult, that requires necessary action to address the risks posed?

Have you considered the safety of the person who made the disclosure, report or complaint (other than the affected child or adult), provided appropriate advice, and made relevant referrals to Police and/or other emergency services?

Evidence

Have you made sure that any physical/ electronic evidence is immediately secured, and future evidence (e.g. from witnesses) is not compromised?

Reporting

Does the incident, disclosure or complaint raise any allegation of criminal conduct?

Do the issues raised by the incident, disclosure or complaint warrant a report or notification to an external authority, in accordance with legislative obligations (e.g. Police, child protection authority, reportable conduct oversight body, NDIS Quality and Safeguards Commission)?

Person affected by the incident/disclosure/complaint

Does the affected child or adult require a referral to a support service or counselling?

Person the subject of complaint

If the person who is the subject of the complaint is a staff member or volunteer, what actions should be taken?

- Should they remain in their current position, be moved to another area, or be suspended?
- If the staff member remains in the workplace, a decision should be made about the duties that they will undertake and who will monitor and assess the risks associated with them having access to children or adults at risk in the care of the organisation. Relevant factors to consider include the vulnerability of the



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children or adults they would be in contact with, e.g. the age of the children, their communication skills, or disability.

What type of support and information should the subject of complaint be given to ensure the complaints process is fair?

What risk management action should be taken if the incident/disclosure/complaint involves a peer of the child or adult affected by the complaint?

Confidentiality and information sharing

Have you informed the involved parties of the need to treat the matter confidentiality?

Have you explained to affected person (and their family/carer if appropriate) reasons why certain information may need to be shared, e.g. to protect safety and/or comply with reporting obligations?

Do others outside of the parties to the complaint/incident need to be informed?

Conflict of interests

Have you identified and put steps in place to address any actual or potential conflict of interests?

Other initial risk management

Are there any other steps that should be taken to prevent any further harm or risk?

**Adapted from National Office of Child Safety, Complaint handling guide: Upholding the rights of children and young people, 2019. Appendix I: Conducting an initial risk assessment <https://childsafety.pmc.gov.au/sites/default/files/2020-09/nocs-complaint-handling-guide.pdf>*