

# EXPECTATIONS OF ATTITUDES AND BEHAVIOURS

when engaging with children  
& young people in your role



This resource is to assist in understanding expectations when you undertake ministry and work with children and young people, whilst engaged by the Catholic Diocese of Broken Bay. *This relates to the Diocesan Code of Conduct.*

SAFE • ATTENTIVE • RESPONSIVE

# OUR DIOCESAN COMMITMENT TO SAFEGUARDING

*We the people of the Catholic Diocese of Broken Bay are committed to fostering communities of safety and care for all people, especially for children and others in the community who are vulnerable.*

*Our commitment is underscored by our faith in Jesus Christ who teaches the fundamental sanctity of each human person, and by our dedication to sustained education, practice, and conversation about our moral, legal, and spiritual obligation to safeguard all those within our community.*

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**The protection of children and vulnerable adults within our Diocese will be achieved as every member of our community strives to be a person who:**

1. **Wants** our children to be safe, to grow and to flourish, and have zero-tolerance to any attitude and activity that makes children less than safe;
2. **Acts** with integrity, humility and sincerity, being truthful and open-hearted, and accountable and transparent, throughout our Diocesan community;
3. **Shows** care for the rights of all people who are supported by Diocesan systems that are clear, accessible, and compliant;
4. **Leads** by a constant commitment to raising awareness, education, professional development, and supervision;
5. **Listens** to others with an open heart and mind, and responds well so that concerns and risks may be identified early and addressed;
6. **Reaches** out with compassion to all who have experienced hurt in our community, restoring relationships and building hope through support, acknowledgement and just redress;
7. **Communicates** openly and honestly so that there is a clear articulation and demonstration of expectations, standards, structures and processes for Safeguarding throughout our Diocesan community;
8. **Engages** the knowledge and experience of the wider community so that through dialogue and collaboration we can contribute to growth in the safety and wellbeing of our communities.

*Each of us can make a difference.  
Each of us can help to protect one another.*

*We are called to Step Up and to Speak Out  
for the protection of all.*



Office for  
Safeguarding  
(CHANCERY)

CATHOLIC  
DIOCESE OF  
BROKEN BAY

## A MESSAGE FROM THE BISHOP

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*Jesus said, "Truly I tell you, unless you change and become like children, you will never enter the kingdom of heaven. Whoever becomes humble like this child is the greatest in the kingdom of heaven." Matthew 18:2-4*

It is not surprising that Jesus Christ presents a child as an exemplar of those who are destined for the Kingdom of Heaven. The simplicity and humility of a child reflects something of the nature of God and the beauty and dignity of humanity.

Children have rights that originate from their identity as created and beloved of God. These rights are human and spiritual, and demand the organisation of society and culture around them as a priority.

When the rights of children are violated, goodness and humanity begin to disintegrate and the consequences for everyone are dire.

The human rights of a child include the right to be educated, to grow in a healthy environment, to have a safe and loving home, to be clothed and fed, to be listened to and to be treated fairly.

As members of God's family, children also have spiritual rights - the right to know their identity as children of God, to grow in knowledge of faith, to exercise the spiritual gifts of understanding, joy, courage, wisdom, discernment and other gifts given by the Holy Spirit.

The community of the Church has a primary responsibility to identify and nurture these rights for the well-being of the child and for the common good.

In the Diocese of Broken Bay, we are working to ensure we have processes in place to assist us in our mission to proclaim and live the Good News of Jesus Christ and to ensure the safety and wellbeing of all.



Most Rev Anthony Randazzo



DOs

+

DON'Ts

CHILDREN & YOUNG PEOPLE WILL BE KEPT SAFE BY ADULTS WHO...



Treat children and young people with care, respect and compassion;



Set and maintain appropriate boundaries. Take care not to form inappropriate relationships with a child. For example, by placing yourself in a position where a child may come to rely on you emotionally or by attempting to act as a surrogate parent;



Speak with children and young people in an appropriate manner;



Treat children and young people in an equal and consistent way, avoiding favouritism;



Provide opportunities for children and young people to be heard and ensure they feel validated;



Listen to the voice of children and young people;



Praise children and young people appropriately;



Direct children or young people to a safe space if they need to talk further;

## DISCOURAGED ADULT BEHAVIOUR TOWARDS CHILDREN & YOUNG PEOPLE



Make inappropriate comments about a child or young person's appearance, including excessive flattering comments;



Make inappropriate conversation or enquiries of a sexual nature (eg questions about a child or young person's sexuality or their sexual relationship with others);



Be disrespectful or discriminatory;



Use inappropriate pet names;



Vilify or humiliate;



Use obscene gestures and/or language;



Facilitate/permit access to sexually explicit or pornographic material;



Fail to intervene in sexual harassment or discrimination of children and young people;



Provide correspondence of a personal nature via any medium (eg phone, text messages, email, social media, online chat rooms, filming) that is unrelated to the role. If a requirement of the role, do so only with the consent of the parent or guardian and with the knowledge of your superior;



## CHILDREN & YOUNG PEOPLE WILL BE KEPT SAFE BY ADULTS WHO...

- ✓ Direct children or young people to move away from the situation if it is causing or may cause harm to them or others;
- ✓ Talk with children and young people on their level if their behaviour needs to stop, ask them kindly to stop the behaviour, and tell them what may happen as a consequence;
- ✓ Ideally have another adult with you, or at least in eye sight with a child or young person. Perform role in a visible location where possible;
- ✓ Ensure permission from parent or guardian has been granted for the children and young people to participate;
- ✓ Diligently supervise children and young people under your care (Duty of Care);
- ✓ Identify risks of activities as required;





## DISCOURAGED ADULT BEHAVIOUR TOWARDS CHILDREN & YOUNG PEOPLE

- ✘ Take photos of children and young people without consent of the parent or guardian of the child;
- ✘ Tell children to 'keep secrets';
- ✘ Discuss personal lifestyle details or opinions of self, or children and young people, where it may be perceived as overly personal;
- ✘ Be alone with a child or young person outside the responsibilities of the role;
- ✘ Perform unwarranted or unwanted touching of a child or young person;
- ✘ Administer corporal punishment (eg physical discipline or smacking);
- ✘ Initiate, permit or request inappropriate or unnecessary physical contact (eg massage, kisses, tickling game) or facilitate situations which unnecessarily result in close physical contact with children or young people;
- ✘ Inappropriately use physical restraint or restrictive practices – this may constitute assault;
- ✘ Invite/allow/encourage children and young people to your home;












## CHILDREN & YOUNG PEOPLE WILL BE KEPT SAFE BY ADULTS WHO...

- ✓ Ensure activities are a legitimate part of the role and are age appropriate and purposeful for the children and young people;
- ✓ Retain records of activities;
- ✓ Document and report any observations that concern you;
- ✓ Use oral directions to manage behaviour if a child acts outside acceptable limits. Physical engagement should be used as a last resort and only to prevent risk;
- ✓ If physical contact is necessary, seek children and young people's permission to make physical contact (eg first aid, a minimal gesture of comfort). Assess their level of comfort before engaging as all children and young people are different;
- ✓ Always tell the children or young people that you need to hold him/her in a particular way for safety reasons and, if required such as holding hand when crossing the road;
- ✓ Preferably use a verbal and/or visual direction rather than touch (eg ask a child or young person to move in a particular way, rather than physically place the child or young person in the required position);
- ✓ Consider the age of the child and young person, as well as different cultures and their different attitudes and traditions surrounding the concept of appropriate touch.





## DISCOURAGED ADULT BEHAVIOUR TOWARDS CHILDREN & YOUNG PEOPLE

-  Enter change rooms or toilets occupied by children or young people when supervision is not required or appropriate;
-  Transport a child or young person unaccompanied (where possible have another person present);
-  Give personal gifts or special favours;
-  Single out the same child or young person for special duties or responsibilities;
-  Offer overnight/weekend/holiday care/mentoring/tutoring unless the child or young person's parent or guardian wishes to engage you; do so in your own individual capacity only and not in conjunction with the Diocese; and you must disclose this to your supervisor;
-  Groom children and young people for sexual satisfaction (crime);
-  Give alcohol, tobacco or other drugs to children and young people;
-  Consume alcohol or illicit drugs or smoke tobacco when in role;
-  Administer any medication to any child or young person without parent or guardian consent.

# RESPONDING TO A CHILD OR YOUNG PERSON DISCLOSING ABUSE OR NEGLECT

We all have a responsibility to **STEP UP AND SPEAK OUT**. Ensuring a culture of safety and care requires all to prioritise a **DUTY OF CARE** to children and young people.

Complying with applicable **LEGISLATION** and referring to **DIOCESAN POLICIES** is essential.

You may be a Mandatory **REPORTER**.



Responding to a child or young person who discloses they have been harmed can be difficult. You may be the first person they have ever disclosed abuse to. Remember that your role is to listen, document what you are told and report to your Director/ Manager or Parish Priest. If you are a Mandatory Reporter you may need to report to the

Child Protection Helpline. **If immediate danger is present contact 000.**

Disclosure of abuse and neglect are allegations that Chancery and Parishes take seriously and will be followed up by the appropriate personnel. Your confidentiality is required to ensure allegations are addressed correctly.



It is important that you listen without judgement and ensure you understand what they are telling you (try telling them what you understand and check it is correct).

Chancery and Parishes provide a number of events and spiritual opportunities for children and young people to grow with God. The trusted

relationship may mean that they feel safe to discuss concerns with you. It is best practice to raise the concern with your Supervisor or Parish Priest. The Office for Safeguarding can support you through this process and help you understand your reporting obligations.



## TIPS ON WHAT TO DO IF RESPONDING TO A CHILD OR YOUNG PERSON DISCLOSING ABUSE OR NEGLECT

# DO

- Remain calm;
- Listen carefully without interrupting;
- Establish the welfare and safety of the child or young person;
- Make detailed notes and document all the information received (as soon as possible after the child or young person has disclosed);
- Support the child or young person and reassure them they have done the right thing by talking to you;
- Explain clearly what will happen next;
- Report to your Supervisor, Parish Priest or the School Principal and the Diocesan CCD Coordinator if a CCD catechist;
- Immediately contact 000 if the child or young person is in immediate danger.
- If you are a Mandatory Reporter consider if you must report to the Child Protection Helpline.

## THE 3R S RESPONSE SYSTEM

REASSURE THE PERSON  
RECORD THE INFORMATION  
REPORT THE INCIDENT

# DON'T

- Express panic, shock, anger or disbelief;
- Ask leading questions;
- Dismiss, minimise or challenge the disclosure;
- Make promises you cannot keep (including keeping the disclosure a secret);
- Confront the perpetrator;
- Discuss with staff, parents, other children and young people unless directed to by your Supervisor or Authorities;
- Make judgements about what you hear.





## RIGHTS OF THE CHILD FRAMEWORK

The Catholic Diocese of Broken Bay (Diocese) recognises Australia's obligations as a signatory to the UN Convention on the Rights of the Child. Religious leaders and faith-based organisations such as those associated with the Diocese are in a unique position to champion children's rights, asserting their moral authority to make a difference in children's lives.

The Diocese's commitment to the rights of children is underscored by its faith in Jesus Christ who teaches the fundamental sanctity of each human person. This extraordinary faith embraces the virtues of compassion, solidarity and justice. All of which can help to bridge differences, foster dialogue and influence positive social and behavioral change.

The Diocese has written the Rights of the Child Framework (Framework) to cement its commitment to engage with children and safeguard the rights of the child and protect them from harm. The Framework encourages members of congregations, schools and services, as well as families in understanding the minimum standards for the treatment of children and how child rights can make a difference to the life of a child.

The Framework also seeks to influence the Diocese's culture associated with its governance and leadership. A child rights programming focus can impact the actions and decisions of leaders when addressing policies, procedures and services.

The Framework incorporates the following Rights of the Child. They have been adopted and modified from the child friendly version of the Children's Rights Report 2019 which states that children living in Australia have the right to:

1. Be treated fairly and equally
2. Voice their thoughts when decisions are being made about them
3. Live and grow in a healthy and clean environment
4. Find out information and express themselves
5. Be protected, no matter their ability, language, belief or who they are with
6. A safe and loving home with clothes to wear and food to eat
7. Privacy to enjoy and protect their life story
8. Go to school and receive an education
9. Know who they are and where they come from

It is the responsibility of all adults to let children know and make possible their rights.

**To know more, read the full version of the Rights of the Child Framework. It can be accessed from the Diocese of Broken Bay website – [www.bbcatholic.org.au](http://www.bbcatholic.org.au)**

# TOP 10 TIPS

## FOR CHILDREN & YOUNG PEOPLE'S PARTICIPATION

(ACYP Engaging Children and Young People in Your Organisation guide—2019)



### 1. Treat children and young people with respect

Do things with them, not to them or for them. By repeating back to them what you think they have said children and young people will see that you are hearing them and that their involvement is genuine.



### 2. Don't talk down to children and young people

Speak to them as equal and look them in the eye. This shows that you are listening and that their contributions are valued and taken seriously.



### 3. Don't be a "try hard"

Children and young people are not expecting you to be COOL – be authentic.



### 4. Don't make assumptions about what children and young people are capable of

Don't assume that children and young people, because of age or other circumstances, will not want to be engaged or make a valuable contribution.



### 5. Remember that children and young people are as diverse as any other population group

Children and young people are not a homogenous group. They have different views, experiences, beliefs and backgrounds. Do not ask children and young people what all children and young people think, ask them what they know and experience.



## 6. Tell young people how they will be involved and always provide feedback

Be clear, realistic and honest with children and young people about what you are trying to achieve and what is involved in achieving it. Always provide feedback to them on the decision-making process.



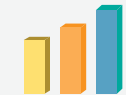
## 7. Be open to new ideas, especially ones you may not have thought of

One of the best things about involving children and young people is that they often have a different way of looking at things. Inform them that there are no right or wrong answers and this can create all sorts of new ideas and possibilities.



## 8. Give young people time and space to say what they mean

Be open to silence – often involving children and young people in decisions that affect them is new to them - so just give participants some time to get comfortable and think about what they want to say.



## 9. Give clear objectives and limits for decision making

Be clear and honest about the things that young people have control over or a say in, and those areas where they don't. That is, set clear boundaries with children and young people, and take time to discuss expectations – both theirs and yours.



## 10. Steer clear of professional jargon whenever possible.

If you must use jargon, take time to explain it clearly. Also, take time to explain and discuss different words and phrases related to their participation – like “represent”, “having a voice”, “consultation”.



## Reference

*These references are available from the Diocesan intranet.*

Diocese Code of Conduct Policy.

Diocesan Complaints Management Policy.

Legislation that affects those that work with children in Broken Bay Practice Guide.

What conduct must be reported to the Office of the Children's Guardian Practice Guide.

Responding to a Safeguarding Concern Practice Guide.

Responding to Reportable Conduct Fact Sheet.

Risk of Significant Harm Mandatory Reporting Fact Sheet.



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