

Professional Standards Office

NSW/ACT

Established by the Bishops and Leaders of Religious Institutes
of the Catholic Church
in NSW and the ACT

Level 12, 133 Liverpool Street
SYDNEY NSW 2000

Telephone: (02) 9287 1542
Fax: (02) 9287 1569

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CPA

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Dear ^{CPA}

Thank you for your time on the phone today.

We enclose as requested a copy of the Catholic Church's *Towards Healing* protocol which sets out the principles and procedures in responding to complaints of abuse against personnel of the Catholic Church in Australia. We confirm that under *Towards Healing* we would encourage people with complaints of a criminal nature to take their matter to the police. We understand that you have an appointment to speak to the police this week.

Although you appear to be uncertain at this stage as to what action you will take you are welcome to phone our office should you wish to discuss your options in more detail. We agreed that you will phone our office should you wish to take this offer up.

In the meantime we would like to thank you for your time and courage in coming forward with your complaint.

Regards,

Yolande Schilt-Smith
Case Manager