


Intake Procedures for the PaRT No. 3.1

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RELATED POLICIES	<ul style="list-style-type: none"> • Reporting Concerns for Children policy and procedures (Version 3.0) • Investigations Policy (Version 1.4)
RELATED FORMS	Intake Form (Version 1.10)

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1. Definitions

An **Allegation** is not defined in legislation and, in its absence the term should be given its ordinary meaning. An allegation can be an assertion, statement or declaration made with or without proof.

For the purposes of this policy, ideally an allegation should have the following elements:

- the identity of the person who is subject of the allegation and that person is a current member of the Diocese or was a member of the Dioceses at the time the allegation was made,
- detail of a specific conduct or a pattern of behaviour that indicates abusive, neglectful or inappropriate behavior, and
- the person against whom the conduct or behaviour is directed, is a child.

The **Alleged Victim** refers to the child or class of children who are the subject of an alleged reportable conduct or breach of professional standards committed by a member of the Diocese. For allegations of historic abuse, the alleged victim may now be an adult.

Child refers to a person under the age of 18 years.

Under the Children and Young Persons (Care and Protection) Act 1998 there is a differentiation between children (0-15 yrs) and young people (16-17 yrs). However, the Crimes Act 1900, the Ombudsman Act 1974 and the Commission for Children and Young People Act 1998 all define children as any persons less than 18 years.

Child protection concern is a term used to capture a wide range of possible concerns held by members of the Diocese for the safety, welfare and well being of children. Child protection concerns include those matters that:

- would constitute risks of significant harm, or
- do not meet the threshold for significant harm but where a Diocesan member has anxiety, concern or fears for one or more children,
- may constitute reportable conduct under the NSW Ombudsman’s Act 1974,
- may constitute a breach of Integrity in Ministry, when considering clerical and religious, or
- may constitute a breach of Integrity in the Service of the Church, when considering lay people.

The **Catholic Diocese of Maitland-Newcastle** is inclusive of all parishes, services, programmes and agencies that are under the authority of the Bishop of Maitland-Newcastle. The Bishop takes his authority from Canon Law (cannons 375-402) and his status as ‘head of agency’ from clause 6 of the Ombudsman Regulation 2005.

The Diocese is not wholly geographic in nature. There are elements of the Catholic Church operating within the geographical boundaries of the Diocese that do not fall under the authority of the Bishop, do not have him as 'head of agency' and are not a part of the Diocese of Maitland-Newcastle.

A **Member of the Diocese** means any person engaged with the Diocese of Maitland-Newcastle, under the broad meaning of being 'a worker' as defined by the Child Protection (Working with Children) Act 2012, which includes any person who is engaged in work on behalf of the Diocese in any of the following capacities:

- as an employee,
- as a self-employed person or as a contractor or subcontractor,
- as a volunteer (including authorised 'foster' carers),
- as a person undertaking practical training as part of an educational or vocational course (other than as a school student undertaking work experience), or
- as a minister, priest, rabbi, mufti or other like religious leader or spiritual officer of a religion or other member of a religious organisation.

A member of the Diocese incorporates the definition of '*Church personnel*' from Towards Healing (2010) and includes any cleric, member of a religious institute or other persons who are employed by the Church body or appointed by a Church body to voluntary positions in which they work with children or young people, or engage in other forms of pastoral care.

2. Description of the Relevant Procedure

A member of the Catholic Diocese of Maitland-Newcastle who wishes to have assistance in addressing a child protection concern or a concern for a person with a disability, has the right to contact Zimmerman Services and receive assistance.

The initial point of contact between a member of the Diocese raising their concerns is '**Intake**' which is one of the roles carried out by an Investigator of the Prevention and Response Team (PaRT).

Intake is the process of gathering information, recording, analyzing and classifying the information and then assuring that the appropriate follow-up actions occur, including the reporting of the information to the relevant statutory authorities.

Intake should also be an exercise in relationship building. PaRT is a tertiary service provider, Intake should support the member of the Diocese who makes contact. Intake is a key opportunity to promote child protection within the Diocese and improve the overall safety, welfare and well being for all children in receipt of services from persons associated with the Diocese. It is an opportunity to provide expert advice and discuss the application of quality child protection practices in the specific context of the member's work and vocation.

3. The Role of Duty Worker

The Duty Worker is an assigned role undertaken by a PaRT Investigator.

Other employees of the Diocese deemed appropriate may undertake the role of Duty Worker with the express approval of the Manager Zimmerman Services.

The Duty Worker has the responsibility to be available to process Intake calls during office hours, 9am to 5 pm, (+/- 30 minutes), Monday to Friday, excluding public or diocesan holidays.

Fellow PaRT Investigators will provide coverage to allow the Duty Worker an opportunity to have lunch and support the Duty Worker should there be a large number of intake inquiries requiring response.

The Duty Worker may undertake other allocated work during periods on duty, secondary to their primary role of conducting Intake.

The role of Duty Worker may be allocated through collective negotiations between PaRT Investigators, to establish an agreed duty roster which will be ratified as part of the Zimmerman Services team meetings. In absence of an agreed roster being established, the Manager Zimmerman Services will establish a roster by assigning Investigators 'duty days'. Alternatively the role may be temporarily assigned to one particular Investigator for a set period of time as deemed appropriate by the Manager Zimmerman Services in consultation with the PaRT Investigator.

Duty workers are able to undertake urgent casework or in support of PaRT colleagues, dependent on the volume of Intake currently being received by the PaRT. If the support involves the Duty Worker leaving the Office, such arrangements need to be approved by the Manager Zimmerman Services before the Duty Worker commits to such support.

The duty roster will be entered onto the Zimmerman Services Unit Calendar by the PaRT Administrator.

When duty is being shared by roster, the Duty Worker will use all reasonable endeavors to ensure that they have completed all intake work received during their period as Duty Worker prior to completing their assigned time as Duty Worker.

When duty is being undertaken by a single Duty Worker for an allocated period (i.e. 3 or more months), the Duty Worker will use all reasonable endeavors to ensure that they have completed all intake work received during the preceding week, prior to finishing work on the last day of that working week.

To achieve this may entail the need to work additional hours which will be recouped quid pro quo at the discretion of the Manager Zimmerman Services.

4. Information Gathering

To undertake Intake effectively, it is important that the Duty Worker collect the information that is a prerequisite for the effective analysis of the Intake case. It will be very rare, if ever, that the Duty Worker is able to obtain or is required to have all of the information listed in the following sections.

The depth and breadth of 'information prerequisite for analysis' will depend on a number of factors, including:

- the nature of the concerns held for a child or class of children,
- the role and responsibilities that of any adult or group of adults, associated with the Diocese, who are named as being the source of concerns for a child or class of children,
- the nature of the ongoing involvement that the Diocese and the PaRT in particular, may have with the case, and
- the involvement or potential involvement of statutory authorities and which authorities.

For example, if a member of the Diocese makes contact with a child protection concern that the Duty Worker identifies as being a risk of significant harm (ROSH), the Duty Worker will need to ensure that the member of the Diocese who made contact, has adequate information to make a ROSH report to Community Services' Helpline or that the Duty Worker has sufficient information to make the report on their behalf.

4.1 Demographic and Background Information

Information obtained that relates to the person contacting the PaRT should include:

- name and position / role (is the person the local leader/decision-maker, or do we need to ensure that the local leadership are informed if there are any issues requiring follow-up?),
- school / parish / programme name, address, phone and email details,
- nature of contact with child or class of children and their families, and
- nature of ongoing role with child or class of children and their families (include frequency, duration and type).

Information obtained that relates to the child or class of children for which there are child protection concerns, should include:

- names of child (or alias) or class of children or other means of identifying them,
- dates of birth or current ages at the time of the Intake (or approximation),
- details of the type of diocesan services currently being received by the child or class of children,
- language, religion and other cultural factors, e.g. does the child have an indigenous heritage,
- any known special needs for the child, including:
 - physical, intellectual, sensory disabilities, diagnosed mental health issues,
 - the nature/type, severity, impact on functioning, issues with communication, recall, and
- legal status – is the child subject to any Children's Court or Family Court orders or other legal issues of relevance (e.g. parents currently going through divorce).

Information obtained that relates to family demographics and background of the child or class of children for which there are child protection concerns, should include:

- names and dates of birth or approximate ages of parents, other adult residence of the home and children,
- address and other contact details for the family (e.g. home and/or mobile phone numbers, e-mail addresses),
- information about parental risk factors that adversely affect the safety / welfare of the child. Factors include:
 - domestic violence,
 - alcohol or other misuse of drug,
 - unmanaged mental illness, intellectual or other disabilities,
- protective factors and family strengths,
- non-offending carers' capacity to protect child, and
- any previous concerns relating to the family known to the Diocese.

Other background information should include:

- the involvement of other services involved with child or their family and if so, description of the services and contact details,
- whether the parents/carers of the child are aware of the concerns being discussed with the PaRT and if so, what was the nature of their response,
- whether the child knows about the report and their views, and
- any information related to worker safety issues (are there any individuals within the family known for violence or threat).

4.2 Information Relating to the Concern for a Child and Specific Forms of Alleged Abuse

It is the Duty Worker's responsibility to obtain sufficient information relating to the concerns for a child or class of children, which may be summarized in the following passage:

Who did what to whom, where, when and who witnessed it?

Clear identification of any persons who are believed to be a risk to, or have caused harm to a child or class of children is of fundamental importance. The Duty Worker should endeavour to obtain as much information as possible, including:

- the alleged abuser's demographic information:
 - full name (including middle names, aliases, prior surnames etc.),
 - gender,
 - dates of birth or current age,
 - the person's place of birth is also very useful if rarely available),
- the alleged abuser's role in the Diocese (if any) and place or places of service,
- the alleged abuser's relationship and ongoing contact with the child or class of children who were alleged to have been harmed or are at risk, and

- whether there are any other persons related to the alleged abuser who has a role in the Diocese.

Where the family is the source of risk for the child, the Duty Worker should endeavor to obtain further relevant information about the family, including:

- information about parental risk factors that adversely affect the safety / welfare of the child. Factors include:
 - domestic violence,
 - alcohol or other misuse of drug,
 - unstable mental illness, intellectual or other disabilities,
- protective factors and family strengths,
- non-offending parent/carer's capacity to protect the child, and
- any previous concerns relating to the family known to the Diocese.

If the child protection concerns involve an allegation of physical abuse:

- a detailed and precise description of any injury or physical harm identified on the child, as possible, including:
 - site of injury (location on the child's body),
 - size and visual description of injury, (e.g. colour of a bruise),
- has the child received any medical treatment, in what form, when and by whom,
- pattern of previous physical abuse and nature of the abuse,
- did the child or parents/carers disclose the abusive conduct and what was said,
- what, if any, were the triggers/precursor events that lead to the physically abusive conduct, and
- the caller's assessment of risk of further physical abuse and injury.

If the child protection concern relates to an allegation of sexual abuse:

- description of the acute /specific sexual assault or pattern of sexually abusive conduct or risk of harm,
- did the child or non-offending parent/carer disclose and if so what was said to whom, when – obtain direct quotes of child if at all possible,
- has the child received any medical treatment, in what form, when and by whom,
- pattern of previous sexual abuse and nature of the abuse,
- description of identified/known pre-cursor or grooming behaviours,
- what (if known) is the response of the non-offending parent, and
- the caller's assessment of risk of further sexual abuse to the child or class of children.

If the child protection concerns involve an allegation of neglect:

- description of the pattern of neglect or acute neglectful event, clarifying the specific nature of the neglect:
 - inadequate provision of food/shelter,
 - inappropriate clothing or hygiene,

- inadequate supervision,
- failure to provide medical treatment,
- emotional needs unmet,
- identifiable impacts of the neglectful care on the child and any of the child's siblings,
- are there any adult allies able to access the child and reduce the adverse consequences of the neglectful care, and
- the caller's assessment of the level of ongoing harm being experienced by the child as a consequence of the neglect.

If the child protection concerns involve an allegation of psychological harm:

- description of the pattern of harmful conduct, including:
 - frequency,
 - consistency,
 - intensity,
- the nature of the psychologically harmful conduct:
 - rejection,
 - hyper-critical and blaming,
 - scape-goating,
 - isolating, and ignoring,
 - exposure to domestic violence
- the observable / measurable impact on the child's behavior and presentation
- are there any adult allies able to support the child and reduce the adverse consequences of the psychologically harmful conduct, and
- the caller's assessment of the level of ongoing harm being experienced by the child as a consequence of the psychologically harmful conduct.

5. Intake Records

5.1 Electronic Storage of Records (RM8)

Zimmerman Services uses the records management system RM8 (aka 'Hewlett Packard Records Management Version 8, previously known as TRIM).

The current Intake Form is available as a word document in RM8, undertake a records search for 'Intake Form' or use the unique RM8 record number:

F13/12/000048

The record is finalized, so you can double click on it and then save the record using the RM8 naming protocols (*refer section 5.2*), in accordance with the RM8 Data Entry Standards and updates set by the Diocesan Records Manager.

Remember that in RM8 there is a specific record type for Intake forms '*Intake – PaRT*'. The Intake record must be 'placed' within a container and the container must be a '*Case File*'. While the Intake is incomplete, the '*Case File*'

classification in RM8 should be '*INTAKE – Open*'.

As part of entering an Intake record in RM8, the Duty Worker will complete the applicable sections of the '*PaRT*' tab in the '*New Record Intake Form*' menu of RM8 :

The Duty Worker will also assign Actions to the appropriate PaRT staff member. Assigning Actions must be done at the position level, e.g. '*Investigator (1)*'.

5.2 Naming Protocols in RM8

Naming the Intake record in the '*Free Text Title*' field must be done using the following naming protocol (ref. *HP RM8 Data Entry Standards Appendix 2, p.18*):

- First Name and Surname of the person who is the subject of the Intake. If there is a known respondent, their name should be used. If there is no named respondent, then the subject child should be used, i.e. [FirstName] (space) [LastName].
- An individual's title should be included in the Free Text Title if it is other than Mr, Mrs, Miss, Master and so forth, e.g. Fr John Smith, Sr Mary Smith. Mr, Mrs, Miss, Master etc. do not need to be used except when there may be a duplicate name, e.g. Fr John Smith and Mr John Smith are two separate individuals; or when confusion may arise as to the person's gender e.g. Mr Adrian Smith or Ms Adrian Jones, (refer , *Title Standard List, Zimmerman Services HP RM8 Data Entry Standards, pp. 7-8*).
- If the Intake relates to a class of children rather than an individual, the Free Text Title should be the Name and Suburb of the entity or worksite where the group is based, that is:
 - [School] (space) [dash] (space) [Suburb], e.g. '*St Pius X High School – Adamstown*'
 - [CatholicCare Service] (space) [dash] (space) [Suburb], e.g. '*Brighter Futures – Taree*'
 - OR [Parish/Mass Centre] (space) [dash] (space) [Suburb], e.g. '*St Philip's Church – Kotara*'
 - OR [Other Entity's Name] (space) [dash] (space) [Suburb], e.g. '*Hospitality House – Broadmeadow*'

All information generated as part of an Intake case will be stored electronically in the relevant Case file in RM8 :

- word, excel or other Microsoft files,

- e-mails, and
- any hard copy documents received will be scanned and saved as .pdf files. All .pdf files must be 'OCR activated' (Optical Character Recognition).

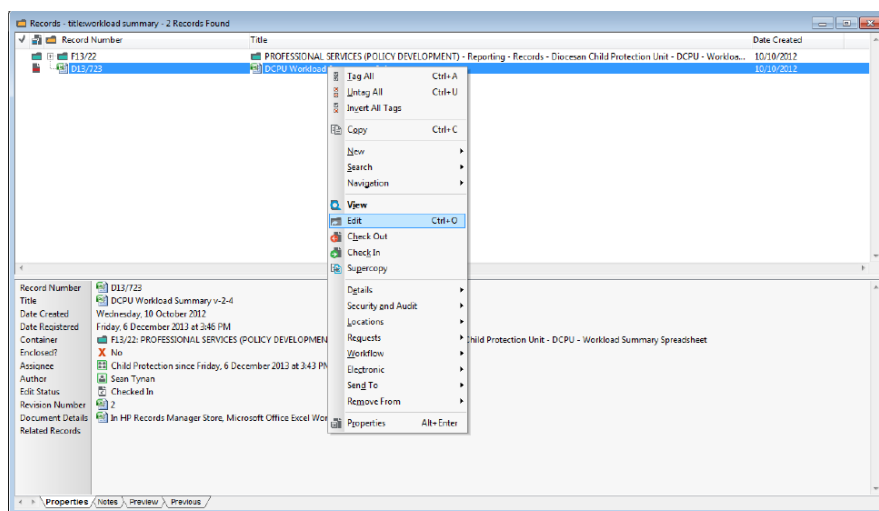
Intake cases that trigger further processes undertaken by the PaRT, are classified according to the further process that is undertaken and the Case File classification is modified to reflect that the case is no longer Intake only, e.g. the Case File classification may become reportable conduct (*INVESTIGATIONS – Cases – Reportable Conduct*).

If the matter remains Intake only, once the Intake is completed, the Case File classification should be changed to '*Intake - Closed*'.

5.3 The PaRT Workload Summary Spreadsheet

All 'pieces of work' undertaken by the PaRT are entered into the PaRT Workload Summary spreadsheet, including Intake. The spreadsheet allows information to be cross referenced and tracked. The current version of the spreadsheet *PaRT Workload Summary v-2-4*, is accessible in RM8 . You may either undertake a records search for 'Workload Summary' or use the unique RM8 record number:

D13/723



When you wish to enter data onto the spreadsheet – remember you must highlight the record, right click and select '*Edit*' from the drop down box. Alternatively you can highlight the record and press 'Control' and 'O' buttons simultaneously.

Much of the spreadsheet data entry is pre-determined, in as much as the use of drop down boxes, or columns that will only accept valid dates, however column (A) *PaRT Workload Summary Case Name* is free text. The Duty Worker will ensure that the 'Case Name' entered in column (A) of the PaRT Workload Summary spreadsheet is the same case name used for naming electronic files and in accordance with Zimmerman Service's case and file naming protocols (*refer section 5.2*).

Column (T) *RM8 Record Number* requires the Duty Worker to record the RM8 Record Number for the Intake Form "*D(last two digits of the year)/(sequential number)*" The unique record number will allow a user to 'pull up' the specific record in RM8 .

Intake records that were completed prior to the introduction of RM8 , were stored in the Fenton Drive file structure. To assist accessing these records, hyperlinks were inserted in column (T). These hyperlinks will remain and continue to operate during the RM8 trial phase.

Once you have made an entry for an intake matter in the Workload Summary spreadsheet, it remains as such, irrespective of whether the matter becomes an investigation or other process conducted by Zimmerman Services. A new entry (row) will be entered on the Workload Summary spreadsheet to reflect that a new investigation or other process has commenced. When this happens, the Intake entry must be classified as 'Closed' in column (N).

5.4 Hard Copy Filing of Intake Papers

When the Intake process does not proceed to some other PaRT or Zimmerman Services process, a copy of all documents and other material will be printed out as hard copy, attached together and submitted to the PaRT Administrator for filing.

The Administrator will maintain the Intake papers in the PaRT secure filing area, filed by:

- Individual school of origin → chronological order,
- CatholicCare Social Services → alphabetical order, and
- Parishes / Chancery / Other → alphabetical order.

Where an intake matter proceeds to a further process conducted by Zimmerman Services, all intake records will be subsumed into the records created as part of that further process. For example, the records related to an intake matter that results in an investigation, will form part of the investigation record and not retained as a separate hard copy intake record.

6. Analysis

In analyzing the information provided, the Duty Worker must know or refer to and apply multiple pieces of legislation, guidelines and policies. The following lists of documents and where to access them should form the basis of the Duty Worker's analysis of an Intake matter.

6.1 Relevant Legislation

The Duty Worker will need to consider and apply the following statutes:

- Crimes Act, Part 3 Offences against the person and regulations
- Ombudsman Act 1974, Part 3A *Child protection* and Part 3C *Protection of people with disability* and regulation
- Children and Young Persons (Care and Protection) Act 1998, Chapter 3 Requests for assistance and reports and Chapter 16A Exchange of information and co-ordination of services and regulation
- Child Protection (Working with Children) Act 2011 and regulation

Current and past NSW legislation is available at the NSW government website:

<http://www.legislation.nsw.gov.au/>

6.2 Statutory Guidelines

Statutory authorities charged with role of protecting children in NSW maintain a set of mandatory guidelines that translates legislation into practice. The Duty Worker will need to consider the following statutory guidelines:

- Ombudsman Practice Update 2011/1: Defining Reportable Conduct, available at: <http://www.ombo.nsw.gov.au/what-we-do/our-work/employment-related-child-protection>
- Determination by the NSW Ombudsman under s.25CA of the Ombudsman Act concerning the Catholic Schools Office and CatholicCare, Diocese of Maitland-Newcastle, known colloquially as the 'Class and Kind' Agreement is available in RM8, Rec. No. F14/12/000001
- Structured Decision Making System New South Wales: Mandatory Reporter Guide (December 2009), the on-line MRG is available at: <http://sdm.community.nsw.gov.au/mrg/app/summary.page;jsessionid=223C4D4E98C40ADE9AB947E2C94BD64F>
- the New South Wales Interagency Guidelines for Child Protection Intervention (2010 & 2006), available at: http://www.community.nsw.gov.au/kts/guidelines/info_exchange/introduction.htm

6.3 Catholic Church Guidelines

The National Committee for Professional Standards (NCPS) is a joint committee of Catholic Religious Australia (CRA) and the Australian Catholic Bishops. The committee was established to oversee the development of policies, principles and procedures in responding to Church-related abuse complaints. The Duty Worker will need to consider the following church guidelines, particularly when analyzing an Intake case involving clerics or religious:

- Towards Healing: Principles and procedures in responding to complaints of abuse against personnel of the Catholic Church in Australia (2010),
- Integrity in Ministry: A Document of Principles and Standards for Catholic Clergy & Religious in Australia (2010), and
- Integrity in the Service of the Church: A Resource Document of Principles and Standards for Lay Workers in the Catholic Church in Australia (2011).

The Catholic Church's guidelines are available at:

http://www.catholic.org.au/index.php?option=com_docman&Itemid=158

6.4 Diocesan Policies and Codes of Conduct

The Diocese of Maitland-Newcastle and its constituent services have a number of specific policies and codes of conduct that may be of relevance in analyzing an Intake case:

- Diocese of Maitland-Newcastle Reporting Concerns for Children policy and procedures (Version 3.0), available in RM8 Rec. No.: F14/4/000001
- Diocese of Maitland-Newcastle Investigations Policy (Version 1.4), available in RM8 Rec. No.: F13/11/000001

For schools and CSO related matters, the Child Protection Code of Professional Standards for Catholic School Employees (June 2005), available on MN-Works:

<https://mnworks.mn.catholic.edu.au/Resources/Document%20Library/Forms/Policy%20Documents.aspx>

For matters related to CatholicCare, the Code of Conduct Policy No: CG-CC-PO-04, (April 2015), available on MN-Net:

http://domn-sql/Agencies/CC/OOHC_Hub/Pages/PoliciesandGovernance.aspx

For matters related to the Chancery and parishes Diocese of Maitland-Newcastle Code of Conduct Policy (June 2009).

Diocesan policies and codes of conduct are available at:

<Z:\Zimmerman House\INTAKE\Support Documents>

7. Intake Assessment Decisions

7.1 Due Diligence Check

Sections 25C and 25R Ombudsman Act 1974 obliges the Diocese to advise the Ombudsman of any reportable allegations or incidents within 30 days of becoming aware of the allegation.

To ensure the Diocese has fulfilled its due diligence:

1. where a Duty Worker receives information in Intake that could constitute a reportable or exempt allegation (i.e. the issues have the capacity to fall within the scope of Parts 3A or 3C of the act),

and

2. it is unclear whether that the person or persons to whom the alleged conduct relates (i.e. the respondent) is a member of the Diocese and in which capacity or capacities,

then

3. the Duty Worker will submit all available identifying information relating to the respondent to:
 - a. Zimmerman Services Administrative Support Team with a request to check whether the respondent is a volunteer in the Diocese, and

- b. the joint CatholicCare-Diocesan Human Resource team to ascertain whether the respondent is an employee of CatholicCare, the Chancery or one of the Diocese's parishes, and
- c. Employee Relations at the CSO, to ascertain whether the respondent is an employee of the CSO or Catholic schools.

The results of these inquiries will be recorded on the Intake Form.

7.2 Consultative Decision Making

Intake requires a number of complex analyses and key decisions. The Duty Worker is expected to apply their best experience and knowledge in making the appropriate determinations.

However, decisions in Intake can be 'borderline' and the additional insights of other PaRT personnel and the Manager Zimmerman Services, may assist in producing a more appropriate decision. Peer review of Intake analysis and decision making is a key professional safety for the Duty Worker and should be used more frequently when the Duty Worker is new to the role, relatively inexperienced or the specific intake matter is particularly complex.

Occasionally Intake cases may contain an allegation which may be reportable or exempt, however the Duty Worker and collective are unable to make a definitive decision.

The Duty Worker is also able to consult with the Duty Worker of the Employment-Related Child Protection Division of the Office of the NSW Ombudsman (Ph. 02 9286 1000) around question of 'reportability' under Parts 3A or 3C.

7.3 Reporting Obligations

In analyzing the information received through Intake, it is vital to understand the reporting obligations of the Diocese of Maitland-Newcastle.

A single Intake case may require multiple reports to one or more statutory or church based authorities.

The Duty Worker must ensure that the PaRT meets its reporting obligations.

The Diocese's external reporting obligations are as follows.

7.4 Reporting to Police

The Diocese advises NSW Police of alleged or suspected criminal offences or conspiracies to commit a criminal offence. There is provision for some discretion of minor or summary offences, as determined with the Manager of Zimmerman Services, however there is a legal obligation to report serious indictable offences (s.316 Crimes Act 1900).

a) *Reporting a complaint of criminality*

Where the complainant or complainant's parents wish to make a criminal complaint to Police, the Duty Worker will provide all reasonable assistance to the complainant to make the complaint, including provision of contact details for the local Police station.

Irrespective of the intent of the complainant, the Duty Worker will advise the Crime Manager of the relevant Local Area Command of the criminal complaint.

The Duty Worker must ensure that it has evidence of the Police referral by recording the COPS Event No. on the Intake Form (space provided in the Intake Assessment Decision panel).

b) *Reporting criminal intelligence where the alleged abuser is alive*

Where the Duty Worker receives allegations of criminal conduct and the alleged abuser is alive but the complainant or complainant's parents do not want to make a complaint to the Police; the Duty Worker will still ensure that all relevant information is reported, in writing, to the Crime Manager of the relevant Local Area Command (refer *section 6.1, Investigations Policy*).

It is the Police Officer's choice to accept or reject the Diocese's reporting of criminal intelligence. The Duty Worker should endeavor to obtain the Police Officers determination in writing and include the written response as part of the relevant intake records.

c) *Reporting criminal intelligence where the alleged abuser is deceased*

Where the Duty Worker receives an allegation of criminal child sexual assault where the alleged abuser is deceased, a report will be made to the Intelligence Manager - Sex Crimes & Child Abuse Squad at State Crime Command.

The Duty Worker will contact the Intelligence Manager prior to submitting a written report. The two Officers to contact are:

- Inspector Wayne Armstrong,
P. 8835-8681
E. arms1way@police.nsw.gov.au
- Acting Inspector Jo Anne Graham
P. 8835-8681
E. grah1joa@police.nsw.gov.au

d) *Using the SARO Sexual Assault Questionnaire*

SARO (Sexual Assault Reporting Option) is an initiative of NSW Police to allow victims of sexual assault provide 'intelligence' without making a formal complaint. Submitting a SARO Sexual Assault Questionnaire will not result in a criminal investigation.

Information on SARO is available at:

http://www.police.nsw.gov.au/community_issues/adult_sexual_assault

The Sexual Assault Questionnaire is designed to be completed by an adult complainant and is available as a .pdf form online at:

http://www.police.nsw.gov.au/data/assets/pdf_file/0013/224014/SARO_Form_200213.pdf

The Sexual Assault Questionnaire is 11 pages and asks a number of confronting questions regarding the alleged assault. It is recommended that a complainant is supported through the process of completing the form.

As a matter of course, it would be unusual for a Duty Worker to undertake such a role with a complainant and should not attempt to do so without prior discussion with the Manager Zimmerman Services. It may be appropriate to refer the complainant to the Healing and Support Team to develop an appropriate relationship with the individual prior to attempting the questionnaire.

The questionnaire cannot be completed without the consent/agreement of the complainant. In discussion on establishing the current protocol, A/Inspector Graham noted that:

SARO is not the appropriate conduit for the church to report intelligence.

7.5 Reporting to Community Services Helpline

The Diocese reports all allegations that constitute a risk of significant harm (ROSH) as defined by s.23 Children and Young Persons (Care and Protection) Act 1998, to the Community Services Helpline.

The Duty Worker must ensure that it has evidence of the ROSH report having been made by recording the Helpline Reference No. on the Intake Form (space provided in the Intake Assessment Decision panel).

Most reports are made by members of the Diocese, the Duty Worker should ensure that the reporter complies with diocesan policy and submits a copy of any documentation generated as a part of their ROSH report.

7.6 Reporting to the NSW Ombudsman

The Diocese notifies the NSW Ombudsman of all reportable allegations, which includes all allegations of reportable conduct or reportable convictions, in accordance with s.25C or s.25R Ombudsman Act 1974.

Undertaking due diligence (refer section 7.1) is a part of ensuring that the Diocese meets its obligations under Parts 3A or 3C.

It is the Duty Worker's responsibility to identify any cases that constitute a reportable allegation and advise the Manager Zimmerman Services. It is the Duty Worker's responsibility to assist the Manager in ensuring that the Ombudsman is advised of reportable allegations within 30 days.

7.7 Reporting to the NSW Professional Standards Office

The Diocese notifies the NSW Director of Professional Standards of any complaints of 'abuse', as described in the definitions and set out in sections 1-5 of the principles of Towards Healing (2010).

It is the Duty Worker's responsibility to identify any cases that constitute abuse under Towards Healing and ensure that:

- the Manager Zimmerman Services is advised immediately, and
- the NSW Office of Professional Standards are advised, in accordance with sections 36.4 and 36.6 of the Towards Healing procedures.

8. Advice and Actions

Interrelated with the Duty Worker's responsibility to ensure the Diocese meets its reporting obligations is the worker's role in ensuring that issues identified in an Intake case are appropriately addressed.

8.1 Advice Given to Diocesan Services

For issues that are outside Zimmerman Services' mandate, the PaRT provides advice to the relevant diocesan service. The advice is offered formally (in writing) to the relevant local leader (e.g. principal, programme manager or parish priest).

PaRT advice is, as the term indicates, not binding to the local leadership. Nevertheless, PaRT advice does carry some weight and the Duty Worker must demonstrate caution and good judgment in providing advice.

The Duty Worker will not promote their own unsupported opinion or beliefs. Advice will be based on supportable fact or recognized practice and the Duty Worker should cite independent source material or expert opinion to support their advice.

The Duty Worker is encouraged to participate in the consultative process with PaRT and Zimmerman Services peers to assist in the development of challenging or potentially critical advice.

8.2 Follow-Up Actions within Zimmerman Services

The Duty Worker has an obligation to ensure that issues that fall within the mandate of Zimmerman Services are referred to the appropriate persons within the service.

Issues that should be followed-up by the PaRT are brought to the attention of the team at a time that is appropriate for the urgency of the issues identified. The Manager Zimmerman Services is responsible for allocation of new work, which would include:

- investigating allegations of reportable conduct,
- investigating those exempt matters that are deemed appropriate or establishing terms of reference with the relevant leadership and conducting professional standards investigations,

- overseeing and supporting the local investigation of other exempt matters, and
- conducting a risk assessment and risk management for a diocesan service to address heightened peer-to-peer or employee related risks.

Issues that should be followed-up by other parts of Zimmerman Services are referred to the relevant persons by the Duty Worker in written form; e-mail provision of the Intake Form and verbal briefings being appropriate. Referrals would include:

- referring to the Healing and Support Team any persons who have identified themselves, or have been identified, as having been effected by sexual abuse by members of the Diocese or other Catholic Church entities,
- referring to the Manager Zimmerman Services any claims brought against the Diocese seeking damages or other reparation, and
- referring to the Insights Coordinator any requests for support or advice from persons representing faith communities dealing with the adverse affects of abuse.

On occasion the Duty Worker will be required to arrange for (coordinate) the provision of professional services offered by the PaRT, which may include:

- conducting training in or public awareness of child protection issues for diocesan groups, upon request, and
 - assisting a school prepare for the child protection elements of the schools accreditation process (SEVDEV).
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Sign Off

I have read, understood and will apply the Intake Procedures for the Prevention and Response Team of Zimmerman Services

Employee's

Full Name: _____

Signature: _____

Date: _____

Revision History

Version	Date	Author	Description of Changes
2.0	19/10/2012	Sean Tynan	
2.1	12/12/2012	Sean Tynan	<i>Section 8.2, Clarification of due diligence steps – Parallel variation to Quick Guide: Intake Checklist</i>
2.2	5/12/2013	Sean Tynan	<i>Earlier version of Section 5 deleted, renumbering of the old sections (6) to (9) → restructuring and revisions to new sections 5 and 7, revisions to Quick Guide.</i>
3.0	16/12/2015	Sean Tynan	Replace DCPU with PaRT. Addition of Part 3C reporting considerations
3.1	30/7/2016	Sean Tynan	Place 'Definitions' as first section. Remove references to Team Leader & replace with Manager Zimmerman Services. Replace references to TRIM/HPRM8 with simpler RM8. Replace PSOA with respondent.

Quick Guide: Intake Checklist

TICK <i>as done</i>	Procedures <i>section and (pages)</i>	DESCRIPTION
	4.1 (5-6)	a. Obtain caller's details – name, role/function, contact details
	4.1 (5-6)	b. Obtain the subject child's/alleged victim's details inc. family demographics, nature of caller's contact with the child/victim, special needs etc.
	4.2 (6-8)	c. Obtain clear and concise details of the issue of concern: <i>Who did what to whom, where, when and who witnessed it?</i>
	5.1 (8-9)	d. Record the details on an Intake Form (Version 1.10), av. in RM8, Rec. No. F13/12/000048 Save the Intake Form onto your desktop to complete, using RM8naming protocols.
	6 (11-13)	e. Complete an appropriate analysis of the information. Record on the Intake Form with relevant references and consultation.
	7.1 (13-14)	f. Where appropriate undertake due diligence with PaRT Administrator, CatholicCare-Chancery HR and CSO Employee Services – record results on the Intake Form.
	7.3-7.7 (14-17)	g. If the issues raised required referral to a statutory authority – ensure that the evidence of the referral having been completed is recorded in the Intake Assessment Decision section of the Intake Form (e.g. COPS Event No. or Helpline Reference No.)
		h. Complete the Intake Assessment Decision section of the Intake Form and sign it off.
	5.3 (10-11)	i. Enter the Intake details on the PaRT Workload Summary Spreadsheet av. in RM8, Rec. No. D13/723
	5.1 - 5.2 (8-10)	j. Ensure that the finalized Intake Form is entered in RM8, with the necessary details of the PaRT tab completed, tasks assigned and the correct classification assigned the Intake record's container
		k. Email the caller acknowledging their contact and provide them with the RM8 record no. so they are able to

If the case falls outside Zimmerman Services' mandate

	8.1 (17)	l. Complete advice (if any), record on Intake Form and forward to local service leader as formal advice.
	5.4 (11)	m. Print off a copy of the completed Intake Form → provide it to the PaRT Administrator for filing.

If the case is referred within Zimmerman Services

	8.2 (17-18)	n. Refer to PaRT team for discussion and allocation thru the Manager Zimmerman Services → Based on management's direction, assign the Intake Record in RM8 to the appropriate worker with a outstanding task → RM8will alert the relevant worker.
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