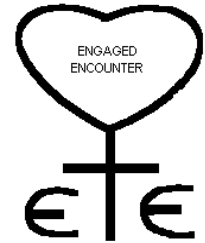


CATHOLIC ENGAGED ENCOUNTER



Safeguarding Complaints Management

Catholic Engaged Encounter (CEE) aims to deal with all reports under the safeguarding of Children and Vulnerable Adults fairly and appropriately, with the following objectives:

- Preventing misconduct wherever possible.
- Ensuring fair process for persons against whom allegations are made; and
- Dealing effectively with any allegations which are substantiated, including responding compassionately to anyone who has been affected.

If there is any reasonable belief that a criminal act may have been committed, the concerned party is advised to contact the state police department (NSW, QLD or other.)

- When it is established that a volunteer¹ has breached any obligation, duty of care or responsibility this may result in disciplinary consequences such as targeted training, counselling, supervision, termination of his or her role as a volunteer.
- All complaints should be reported to the Regional Coordinators of CEE and the Safeguarding Officer of the diocese in which the CEE marriage preparation weekend was conducted.
- Regional Coordinators of CEE (Oceania) can be reached via office.engagedencounter.nsw@gmail.com.
- Safeguarding departments of some dioceses are:
Archdiocese of Sydney: <https://www.sydneycatholic.org/safeguarding-and-child-protection/>
Archdiocese of Brisbane: <https://brisbanecatholic.org.au/safeguarding/>
Catholic Diocese of Broken Bay: <https://www.bbcatholic.org.au/about/safeguarding>
Catholic Diocese of Parramatta: <https://safeguarding.org.au>

Regardless of the way in which an issue arises, circumstances that cause concern should always be reported including:

¹ “Volunteer” means all Catholic Engaged Encounter volunteers including those who may have online or in-person contact with course attendees.

- Any suspected material breach of policy.
- Any allegation of misconduct be that sexual, emotional, mental or psychological in harm
- Suspected grooming activity.
- Any disclosure by a child or vulnerable adult or an objectively reasonable belief you have formed, that a child or vulnerable adult is being abused or is at risk of abuse as a result of their participation in a CEE marriage preparation course or Foccus pre-marriage session.

- Any allegation in which a volunteer has been under the influence of drugs (illicit or misused medication) or alcohol while running a CEE pre-marriage course or Foccus pre-marriage session.

- Any incident in which a child or vulnerable adult has been harmed or injured (either physically or psychologically) or is at risk of harm or injury as a result of their participation in a CEE marriage preparation course or Foccus pre-marriage session.

Complete and accurate records are to be created and maintained for all incidents, complaints, responses, and decisions.

CEE will hold records of any reported incident for a period of 50 years or as long as practicable. Confidentiality of all parties concerned will be maintained to the extent that such is possible given that appropriate authorities may need to be advised.