

Complaints handling procedures for Catholic SRE

Complaints *about* SRE Teachers (Catechists) are to be made to the Public School Principal.

Within 3 working days:

The School Principal will acknowledge and tell the complainant/s the name of who will be handling their complaint and offer support.

Within 20 working days:

The School Principal gathers information (meets, consults), decides on and advises the outcome to those involved and then implements and monitors any outcomes.

Complaints *from* SRE Teachers about a school's SRE procedures, concerns about other teachers or student behavioural-learning needs are made to:

- (1) the School SRE Coordinator/Principal,
- (2) your Parish SRE Coordinator,
- (3) your CCD Area FEO or contact CCD HQ:
9307 8330 | office@ccdsydney.catholic.edu.au

Together, we can help represent you to the school, help you apply your SRE classroom management training and/or negotiate in-class teacher support to meet students' behavioural/learning needs.

Resolution timeframe: within 20 working days

Public School Principal contacts the authorising Parish Priest and/or the Parish SRE Catechist Coordinator.

The Parish Priest's (or Parish Administrator's) contact details are noted on the letter provided by the Parish to the School prior to the start of SRE each year.

This letter also notes contact details for the Parish's SRE Catechist Coordinator and the Catechists who are authorised by the priest to teach Catholic SRE.

Parish Priest / Parish SRE Coordinator contacts their Area FEO who consults with the CCD Director (Tel: 9307 8330)

CCD Director consults Archdiocese's Safeguarding Director (9390 5810) and the CCD's Area Faith Education Officer (FEO) as soon as possible to ensure support for all those involved, below. **(Director offers Support Services list over page)**

CCD Director contacts as soon as possible:

- (1) School Principal to be assured of student-parent/guardian support and "next steps";
- (2) Parish Priest to ensure support and direction is offered to the Catechist/s involved;
- (3) Coordinator and Catechist/s involved to provide direction and support.

School Principal advises all parties of outcome **within 20 working days**.

Terms: **SRE** = Special Religious Education

CCD = Confraternity of Christian Doctrine, i.e. Archdiocesan Parish Catechist Support Office

FEO = Faith Education Officer, i.e. CCD "SRE Regional Coordinator-Trainer"

Version control

Updated: December 2016 | CCD Parish Catechist Support Office | Catholic Archdiocese of Sydney | T (02) 9307 8330 E office@ccdsydney.catholic.edu.au

Reporting Reportable Conduct and/or Breaches of the SRE Code of Conduct Safeguarding Guidelines

If you think that a child or young person is at risk of harm or has been subject to a form of abuse, then you must follow “The 3Rs” ...

- **Reassure**
- **Record**
- **Report** ... these are your **3Rs** to remember



- STEP 1** **REASSURE** the child they did the right thing to tell you and that you will tell someone who can help.
- STEP 2** **RECORD** the concern by writing a note as soon as practicable.
- Facts to include in your note:**
- Date
 - Time
 - Class (e.g. Year Level, Catholic SRE)
 - Name/s
- STEP 3** **REPORT to the School Principal as soon as possible** or the Principal's delegate (deputy/school office)



- STEP 4** **REPORT to the CCD Director:** 9307 8330 | office@ccdsydney.catholic.edu.au
CCD Director informs CCD's Area Faith Education Officer (FEO) to support you, your Parish's SRE Catechist Coordinator and your Parish's authorising priest for SRE.
- REPORT to your Parish Priest / Parish SRE Catechist Coordinator**
The Coordinator must always inform the priest who authorises Catechists for SRE.



CCD Director informs **Archdiocesan Safeguarding Director** asap, tel: 9390 5810

CCD Director contacts: (1) Principal to be advised of school support “next steps”
(2) Parish Priest to ensure support for Catechist/s involved
(offers independent support services listed over page)

Within 20 working days, Principal gathers information to decide and advise outcome/next steps to those involved and implements/monitors any outcomes.

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Support Services

<p>Blue Knot Foundation</p> <p>Website: www.blueknot.org.au</p> <p>Provides telephone counselling, information and support for adult survivors of child abuse and referral to professionals and agencies. Provides workshops for survivors, family members, partners and friends. Professional development for health professionals is also available.</p>	<p>Phone</p> <p>1800 737 732</p>
<p>Bravehearts</p> <p>Website: www.bravehearts.org.au</p> <p>Specialist case management, face to face counselling (QLD only) and telephone counselling in all states and territories for child and adult survivors, non-offending family members and friends engaging with the Royal Commission.</p>	<p>Phone</p> <p>1800 272 831</p>
<p>CatholicCare Sydney</p> <p>Website: www.catholiccare.org</p> <p>Provide support and counselling services to people of any background or denomination. Specialist services include individual and relationship counselling, family support, disability and out of home care services.</p>	<p>Phone</p> <p>13 18 19</p>
<p>Child Wise</p> <p>Website: www.childwise.org.au</p> <p>Trauma informed telephone and online counselling for childhood abuse. Training and organisational capacity building on child abuse prevention.</p>	<p>Phone</p> <p>1800 991 099</p>
<p>Interrelate</p> <p>Website: www.interrelate.org.au</p> <p>Counselling and support for those affected by institutional child sexual abuse and the work of the Royal Commission. Locations in metropolitan, regional and rural NSW.</p>	<p>Phone</p> <p>1300 134 924</p>
<p>Lifeline</p> <p>Website: www.lifeline.org.au</p> <p>24 hour crisis support and suicide prevention.</p>	<p>Phone</p> <p>13 11 14</p>
<p>MensLine Australia</p> <p>Website: www.mensline.org.au</p> <p>A national telephone and online support, information and referral service for men and family and relationship concerns.</p>	<p>Phone</p> <p>1300 789 978</p>
<p>Sexual Assault Counselling Australia (SACA)</p> <p>Website: www.sexualassaultcounselling.org.au</p> <p>Provides telephone counselling, including a free telephone interpreting service, for people affected by the Royal Commission. Some face-to-face counselling is available in NSW and Victoria. Staffed by trauma specialist counsellors.</p>	<p>Phone</p> <p>1800 211 028</p>
<p>Survivors & Mates Support Network (SAMSN)</p> <p>Website: www.samsn.org.au</p> <p>Facilitated groups and workshops for male survivors of childhood sexual abuse and their families.</p>	<p>Phone</p> <p>1800 472 676</p>
<p>Victims Access Line</p> <p>Website: www.victimsservices.justice.nsw.gov.au</p> <p>Provides confidential support and information to victims of all crimes, including sexual and physical assault and domestic violence.</p>	<p>Phone</p> <p>1800 633 063</p>