

# SAFEGUARDING CHILDREN YOUNG PEOPLE & VULNERABLE ADULTS

## POLICIES & PROCEDURES

VERSION 1.1 JUNE 2019

SUBJECT TO REVIEW & PERIODIC UPDATING



**The Carmelites**

Australia and Timor-Leste

*community•prayer•action*



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CHILDREN  
YOUNG PEOPLE &  
VULNERABLE ADULTS

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# Foreword

Of recent years, the Church has been shocked by the revelations of a significant minority of members who have violated the trust that has been placed in them by their abuse of children, young people and vulnerable adults. The shock of these revelations has been compounded by the inadequate responses, in many instances, of Church authorities. These were often lacking in both justice and compassion. All these revelations have driven a resolve by Dioceses and Religious Congregations in different parts of the world to take steps to try and ensure that such behaviour by Church personnel and leaders never occurs again. Fundamental to this resolve is the very purpose for which the Church essentially exists – to witness to God’s love for all creation, but particularly for those most vulnerable in our society.

The 2013 Carmelite General Chapter called on the whole Order to develop and implement policies and procedures to ensure that we minister respectfully and lovingly to the most vulnerable in our society – especially children. The General Council has subsequently reiterated this call. We respond in fidelity to our spirit and vocation – and in solidarity with many Dioceses and Religious Congregations throughout the world. The Carmelites, in communion with Pope Francis, also recognize the importance of embedding the principles underpinning these Policies and Procedures in their Initial and Ongoing Formation programs. The Carmelites are also committed to ensuring that all our brothers – and all who collaborate with us in ministry – are well educated in these Policies and Procedures.

The following Policies and Procedures have been developed for the province of Our Lady Help of Christians, Australia and Timor-Leste, in association with the Australian Childhood Foundation (ACF) a leading specialist in promoting the safety and protection of children in our society. These Policies and Procedures reflect 7 Standards for the safety and protection of children. They provide a very practical measure of how we – and all who work alongside us – minister appropriately and effectively, in right relationship, to the people we serve.

In endorsing and formally adopting these Policies and Procedures, the Provincial Chapter of 2019 does not underestimate the very real challenge which their implementation involves. We know it will take time for all the Standards to be fully implemented. However, what is most important is that we are all - members of our province and all who work with us – committed to them, as symbolized by our signing of the formal Commitment Statement, and to the fundamental Gospel principles which underpin them. Coupled with this commitment is a willingness to work at taking practical steps, in the different concrete circumstances in which we find ourselves, to implement the values enshrined in the Standards.

Our commitment to and implementation of these Standards for the safety and protection of children, young people and vulnerable adults can be seen as an expression of our prophetic charism, particularly in the Timor-Leste region of our province.

The 2019 Provincial Chapter has commended these Standards – and the Policies and Procedures which reflect them – to you for ongoing reflection, discussion, feedback and implementation. They are subject to ongoing review in the light of reflection and experience. Their review will also be influenced by the CPSL (Catholic Professional Standards Limited) Standards, to which we are accountable and which put particular emphasis on leadership, governance, culture and Risk Assessment and Management. I encourage you, as part of your commitment to the safety and protection of children, young people and vulnerable adults, to be actively involved in the process of the periodic review of these Policies and Procedures. Your commitment to this process will assist us all to grow in the quality of our ministry, especially among the most vulnerable in our society.

The Standards to which we hold ourselves accountable, as currently reflected in these Policies and Procedures are:

1. A firm commitment to safeguarding children, young people and vulnerable adults
2. Appropriate statements of personnel roles and expected conduct
3. Appropriate recruitment and screening processes
4. Appropriate personnel induction and training
5. Involvement of children and parents in safeguarding practices
6. Reporting of child abuse allegations
7. Supporting a child-safe culture

In committing ourselves to the implementation of these Standards we express our “allegiance to Jesus Christ” and the service of our brothers and sisters in Christ. May we be strengthened in our commitment by our conviction that Mary our mother and sister and Elijah our contemplative and prophetic inspiration accompany us on our journey.

Paul Cahill, O.Carm.  
Prior Provincial  
28 June 2019

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# Safeguarding Children, Young People & Vulnerable Adults Policy

## 1. Purpose

The Carmelites of Australia and Timor-Leste, committed to living “in allegiance to Jesus Christ”, being “pure in heart and stout in conscience” and “unswerving in the service of the Master” (Carmelite Rule) reach out to people in pastoral service. In this service, we are animated by the person of Jesus and his Gospel, compelled to “love one another as he has loved us” and draw on the inspiration of Mary, our Mother and Sister, of Elijah our Father, and the Saints of Carmel. Children, young people and vulnerable adults form part of those to whom we reach out in pastoral service. Given their special vulnerability, we especially commit ourselves to offering them the care, respect, dignity and love which is their due as children of God.

As part of the international Carmelite Order, we take to heart the statement that: *“The General Chapter of 2013 in the name of the Order of Carmelites is committed to the safety of minors and adults in the pastoral care of its members in all provinces, commissariats, and delegations, so that these members will treat all minors and adults with ethical and moral integrity, reflective of their vowed commitment. In light of the Vatican document of May 3, 2011, each province, commissariat or delegation should have a policy and procedure that commits its members to a policy for maintaining ethical ministries to minors and adults, respecting the local ecclesial and societal norms.”*

We also note the Norms of Conduct adopted by the General Council of the Order (Session 112, July 9, 2015) to regulate our relations with the people with whom we are in contact, especially children, young people and vulnerable adults. In particular, we note that The Carmelite General Curia and the entities under its direct jurisdiction are committed to offer in all places and sectors of life and pastoral activity a healthy, safe and protected space for children, youths, adults, aged and vulnerable people. These norms of conduct are intended to safeguard this commitment. (Norms of Conduct, No. 1)

In addition, we note the direction of the RIVC to ensure a Safe environment for children and vulnerable adults in the formation programs of the Order: The ongoing formation programs throughout the Order of Carmelites should include education for members about creating and assuring safe environments for children and vulnerable adults. Such education would be in compliance with ecclesial and societal norms in providing safe environments and minimizing risk for minors and vulnerable adults including the following standards and criteria, possibly in cooperation with the other Provinces of the Region:

- a) *Have ongoing formation experiences to help develop a mature, integrated celibate sexuality,*
- b) *Be educated to identify and address challenges to maintaining celibate and healthy intimate relationships,*
- c) *Recognize that any member in solemn vows who abuses a minor or is unable to maintain appropriate boundaries with minors, despite clear guidelines and instruction, cannot be allowed in public ministry.*

As a province, we commit ourselves to implementing this directive.

As Ministers of the Church, we appreciate that we are commissioned to uphold the finest traditions of pastoral care in the spirit of the Gospel and in the Church’s own tradition – and especially in relation to children, young people and vulnerable adults, as confirmed by Pope Francis in a letter, dated 2 February 2015:

*Families need to know that the Church is making every effort to protect their children. They should also know that they have every right to turn to the Church with full confidence, for it is a safe and secure*



*home. Consequently, priority must not be given to any other kind of concern, whatever its nature, such as the desire to avoid scandal, since there is absolutely no place in ministry for those who abuse minors.*

*Every effort must also be made to ensure that the provisions of the Circular Letter of the Congregation for the Doctrine of the Faith dated 3 May 2011 are fully implemented. This document was issued to assist Episcopal Conferences in drawing up guidelines for handling cases of sexual abuse of minors by clerics. It is likewise important that Episcopal Conferences establish a practical means for periodically reviewing their norms and verifying that they are being observed.*

*It is the responsibility of Diocesan Bishops and Major Superiors to ascertain that the safety of minors and vulnerable adults is assured in parishes and other Church institutions. As an expression of the Church's duty to express the compassion of Jesus towards those who have suffered abuse and towards their families, the various Dioceses, Institutes of Consecrated Life and Societies of Apostolic Life are urged to identify programmes for pastoral care which include provisions for psychological assistance and spiritual care. Pastors and those in charge of religious communities should be available to meet with victims and their loved ones; such meetings are valuable opportunities for listening to those who have greatly suffered and for asking their forgiveness.*

*For all of these reasons, I now ask for your close and complete cooperation with the Commission for the Protection of Minors. The work I have entrusted to them includes providing assistance to you and your Conferences through an exchange of best practices and through programmes of education, training, and developing adequate responses to sexual abuse.*

The Carmelites of Australia and Timor-Leste operate in various ministries within the states of Queensland, New South Wales, Victoria and Western Australia in Australia and within the towns of Dili, Hera and Zumalai in Timor-Leste. The ministries in which we are involved are parishes, primary and secondary schools, provincial administration and services, retreat and spirituality centres, a hospital, a seminary, a public library, a boarding house and formation communities. Whilst there is more or less contact with children in these different ministries, some contact with children, young people and vulnerable adults is possible in all of them.

We take seriously our responsibility to deliver a pastoral environment that is caring, nurturing and safe.

We promote equity and respect diversity by:

- actively anticipating children's diverse circumstances and responding effectively to those with additional vulnerabilities
- by giving all children access to information, support and complaints processes, and
- paying particular attention to the needs of Aboriginal and Torres Strait Islander children, children with a disability and children from culturally and linguistically diverse backgrounds.

Our Provincial Council approves and endorses the Carmelite Province of Australia and Timor-Leste's commitment to safeguarding children, young people and vulnerable adults from abuse and neglect.

It is the responsibility of all members of the province as well as staff it directly employs and volunteers who assist them, along with those who support us in ministries that do not answer to any other governing body (e.g. Formation communities, Zumalai Boarding House, Spirituality and Retreat Centres, Library) to:

- protect children, young people and vulnerable adults from all forms of abuse, bullying and exploitation by our people;
- be alert to incidents of child abuse and neglect occurring outside the scope of our operations and services that may have an impact on the children, young people and vulnerable adults to whom we provide a service; and
- create and maintain a child safe culture that is understood, endorsed and put into action by all the individuals who work for, volunteer or access our programs and services.

We expect all within our organisation, regardless of their role or level of responsibility, to act to safeguard children from such harm by:

- adopting the practices and behaviour we have set as our standard when carrying out their roles, and
- reporting any abuse or neglect of which they become aware to our management and/or to external authorities responsible for child protection or to police, regardless of whether that abuse is being perpetrated by personnel within our organisation, or by those outside our organisation including those from the child's family, extended family, their family's extended network or strangers.



## 2. Scope

The Safeguarding Children, Young People and Vulnerable Adults Policy applies to all personnel involved with the Carmelites of Australia and Timor-Leste. This includes all members of the Province and pre-novices, all Carmelites from other provinces living and working in the province, all employees and volunteers of the province or its ministries or communities.

## 3. Related documents

The following Carmelites of Australia and Timor-Leste policies must be considered in relation to this document:

- Safeguarding Code of Conduct
- Responding to Child Abuse and Allegations Reporting Policy
- Recruitment and Screening Policy

## 4. Related legislation

In upholding this Policy, the following legislation must be considered by all Carmelites of Australia and Timor-Leste personnel:

- comply with all Australian laws in relation to Child Protection and Child Safe Standards for those in Australia and all Timorese laws for those in Timor-Leste;
- uphold the *United Nations Convention on the Rights of the Child*

## 5. Definitions

Definitions are included in Appendix 1 page 39

## 6. Responsibilities

The Provincial Council is responsible for the development and endorsement of the Carmelites of Australia and Timor-Leste Safeguarding Children, Young People and Vulnerable Adults Policy. The role of each entity in relation to the development and compliance of the Carmelites of Australia and Timor-Leste Safeguarding Children, Young People and Vulnerable Adults Policy is detailed in the table below.

Entity	Role/Responsibility
Provincial Council	<ul style="list-style-type: none"><li>• Promote the commitment to this Policy and its expectations.</li><li>• Support policy review on a tri-annual cycle as a minimum or at a time governed by legislation, regulations, or organisational learnings that promote a change to the Policy and all relevant policy or procedural guidelines.</li><li>• Ensure compliance to the Policy via an inbuilt review mechanism.</li><li>• Ensure adequate resources are allocated to allow for the development and effective implementation of this policy.</li><li>• Develop opportunities for regular discussion at all levels to support a culture of openness and continued improvement and accountability to child protection and member welfare.</li><li>• Advocate and promote child rights, empowering and engaging children, young people and vulnerable adults in support of this Policy and its expectations.</li></ul>



Entity	Role/Responsibility
<b>Provincial and Business Manager</b>	<ul style="list-style-type: none"> <li>• Ensure all involved Personnel understand their obligations in accordance with the Safeguarding Children, young people and vulnerable adults Policy and any relevant policy and procedural documentation. This includes induction, a minimum of one compulsory training session, and regular discussion and guidance at supervision and team meetings.</li> <li>• Ensure the Safeguarding Children, young people and vulnerable adults Policy is implemented and adhered to amongst relevant member stakeholders.</li> <li>• Ensure the development and implementation of required internal policy/work procedures and guidelines are in place to support child protection practice in accordance with the expectations of the Safeguarding Children, young people and vulnerable adults Policy.</li> <li>• Ensure adequate resources are allocated to allow effective implementation of the Safeguarding Children, young people and vulnerable adults Policy.</li> <li>• Ensure to support Personnel in a joint way with a decision to initiate any form of action to protect a child from abuse, neglect, grooming or exploitation.</li> <li>• Ensure appropriate supports, such as counselling and formal debriefing, are provided for any Personnel involved in a matter relating to responding to a concern for the safety and wellbeing of a child or young person.</li> <li>• Advocate and promote child rights, empowering and engaging children, young people and vulnerable adults in support of this Policy.</li> <li>• Proactively share resources and experience in the development of child safe initiatives as they are identified.</li> <li>• Develop opportunities for regular discussion at all levels to support a culture of continuous improvement and accountability of child protection and member welfare.</li> <li>• Ensure that our Personnel are aware of the appropriate recruitment, screening and employment practices in relation to individuals with specific roles in working, coaching or volunteering with children and families.</li> <li>• Maintain a full understanding of the commitments and expectations of this Policy, as well as all other policy relevant to safeguarding children, young people and vulnerable adults.</li> </ul>
<b>All personnel</b>	<ul style="list-style-type: none"> <li>• Maintain a full understanding of the commitments and expectations of this Policy, as well as all other policy relevant to safeguarding children, young people and vulnerable adults.</li> <li>• To undertake any induction and training anticipated in this Policy, in relation to policy and procedures relevant to safeguarding children, young people and vulnerable adults.</li> <li>• To seek guidance from a supervisor or manager if there is ever any lack of understanding in relation to the commitments and expectations as set out in this Policy.</li> <li>• To take action to protect children, young people and vulnerable adults from all forms of abuse, bullying and exploitation.</li> <li>• To assist in creating and maintaining a child safe culture and a culture of inclusion and safety</li> </ul>

## 7. Our Commitment

The Carmelites of Australia and Timor-Leste are committed to ensuring the safety and wellbeing of all children, young people and vulnerable adults who access our activities, programs, services or facilities. Our policies and procedures seek to address risks to child safety and to establish a Safeguarding culture and practices. Our Safeguarding Children, Young People and Vulnerable Adults policies and procedures are: accessible in forms that are easy to understand; have been informed by stakeholder consultation; and are communicated to children, young people and their families, our personnel and the general public. We regularly review our policies, gain endorsement of changes and advise our personnel of changes.

## **We are committed to safeguarding children, young people and vulnerable adults**

Through our Safeguarding Children, Young People and Vulnerable Adults Policy we document our clear commitment to safeguarding children, young people and vulnerable adults from abuse and neglect. We communicate our commitment to all of our personnel and give them access to a copy of our policy.

### **Our personnel know the behaviour we expect**

We ensure that each person involved in our delivery of services to children, young people and vulnerable adults understands their role and the behaviour we expect in relation to safeguarding children, young people and vulnerable adults from abuse and neglect. We utilise clear position descriptions which clearly state relevant safeguarding requirements. We have a code of conduct, which is approved and endorsed from the highest levels of our organisation that outlines our expectations for behaviour towards children, young people and vulnerable adults. Our personnel are given a copy of and have access to the code of conduct. Our personnel indicate, in writing, that they have read and are committed to the code of conduct.

### **We minimise the likelihood of recruiting a person who is unsuitable**

We have appropriate measures in place to minimise the likelihood that we will recruit a person who is unsuitable to work / volunteer with children, young people or vulnerable adults. We have recruitment procedures that ensure:

- our safeguarding commitment is communicated to potential applicants for positions
- face-to-face interviews are held which includes safeguarding-related questions
- two professional reference checks are undertaken (where possible in Timor-Leste)
- screening checks are undertaken, including identity, criminal record, working with children checks and qualification checks (where possible in Timor-Leste).

### **Induction and training is part of our commitment**

We provide all new personnel with information during their induction about our commitment to Safeguarding including our Safeguarding Children, Young People and Vulnerable Adults Policy, code of conduct and child abuse reporting policy. We support ongoing education for our personnel to ensure safeguarding information is provided in an ongoing way.

### **We encourage the involvement of children, young people and their parents**

We provide information to children and their carers (such as brochures, posters, handbooks, guidelines) about:

- our commitment to safeguarding children and their rights
- the behaviour we expect of our personnel and of themselves
- our policy about responding to child abuse

We have processes for encouraging two-way communication with children and families. We seek their feedback and have a process for responding. We respect diversity and seek to facilitate effective communication and involvement.

### **Our personnel understand their responsibility for reporting child abuse**

Our policy for responding to child abuse is approved and endorsed from the highest levels of our organisation, and applies to all our personnel. The policy states that:

- personnel must immediately report abuse or neglect and any concerns with policies, practices or the behaviour of personnel.
- personnel must meet any legislated mandatory reporting requirements
- personnel must follow a specified process when reporting abuse or neglect including who will receive reports
- failure to report is serious misconduct



Our personnel are given a copy of and have access to the policy and understand the implications of the policy for their role. We document any allegation, disclosure or concern regarding child abuse and monitor responses to all allegations, disclosures or concerns.

### **We maintain and improve our policies and practices**

We are committed to maintaining and improving our policies, procedures and practices to safeguard children, young people and vulnerable adults from neglect and abuse. We have assigned responsibility for maintaining and improving our policies and procedures to a 'Safeguarding Coordinator' – the Prior Provincial or his delegate.

We monitor our personnel and external providers to ensure appropriate practice and behaviour, and policies are followed. We communicate with our personnel to ensure that they understand our policies and that the policies are effective in the work place. We require our personnel to disclose convictions or charges affecting their suitability to work with children, young people and vulnerable adults and we review police record and WWCC checks periodically.

In association with the regular periodic auditing requirements to which we will be subject by CPSL (Catholic Professional Standards Limited), we will review our service delivery to identify and document potential risks to children or young people.

### **Summary Commitment Statement**

**The Carmelites of Australia and Timor-Leste, committed to living in allegiance to Jesus Christ, being pure in heart and stout in conscience and unswerving in the service of the Master (Carmelite Rule) reach out to people in pastoral service. We are committed to making all our places safe and protected spaces for all people, especially children, young people and vulnerable adults.**

## **8. Reporting**

In reporting any complaints or allegations of abuse of children, young people and vulnerable adults, The Carmelites of Australia and Timor-Leste will follow the requirements laid down by the Catholic Education Commission of Victoria in respect of Whitefriars College and those laid down by the relevant Dioceses in respect of the Parishes for which the Carmelites have pastoral responsibility. Any such reports made by Whitefriars College or a Parish will be copied to the Provincial. In all other contexts, any complaints or allegations of abuse must be reported to the Provincial who will be responsible for fulfilling civil and ecclesiastical reporting requirements.

## **9. Incident Management**

Whilst incidents that occur within Whitefriars College or Parishes for which the Carmelites of Australia and Timor-Leste have pastoral responsibility will be managed according to the Guidelines of the Catholic Education Commission of Victoria or the relevant Dioceses, incidents in other contexts will be managed in Australia according to the following process:

### **I. Responding**

If a child, young person or vulnerable adult is at risk of harm, those immediately responsible must ensure their safety by:

- Separating alleged victims and others involved
- Administering first aid
- Calling 000 for medical and/or police assistance to respond to immediate health or safety concerns
- Identifying a contact person for future liaison with Police





## II. Reporting

- a) If the source of suspected abuse comes from within the family or community, those immediately responsible should:
  - Report to the local jurisdictional child protection body depending on the rules in the local jurisdiction
  - Report to local police
  - Report to the Provincial
  
- b) If the source of suspected abuse comes from within the organisation, those immediately responsible should:
  - Report to the Provincial
  - In the case of the Provincial being the alleged perpetrator of the suspected abuse, a report should be made to the Safeguarding Office of the local Diocese

**The Provincial will ensure that any incident is documented on the Child Abuse Incident Report Form (Appendix 2)**

## III. Contacting

Through the Provincial Office, the Carmelites of Australia and Timor-Leste will consult with the relevant child protection authority or local police to determine that the information can be shared with parents/carers. This can include:

- Not to contact the parents/carers in circumstances where they are alleged to have engaged in the abuse or when the child is a mature minor and does not wish their parent/carer to be contacted.
- To contact the parents/carers and provide agreed information as soon as possible.

## IV. Supporting

The Carmelites of Australia and Timor-Leste will provide support for children impacted by abuse which could include: the development of a safety plan, direct support and/or a referral to wellbeing professionals.

In Timor-Leste, the principles underpinning Appendix 1 will be observed and implemented according to what is possible in the local context.

## 10. Records and documentation

We retain records of changes to this document (see 12. Monitoring and Review).

## 11. Communication

The Carmelites of Australia and Timor-Leste commit to ensuring our Safeguarding Children, Young People and Vulnerable Adults Policy is communicated to:

### Service users

- on our website
- in age-accessible formats for children, young people and vulnerable adults
- as part of enrolment forms and program information provided to parents and families

Any communication with the Media regarding a complaint will be handled by the Prior Provincial or his delegate.



### All 'Involved' Personnel

- during recruitment and induction processes
- on agendas for team meetings
- when there are any updates or changes to this document

## 12. Monitoring and review

This document will be reviewed at least every 3 years, after consultation. Some circumstances may trigger an early review, this includes but is not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Provincial Council and/or the Provincial. We retain records to document each review undertaken. Records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

## 13. Supporting resources

Ratio Institutionis Vitae Carmelitanae, 2013. <i>Carmelite Formation: A Journey of Transformation</i>
Carmelite Formation Handbook 2016 (Carmelite Province, Australia & Timor-Leste)

The following appendices form part of this policy:

Appendix 1 - Definitions, page 39

Appendix 2 - Child Abuse Incident Report Form, page 41







# Safeguarding Code of Conduct

## 1. Purpose

The Carmelites of Australia and Timor-Leste aim to provide children, young people and vulnerable adults with a positive and enriching pastoral environment that promotes their social, physical, spiritual and emotional development.

We are committed to safeguarding children, young people and vulnerable adults in our care and ensuring that they feel and are safe. Accordingly, we wish to ensure that our personnel strive for the highest possible standards with respect to safeguarding children, young people and vulnerable adults from abuse. To that end we have developed this Safeguarding Code of Conduct to identify clear expectations for behaviour towards and in the presence of children, and so prevent, behaviour that may be harmful to the children, young people and vulnerable adults in our care.

Developed to protect children, young people and vulnerable adults with whom we may be involved, this code of conduct has been formally approved and endorsed by our Provincial Chapter.

You should read this Safeguarding Code of Conduct in conjunction with:

- the specific requirements of your role as defined in your 'job description' statement
- our relevant policy and procedure documents, including our:
  - 'Safeguarding Children, Young People and Vulnerable Adults' Statement
  - 'Responding to Child Abuse Reports and Allegations' Policy
- all applicable laws, in whichever jurisdiction personnel are operating, including in relation to privacy, confidentiality, information sharing and record keeping
- general community expectations in whichever jurisdiction personnel are operating in relation to appropriate behaviour between adults and children.

For employees and volunteers - The Carmelites' Code of Conduct, as agreed to in the 2017 Employee Review meeting

As part of your commitment to observing this Safeguarding Code of Conduct you will be required to sign a formal statement of commitment to The Carmelites, Australia & Timor-Leste Safeguarding Code of Conduct.

We consider a failure to observe this code of conduct as misconduct, and will take appropriate disciplinary action. Such disciplinary action may, depending on the seriousness of the misconduct, include suspension while matters are investigated and/or dismissal. In addition to any internal disciplinary proceedings, we will report to the police all instances in which a breach of the law has or may have occurred.

There may be exceptional situations where this code of conduct does not apply, for example, in an emergency situation. However, it is crucial that, where possible, you seek management authorisation (defined as whoever is in charge and to whom you report in your particular situation) prior to taking action that contravenes this code of conduct or that you advise management as soon as possible after any incident in which this code of conduct is breached.

## 2. Related Policies

Safeguarding Children Statement, Responding to Child Abuse Reports and Allegations, Incident Management, Performance Management and Appraisal.



### 3. Related Legislation

Our guidelines:

- comply with all Australian laws in relation to Child Protection and Child Safe Standards;
- uphold the *United Nations Convention on the Rights of the Child*

### 4. Scope

All personnel, from our Provincial Council and community and ministry leaders to casual staff and volunteers, are required to commit to and abide by this Safeguarding Code of Conduct.

### 5. Definitions

Term	Definition
Provincial Council	Provincial and Council elected to lead the province
Timor-Leste Council	Provincial Delegate appointed to represent the Provincial in Timor-Leste, to advise the Provincial Council on Timor-Leste matters and to support the brothers in Timor-Leste
Community Leaders	Priors
Ministry Leaders	Parish Priests and others with responsibility for leading an endorsed ministry of the province
Management	The person/s to whom personnel report in the performance of their roles or who is responsible for a particular ministry.
Personnel	All members of the province and pre-novices, all Carmelites from other provinces living and working in the province, all employees and volunteers of the province or its ministries or communities.

### 6. Responsibilities

Position	Responsibility
<b>Provincial, Provincial Council and Timor-Leste Council</b>	<ul style="list-style-type: none"><li>• Implement policy and procedures across the organisation</li><li>• Ensure personnel have access to and understand this policy and related procedures</li><li>• Ensure all managers/supervisors have access to support and advice to understand and implement procedures</li></ul>
<b>Provincial/Provincial Council/Business Manager</b>	<ul style="list-style-type: none"><li>• Review and update this document and supporting resources in consultation with relevant stakeholders</li><li>• Provide training and advice in the application of procedures</li></ul>
<b>Managers / Supervisors</b>	<ul style="list-style-type: none"><li>• Ensure procedure is followed and implemented</li></ul>
<b>Personnel</b>	<ul style="list-style-type: none"><li>• Compliance with procedure.</li></ul>

### 7. Key Requirements

Our Safeguarding Code of Conduct addresses the major areas where you interact with the children, young people and vulnerable adults who take part in our pastoral or educational programs. We have developed this



Safeguarding Code of Conduct to help you to safeguard those children, young people and vulnerable adults from abuse or neglect.

### **Sexual misconduct**

Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of, children, young people or vulnerable adults participating in any of our pastoral or educational programs. Engaging in sexual behaviour while participating in our service is prohibited even if the young persons involved may be above the legal age of consent.

'Sexual behaviour' needs to be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, including but not limited to:

- 'contact behaviour', such as sexual intercourse, kissing, fondling, sexual penetration or exploiting a child through prostitution
- 'non-contact behaviour', such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

### **Positive guidance [Discipline]**

We strive to ensure that children, young people and vulnerable adults participating in our pastoral or educational programs are aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants. Children are encouraged to feel safe and be safe, and have positive relationships and friendships with their peers.

Wherever possible, children, young people and vulnerable adults are encouraged to 'have a say' and participate in all relevant organisational activities, especially on issues that are important to them. Children, young people and vulnerable adults are given information about their safe participation in organisational activities including access to information about child abuse prevention programs.

However, there are times when personnel may be required to use appropriate techniques and behaviour management strategies to ensure:

- an effective and positive environment
- the safety and/or wellbeing of children, young people, vulnerable adults or personnel participating in our pastoral or educational programs.

We require our personnel to use strategies that are fair, respectful and appropriate to the developmental stage of the children, young people or vulnerable adults involved. The child, young person or vulnerable adult needs to be provided with clear directions and given an opportunity to redirect their misbehaviour in a positive manner.

Under no circumstances are our personnel to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

### **Adhering to professional role boundaries**

Our personnel should not, of their own volition or at the request of a service user, act outside the confines of their duties (as specified in their position description, where applicable) when helping to deliver our pastoral or educational programs – or, in the case of Carmelites and pre-novices where no specific position description applies, outside their ministerial responsibilities. Personnel involved in our pastoral or educational programs:

- must not engage in activities with children, young people or vulnerable adults who are clients/ members of our organisation – or to whom we minister - outside authorised pastoral or educational activities such as taking them on private excursions, visiting them in their homes when their parents/ guardians are absent must not provide any form of support to a child, young person, vulnerable adult or their family, unrelated to our pastoral or educational programs.
- must not seek contact with children, young people or vulnerable adults (or former participants) outside our pastoral or educational programs.
- must not accept an invitation to attend any private social function at the request of a child, young person or vulnerable adult who has participated, or is participating, in our pastoral or educational programs – unless requested by their family member/s/guardians, who will be present at the function. Where this proves impractical or impossible in certain situations especially in Timor-Leste, any attendance at a private social function will only occur with the approval of the appropriate manager and where other adults are also present.



- must not develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- must not engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)

If any of our personnel become aware of a situation in which a child or young person requires assistance that is beyond the confines of that person's role, or beyond the scope of our organisation's usual service, they should at the earliest opportunity:

- refer the matter to an appropriate support agency or
- refer the child or young person to an appropriate support agency or
- contact the child or young person's parent or guardian or
- seek advice from management.

### **Use of language and tone of voice**

Language and tone of voice used in the presence of children, young people and vulnerable adults should:

- provide clear direction, boost their confidence, encourage or affirm them
- not be harmful to children or vulnerable adults – in this respect, avoid language that is:
  - discriminatory, racist or sexist
  - derogatory, belittling or negative, for example, by calling a child or vulnerable adult a 'loser' or telling them they are 'too fat'
  - intended to threaten or frighten- profane or sexual.

### **Promoting equity and diversity**

All personnel must ensure that their approach and interactions with children, young people and vulnerable adults are sensitive, respectful and inclusive of all backgrounds and abilities.

Where our organisation has involvement with children, young people and vulnerable adults who are Aboriginal or Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who have a disability, our personnel will promote their safety (including cultural safety), participation and empowerment.

### **Supervision**

Personnel are responsible for supervising the children, young people and vulnerable adults to which our organisation provides pastoral or educational programs to ensure those participants:

- engage positively with our pastoral or educational programs for example, by joining in activities and discussions
- behave appropriately toward one another, for example, by respecting others' rights to speak and contribute to discussions and activities
- are in a safe environment and are protected from external threats, for example, ensuring they are adequately supervised by authorized personnel

Our personnel are required to avoid, where possible, one-to-one unsupervised situations with children, young people and vulnerable adults to whom we provide services, and (where possible) to conduct all activities and/or discussions with service recipients in view of other personnel.

### **Use of electronic and online communications**

Wherever possible, email and text messages sent to a child or young person should be copied to their parent or guardian.

Where a parent is not included in the communication:

- Restrict such communication to issues directly associated with delivering our pastoral or educational programs, such as advising that a scheduled event is cancelled.
- Limit the personal or social content in such communications to what is required to convey the service-related message in a polite, friendly manner. In particular, do not communicate anything that a reasonable observer could view as being of a sexual nature.
- Do not use such communication to promote unauthorised 'social' activity or to arrange unauthorised contact.



- Do not request a child or young person to keep a communication a secret from their parents.
- Do not communicate with children or young people using Internet chat rooms or similar forums such as social networking sites, game sites or instant messaging.

Our personnel are required to ensure appropriate monitoring of children, young people and vulnerable adults when they use our organisation's electronic communication equipment to ensure that they do not inadvertently place themselves at risk of abuse or exploitation via social networking sites, gaming sites or through web searches, or inappropriate email communication.

### **Giving gifts**

Personnel or volunteers who may wish to give any gifts, including rewards, prizes, treats, or second-hand equipment to children or young people involved in our pastoral or educational programs or to their families, should only do so with the approval of those in authority.

### **Photographs of children, young people and vulnerable adults**

Under this code of conduct:

- children, young people and vulnerable adults to whom we deliver service in Australia are to be photographed while involved in our pastoral or educational programs only if:
  - those responsible for our pastoral or educational programs (e.g. Parish Priests/School Principal) have granted prior and specific approval
  - the context is directly related to participation in our pastoral or educational programs
  - the child is appropriately dressed and posed
  - the image is taken in the presence of other personnel.
- Images are not to be distributed (including as an attachment to an email) to anyone outside our organisation other than the child photographed or their parent, without management knowledge and approval.
- Images (digital or hard copy) of Australian children and young people may be used for promotional purposes only with parental consent and of Timorese children and young people only with management approval; otherwise, images are to be stored in a manner that prevents unauthorised access by others, for example:
  - if in hard-copy form, in a locked drawer or cabinet
  - if in electronic form, in a 'password protected' folder.
- Images (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.
- Images of Australian children and young people are not to be exhibited on our website without parental knowledge and approval and of Timorese children and young people without management approval, or such images must be presented in a manner that de-identifies the child or young person. Any caption or accompanying text may need to be checked so that it does not identify a child or young person if such identification is potentially detrimental.

### **Physical contact with children, young people and vulnerable adults**

Any physical contact with children, young people and vulnerable adults must be appropriate to the delivery of our pastoral or educational programs such as when fitting sporting equipment (for example protective cricket or football gear), assisting them to complete a movement for which they are not strong enough to complete alone and based on the needs of the child or young person (such as to assist or comfort a distressed young person) rather than on the needs of our personnel.

Under no circumstances should any of our personnel have contact with children or young people participating in our pastoral or educational programs that:

- involves touching:
  - of genitals
  - of buttocks
  - of the breast area (female children)
 that is other than as part of delivering medical or allied health services
- would appear to a reasonable observer to have a sexual connotation
- is intended to cause pain or distress to the child or young person – for example corporal punishment
- is overly physical – as is, for example, wrestling, horseplay, tickling or other roughhousing



- is unnecessary – as is, for example, assisting with toileting when a child does not require assistance
- is initiated against the wishes of the child or young person, except if such contact may be necessary to prevent injury to the child/young person or to others, in which case:
  - physical restraint should be a last resort
  - the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the child or young person to prevent harm to themselves or others
  - the incident must be reported to management as soon as possible.
  - In the Timorese context, where older children may be asked to “supervise” younger children, they must be made aware that the preceding standards must be observed.

Our personnel are required to report to management any physical contact initiated by a child or young person that is sexual and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the child or young person, our personnel and any other participants.

### **Overnight stays and sleeping arrangements**

Overnight stays are to occur only with the authorisation of those responsible for our pastoral or educational programs (e.g. Parish Priests/School Principal) and of the parents/guardians of the children or young people involved.

Practices and behaviour by our personnel during an overnight stay must be consistent with the practices and behaviour expected during delivery of our pastoral or educational programs at other times.

Standards of conduct that must be observed by our personnel during an overnight stay include:

- providing children, young people and vulnerable adults with privacy when bathing and dressing (for example, in the Zumalai Boarding House or when supervising showering after sporting activity)
- observing appropriate dress standards when children, young people and vulnerable adults are present – such as no exposure to adult nudity
- not allowing children or young people to be exposed to pornographic material, for example, through movies, television, the Internet or magazines
- not leaving children under the supervision or protection of unauthorised persons such as hotel staff or friends
- not involving sleeping arrangements that may compromise the safety of children, young people and vulnerable adults such as unsupervised sleeping arrangements.
- the right of children to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay
- parents expecting that their children can, if they wish, make contact

### **Change room arrangements**

Personnel are required to supervise children, young people and vulnerable adults in change rooms while balancing that requirement with a child or young person’s right to privacy. In addition:

- personnel should avoid one-to-one situations with a child or young person in a change room area
- personnel are not permitted to use the change room area to, for example, undress, while children, young people and vulnerable adults are present
- personnel need to ensure adequate supervision in ‘public’ change rooms when they are used
- personnel need to provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, or general misbehaviour, while also respecting a child’s privacy
- female personnel are not to enter male change rooms and male personnel are not to enter female change rooms.

### **Use, possession or supply of alcohol or drugs**

While on duty, employees and volunteers must not:

- use, possess or be under the influence of an illegal drug
- use or be under the influence of alcohol





- be incapacitated by any other legal drug such as prescription or over-the-counter drugs
- supply alcohol or drugs (including tobacco) to children, young people and vulnerable adults participating in our pastoral or educational programs.

These same standards apply to Carmelites and pre-novices when they are formally involved in ministry. When informally involved – as in a social situation – responsible use of alcohol is permitted.

Use of legal drugs other than alcohol is permitted, provided such use does not interfere with your ability to care for children, young people or vulnerable adults involved in our service. Consideration should also be given to the message given to children, young people and vulnerable adults in regard to smoking in their presence.

## **Transporting children**

### **In Australia**

Children, young people and vulnerable adults are to be transported only in circumstances that are directly related to the delivery of our pastoral or educational programs – for example, they should not be given casual lifts.

Children are to be transported only with prior authorisation from those responsible for our pastoral or educational programs (e.g. Parish Priests/School Principal and from the child's parent/guardian).

Gaining approval involves providing information about the proposed journey, including:

- the form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane or boat
- the reason for the journey
- details of anyone who will be present during the journey other than our personnel who are involved in delivering our pastoral or educational programs.

### **In Timor-Leste**

Children, young people and vulnerable adults are to be transported only with management approval.

### **Reporting obligations**

All personnel are expected to make a report immediately (i.e. as soon as possible or before the end of the day) if:

- they become aware of any allegations of child abuse
- they have a concern for the safety of a child or young person in our services
- they notice any personnel member whose practice or behaviour is contrary to the expectations of behaviour set out in this Code of Conduct.

Please refer to the Responding to Child Abuse policy, page 27 for detailed guidance for all personnel to follow when making a report.

## **8. Communication**

We communicate our Practice and Behaviour requirements to all our personnel involved with children, young people and vulnerable adults in our organisation. We involve our personnel in reviews of our Practice and Behaviour requirements. We communicate any significant alterations to our Practice and Behaviour requirements and resources to all personnel.

## **9. Monitoring and Review**

This document will be reviewed every 3 years, in consultation with stakeholders. Some circumstances may trigger an early review, this includes but not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Board and/or Chief Executive Officer. We retain records of each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.



## 10. Supporting Resources

Safeguarding Children, young people and vulnerable adults Commitment Statement / Policy
Safeguarding Code of Conduct Commitment Form
Responding to Child Abuse Policy







# Safeguarding Children, Young People & Vulnerable Adults

The Carmelites are committed to safeguarding children, young people and vulnerable adults in their care. As part of this commitment, we have developed a Safeguarding Code of Conduct for our organisation, and this is approved and endorsed by our Provincial Council.

All our 'involved' personnel, from our Provincial Council and senior managers to casual employees and volunteers, are required to observe our practice and behaviour guidelines.

Management considers a failure to observe our Safeguarding Code of Conduct to be misconduct, and will result in appropriate disciplinary action. Depending on the seriousness of the misconduct, disciplinary action may include suspension while matters are investigated and/or dismissal. In addition to any internal disciplinary proceedings, any breaches of law will be reported to police.

## Commitment

I, \_\_\_\_\_  
Name of Carmelite, pre-novice, staff member or volunteer

- have been provided with a copy, have read, and have understood the 'Safeguarding Code of Conduct' of the Carmelites, Australia and Timor-Leste.
- understand my responsibilities in relation to ensuring and promoting the safety of children, young people and vulnerable adults
- will observe the Safeguarding Code of Conduct during my employment/time with The Carmelites to ensure and promote the safety of children, young people and vulnerable adults participating in pastoral and educational programs provided by The Carmelites.
- understand that I must report any criminal conviction or charge subsequent to my employment that indicates that I may present a potential risk to the children or young people.

\_\_\_\_\_  
Signature of Carmelite, pre-novice, staff member or volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of management representative

\_\_\_\_\_  
Position/title of management representative

\_\_\_\_\_  
Signature of management representative

\_\_\_\_\_  
Date







# Responding to Child Abuse Reports & Allegations Policy

## 1. Purpose

The Carmelites, Australia & Timor-Leste, is committed to protecting the children, young people and vulnerable adults to whom it delivers a service. Accordingly we have developed this policy on how to respond to child abuse reports and allegations as a guide to all our people in meeting their responsibilities in this area. Our personnel are required to identify, report, and respond to any concerns about, or incidents of, child abuse or neglect towards children, young people or vulnerable adults to whom we provide services. Our personnel are required to respond to abuse or neglect perpetrated by personnel within our organisation or by other persons.

The Carmelites, Australia & Timor-Leste will promote equity and respect diversity of the children, young people and vulnerable adults and their parents who access our services as part of our reporting policy. This includes Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds and children, young people and vulnerable adults with a disability.

We take seriously our responsibility to deliver a support environment that is caring, nurturing and safe. Our Provincial Council is committed to ensuring the safety of all children, young people and vulnerable adults to whom we provide services or who participate in our programs.

As part of that commitment our Provincial Council will ensure that any complaints or allegations of abuse of children, young people or vulnerable adults are reported as stated in section 8 of the Carmelites of Australia and Timor-Leste Safeguarding Children, Young People and Vulnerable Adults Policy.

## 2. Related Policies

Safeguarding Children, young people and vulnerable adults Policy, Practice and Behaviour Guidelines, Incident Management Policy/Procedure

## 3. Related Legislation

Our guidelines:

- comply with all Australian laws in relation to Child Protection and Child Safe Standards;
- uphold the *United Nations Convention on the Rights of the Child*

Mandatory Reporting requirements across Australian jurisdictions as outlined in the summary at <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>

## 4. Scope

All personnel within our organisation are required to meet the requirements of our policy on responding to child abuse reports and allegations.

No one within our organisation is exempt from meeting the standards and requirements set out in this policy.



## 5. Definitions

Bullying	<p>Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated and include:</p> <ul style="list-style-type: none"> <li>• Verbal (name calling, put downs, threats);</li> <li>• Physical (hitting, punching, kicking, scratching, tripping, spitting);</li> <li>• Social (ignoring, excluding, ostracising, alienating); and/or</li> <li>• Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).</li> </ul>
Child or young person	A person under the age of eighteen years in Australia; seventeen in Timor-Leste.
Vulnerable Adults	Any person suffering an identified physical or mental disability or who is unable to take care of him/herself against 'significant harm' or 'exploitation'.
Emotional or psychological abuse	Emotional or psychological abuse occurs when a child does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve repeated rejection or threats to a child. Constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection or continual coldness are all examples of emotional abuse. These behaviors continue to an extent that results in significant damage to the child's physical, intellectual or emotional wellbeing and development.
Family Violence	Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children, young people and vulnerable adults at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
Grooming	Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. For some perpetrators, there will be a lengthy period of time before the abuse begins. The child may be given special attention and, what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, or in internet chatrooms, in social media or by other technological channels.
Harm	<p>Harm to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:</p> <ul style="list-style-type: none"> <li>• physical, psychological or emotional abuse or neglect;</li> <li>• sexual abuse or exploitation;</li> <li>• a single act, omission or circumstance; and</li> <li>• a series or combination of acts, omissions or circumstances.</li> </ul>
Neglect	Neglect is the persistent failure or deliberate denial to provide the child with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention or supervision to the extent that the child's health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect. The issue of neglect must be considered within the context of resources reasonably available.
Personnel	All Carmelites and pre-Novices including Carmelites from other provinces living and working in the province, staff and volunteers who work for the Carmelites of Australia and Timor-Leste whether in a paid or unpaid capacity



Physical abuse	Physical abuse occurs when a person subjects a child to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behavior includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning, excessive and physically harmful over training, and kicking. It also includes giving children harmful substances such as drugs, alcohol or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child at risk of being hurt.
Sexual abuse	Sexual abuse occurs when an adult or a person of authority (e.g. older) involves a child in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child or young person for their own benefit. It can include making sexual comments to a child, engaging children to participate in sexual conversations over the internet or on social media, kissing, touching a child's genitals or breasts, oral sex or intercourse with a child. Encouraging a child to view pornographic magazines, websites and videos is also sexual abuse. Engaging children to participate in sexual conversations over the internet is also considered sexual abuse.
Sexual exploitation	Sexual exploitation occurs when children are forced into sexual activities that are then recorded in some way and/or used to produce pornography. Such pornography can be in the form of actual photos or videos or published on the internet. Exploitation can also involve children who are forced into prostitution.

## 6. Responsibilities

Position	Responsibility
Provincial Council	<ul style="list-style-type: none"> <li>• Implement policies and procedures across the organisation</li> <li>• Ensure personnel have access to and understand this policy and related procedures</li> <li>• Ensure all managers/supervisors have access to support and advice to understand and implement policies and procedures</li> </ul>
Provincial & Business Manager	<ul style="list-style-type: none"> <li>• Review and update this document and supporting resources in consultation with relevant stakeholders</li> <li>• Support the coordination of the SCYP framework and implementation</li> <li>• Provide training and advice in the application of policies and procedures</li> </ul>
Managers / Supervisors	<ul style="list-style-type: none"> <li>• Ensure policies and procedures are followed and implemented</li> </ul>
Members of the Province / pre-Novices / Employees / Volunteers	<ul style="list-style-type: none"> <li>• Compliance with policy and procedure.</li> </ul>

## 7. Key Requirements

Our personnel are required to report any instance of serious abuse or neglect (cases in which a child or young person or vulnerable adult has suffered, or is likely to suffer, significant harm from abuse or neglect) immediately, or if that is not possible, no later than before ending that person's shift or session of work with our organisation.

If a child or young person is at **imminent risk** of harm or in **immediate danger**, our personnel are required to report the situation directly to the relevant State Police in Australia (Tel: 000) or the local Police in Timor-Leste.

### Consequences of breaching policy

If our personnel fail to report instances, allegations, disclosures or concerns in relation to abuse or neglect of a child or young person – by personnel within our organisation or by others – we view such failure as a serious matter that, depending on the circumstances, may result in disciplinary action or be grounds for dismissal.

Our policy prohibits all personnel from:



- discussing any concerns or allegations with unauthorised personnel – within or outside our organisation – such prohibition not being designed to limit, in any way, their rights and responsibilities to report their concerns or allegations, but rather as part of our organisation’s commitment to ensuring privacy, confidentiality and natural justice
- making deliberately false, misleading or vexatious allegations.

Our personnel are obliged to raise any concerns they might have in relation to:

- our organisational policies designed to safeguard children, young people and vulnerable adults – such as outlined in our ‘Practice and behaviour guidelines’ and in our ‘Responding to child abuse reports and allegations’ policy
- actions of other personnel within our organisation that contravene our policies, or that may otherwise have the potential to harm a child or young person.

### **Reporting of concerns or allegations regarding abuse or neglect by family or other external sources**

As a policy, The Carmelites, Australia & Timor-Leste, requires all of its personnel to report any instance of child abuse or neglect that has resulted in, or is likely to result in, significant harm to a child or young person, to:

- the relevant State Police in Australia (Tel: 000) or the local Police in Timor-Leste immediately (i.e. before the end of the person’s shift / session of work) and
- The Provincial who will ensure that the incident is reported to the relevant State Police in Australia (Tel: 000) or the local Police in Timor-Leste, as well as the Commission for Children and Young People in Victoria (under the Victorian Reportable Conduct Scheme).
  - If the Provincial is unavailable, personnel are required to report the matter to the 1<sup>st</sup> Councillor.
  - In the case of the Provincial being the alleged perpetrator of the suspected abuse, a report should be made to the Safeguarding Office of the local Diocese

Legal mandatory reporting requirements also apply to personnel within our organisation:

(please refer to <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>)

Personnel should also inform the Provincial of any report they make to those authorities, to enable our organisation to best provide support to the child or young person, their family and our personnel, where appropriate.

All our personnel retain the right to report directly to relevant authorities, such as police or child protection, any concerns they may have in relation to the safety and welfare of a child or young person, regardless of whether or not they have also reported that matter internally.

In taking a report of concern, or of an incident, from others within our organisation our personnel are:

- not to assess the validity of such allegations or concerns, but to report all allegations or concerns to the nominated person or persons within our organisation as described in this policy (the validity of an allegation will then be assessed in the manner described in this policy.)
- to disregard factors such as the authority or position of the persons involved and any pre-existing views about the good character, or otherwise, of any person involved or under investigation.

In situations where a child or young person is making an allegation, our personnel are required to:

- listen to the allegation or disclosure supportively, without dispute
- clarify the basic details, without seeking detailed information or asking suggestive or leading questions, using our organisation’s ‘Child Abuse Incident Form’ (available through the Provincial Office)
- record on the Child abuse Incident Form what was said (where possible, noting the exact words used by the person making the allegation)
- date and sign the record
- explain to the child (if present) that other people may need to be told, in order to stop what is happening
- provide reassurance that our organisation will take immediate action in response to the allegation.

- Report the matter as per organisational policy requirements (as stated earlier), which are to:
  - the relevant State Police in Australia (Tel: 000) or the local Police in Timor-Leste, immediately (i.e. before the end of the person's shift / session of work).
  - The Provincial who will ensure that the incident is reported to *the relevant State Police in Australia (Tel: 000) or the local Police in Timor-Leste*.
  - If The Provincial is unavailable, personnel are required to report the matter to the 1<sup>st</sup> Councillor.

### **Additional requirements where concerns or allegations of abuse or neglect involve our employees or volunteers**

All personnel must report, immediately, to the Provincial any breach of the Practice and Behaviour Guidelines / Code of Conduct arising from an action by an employee or volunteer within our organisation.

In response to any instance of 'serious' breaches which relate to abuse or neglect ('serious' being cases in which the abuse or neglect has resulted in, or is likely to result in, significant harm to a child or young person) our Provincial will investigate and deal with allegations of inappropriate and unacceptable behavior towards a child in line with our organisation's general procedures for complaint resolution and disciplinary measures and in consultation with Police and other authorities.

If a 'serious' allegation has been made against a staff member of our organisation, our Provincial will:

- fill in a 'Child abuse Incident Form' form to ensure all relevant details are documented
- cooperate with the Police and other authorities and assist in their investigation of the allegation
- take any action necessary to safeguard the child or young person (or other children or young people in our care) from additional harm through options such as:
  - redeploying that staff member to a position where they do not work with children
  - additional supervision of that staff member
  - removing/suspending that staff member from duty until the validity of the allegations is determined
- assist in addressing the support needs of those impacted by the allegation including considerations of cultural safety for :
  - the child and their family (this includes any specific support needs for those from an Aboriginal and Torres Strait Islander; Culturally and Linguistically Diverse; or person with a disability background);
  - the person against whom the complaint is made by, for example, offering professional counselling
  - other personnel impacted by the allegations
- make clear to all other personnel who are aware of the allegation that:
  - the allegation does not mean the person is guilty, and that the allegation will be properly investigated and will include the right to 'procedural fairness'
  - they are not to discuss the matter with any person, except as directed by police, child protection authorities and/or our Provincial and only in direct relation to investigation of the allegation.

All instances, allegations, disclosures or reasonable concerns of abuse or neglect of a child or young person arising from an action by an employee or volunteer within our organisation will be investigated and will be the subject of a critical incident review.

### **Confidentiality and privacy**

Our organisation maintains the confidentiality and privacy of all concerned (including the alleged perpetrator), except if doing so would compromise the welfare of the child or young person and/or investigation of the allegation.

### **Documentation**

As part of our policy for responding to reports or allegations of child abuse, we have developed a Child abuse





Incident Form, which can be used by any of our people to document any allegation, disclosure, incident or concern regarding child abuse – but which the Provincial will have responsibility for ensuring is completed. In situations where our personnel become aware of abuse whether through observation of potential indicators, such as bruises or cuts, or by directly observing potentially abusive behaviour towards a child or young person, they are required to complete our Child Abuse Incident Form to record their observations and concerns as accurately as possible – or ensure that the Provincial is informed so that the Form can be completed.

Our Provincial will oversee creation of a file to contain the completed Child Abuse Incident Form and any other documentation relating to the allegation and subsequent action.

So as to prevent access by unauthorised persons, our organisation stores any documentation associated with an allegation of abuse or neglect of a child or young person by having:

- hard-copy documentation stored in a locked filing cabinet (or similar)
- electronic documentation stored in a password-protected folder (or similar).

We maintain and regularly monitor records of child abuse reports as part of our Incident Management processes to ensure that they are responded to effectively in accordance with this policy and that requirements for reporting to external authorities are complied with. These records will inform reviews of the policy as detailed in section 9.

## 8. Communication

We communicate our Responding to child abuse reports and allegations Policy requirements to all our personnel involved with children, young people and vulnerable adults in our organisation. We involve our personnel in reviews of our Responding to child abuse reports and allegations Policy requirements. We communicate any significant alterations to our Responding to child abuse reports and allegations Policy requirements and resources to all personnel.

## 9. Monitoring and Review

This document will be reviewed at least every 3 years, in consultation with stakeholders. Some circumstances may trigger an early review, this includes but is not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Provincial Council and/or the Prior Provincial. We retain 'evidence' to document each review undertaken. Such evidence may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

## 10. Supporting Resources

Child Abuse Incident Form
Incident Management Process as outline in section 9 of Safeguarding Children, Young People and Vulnerable Adults Policy

The following appendix forms part of this policy:

Appendix 2 - Child Abuse Incident Report Form on page 41





# Incident Management Policy

## 1. Purpose

The purpose of the Incident Management policy is to describe the action that is taken to ensure the effective management of incidents and to prevent or reduce harm to personnel and clients/service users, including children, young people and vulnerable adults.

Effective management of incidents includes:

- responding to the immediate needs of individuals involved (including personnel) and taking any immediate action necessary to re-establish a safe environment as a priority
- communicating with the client, personnel, carers, advocates and other service providers as appropriate and in a timely manner
- notifying external authorities, where required
- undertaking follow-up actions in relation to every incident
- reviewing incident information over time to identify lessons and practice implications, and making recommendations for improvement
- generating and implementing improvement strategies and action plans and
- monitoring and reviewing the effectiveness of actions taken

This policy includes the Child Abuse Incident Report Form - Appendix 2, page 41.

## 2. Related Policies

Responding to Child Abuse Reports and Allegations Policy

Feedback and Complaints Management Policy

Risk Management Policy (to be developed)

## 3. Related Legislation

In upholding this Policy, the following legislation must be considered by all Carmelites of Australia and Timor-Leste personnel:

- For activities in Australia, comply with all Australian laws in relation to Child Protection and Child Safe Standards and with Timorese laws for activities in Timor-Leste
- uphold the United Nations Convention on the Rights of the Child

## 4. Scope

This policy applies to all personnel.



## 5. Definitions

See Appendix 3 on page 45 for additional guidance in relation to categorising incidents.

<b>Minor Incident</b>	<p>Events which cause or may cause minor physical stress and or emotional stress to personnel or clients/service users.</p> <p>Near misses and minor breaches of professional standards or agency policy that do not compromise the health and safety of personnel or clients/service users.</p>
<b>Moderate Incident</b>	<p>Events which cause or are likely to cause physical stress or emotional distress to personnel or clients/service users.</p> <p>Near misses and criminal behaviour or breaches of professional standards or agency policy by personnel that may compromise the health and safety of personnel or clients/service users.</p>
<b>Critical Incident</b>	<p>Events which cause or are likely to cause extreme physical stress or emotional distress to personnel or clients/service users.</p> <p>Criminal behaviour, breaches of professional standards or organisational policy by personnel that cause harm to or significantly compromise the health and safety of personnel or clients/service users.</p>
<b>Incident Review</b>	<p>A review of the management of an incident that:</p> <ul style="list-style-type: none"> <li>• assesses whether the incident has been effectively managed</li> <li>• assesses whether the Incident Management Policy and processes are effective</li> <li>• makes recommendation(s) to ameliorate and deficiencies in policies and processes.</li> </ul>
<b>Incident Register</b>	A register of incidents identified through incident report system.
<b>Clients / service users</b>	Persons accessing services from the organisation including children, young people and vulnerable adults and their families.
<b>Personnel</b>	All Carmelites and pre-Novices including Carmelites from other provinces living and working in the province, staff and volunteers who work for the organisation whether in a paid or unpaid capacity.
<b>Root Cause Analysis</b>	<p>Part of an Incident Review. Root Cause Analysis probes the source of a problem and then suggests productive solutions in the form of preventive system changes. Root cause analysis:</p> <ul style="list-style-type: none"> <li>• focuses primarily on systems and processes, not individual performance</li> <li>• progresses from special causes to common causes in organisational processes</li> <li>• identifies changes that could be made in systems and processes to improve the level of performance and reduce the risk of a particular serious incident occurring in the future.</li> </ul>



## 6. Responsibilities

Position	Responsibility
Provincial Council	<ul style="list-style-type: none"> <li>• Oversight and endorsement of policy</li> <li>• Receiving incident report trends from Provincial</li> <li>• Receiving incident reports for specified categories of incidents</li> <li>• Media and/or regulatory reporting oversight</li> </ul>
Provincial	<ul style="list-style-type: none"> <li>• Implement policies and procedures across the organisation</li> <li>• Ensure personnel have access to and understand this policy and related procedures</li> <li>• Ensure all managers/supervisors have access to support and advice to understand and implement this policy and related procedures</li> <li>• Coordinate an Incident Review including:               <ul style="list-style-type: none"> <li>• Providing a confidential Incident Review Report to the Provincial Council</li> <li>• Making recommendations for the management of such incidents in the future.</li> </ul> </li> </ul>
Provincial and Business Manager	<ul style="list-style-type: none"> <li>• Review and update this document and supporting resources in consultation with relevant stakeholders</li> <li>• Provide training and advice in the application of policy and procedures</li> </ul>
Managers/ Supervisors	<ul style="list-style-type: none"> <li>• Ensure this policy and related procedure is followed and implemented</li> </ul>
Personnel	<ul style="list-style-type: none"> <li>• Awareness of and compliance with this policy and related procedure.</li> </ul>

## 7. Key Requirements

### 7.1 Immediate Response

Immediate responses include the care, support and communication actions that take place immediately following an incident to mitigate further harm and ensure the safety of client / service users, families and personnel. As appropriate, the response continues throughout the incident management process (and may continue after when required) to promote healing, recovery and learning. The following actions are to be taken in immediately responding to incidents.

**1. Reduce the harm and risk of harm** to those impacted by the incident including by:

- making the surroundings safe to prevent immediate recurrence of the incident
- removing malfunctioning equipment or supplies
- removing potentially harmful person(s)
- moving to a safe place
- alerting others to risks that extend beyond the local environment, for example, other areas within the organisation

**2. Provide immediate care and support** to client / service users, families, personnel and others involved in the incident including addressing:

- physical well-being e.g. medical treatment if a person suffers any harm or injury as a result of the incident; and
- emotional well-being (including psychological) e.g. arranging for coverage of duties and facilitating access to counselling, debriefing and peer support.

### 7.2 Preliminary Assessment & Reporting

**1. Report the incident immediately to the Provincial**, completing a Child Abuse Report Form in collaboration with him, as soon as possible following an incident. Reports must include:

- details of the person/s involved



- date, time, location of the incident
- injury type and how incurred
- actions taken including treatment.

Where appropriate, details of the Incident should also be recorded in the client file.

Secure items related to the event that may need to be assessed as part of the incident analysis.

## **2. The Provincial or his delegate is responsible for:**

- assessing and categorising the incident as Minor, Moderate or Critical;
- ensuring an Incident Report is completed and logged on the Incident Register.

## **3. Moderate incidents and critical incidents must be managed by the Provincial or his delegate.**

Moderate incidents and critical incidents must be reported to the Provincial immediately.

Incident Reporting forms must be accessible to all personnel through the Provincial Office, although the Provincial retains responsibility for ensuring that forms are completed and all incidents are entered into the Incident Register.

### **7.3 Additional Reporting & Information Disclosure Requirements**

Reports may be required **externally** to authorities including Police, Child Protection and relevant Church authorities and State departments such the Victorian Commission for Children and Young People. (see Appendix 3 for guidance on external notifications).

External notifications required by organisational policy and governing legislation must be confirmed by the Provincial to have been made if he has not made them himself.

The [disclosure](#) process with client / service users, their families and involved personnel will begin as soon as reasonably possible. The process will be adapted to fit client / service users, family and, personnel needs and the requirements of any external investigation processes. Where police and/or child protection are involved, they will be provided with information about the incident to assist them in their investigations. Police and/or child protection will be consulted about the disclosing of information to client / service users, their/ families and involved personnel.

The decision to disclose information will consider:

- whether the ongoing safety of those involved in or impacted by the incident is compromised by the disclosure or non-disclosure of information
- the advice of police and child protection (care will be taken not to compromise their investigations)
- the rights of those impacted by the incident to privacy, confidentiality, procedural fairness and a presumption of innocence in accordance with organisational policies, and
- the need of those potentially impacted by the incident to know of the incident

See Privacy and Information Sharing Policies

### **7.4 Incident Review**

The management of moderate and critical incidents that impact significantly on the persons directly concerned and more broadly on the safe delivery of services and programs will be independently reviewed. An independent internal or external review of the management of the incident may be initiated by the Provincial.

Incident Reviews are required for incidents where:

- clients/service users or staff are seriously injured or their health and well-being is compromised
- insurance claims arise
- emergency services are involved
- injury and damage to facility is caused by major malfunction of plant or equipment
- the reputation of the organisation may be brought into disrepute
- OHS systems and procedures fail.



A root cause analysis of the incident forms part of this review.

A Review should be completed within one month of the initiating date with a further one month for completion of any follow-up actions.

Follow-up actions may be identified throughout the process of an Incident Review. It is important that these actions be assigned to a responsible person and a timeframe for completion be established. Follow-up actions arising should be added to the Risk Register (to be developed) to ensure that effective mitigation activities are implemented. The Provincial or his delegate is responsible for ensuring that actions on the Risk Register are completed within required timeframes.

If there is an extreme risk then immediate controls should be put in place to control the hazard. This control may be temporary in nature whilst longer term solutions are determined.

The Incident Review Report must be provided to the Provincial Council. Where follow-up action is required of work units the Provincial or his delegate will advise them of the actions to be taken and the timeframes for completion of the actions.

All Incident Review Reports are to be stored on a central database. Regular systematic review of all incidents will be undertaken by the Provincial Council.

### **7.5 External Investigation/Review**

An Incident may be subject to review by an external body. In some cases this may be instigated by an external regulatory body as part of a licencing or compliance requirement. The Provincial may also initiate an external review.

### **7.6 Criminal Acts and Misconduct**

Suspected criminal activity and misconduct of personnel must be reported to the Provincial.

#### ***Criminal acts***

If while categorising or reviewing an incident it is suspected that the incident may involve criminal acts, the Provincial or his delegate should refer the matter to the appropriate external body (i.e. police / child protection) so it can be addressed using the appropriate legal processes.

The Incident Review *may* continue separately to the criminal / child protection investigation however it will usually be appropriate to suspend the Review because of issues relating to the disclosure of information.

#### ***Misconduct***

If while categorising or reviewing an incident it is suspected that the incident may contain elements of misconduct, the matter should be addressed using the appropriate personnel management processes, and /or obligations under Reportable Conduct Legislation. The Incident Review may continue separately to the misconduct processes unless advised by the Provincial or his delegate decides to cease the Review because of issues relating to procedural fairness and transparency.

## **8. Monitoring**

All Incident Reports recorded on the Incident Register are to be periodically reviewed by the Provincial Council to ensure the effectiveness of actions taken and to identify areas for improvement. Incidents are not to be closed until actions have been reviewed by the Provincial Council and persons reporting the incident have been informed of the outcome.

## **9. Communication**

The Incident Management Policy will be communicated to all personnel. Personnel will be involved in reviews of the Incident Management requirements. Any significant alterations to the Incident Management requirements and resources will be communicated to all personnel.



## 10. Policy Review

This document will be reviewed every three years, in consultation with stakeholders. Some circumstances may trigger an early review, this includes but not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Provincial Council. Records are retained to document each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

## 11. Supporting Resources

Child Abuse Incident Report Form
Incident Review Report
Incident Register
Risk Register
Risk Assessment / Risk Management Policy

The following appendices form part of this policy:

Appendix 2 – Child Abuse Incident Report Form, page 41

Appendix 3 – Additional Guidance on Incident Definition and Categorisation, page 45

Appendix 4 – Notifications to External Authorities, page 47

Appendix 5 – Responding to Incidents, Disclosures & Suspicions of Child Abuse – 4 critical actions, page 48

– Incident Reporting Actions for Provincial or Delegate, page 49



# APPENDICIES

## APPENDIX 1 - Definitions

Term	Definition
<b>Bullying</b>	<p>Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated and include:</p> <ul style="list-style-type: none"> <li>• <i>Verbal</i> (name calling, put downs, threats);</li> <li>• <i>Physical</i> (hitting, punching, kicking, scratching, tripping, spitting);</li> <li>• <i>Social</i> (ignoring, excluding, ostracising, alienating); and/or</li> <li>• <i>Psychological</i> (spreading rumours, stalking, dirty looks, hiding or damaging possessions).</li> </ul>
<b>Child or young person</b>	A person under the age of eighteen years.
<b>Safeguarding Code of Conduct or Practice and Behaviour Guidelines</b>	The Safeguarding Code of Conduct aims to identify and prevent behaviour that may be harmful to members, children, young people and vulnerable adults in our Carmelites of Australia and Timor-Leste communities. The Safeguarding Code of Conduct outlines what is, and what is not acceptable behaviour or practice when working with or engaging with children, young people and vulnerable adults.
<b>Direct role in providing activities, programs and services to children, young people and vulnerable adults</b>	A direct role is considered one that has contact with children, young people and vulnerable adults that is not incidental, but normally part of providing a service, program or activity for children, young people and vulnerable adults. This direct delivery may require regular physical contact and forms of ongoing communication. For example, coaching.
<b>Emotional or psychological abuse</b>	Emotional or psychological abuse occurs when a child does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve repeated rejection or threats to a child. Constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection or continual coldness are all examples of emotional abuse. These behaviors continue to an extent that results in significant damage to the child's physical, intellectual or emotional wellbeing and development.
<b>Family Violence</b>	Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children, young people and vulnerable adults at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
<b>Grooming</b>	Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. For some perpetrators, there will be a lengthy period of time before the abuse begins. The child may be given special attention and, what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, or in internet chatrooms, in social media or by other technological channels.





Term	Definition
<b>Harm</b>	<p>Harm to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:</p> <ul style="list-style-type: none"> <li>• physical, psychological or emotional abuse or neglect;</li> <li>• sexual abuse or exploitation;</li> <li>• a single act, omission or circumstance; and</li> <li>• a series or combination of acts, omissions or circumstances.</li> </ul>
<b>Neglect</b>	<p>Neglect is the persistent failure or deliberate denial to provide the child with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention or supervision to the extent that the child's health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect. The issue of neglect must be considered within the context of resources reasonably available.</p>
<b>Personnel</b>	<p>All Carmelites and pre-Novices including Carmelites from other provinces living and working in the province, staff and volunteers who work for the Carmelites of Australia and Timor-Leste whether in a paid or unpaid capacity.</p>
<b>Physical abuse</b>	<p>Physical abuse occurs when a person subjects a child to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behavior includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning, excessive and physically harmful over training, and kicking. It also includes giving children harmful substances such as drugs, alcohol or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child at risk of being hurt.</p>
<b>Sexual abuse</b>	<p>Sexual abuse occurs when an adult or a person of authority (e.g. older) involves a child in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child or young person for their own benefit. It can include making sexual comments to a child, engaging children to participate in sexual conversations over the internet or on social media, kissing, touching a child's genitals or breasts, oral sex or intercourse with a child. Encouraging a child to view pornographic magazines, websites and videos is also sexual abuse. Engaging children to participate in sexual conversations over the internet is also considered sexual abuse.</p>
<b>Sexual exploitation</b>	<p>Sexual exploitation occurs when children are forced into sexual activities that are then recorded in some way and/or used to produce pornography. Such pornography can be in the form of actual photos or videos or published on the internet. Exploitation can also involve children who are forced into prostitution.</p>





# APPENDIX 2 - Child Abuse Incident Report Form

[This form is used by the Provincial to record details of a Child Abuse Incident or Allegation]

<b>Child / Client Name:</b>			
Program:			
Date of incident:		Site where incident occurred:	
Person making Report:		Role & Relationship to Child:	
Type of incident (tick all that apply):			
<input type="checkbox"/>	Suspicion or allegation of abuse or neglect of client	<input type="checkbox"/>	Serious breach of client confidentiality
<input type="checkbox"/>	Suspicion of potential harm to a client	<input type="checkbox"/>	Serious breach of duty of care
<input type="checkbox"/>	Potential abuse by or criminal matters involving an employee	<input type="checkbox"/>	A complaint
<input type="checkbox"/>	An episode of severe challenging behaviour	<input type="checkbox"/>	A complaint involving legal proceedings
<input type="checkbox"/>	Potential harm to an employee resulting from harassment/bullying	<input type="checkbox"/>	A serious incident as defined in the Incident Management policy

## Details of the child / young person affected by the incident

[A Separate Child Abuse Incident Report Form should be completed for each child]

Full name			
Date of birth		Gender	
Any communication or medical requirements			
Parent / guardian name			
Parent / guardian contact/s phone	(Home) (Mobile)	(Work)	
Parent / guardian address			
Any known parent / guardian communication requirement			



## Details of other persons involved

<b>Alleged perpetrator(s) details:</b>	
Name – if known.	
Connection with the child – if known	
Any other relevant factors:	
<b>Were there any other witnesses to the incident? Yes <input type="checkbox"/> No <input type="checkbox"/></b>	
<b>If yes, please provide their details below:</b>	
Full name	
Involvement as witness	
Contact phone number	
Full name	
Involvement as witness	
Contact phone number	

## Details of incident

(Please describe the incident including alleged perpetrator/s behavior, sighted injury or other indicators of abuse, conversations with the child)

--



**Action undertaken (if any):**

To ensure the safety of child/ client:	
To address the support needs of the child / client and their family:	
To address the support needs of the alleged perpetrator:	
To address the support needs of other personnel involved:	

**Incident response**

<b>Please tick who of the following have been informed of this incident:</b>	
Externally	Police <input type="checkbox"/> Child Protection <input type="checkbox"/> Ambulance <input type="checkbox"/> Doctor <input type="checkbox"/> Family / Carer <input type="checkbox"/> Other (please specify) <input type="checkbox"/> _____
Internally	Provincial

**Police**

Date:		Time:	
Name of person notified:		Position:	
Department / region:		Contact detail/s:	
Advice provided:			

**Child Protection**

Date:		Time:	
Name of person notified:		Position:	
Department / region:		Contact detail/s:	
Advice provided:			

**Parent / guardian**

<b>Has the parent/guardian been informed of the incident: Yes <input type="checkbox"/> No <input type="checkbox"/></b> <b>(If appropriate) has the parent/guardian been informed of the authorities being notified: Yes <input type="checkbox"/> No <input type="checkbox"/></b>	
If yes, please provide relevant details of conversations:	<i>E.g. (information provided, reactions, concerns and admissions)</i>
If no, please explain why:	



**Please provide details of which manager/s or other personnel has been informed of the incident?**

Full name:	
Position / title:	
Date and time informed:	
Full name	
Position / title:	
Date and time informed:	

**Additional comments**

**Acknowledgement of form completion**

<b>I have completed this form to the best of my knowledge and ability</b>			
Name		Position	
Signed		Date	

**Privacy Disclaimer**

The Carmelites of Australia and Timor-Leste acknowledge and respect the privacy of all its staff, volunteers, contractors and patrons. The information being collected is for the purposes of obtaining details of and assessing the incident in question. Information disclosed on this form may be passed on to the appropriate authorities, as required. By signing this form, you have consented to this information being collected, used and disclosed for the purposes it intended. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (amended 2001) and the Privacy Policy of the Carmelites of Australia and Timor-Leste.



# APPENDIX 3 - Additional Guidance on Incident Definition & Categorisation

**Minor** incidents are events which are within the range of ordinary human experiences and have no after effect on those involved and do not disrupt the normal operations or services of a Centre/Program. For example: injuries not requiring medical treatment<sup>1</sup> (cuts, abrasion, bruises, minor sprain), near misses or minor breaches of agency policy that do not compromise the health and safety of staff or clients/service users.

**Moderate** incidents are events which may be within the range of ordinary human experiences but have a short term effect on those involved. Moderate incidents may cause temporary closure to an area of a Centre/Program or interrupt the normal services of a Centre/Program. For example: injuries requiring immediate medical treatment (concussion, lacerations, fracture or dislocation) threats of violence, near misses, criminal behaviour, breaches of professional standards or agency policy by personnel that compromise the health and safety of staff or clients/service users

**Critical** incidents are events which are outside the range of ordinary human experiences and have the potential to leave lasting effects on those involved. Critical incidents cause temporary closure of a Centre/Program or an area of a Centre/Program. For example: serious injuries, fatalities, near fatalities, extreme threats of violence, assaults, an event or media coverage that has the potential to bring the organisation into disrepute, criminal behaviour or serious breaches of professional standards or agency policy by personnel that cause harm to or significantly compromise the health and safety of staff or clients/service users.

## Moderate / Critical Incident Types

Health, safety and wellbeing	
<b>Absent/missing client</b>	Client who is in the care of the organisation is absent and there are concerns for their safety and welfare
<b>Accidental Injury</b>	Actions or behaviours that unintentionally cause harm which requires medical treatment
<b>Assault - physical</b>	<p>Actions or attempted actions that involve the use of physical force against a person that result in or have the potential to cause harm.</p> <p>Any assault of a client or staff member must be recorded as a critical incident. Assaults can vary in nature from life-threatening events to incidents that threaten clients or others health, safety or wellbeing. Allegations of assault of a client by a staff member, volunteer carer or member of the carer's household must be reported as a critical incident regardless of whether medical attention is required and regardless of the type of assault alleged.</p>
<b>Assault - sexual</b>	Sexual assault includes the full range of sexually abusive behaviour including rape, assault with intent to rape and indecent assault. Inappropriate touching or exposure by a client with a disability needs to be considered in the context of the individual client's behaviour or disability. A police report may not be necessary or appropriate in this case. If the behaviour is such that criminal charges are likely, or the client has previously been charged with sexual offences, then the incident must be categorised as a critical incident.
<b>Client Behaviour – dangerous</b>	Client actions that place self or others at risk of harm or are violent and dangerous including sex work of a client under 18

<sup>1</sup> 'Medical Treatment' means treatment by a medical professional



<b>Death* – client, staff, other</b>	<p>The death of a client or staff member or another person during service delivery.</p> <p>All deaths occurring during service delivery are classified as critical incidents.</p> <p>The death of a client that doesn't occur during service delivery does not in itself constitute a critical incident. However a critical incident classification may be required where the death:</p> <ul style="list-style-type: none"> <li>• Is of a client under the age of 18 years</li> <li>• occurs in unusual or unexpected circumstances, such as, but not limited to, murder, overdose or suicide</li> <li>• has a direct or obvious correlation to the service the person was receiving</li> <li>• is reportable, for example to the Commission for Children, young people and vulnerable adults.</li> </ul> <p>Client deaths as the consequence of the progression of a diagnosed condition or illness are not usually classified as critical incidents.</p>
<b>Drug/alcohol misuse</b>	Life threatening use of drugs and/or alcohol and/or other substances including potential overdose
<b>Property damage/ disruption</b>	Damage or disruption to premises that involves or impacts upon services to clients
<b>Self-harm / Suicide attempted</b>	Actions that intentionally cause harm or injury to self or with the intention to end one's own life
<b>Conduct of Personnel</b>	
<b>Criminal behaviour by personnel</b>	Behaviour that has had or may have an adverse impact on clients or the Foundation including the possession of illegal or unauthorised goods.
<b>Breach of confidentiality</b>	The inappropriate disclosure of confidential client information.
<b>Breach of professional standards, policy or duty of care*</b>	Poor professional practice, inappropriate behaviour or breach of professional standards or agency policy by staff or that results in or has the potential to cause harm to a client or other personnel.
<b>Public Relations</b>	
<b>Community concern</b>	<p>Incidents that involve or impact upon clients which cause community concern and had or may have an adverse impact on the reputation and standing of the organisation. Community concern includes:</p> <ul style="list-style-type: none"> <li>• subpoena of agency personnel to Coronial or other Statutory Inquires in relation to service users</li> <li>• information that suggests that the organisation is in breach of regulatory or certification requirements</li> <li>• A breach of agency policy that leads to an adverse impact on the reputation and standing of the agency.</li> </ul>
<b>Involvement of External Authorities</b>	Emergency Services, Police Child Protection, courts



# APPENDIX 4 - Notifications to External Authorities

Requirements for reporting of critical incidents to government authorities vary between jurisdictions.

There may also be additional reporting requirements for bodies such as out of home care, and schools to their regulatory body, and organisations that have Quality Accreditation requirements.

## National

There is some national consistency in the requirements for reporting OHS incidents and critical incidents children's services covered by the National Quality Framework. This is achieved through complementary legislation in each jurisdiction.

## Children's Services

The National Quality Framework (NQF) operates through Australian State and Territory Acts and regulations applied in each jurisdiction. The NQF applies to most long day care, family day care, outside school hours care and preschools/kindergartens in Australia. The requirements are the same in all jurisdictions.

For example, Division 6 of the Children Services Regulations (Victoria) requires that 'the Secretary' be notified of any 'Serious Incidents' as per the requirements below:

The proprietor must notify the Secretary as soon as practicable -

- Of the death of a child while being cared for or educated by the children's service; or
- Of any incident involving an accident or injury or trauma to a child while being cared for or educated by the service requiring the attention of a registered medical practitioner or admission to a hospital; or
- If a child appears to be missing or otherwise cannot be accounted for or appears to have been taken or removed from the service

Division 9 of the Children Services Regulations requires that 'the Secretary' be notified within 48 hours after a complaint is made if the complaint alleges that:

- The health, safety or wellbeing of any child within the children's service may have been compromised; or
- There may have been a contravention of the Act or these Regulations.

## Occupational health and safety

Occupational health and safety legislation is enacted in all jurisdictions and is relatively consistent in its reporting requirements.

For example, under the Victorian Occupational Health and Safety Act 2004 the employer must notify WorkSafe immediately after they become aware of a serious incident at a workplace. Notification to WorkSafe is required where any person (not just an employee) is involved in a serious incident at a workplace. Under the Act, all Victorian employers are required to have a register of injuries as specified by WorkSafe Victoria. This register must be readily accessible in all workplaces. Refer to <http://www.worksafe.vic.gov.au/> for more information.



# Appendix 5 - Responding to Incidents, Disclosures, and Suspicions of Child Abuse – Four Critical Actions

## You Must Take Action

As a volunteer/staff member in your organisation you play a critical role protecting children and young people. You must follow the four actions below.

### 1 Responding

If a child is at risk of immediate harm you must ensure their safety by:

- Separating alleged victims and others involved
- Administering first aid
- Calling 000 for agent medical and/or police assistance to respond to immediate health or safety concerns
- Identifying a contact person at for future liaison with Police

If there is no immediate harm go to Action 2

### 2 Reporting

Any incident must be documented on the Child Abuse Incident Report Form

Where does the source of suspected abuse come from?

#### Within the family or community

Report to your jurisdictional child protection body depending on the rules in your jurisdiction. Report to your local police and internally to the designated contact in your organisation.

#### Within the organisation

Report to the police or to the relevant body in your jurisdiction as required. You must also report internally to your designated contact in your organisation who then needs to report to Human resources, CEO, Board and contract partners.

### 3 Contacting

Your organisation must consult with the relevant child protection authority or local police to determine the information can be shared with parents/carers.

This can include

- Not to contact the parents carers in circumstances where they have alleged to have engaged in the abuse or the child is a mature minor and does not wish their parent/carer to be contacted.
- To contact the parents/carers and provide agreed information as soon as possible.

### 4 Supporting

Your organisation should provide support for children impacted by abuse which could include: the development of a safety plan, direct support and/or a referral to wellbeing professionals.

#### Key Contacts

Provincial

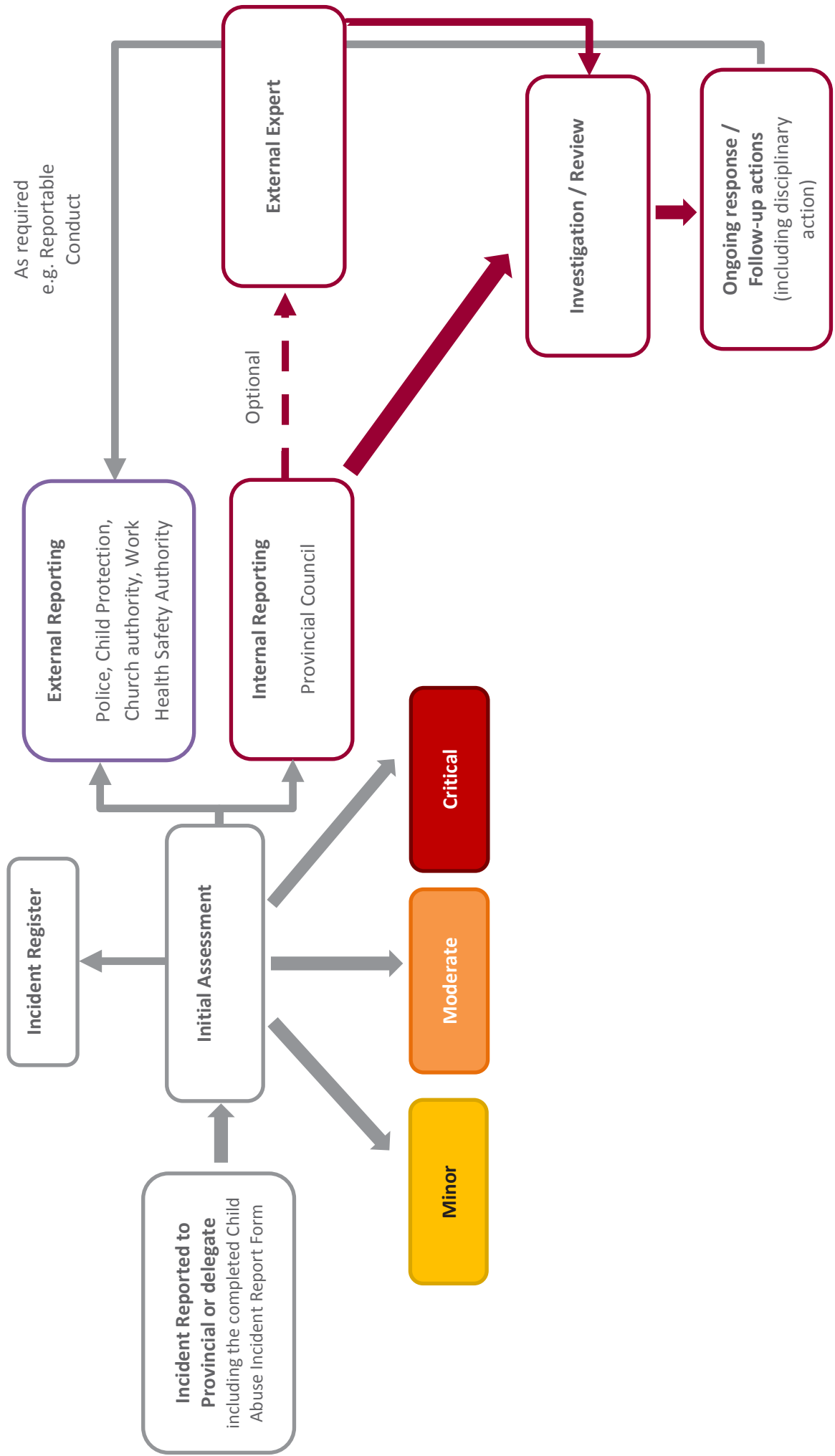
If Provincial is unavailable, Acting Provincial or 1<sup>st</sup> Councillor (if no Acting Provincial appointed).

Child Protection authority in local jurisdiction  
Police 000 or your local police station





## Appendix 5 – Incident Reporting Actions for Provincial or delegate







# Polítika Protesaun ba Labarik, Foin-sa'e no Adultu Vulneravel sira

## 1. Objektivu

Kongregasaun Carmelita Austrália no Timor-Leste, kompromitidu ba moris “iha fidelidade ba Jesus Kristu”, sai “puru iha fuan no forte iha konxiénsia” no “la nakdoko atu serbí Maromak” (Regra Carmelita) no halo serbisu pastorál ba ema hotu. Iha serbisu ida-ne'e, ami animadu ho Jesus Kristu no nia Evanjelu, ne'ebé hanorin ita atu “hadomi ita ema hanesan nia hadomi ita” no foti inspirasaun hosi Maria, ita-nia Inan no Feton, hosi Elias ita-nia Aman, no Santo sira hosi Carmel. Ita halo ita-nia serbisu pastorál ho ema hotu, inklui mós labarik, foin-sa'e no adultu vulneravel sira. Tanba sira vulneravel liu, ami kompromitidu atu oferese sira ho kuidadu, respeito, dignidade no domin ne'ebé sai hanesan sira-nia direitu nu'udár Maromak nia oan.

Hanesan parte ida hosi Kongregasaun Carmelita Internasionál, ami tau iha fuan deklarasaun katak: *“Kapítulu Jerál 2013 hosi Kongregasaun Carmelita kompromitidu ba seguransa labarik no adultu sira ne'ebé simu kuidadu pastorál husi Carmelita nia membru sira iha provínsia, komisariadu no delegasaun hotu, atu nune'e membru hirak ne'e sei trata labarik no adultu sira ho integridade étika no morál, ne'ebé refleta ba sira kompromisu ne'ebé promete ona. Relasiona ho dokumentu Vatikanu 3 Maiu 2011, kada provínsia, komisariadu ka delegasaun tenke iha polítika no prosedimentu ida ne'ebé mak kesi nia membru sira ho polítika atu mantein servisu ne'ebé iha étika ba labarik no adultu, ne'ebé respeito norma sosiál no igreja lokál.”*

Ami mós nota Norma Konduta sira ne'ebé adopta hosi Konsellu Jerál Kongregasaun (Sesaun 112, 9 Jullu 2015) ne'ebé regula ita-nia relasaun ho ema sira ne'ebé mak iha kontaktu ho ita, especialmente labarik, foin-sa'e no adultu vulneravel sira. Partikulármente, ami nota katak Kúria Jerál Carmelita no entidade sira ne'ebé mak direktamente iha nia jurizdisaun, kompromitidu atu oferese, iha fatin no setór moris no atividade pastorál hotu, fatin ida ne'ebé saudavel, seguru no protejidu ba labarik, foin-sa'e, adultu, ema idozu no ema vulneravel sira. Norma Konduta sira hirak ne'e ho intensaun atu proteje kompromisu ida-ne'e. (Normas Konduta, Nú. 1)

Aleinde ne'e, ami nota direisaun hosi RIVC hodi garante **Ambiente ida ne'ebé seguru ba labarik no adultu vulneravel sira** iha programa formasaun Kongregasaun: *Programa formasaun ne'ebé kontinua iha Kongregasaun Carmelita tenke inklui edukasaun ba membru sira hodi kria no garante ambiente ida ne'ebé seguru ba labarik no adultu vulneravel sira. Edukasaun hanesan ne'e sei apár ho normas Igreja no normas sosiál hodi kria ambiente ida ne'ebé seguru no minimiza risku ba labarik no adultu vulneravel inklui padraun no kritéria tuir-mai ne'e, posivelmente iha kooperasaun ho Provínsia seluk iha Rejiaun:*

- a) *Iha esperiénsia formasaun ne'ebé kontinua hodi ajuda dezenvolve seksualidade selibat ida ne'ebé maduru no integradu,*
- b) *Eduka hodi bele identifika no responde ba obstákulu sira hodi mantein relasaun intimadu ne'ebé selibat no saudavel,*
- c) *Rekoñese katak kualkér membru ne'ebé iha votu solene ne'ebé mak halo abuzu ba labarik ka la bele mantein limitasaun ne'ebé apropiadu ho labarik, apezár iha instrusaun no matadalan ne'ebé klaru, labele permite iha ministériu públiku.*

Hanesan provínsia ida, ami komprometidu hodi implementa diretiva ida-ne'e.

Hanesan Ministru ba Igreja, ami apresia katak ami iha papél atu defende tradisaun serbisu pastorál ida ne'ebé di'ak iha espíritu Evanjellu no Igreja nia tradisaun rasik – no especialmente relasiona ho labarik, foin-sa'e no adultu vulneravel sira, hanesan konfirmadu hosi Papa Francisco iha karta datada 2 Fevreiru 2015:



*Família sira presiza atu hatene katak Igreja sei halo esforsu hodi proteje sira-nia oan. Sira mós tenke hatene katak sira bele orienta ba Igreja ho konfiansa tomak, tanba Igreja mak uma ne'ebé seguru. Ne'e duni, prioridade la bele fó ba kualkér tipu preokupasaun sira seluk, kona-ba saida de'it, hanesan hanoin atu evita eskándalu, tanba laiha fatin ida iha ministériu Igreja nian ba ema hirak ne'ebé mak halo abuzu ba labarik.*

*Tenke halo mós esforsu tomak hodi garante katak provizaun ba Karta Sirkulár Kongregasaun ba Doutrina Fé datada 3 Maiu 2011, totálmente implementadu. Dokumentu ida-ne'e fó sai atu ajuda Konferénsia Episkopál hodi prepara matadalan atu responde ba kazu abuzu seksuál ba labarik ho idade menór ne'ebé halo hosi Amu-Lulik sira. Importante mós katak Konferénsia Episkopál estabelese meius práttiku ida atu periódikamente halo revizaun ba sira-nia normas no verifika katak ema tuir duni normas hirak ne'e.*

*Ida-ne'e responsabilidade hosi Bispu Diosezanu no Superiór Prinsipál sira atu asegura katak seguransa mak garantidu ba labarik no adultu vulneravel sira iha parókia no instituisaun Igreja sira seluk. Hanesan espresaun hosi Igreja nia devér hodi espresa Jesus nia kompaixaun ba sira ne'ebé mak sofre ona abuzu no ba sira-nia família, husu dioseze sira, no Institutu Vida Konsagrada no Sosiedade Vida Apostóluku, atu identifika programa sira ba assisténsia pastorál ne'ebé inklui provizaun ba assisténsia psicolójiku no assisténsia espirituál. Padre no ema hirak ne'ebé mak responsavel ba comunidade relijioza tenke disponivel atu hasoru malu ho vítima sira no vítima sira nia família; reuniaun ne'e hanesan oportunidade ida atu rona sira ne'ebé sofre tebes no husu sira nia perdaun.*

*Tanba razaun sira-ne'e hotu, agora ha'u husu ita-boot sira nia kooperasaun tomak ho Komisaun ba Protesaun Labarik. Serbisu ne'ebé ha'u fó fiar ona ba sira inklui fornese assisténsia ba ita-boot sira no ita-boot sira nia Konferénsia liuhosi interkámbiu práttika ne'ebé di'ak liu no liuhosi programa edukasaun, formasaun no dezenvolve resposta adekuaudu ba abuzu seksuál.*

Kongregasaun Carmelita Austrália no Timor-Leste eziste iha instituisaun oioin iha Queensland, New South Wales, Vitória no Western Austrália iha Austrália no iha sidade Dili, Hera no Zumalai iha Timor-Leste. Instituisaun ne'ebé mak ami serbisu ba mak parókia, eskola primária no sekundária, servisu no administrasaun provinsial, sentru retiru no espiritualidade, ospital, semináriu, biblioteca públuku, 'uma-mahon' no comunidade formasaun. Iha kontaktu ho labarik iha instituisaun diferente hirak ne'e. Iha fatin balu iha kontaktu uitoan, no iha fatin balun iha kontaktu barak. Iha fatin hotu iha possibilidade atu iha kontaktu ho labarik, foin-sa'e no adultu vulneravel sira.

Ami konsidera ho sériu ami-nia responsabilidade hodi fornese ambiente pastorál ida ne'ebé mak kuida, eduka no seguru.

Ami promove ekuidade (justu) no respeito diversidade liuhosi:

- Ativamente antesipa labarik nia sirkunstánsia ne'ebé la hanesan no efetivamente responde ba ema hirak ne'ebé iha vulnerabilidade adisional.
- Fornese asesu ba informasaun, apoiu no prosesu reklamasaun ba labarik sira hotu, no
- Fó atensaun partikulár ba nesesidade sira hosi Aborijene no labarik hosi 'Torres Strait Islander', labarik ho defisiénsia, no labarik ne'ebé orijen mai hosi kultura no lian ne'ebé la hanesan.

Ami-nia Konsellu Provinsial aprova no autoriza Kongregasaun Carmelita Província Austrália no Timor-Leste nia kompromisu ba protesau labarik, foin-sa'e no adultu vulneravel hosi abuzu no negligénsia.

Ida-ne'e hanesan responsabilidade hosi membru província tomak no mós staff ne'ebé mak emprega diretamente no voluntáriu sira ne'ebé mak ajuda sira, hamutuk ho sira ne'ebé mak apoiu ami iha instituisaun ne'ebé mak la responde ba instituisaun governante sira seluk (ezemplu, comunidade formasaun, Uma-Mahon Zumalai, Sentru Retiru no Espiritualidade, Biblioteca) atu:

- Proteje labarik, foin-sa'e no adultu vulneravel hosi kualkér forma abuzu, intimidasaun no eksploitaun hosi ami-nia ema;
- Matan-moris ba insidente abuzu labarik no negligénsia ne'ebé mak akontese fora hosi ámbitu ami-nia serbisu no operasaun ne'ebé mak bele fó impaktu ba labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak ami fornese serbisu ba; no
- Kria no mantein kultura ba labarik ida ne'ebé seguru ne'ebé mak ema bele kompriende. Kultura seguru ne'e hetan apoiu no bele implementa hosi pesoál sira ne'ebé serbisu, voluntáriu ka asesu ba ami-nia programa no serbisu sira.

Ami espera ema hotu iha ami-nia organizasaun, independentemente hosi sira-nia papél ka nivel responsabilidade, atu foti asaun hodi proteje labarik hosi ameasa sira liuhosi:



- Adopsta prátika no komportamentu ne'ebé mak ami defini ona hanesan ami-nia padraun bainhira hala'o sira-nia knaar, no
- Relata kualkér abuzu ka negligénsia ne'ebé mak sira hatene ba ami-nia jestaun no/ka ba autoridade externa ne'ebé mak responsavel ba protesau labarik ka ba polísia, maske abuzu ne'e halo hosi pesoál iha ami-nia organizasaun ka hosi ema li'ur, inklui hosi labarik nia família, família boot, ema ne'ebé sira-nia família koñese, ka ema ne'ebé nia la koñese.

## 2. Âmbitu

Polítika Protesau ba Labarik, Foin-sae no Adultu Vulneravel aplika ba pesoál sira hotu ne'ebé mak envolve iha Kongregasaun Carmelita Austrália no Timor-Leste. Ida-ne'e inklui membru Provinsia hotu no pre-novisiadu hotu, Carmelita hotu husi provinsia seluk ne'ebé hela no servisu iha provinsia laran, staf no voluntáriu hotu iha provinsia ka provinsia nia ministériu ka comunidade.

## 3. Dokumentu relasionadu

Polítika Carmelita Austrália no Timor-Leste iha kraik ne'e tenke hetan konsiderasaun relasiona ho dokumentu ida-ne'e:

- Kódigu Konduta kona-ba Protesau
- Polítika hodi Responde ba Abuzu ba Labarik, no relata alegasaun ba autoridade sira
- Polítika Rekrutamentu no haree se ema ida apropriadu atu serbisu

## 4. Lejizlasau relasionadu

Bainhira mantein polítika ida-ne'e, pesoál tomak Carmelita Austrália no Timor-Leste tenke konsidera lejizlasau tuir-mai ne'e :

- Kumpre lei Austrália nian hotu ne'ebé iha relasaun ho Protesau ba Labarik no Padraun Seguransa ba Labarik ba ema sira iha Australia, no kumpre lei Timor-Leste nian ba ema sira iha Timor-Leste
- Defende Konvensau Nasoins Unidas kona-ba Direitu Labarik nian

## 5. Definisau sira

Definisau sira inklui ona iha Apendise 1, número pájina 73.

## 6. Responsabilidade sira

Konsellu Provinsiál mak responsavel ba dezvoltamentu no autorizasaun ba Carmelita Austrália no Timor-Leste nia Polítika Protesau labarik, foin-sa'e no adultu vulneravel sira. Papél hosi kada entidade relasiona ho dezvoltamentu no konformidade ba Polítika Protesau labarik, foin-sa'e no adultu vulneravel hosi Carmelita Austrália no Timor-Leste mak lista ona iha tabela tuir-mai ne'e.

Entidade	Papél/Responsabilidade
Konsellu Provinsiál	<ul style="list-style-type: none"> <li>• Promove kompromisu ba polítika ida-ne'e no nia expetativa sira.</li> <li>• Apoiu revizaun polítika mínimu tinan tolu dala ida, ka bazeia ba tempu ne'ebé mak lejizlasau ka regulamentu defini ona, ka aprendizajen organizasaun ne'ebé mak promove mudansa ba polítika no matadalan ba polítika no prosedimentu relevante sira hotu.</li> <li>• Garante konformidade ba polítika liuhosi mekanizmu revizaun ida.</li> <li>• Garante rekursu adekuaudu alokadu atu permite dezvoltamentu no implementasaun polítika ida-ne'e ho efektivu.</li> <li>• Dezenvolve oportunidade ba diskusaun regulár iha nivel hotu hodi apoiu kultura ida ne'ebé nakloke no kontinua hadi'ak no hasa'e akuntabilidade ba protesau labarik no membru nia bein estár.</li> <li>• Halo advokasia no promove labarik nia direitu, kapasita no envolve labarik, foin-sa'e no adultu vulneravel sira hodi apoiu ba polítika ida ne'e no nia expetativa sira.</li> </ul>



<p><b>Jestór Provisiál no Negósiu</b></p>	<ul style="list-style-type: none"> <li>• Garante pesoál envolvidu sira hotu kompriende sira-nia obrigasaun relasiona ho polítika protesau ba labarik, foin-sa'e no adultu vulneravel sira, no dokumentasaun prosedimentu no polítika relevante sira. Ida-ne'e inklui indusaun, mínimu sesaun treinamentu obrigatóriu ida no diskusaun no orientasaun regulár durante reuniaun supervizaun no reuniaun ekipa.</li> <li>• Garante katak parte interesadu sira kumpre no implementa polítika protesau ba labarik, foin-sa'e no adultu vulneravel sira.</li> <li>• Garante dezenvolvimentu no implementasaun polítika/prosedimentu serbisu interna no matadalan sira ne'ebé eziste hodi apoiu prátika protesau ba labarik bazeia ba expetativa hosi polítika protesau labarik, foin-sa'e no adultu vulneravel sira.</li> <li>• Garante rekursu adekuaudu alokadu hodi permite implementasaun ida ne'ebé efetivu hosi polítika protesau ba labarik, foin-sa'e no adultu vulneravel sira.</li> <li>• Garante atu apoiu no serbisu hamutuk ho pesoál ne'ebé foti desizaun hodi inisia asaun sira atu proteje labarik hosi abuzu, negligénsia, hamaus (ho intensaun halo relasaun seksuál) ka explotaun.</li> <li>• Garante katak apoiu apropriadu hanesan akonselamentu no <i>debrief</i> formál mak disponivel ba pesoál balu ne'ebé envolve iha asuntu relasiona ho seguransa no bein estár labarik ka foin-sa'e ruma.</li> <li>• Halo advokasia no promove direitu labarik, kapasita no envolve labarik, foin-sa'e no adultu vulneravel sira hodi apoiu polítika ida-ne'e.</li> <li>• Proativamente fahe rekursu no esperiéncia iha dezenvolvimentu iniciativa ne'ebé seguru ba labarik bainhira iniciativa refere identifika ona.</li> <li>• Dezenvolve oportunidade ba diskusaun regulár iha nivel hotu-hotu hodi apoiu kultura ida ne'ebé kontinua hadi'ak no hasa'e akuntabilidade ba protesau labarik no membru nia bein estár.</li> <li>• Garante katak ami-nia pesoál hatene kona-ba rekrutamentu, prosesu atu haree se ema ida apropriadu atu servisu, no prátika serbisu relasiona ho pesoál ho funsaun spesífiku iha serbisu, fó treinamentu ka voluntáriu ho labarik no família sira.</li> </ul>
<p><b>Pesoál hotu</b></p>	<ul style="list-style-type: none"> <li>• Mantein kompriensaun ida ne'ebé di'ak kona-ba kompromisu no expetativa hosi polítika ida-ne'e no mós polítika sira seluk ne'ebé relevante ho protesau labarik, foin-sa'e no adultu vulneravel sira.</li> <li>• Realiza indusaun no treinamentu ne'ebé mensiona iha polítika ida-ne'e, relasiona ho polítika no prosedimentu ne'ebé relevante ba protesau ba labarik, foin-sa'e no adultu vulneravel sira.</li> <li>• Buka orientasaun hosi supervizór ka jestór se karik iha menus koñesimentu ruma relasiona ho kompromisu no expetativa sira ne'ebé mak defini ona iha polítika ida-ne'e.</li> <li>• Foti asaun hodi proteje labarik, foin-sa'e no adultu vulneravel hosi forma abuzu, intimidasaun no esplorasau sira hotu.</li> <li>• Ajuda kria no mantein kultura ida ne'ebé seguru ba labarik no kultura inkluzau no seguransa.</li> </ul>

## 7. Ami-nia Kompromisu

Kongregasuan Carmelita Austrália no Timor-Leste komprometidu atu garante seguransa no bein estár labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak asesu ba ami-nia atividade, programa, serbisu ka fasilidade sira. Ami-nia polítika no prosedimentu buka atu hamenus risku ba labarik nia seguransa, no estabelese prátika no kultura protesau. Ami-nia prosedimentu no polítika protesau ba labarik, foin-sa'e no adultu vulneravel sira mak asesivel iha forma ne'ebé fasil atu kompriende. Prosedimentu no polítika hirak ne'e mak informadu liuhosi konsultasaun ho parte interesada sira; no komunika ona ba labarik, foin-sa'e no sira-nia família, ami-nia pesoál no públiku. Ami regulármente halo revizaun ba ami-nia polítika, buka aprovasau ba mudansa sira no komunika ba ami nia pesoál kona-ba mudansa hirak ne'e.



## **Ami komprometidu atu proteje labarik, foin-sa'e no adultu vulneravel sira**

Liuhosi ami-nia polítika protesaun ba labarik, foin-sa'e no adultu vulneravel sira, ami dokumenta ami-nia kompromisu ida ne'ebé klaru atu proteje labarik, foin-sa'e no adultu vulneravel sira hosi abuzu no neglijénsia. Ami komunika ami-nia kompromisu ba ami-nia pesoál sira hotu no fó asesu ba polítika refere ba sira.

## **Ami-nia pesoál hatene komportamentu ne'ebé ami ezije**

Ami garante katak kada pesoál ne'ebé envolve iha ami nia serbisu ho labarik, foin-sa'e no adultu vulneravel sira kompriende sira-nia papél no komportamentu ne'ebé mak ami ezije relasiona ho proteje labarik, foin-sa'e no adultu vulneravel sira hosi abuzu no neglijénsia. Ami utiliza deskrisaun pozisaun ne'ebé deklarara ho klaru rekizitu protesaun ne'ebé relevante. Ami iha kódigu konduta ne'ebé mak aprova no hetan ona autorizasaun hosi ami-nia superiór ne'ebé mak defini ami-nia expetativa sira kona-ba komportamentu hasoru labarik, foin-sa'e no adultu vulneravel sira. Ami-nia pesoál hetan ona kopia ida no asesu ona kódigu konduta ne'e. Ami-nia pesoál indika, liuhosi meius eskrita, katak sira lee ona no komprometidu ba kódigu konduta ne'e.

## **Ami minimiza probabilidade rekruta pesoál ne'ebé mak la serve**

Ami iha medida adekuaudu hodi minimiza probabilidade katak ami sei rekruta pesoál ida ne'ebé mak la serve atu serbisu / voluntáriu ho labarik, foin-sa'e ka adultu vulneravel. Ami iha prosedimentu rekrutamentu ne'ebé mak garante:

- Ami-nia kompromisu ba protesaun komunika ona ho aplikante potenciál sira
- Halo entrevista oin-ba-oin hodi inklui pergunta sira relasiona ho protesaun
- Halo verifikasaun referénsia profesionál rua (bainhira posivel iha Timor-Leste)
- Halo verifikasaun hodi haree se ema ida apropriadu atu servisu, inklui mós verifikasaun kona-ba nia identidade, rejistu krimínál, verifikasaun serbisu ho labarik no verifikasaun kualifikasaun (bainhira posivel iha Timor-Leste).

## **Indusaun no treinamentu hanesan parte ida hosi ami-nia kompromisu**

Durante indusaun, ami fornese informasaun ba staff foun sira hotu kona-ba ami-nia kompromisu ba protesaun inklui polítika protesaun ba labarik, foin-sa'e no adultu vulneravel sira, kódigu konduta no ami-nia polítika kona-ba abuzu ba labarik no relata abuzu ba autoridade sira. Ami apoia formasaun ne'ebé kontinua ba ami-nia pesoál hodi garante informasaun kona-ba protesaun fornese iha forma kontinuaun.

## **Ami enkoraja envolvimentu labarik, foin-sa'e no sira-nia inan-aman**

Ami fornese informasaun ba labarik no ema ne'ebé responsavel ba sira (hanesan broxura, poster, livru manuál, no matadalan) kona-ba:

- Ami-nia kompromisu ba protesaun ba labarik no sira-nia direitu
- Komportamentu ne'ebé ami ezije hosi ami-nia pesoál no sira-nia an rasik
- Ami-nia polítika responde ba abuzu ba labarik

Ami iha prosesu atu enkoraja komunikasaun bá-mai ho labarik no família sira. Ami husu sira-nia feedback no ami iha prosesu hodi sira bele responde. Ami respeitu diversidade no buka atu fasilita envolvimentu no komunikasaun ida ne'ebé efetivu.

## **Ami-nia pesoál kompriende sira-nia responsabilidade atu relata abuzu ba labarik**

Ami-nia polítika bainhira responde ba abuzu labarik mak aprovaudu no hetan ona autorizasaun hosi ami-nia superiór organizaun no aplika ba staff hotu. Polítika ne'e deklarara katak:

- Pesoál tenke imediamente relata abuzu ka neglijénsia no preokupasaun ruma ho polítika, prátika ka komportamentu hosi ami-nia pesoál.
- Pesoál tenke tuir rekerimentu relatóriu obrigatóriu ne'ebé vigora
- Pesoál tenke halo tuir prosesu spesífiku bainhira relata abuzu ka neglijénsia inklui sé mak simu relatóriu
- Falla atu relata konsidera hanesan violasaun ida ne'ebé sériu





Ami-nia pesoál hetan ona kopia ida no iha ona asesu ba polítika no kompriende implikasaun sira hosi polítika ne'e ba sira-nia papél. Ami dokumenta kualkér alegasaun, divulgasaun ka preokupasaun relasiona ho abuzu ba labarik no monitoriza resposta sira ba alegasaun, divulgasaun ka preokupasaun sira hotu.

### **Ami mantein no hadi'ak ami-nia polítika no prátika sira**

Ami komprometidu atu mantein no hadi'ak ami-nia polítika, prosedimentu no prátika kona-ba protesaun labarik, foin-sa'e no adultu vulneravel sira husi abuzu no negligénsia. Ami fó ona responsabilidade atu mantein no hadi'ak ami-nia polítika no prosedimentu sira ba 'Koordenadór Programa Protesaun ba Labarik' – Prior Provinsial ka nia delegadu

Ami monitoriza ami-nia pesoál no fornecedor esterna sira atu garante katak sira kumpre ona polítika, komportamentu no prátika ne'ebé apropiadu. Ami komunika ho ami-nia pesoál atu garante katak sira kompriende ami-nia polítika, no polítika sira ne'e efektivu iha serbisu fatin. Ami ezije ami-nia pesoál atu fó sai kondensasaun ka akuzasaun sira ne'ebé mak afeta ba sira-nia abilidade atu serbisu ho labarik, foin-sa'e no adultu vulneravel sira, no ami periódikamente ezamina rejistu polísia no WWCC (Verifikasaun atu bele servisu ho labarik sira).

Tuir rekerimentu audit regulár ne'ebe CPSL (Catholic Professional Standards Limited) sei halo ba Ita, ita atu revee ita-nia implementasaun atividade hodi identifika no dokumenta risku poténsial ba labarik ka foin-sa'e sira.

### **Sumáriu Deklarasaun Kompromisu**

**Kongregasaun Carmelita Austrália no Timor-Leste, komprometidu ba moris iha fidelidade ba Jesus Kristu, puru iha fuan no forte iha konxiénsia no la nakdoko atu serbí Maromak (Regra Carmelita) halo serbisu pastorál ba ema hotu. Ami komprometidu atu halo ami-nia fatin sai espasu ne'ebé seguru no protejidu ba ema hotu, liu-liu ba labarik, foin-sa'e no adultu vulneravel sira.**

## **8. Relata Alegasaun Ruma**

Bainhira relata keixa ka alegasaun ruma kona-ba abuzu ba labarik, foin-sa'e no adultu vulneravel sira, Carmelita Austrália no Timor-Leste sei kumpre rekizitu sira ne'ebé mak defini ona hosi Komisaun Edukasaun Katóliku, Vitória relasiona ho *Whitefriars College* no rekizitu-sira ne'ebé mak defini ona hosi Dioseze relevante relasiona ho Parókia sira ne'ebé mak Carmelita iha responsabilidade pastorál. Kualkér relatóriu ne'ebé halo hosi *Whitefriars College* ka Parókia ida tenke haruka kopia ida ba Provinsial. Iha kontektu seluk, kualkér keixa ka alegasaun kona-ba abuzu tenke relata ba Provinsial ne'ebé mak sei responsavel hodi kompleta rekizitu relatóriu Igreja no sivil.

## **9. Jestaun Insidente**

Insidente ne'ebé mak akontese iha *Whitefriars College* ka Parókia sira ne'ebé mak Carmelita Austrália no Timor-Leste iha responsabilidade pastorál, sei maneja bazeia ba Matadalan Komisaun Edukasaun Katóliku, Vitória ka Dioseze relevante. Insidente iha kontektu sira seluk sei maneja iha Austrália bazeia ba prosesu tuir-mai ne'e:

### **I. Responde**

Se karik labarik, foin-sa'e ka adultu ne'ebé vulneravel iha risku ba violasaun, pesoál hirak ne'ebé mak responsavel imediamente tenke garante sira-nia seguransa liuhosi:

- Haketak vítima ho ema seluk ne'ebé envolve
- Fornese primeiru sokorru
- Liga ba 000 no husu assisténsia médiku no / ka polísia hodi responde imediamente ba nesesidade saúde ka seguransa
- Identifika pontu fokál ba ligasaun ho Polísia iha futuru

### **II. Relatóriu**





a) Se karik autór ba abuzu mai hosi família ka comunidade, pesoál ne'ebé responsavel, imediamente tenke:

- Relata ba orgaun juridisionál protesaun ba labarik lokál depende ba regra jurizdisaun lokál
- Relata ba polísia lokál
- Relata ba Provinsiál

b) Se karik autór ba abuzu mai hosi organizasaun ne'e, pesoál ne'ebé responsavel, imediamente tenke:

- Relata ba Provinsiál
- Iha kazu ne'ebé Provinsiál deskonfia sai hanesan suspeitu ba alegasaun abuzu, tenke halo relatóriu ida ba Ofisiál Protesaun iha Dioseze lokál ne'ebé Provinsiál hela ba. Se karik iha pedidu ba Provinsiál atu hasees an enkuantu investigasaun keixa/alegasaun ne'e la'o, Primeiru Konselleiru mak sei asume direitu no responsabilidade sira hosi Provinsiál, inklui relasaun ho jestaun insidente ne'ebé envolve keixa/alegasaun kona-ba abuzu ba labarik, foin-sa'e ka adultu vulneravel sira.

### **Provinsiál sei garante katak kualkér insidente tenke dokumenta iha Formuláriu Relatóriu Insidente Abuzu ba Labarik (Apêndise 2)**

## **III. Kontaktu**

Liuhosi eskritóriu Provinsiál, Carmelita Austrália no Timor-Leste sei konsulta ho autoridade kompetente ba protesaun labarik ka polísia lokál hodi determina katak informasaun ne'e bele fahe ho inan-aman/responsavel sira. Ida-ne'e bele inklui:

- La bele kontaktu inan-aman / responsavel sira iha sirkunstánsia ne'ebé sira hetan alegasaun envolve iha abuzu, ka bainhira labarik maduru ona no lakohi atu kontaktu sira nia inan-aman / responsavel.
- Kontaktu ba inan-aman / responsavel no fornese informasaun ne'ebé konkorda ona imediamente.

## **IV. Apoiu**

Carmelita Austrália no Timor-Leste sei apoiu labarik ne'ebé mak hetan impaktu hosi abuzu, inklui: dezvoltamentu planu seguransa, apoiu direta no/ka referál ba profesionál bein estár nian.

Iha Timor-Leste, prinsípiu ne'ebé mak iha Apêndise 1 sei hetan observasaun no implementa bazeia ba saida de'it mak posivel iha kontektu lokál.

## **10. Arkivu no Dokumentasaun**

Ami arkiva mudansa ba dokumentu ida-ne'e (Haree 12. Monitorizasaun no Revizaun).

## **11. Komunikasaun**

Carmelita Austrália no Timor-Leste komprometidu atu garante ami-nia Polítika protesaun ba labarik, foin-sae no adultu vulneravel sira komunika ona ba:

### **Emas ne'ebé uza ami-nia serbisu**

- Iha ami-nia website
- Iha formatu ne'ebé asesivel ba labarik, foin-sa'e no adultu vulneravel sira
- Hanesan parte ida hosi formuláriu rejistu no informasaun programa ne'ebé fó ba inan-aman no família-sira

Prior Provinsial ka nia delegadu mak atu jere komunikasaun saida de'it ho Media relasiona ho keixa ruma.



### **Pesoál 'envolvidu' sira hotu**

- Durante prosesu rekrutamentu no indusaun
- Iha ajenda ba reuniaun ekipa
- Bainhira iha atualizasaun ka mudansa ruma ba dokumentu ida-ne'e

## **12. Monitorizasaun no Revizaun**

Dokumentu ida-ne'e sei hetan revizaun mínimu kada tinan 3, hafoin konsultasaun. Iha sirkunstánsia balun bele hamosu revizaun sedu, ida-ne'e inklui maibé la limita ba mudansa lejizlativu, mudansa organizasaun, rezultadu hosi insidente ruma no asuntu sira seluk ne'ebé mak konsidera apropriadu hosi Konsellu Provinsiál no/ka Provinsiál. Ami arkiva kada dokumentu bainhira halo revizaun. Arkivu sira bele inklui minutu reuniaun no dokumentasaun mudansa ba polítika no prosedimentu ne'ebé mak rezulta hosi revizaun ida.

## **13. Rekursu-sira ne'ebé Suporta**

Ratio Institutionis Vitae Carmelitanae, 2013. <i>Formasaun Carmelita: Jornada ida ba Transformasaun</i>
Livru Manuál Formasaun Carmelita 2016 (Provínsia Carmelita, Austrália & Timor-Leste)

Dokumentu hirak ne ' ebe mak parte husi polítika ida-ne'e

Apéndice 1 – Definisasaun, número pájina 73

Apéndice 2 – Formuláriu Relatóriu Insidente Abuzu ba Labarik, número pájina 75





# Kódigu Konduta kona-ba Protesaun

## 1. Objektivu

Kongregasaun Carmelita Austrália no Timor-Leste iha objetivu atu fornese ambiente pastorál ne'ebé pozitivu ba labarik, foin-sa'e no adultu vulneravel sira hodi promove sira-nia dezenvolvimentu sosiál, fíziku, espirituál no emocionál.

Ami komprometidu atu proteje labarik, foin-sa'e no adultu vulneravel sira iha ami-nia serbisu no garante katak sira sente seguru. Ne'e duni, ami hakarak atu garante katak ami-nia pesoál sei halo esforsu atu alkansa ha-halok ne'ebé aas / di'ak liu relasiona ho proteje labarik, foin-sa'e no adultu vulneravel sira hosi abuzu. Tan ne'e ami dezenvolve ona Kódigu Konduta Protesaun ida-ne'e hodi identifika expetativa ida ne'ebé klaru ba komportamentu hasoru labarik, no komportamentu iha labarik nia oin, no prevene komportamentu sira ne'ebé mak bele fó ameasa ba labarik, foin-sa'e no adultu vulneravel sira ne'ebé ami tau matan bá.

Kódigu Konduta ida-ne'e dezenvolve hodi proteje labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak en-volvidu iha ami-nia atividade. Kódigu konduta ida-ne'e ofisiálmente aprova ona hosi ami nia Konsellu Provin-siál.

Ita boot tenke lee Kódigu Konduta Protesaun ida-ne'e hamutuk ho dokumentu hirak ne'e:

- Rekerimentu espesífiku hosi ita-boot nia funsaun ne'ebé karik difine ona iha ita boot-nia deklarasaun 'deskrisaun serbisu'
- Ami-nia dokumentu prosedimentu no polítika sira ne'ebé relevante, inklui ami-nia:
  - Deklarasaun 'Proteje Labarik, Foin-sa'e no Adultu vulneravel sira'
  - Polítika 'Responde ba Denúnsia no Alegasaun kona-ba Abuzu ba Labarik'
- Lei aplikavel sira iha fatin ida-ne'ebé de'it ne'ebé pesoál sira hala'o atividade, inklui lei relasiona ho privasidade, konfidensialidade, fahe informasaun no mantein arkivu
- Expetativa jerál komunidadade nian, iha fatin ida-ne'ebé de'it ne'ebé pesoál sira hala'o atividade, relasiona ho komportamentu adekuaudu entre adultu no labarik.
- Ba staff no voluntáriu – Carmelita nia Kode Konduta, hanesan aseita iha 2017 Enkontru Revee ho Staff

Hanesan parte ida hosi ita boot-nia kompromisu atu kumpre Kódigu Konduta Protesaun ida-ne'e, ami sei husu ita-boot atu asina deklarasaun formál ida kona-ba kompromisu ba Carmelita Austrália & Timor-Leste nia Kódigu Konduta Protesaun.

Ami konsidera falla hodi kumpre kódigu konduta ida-ne'e hanesan violasaun no sei foti asaun disiplinár ne'ebé adekuaudu. Depende ba nia nivel violasaun, asaun disiplinár bele inklui suspensaun enkuantu asuntu hirak ne'e hetan investigasaun no/ka demisaun. Hanesan adisaun ba kualkér prosedimentu disiplinár interna, ami sei relata situasaun sira ne'ebé viola lei, no situasaun ne'ebé dalaruma viola lei ba polísia.

Dalaruma iha situasaun exepSIONÁL balun ne'ebé kódigu konduta ida-ne'e labele aplika, ezemplu, iha situasaun emerjénsia. Maibé, importante atu ita-boot hetan autorizasaun hosi parte jestaun (ne'ebé define hanesan ema ne'ebé lider no ema ne'ebé jere Ita iha situasaun partikulár ida-ne'e) molok foti asaun ne'ebé mak viola kódigu konduta ida-ne'e ka ita-boot aviza lailais parte jestaun hafoin akontese insidente ruma ne'ebé mak viola ona kódigu konduta ida-ne'e.



## 2. Rekerimentu Xave

Ami-nia Kódigu Konduta Protesaun ko'alia kona-ba área prinsipál sira ne'ebé ita boot halo interasaun ho labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak involve iha ami-nia programa edukasionál no pastorál. Ami dezenvolve ona Kódigu Konduta Protesaun ida-ne'e hodi ajuda ita-boot proteje labarik, foin-sa'e no adultu vulneravel sira hosi abuzu ka neglijénsia.

### Violasaun Seksuál

Nunka bele iha kualkér forma 'komportamentu seksuál' entre, hamutuk ho, ka iha prezensa hosi labarik, foin-sa'e ka adultu vulneravel sira ne'ebé mak partisipa iha ami-nia programa edukasionál no pastorál. Envolve iha komportamentu seksuál bainhira partisipa iha ami-nia atividade mak proibidu maske foin-sa'e sira ne'ebé involve, nia tinan bele liu ona tinan konsentimentu legál.

'Komportamentu Seksuál' presiza interpreta ho luan hodi inklui asaun sira hotu ne'ebé mak konsidera iha konotasaun seksuál, inklui maibé la limita ba:

- 'komportamentu kontaktu', hanesan relasaun seksuál, rei malu, hamaus malu, penetrasaun seksuál ka explota labarik ida liuhosi prostituisaun.
- 'komportamentu naun-kontaktu', hanesan baku-matan, insinuasaun seksuál, mensajen textu no fotografia ne'ebé la apropriadu ka asesu ba pornografia ka isin-molik.

### Matadalan Pozitivu [Disiplina]

Ami esforsu hodi garante katak labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak partisipa iha ami-nia programa edukasionál no pastorál kompriende limitasaun komportamentu ne'ebé aseitavel atu nune'e ami bele fornese esperiéncia pozitivu ida ba partisipante sira hotu. Labarik sira hetan enkorajen atu seguru no sente seguru, no iha relasaun pozitivu ho sira nia maluk sira.

Bainhira posivel, labarik, foin-sa'e no adultu vulneravel sira hetan enkorajen atu 'fó sai sira-nia lian' no partisipa iha atividade organizaun sira ne'ebé mak relevante, especialmente relasiona ho asunto sira ne'ebé mak importante ba sira. Labarik, foin-sa'e no adultu vulneravel sira hetan informasaun kona-ba sira nia partisipasaun seguru iha atividade organizaun nian, inklui asesu ba informasaun kona-ba programa prevensaun abuzu ba labarik.

Maibé, iha situasaun balun ne'ebé pesoál sira presiza uza tékniku no estratéjia jestaun komportamentu ne'ebé apropriadu hodi garante:

- Ambiente ida ne'ebé pozitivu no efetivu
- Seguransa no / ka bein estár hosi labarik, foin-sa'e, adultu vulneravel ka pesoál sira ne'ebé mak partisipa iha ami-nia programa edukasionál no pastorál.

Ami ezije ami-nia pesoál atu uza estratéjia ne'ebé mak justu, respeitozu, no apropriadu ho faze dezenvolvimentu ba labarik, foin-sa'e ka adultu vulneravel sira ne'ebé mak envolvidu. Labarik, foin-sa'e no adultu vulneravel presiza atu hetan direasaun ida ne'ebé klaru no hetan oportunidade hodi maneja sira-nia erru ho maneira ida ne'ebé pozitivu.

Ami-nia pesoál nunka bele foti asaun disiplinár ne'ebé involve kastigu fiziku ka kualkér forma tratamentu ne'ebé mak bele konsidera hanesan hatún, laran aat, hata'uk ka hamoe.

### Kumpre ba limitasaun papél profesionál

Ami-nia pesoál la bele, ho sira-nia hakarak rasik ka ho pedidu hosi kliente, foti asaun ruma ne'ebé mak sai hosi sira-nia responsabilidade sira (hanesan defini ona iha sira-nia deskrisaun serbisu, bainhira aplikavel) bainhira ajuda implementa ami-nia programa edukasionál ka pastorál – ka, iha kazu ba Carmelite ka pre-novisiadu ne'ebé la iha deskrisaun serbisu, la bele foti asaun ne'ebe la tuir sira-nia responsabilidade ministériu nian. Pesoál envolvidu iha ami-nia programa edukasionál no pastorál:

- Labele partisipa iha atividade ruma ho labarik, foin-sa'e ka adultu vulneravel sira ne'ebé mak kliente/membru hosi ami-nia organizaun, – ka involve iha ita-nia ministériu – fora hosi atividade edukasionál ka pastorál autorizadu. Ezemplu atividade ne'ebé labele halo mak lori sira ba pasiar, ka vizita sira iha sira-nia uma bainhira sira-nia inan-aman/responsavel laiha.



- Labele fornese kualkér forma apoiu ba labarik, foin-sa'e, adultu vulneravel ka sira-nia família ne'ebé mak laiha relasaun ho ami-nia programa edukasionál no pastorál.
- Labele buka kontaktu ho labarik, foin-sa'e ka adultu vulneravel sira (ka eis participante) fora hosi ami-nia programa edukasionál no pastorál.
- Labele simu konvite hodi atende kualkér programa sosiál privada ho pedidu mai hosi labarik, foin-sa'e ka adultu vulneravel ne'ebé mak partisipa ona ka atu partisipa iha ami-nia programa edukasionál no pastorál – anaunsérke pedidu refere mai hosi sira-nia membru família/guardians ka responsavel ne'ebé mak sei marka prezensa iha programa refere. Se karik ida-ne'e impratikavel ka imposivel iha situaun balun, liu-liu iha Timor-Leste, kualkér prezensa iha programa sosiál privada tenke iha aprovasaun hosi jestór apropriadu, no adultu seluk mós tenke marka prezensa iha programa sosiál refere.
- Labele dezenvolve relasaun 'espesiál' ruma ho labarik ne'ebé mak bele haree hanesan favoritizmu (ezemplu, fó prémiu ka tratamentu espesiál ba labarik ida).
- Labele partisipa iha diskusaun nakloke relasiona ho asuntu adultu nian iha labarik sira-nia oin (ezemplu, labele ko'alia kona-ba ita-nia atividade sosiál privada).

Se karik ami-nia pesoál identifika situaun ida ne'ebé labarik ka foin-sa'e presiza assisténsia ne'ebé mak fora hosi pesoál refere nia kompeténsia ka fora hosi ámbitu serbisu ami-nia organizaun, sira iha oportunidade atu:

- Refere asuntu ne'e ba ajénsia apropriadu ka
- Refere labarik ka foin-sa'e ba ajénsia apropriadu ka
- Kontaktu labarik ka foin-sa'e nia inan-aman, responsavel ka
- Buka akonselamentu hosi parte Jestaun.

### Uzu linguajen no maneira ko'alia

Linguajen no maneira ko'alia ne'ebé uza iha labarik, foin-sa'e no adultu vulneravel sira nia oin, tenke:

- Fornese orientasaun ida ne'ebé klaru, ajuda sira fiar sira-nia an rasik, enkoraja ka afirma sira
- La fó ameasa ba labarik ka adultu vulneravel – iha parte ida-ne'e, evita linguajen ne'ebé mak:
  - Diskriminatóriu, rasista ka seksista
  - Hamoe, hatún ka negativu, ezemplu bolu labarik ka adultu vulneravel 'beik-teen' ka dehan sira 'bokur loos'
  - Ho intensaun atu ameasa hata'uk - Liafuan tolok ka liafuan seksuál.

### Promove iguallade (justu) no diversidade

Pesoál hotu-hotu tenke garante katak sira-nia maneira no interasaun ho labarik, foin-sa'e no adultu vulneravel mak sensitivu, respeitozu no inkluzivu ba kualkér orijin no abilidade sira.

Bainhira ami-nia organizaun iha envolvimentu ho labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak Aborijene ka *Torres Strait Islander*, hosi kultura orijin ka linguajen ne'ebé mak la hanesan ka ne'ebé mak iha defisiénsia, ami-nia pesoál sei promove sira-nia seguransa (inklui seguransa kulturál), partisipasaun no empoderamentu.

### Supervizaun

Pesoál sira iha responsabilidade hodi tau matan ba labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak tuir ami-nia organizaun nia programa edukasionál no pastorál hodi garante katak participante hirak ne'e:

- Pozitivamente, envolve an iha ami-nia programa edukasionál no pastorál, ezemplu partisipa iha atividade no diskusaun sira
- Hatudu komportamentu di'ak ba maluk sira seluk, ezemplu, respeita ema seluk nia direitu atu ko'alia no kontribui ba diskusaun no atividade sira
- Iha ambiente ida ne'ebé seguru no protejidu hosi ameasa esterna, ezemplu, garante katak sira hetan supervizaun adekuada hodi pesoál autorizadu sira



Ami-nia pesoál tenke evita situasaun, bainhira posivel, ne'ebé pesoál mak besik no mesak ho labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak tuir ami-nia programa. Nomós, (bainhira posivel) tenke halo atividade no / ka diskusaun tomak ho respiciente serbisu sira ho prezensa hosi pesoál sira seluk.

### **Uzu komunikasaun eletróniku no online**

Bainhira posivel, email no mensajen (SMS) ne'ebé haruka ba labarik ka foin-sa'e tenke kopia mós ba inan-aman ka responsavel.

Bainhira inan-aman la inklui iha komunikasaun:

- Limita komunikasaun ba de'it asuntu ne'ebé relasiona direktamente ho ami-nia programa edukasionál no pastorál, ezemplu, se informa katak eventu programadu kansela ona.
- Limita konteúdu pesoál ka sosiál iha komunikasaun refere ba buat ne'ebé prezisa atu bele informa ema kona-ba mensajen relasiona ho serbisu. Hato'o mensajen ne'e ho maneira ida ne'ebé edukadu no amigavel. Partikulármente, labele komunika mensajen ruma ne'ebé iha sentidu seksuál.
- Labele uza maneira komunikasaun refere hodi promove atividade 'sosiál' sein autorizasaun ka atu arranja kontaktu sein autorizasaun.
- Labele husu labarik ka foin-sa'e sira atu rai komunikasaun ruma hanesan segredu hosi sira-nia inan-aman.
- Labele komunika ho labarik ka foin-sa'e uza 'chat room' iha internet ka fatin online sira seluk hanesan rede sosiál, fatin halimar games online, ka mensajen instante.

Ami-nia pesoál tenke garante monitorizasaun adekuaudu ba labarik, foin-sa'e no adultu vulneravel sira bainhira sira uza ami-nia organizasaun nia ekipamentu komunikasaun eletróniku, atu garante katak sira la iha risku abuzu ka explotasaun liuhosi sítiu rede sosiál, sítiu halimar games ka liuhosi sítiu google / sítiu seluk ne'ebé buka informasaun, ka komunikasaun ne'ebé la apropiadu liuhosi email.

### **Fó Prezente**

Pesoál ka voluntáriu ruma ne'ebé mak hakarak atu fó prezente inklui rekompensa, prémiu ka ekipamentu uzadu ba labarik ka foin-sa'e ne'ebé involve iha ami-nia programa edukasionál no pastorál ka ba sira-nia família, tenke hetan aprovasaun hosi autoridade ka parte kompetente.

### **Hasai fotografia labarik, foin-sa'e no adultu ne'ebé vulneravel**

Iha kódigu konduta ne'e:

- Bele hasai labarik, foin-sa'e no adultu vulneravel ne'ebé mak involve iha ami nia programa edukasionál no pastorál nia fotografia, bainhira:
  - Ema hirak ne'ebé responsavel ba ami-nia programa edukasionál no pastorál (ezemplu Padre Paróquia/Diretór Eskola) fó ona autorizasaun no aprovasaun ne'ebé espesífiku
  - Nia kontextu direktamente relasiona ho partisipasaun iha ami-nia programa edukasionál ka pastorál
  - Labarik refere hatais rupa no hamriik ka tuur ho meuis ne'ebé própriu.
  - Imajen refere hasai ho prezensa hosi pesoál sira seluk.
- Imajen refere la'ós ba distribuisaun (inklui hanesan aneksu iha email) ba ema ruma ne'ebé fora hosi ami-nia organizasaun, aléinde ba labarik ne'e rasik ka sira-nia inan-aman, sein hetan koñesimentu no aprovasaun hosi parte jestaun.
- Imajen (dijital ka imprensa) hosi labarik no foin-sa'e Austrália bele uza ba objetivu promosaun bainhira hetan konsentimentu hosi inan-aman. Imajen husi labarik no foin-sa'e Timoroan tenke hetan aprovasaun hosi parte jestaun; se lae, imajen sira tenke rai didi'ak atu prevene ema seluk atu asesu imajen ne'e, ezemplu:
  - Se karik imajen imprime ona, tenke rai iha gaveta ka armáriu ne'ebé xave.
  - Se karik eletróniku, tenke rai iha folder ne'ebé protejidu uza 'password'.
- Imajen sira (dijital ka imprime) tenke soe ka apaga bainhira la uza ona.



- Imajen sira hosi labarik no foin-sa'e Austrália la bele fó sai iha ami-nia sítiu internet sein iha koñesimentu no aprovasaun hosi inan-aman. Imajen sira hosi labarik no foin-sa'e Timoroan la bele fó sai iha sítiu internet sein iha aprovasaun hosi parte jestaun, ka imajen sira tenke apresenta ho maneira ida ne'ebé ema la bele koñese labarik ka foin-sa'e iha imajen refere. Presiza haree didi'ak informasaun ka liafuan ne'ebé akompaña fotografia hodi la bele identifika labarik ka foin-sa'e refere, se karik identifikaun ne'e potensíalmente bele prejudika labarik ka foin-sa'e ne'e.

### **Kontaktu Fíziku ho labarik, foin-sa'e no adultu ne'ebé vulneravel**

Kualkér kontaktu fíziku ho labarik, foin-sa'e no adultu ne'ebé vulneravel tenke apropiadu ho ami-nia programa edukasionál no pastorál, hanesan bainhira uza ekipamentu desportu (ezemplu bainhira hataias roupa espesíal kriket ka futeból nian), ajuda sira kompleta movimentu ida ne'ebé mak sira rasik laiha forsa atu kompleta, no bazeia ba nesesidade sira hosi labarik ka foin-sa'e ida (hanesan ajuda ka anima foin-sa'e ne'ebé triste) duké nesesidade sira hosi ami-nia pesoál.

Ami-nia pesoál la bele iha kontaktu ho labarik ka foin-sa'e ne'ebé partisipa iha ami-nia programa edukasionál no pastorál, se kontaktu ne'e:

- involve kaer:
  - Órgaun jenitál (sasán lulik)
  - Kidun
  - Área susun ka hirus-matan (labarik feto)

aleinde hanesan parte ida hosi atividade fornese kuidadu saúde

- iha konotasaun seksuál
- iha intensaun atu hamosu moras ka presaun ba labarik ka foin-sa'e – ezemplu kastigu fíziku
- involve atividade ne'ebé fíziku liu – ezemplu hanesan riba-malu, finze baku malu, kili-malu ka atividade violentu sira seluk
- la presiza – ezemplu hanesan ajuda labarik ida ba sentina bainhira labarik la presiza ema ajuda nia
- halo bainhira labarik ka foin-sa'e la kohi, eskui se karik kontaktu refere presiza hodi prevene kanek ba labarik/foin-sa'e ka ba sira seluk, iha kazu ne'e:
  - restrisaun fízika tenke sai hanesan opsau ida ikus liu
  - nivel forsa ne'ebé uza tenke apropiadu ho sirkunstánsia espesífiku no ho intensaun atu prevene labarik ka foin-sa'e atu estraga sira-nia an rasik ka ema seluk
  - Insidente ne'e tenke relata lalais ba parte jestaun.
- Iha kontextu Timor nian, bainhira labarik idade boot karik haruka atu halo 'supervizaun' ba labarik idade kiik, ita tenke eslika ba sira kona-ba padraun ohin no sira tenke kumpre.

Ami-nia pesoál tenke relata imediamente ba parte jestaun kualkér kontaktu fíziku inisiadu hosi labarik ka foin-sa'e ne'ebé mak iha konotasaun seksuál no/ka la apropiadu, ezemplu asaun agresau fíziku. Tenke relata lalais liu, hodi permite situasaun refere bele maneja ho di'ak, hodi labarik, foin-sa'e, ami-nia pesoál no partisipante sira seluk bele seguru nafatin.

### **Toba kalan no arranju deskansa**

Toba kalan sei akontese de'it bainhira iha autorizasaun hosi ema ne'ebé responsavel ba ami-nia programa edukasionál no pastorál (ezemplu, Padre Parókia/Diretór Eskola) no inan-aman ka responsavel labarik ka foin-sa'e ne'ebé involve.

Hahalok no komportamentu hosi ami-nia pesoál durante toba kalan tenke hanesan ho hahalok no komportamentu durante implementa ami-nia programa edukasionál no pastorál durante tempu seluk.

Padraun konduta ne'ebé mak tenke observa hosi ami-nia pesoál durante toba kalan inklui:

- Fornese labarik, foin-sa'e no adultu ne'ebé vulneravel ho privasidade bainhira hariis no hatais roupa (ezemplu, iha 'Zumalai Boarding House' ka bainhira supervizona hariis hafoin atividade desportu)
- Observa padraun hatais roupa ne'ebé apropiadu bainhira iha prezensa hosi labarik, foin-sa'e ka





adultu ne'ebé vulneravel – ezemplu, adultu labele mulik iha labarik nia oin

- Bandu labarik ka foin-sa'e hodi asesu ba materiál pornográfiku, ezemplu liuhosi filme, televizaun, sítiu internet ka jornál.
- Labele husik labarik sira iha supervizaun ka protesau hosi ema ne'ebé laiha autorizasaun, ezemplu staff iha hotel ka maluk sira
- Labele involve arranju deskansa ne'ebé mak bele fó ameasa ba seguransa labarik, foin-sa'e ka adultu vulneravel, hanesan laiha supervizaun ba arranju deskansa
- Labarik iha direitu atu kontaktu ba sira nia inan-aman ka ema seluk se karik sira sente la seguru ka la kontente durante sira-nia tempu hela.
- Inan-aman iha expetativa katak sira-nia oan bele, se karik sira hakarak, kontaktu inan-aman

### **Arranju sala troka roupa**

Pesoál sira tenke tau matan ba labarik, foin-sa'e no adultu ne'ebé vulneravel iha sala troka roupa enkuantu halo balansu ba rekerimentu labarik ka foin-sa'e nia direitu ba privasidade. Hanesan adisaun:

- Pesoál tenke evita situaun ne'ebé sira mesak ho labarik ka foin-sa'e ida iha área sala troka roupa
- La permite pesoál sira atu uza área sala troka roupa atu halo buat ruma hanesan hasai ninia roupa iha labarik, foin-sa'e ka adultu vulneravel sira nia oin
- Pesoál tenke garante supervizaun adekuaudu iha sala troka roupa 'públiku' bainhira sira uza
- Pesoál tenke fornese nivel supervizaun ida ne'ebé nesésáriu hodi prevene abuzu hosi membru públiku, kliente adultu, kliente ne'ebé idade hanesan, ka mal komportamentu jerál. Iha tempu hanesan, pesoál mós tenke respeitu labarik nia privasidade
- Pesoál feto labele asesu ba sala troka mane nian no pesoál mane mós labele asesu ba sala troka feto nian.

### **Uza, rai ka fornese tua ka droga**

Bainhira serbisu, staf no voluntáriu pesoál sira labele:

- Uza, rai ka iha influénsia hosi ai-moruk ilegál
- Uza ka iha influénsia hosi tua
- Hetan influénsia hosi ai-moruk legál sira seluk hanesan ai-moruk ho reseita ka la ho reseita
- Fornese tua ka ai-moruk (inklui tabaku) ba labarik, foin-sa'e no adultu vulneravel ne'ebé partisipa iha ami-nia programa edukasionál no pastorál.
- Padraun hanesan mós aplika ba Carmelita no pre-novisiadu sira bainhira sira involve formalmente iha ministériu. Bainhira involve informalmente – hanesan iha situaun sosial ruma – bele hemu tua ho responsavel.

Uza ai-moruk legál aléinde tua mak permitidu, bainhira uza ai-moruk ne'e la fó impaktu ba ita-boot nia abilidade hodi kuida labarik, foin-sa'e no adultu vulneravel sira ne'ebé mak involve iha ami-nia programa. Tenke fó mós konsiderasaun ba mensajen ne'ebe hato'o ba labarik, foin-sa'e no adultu vulneravel bainhira ita fuma iha sira-nia prezensa.

Transporta labarik

### **Iha Austrália**

Labarik, foin-sa'e no adultu vulneravel sira sei transporta de'it iha sirkunstánsia ne'ebé mak direktamente relaciona ho implementasaun ami-nia programa edukasionál ka pastorál – ezemplu, la bele lori sira ba fatin ruma iha karreta se la'ós parte husi programa edukasionál.

Labarik sira sei hetan transporta de'it bainhira hetan autorizasaun hosi ema ne'ebé responsavel ba ami-nia programa edukasionál ka pastorál (ezemplu Padre Paróquia/Diretór Eskola no hosi labarik nia inan-aman ka responsavel).

Hetan aprovasaun involve fornese informasaun kona-ba viajen refere, inklui:

- Forma transporte ne'ebé mak propoin hanesan karreta privadu, taksi, bis ne'ebé lori rasik, bis ho kondutór, komboiu, aviaun ka ró





- Razaun halo viajen

Detalla hosi kualkér ema ne'ebé mak sei marka prezensa durante viajen, aléinde ami-nia pesoál ne'ebé mak involve iha implementasaun ami-nia programa edukasionál ka pastorál.

### **Iha Timor-Leste**

Labarik, foin-sa'e ka adultu vulneravel sira bele hetan transporte ho de'it aprovasaun hosi parte jestaun.

### **Obrigasaun ba relatóriu**

Pesoál hotu tenke relata imediamente (ezemplu lailais ka molok loro-kraik) karik:

- Sira sente akontese alegasaun kona-ba abuzu ba labarik
- Sira iha preokupasaun ruma ba labarik ka foin-sa'e nia seguransa iha ami-nia atividade
- Sira nota katak iha pesoál ruma ne'ebé nia prátika ka komportamentu kontráriu ho expetativa komportamentu ne'ebé mak define ona iha Kódigu Konduta ida-ne'e.

Halo favór refere ba Polítika Responde ba Abuzu ba Labarik atu hetan detallas kona-ba prosesu ne'ebé pesoál hotu atu halo tuir bainhira halo relatóriu refere.







## Proteje labarik, foin-sa'e no adultu vulneravel sira

Kongregasaun Carmelita komprometidu iha sira-nia serbisu hodi proteje labarik, foin-sa'e, no adultu vulneravel sira. Hanesan parte ida hosi kompromisu ne'e, ami dezenvolve ona Kódigu Konduta kona-ba Protesaun ba ami-nia organizasaun, no Kódigu ida-ne'e hetan ona aprovasaun hosi ami-nia Konsellu Provinsial.

Ami-nia pesoál 'envolidu' hahú hosi ami-nia Konsellu Provinsial, Jestór Seniór to'o staff kazuál no voluntáriu-sira, iha obrigasaun atu kumpre ami-nia matadalan prátika no komportamentu.

Parte Jestaun konsidera bainhira ema ida la kumpre ami-nia Kódigu Konduta ba Protesaun, ne'e hanesan failansu ida no sei rezulta asaun disiplinár ne'ebé adekuaudu. Depende ba nivel violasaun, asaun disiplinár bele inklui suspensaun enkuantu asuntu hirak ne'e hetan investigasaun no/ka demisaun. Hanesan adisaun ida ba prosedimentu disiplinár interna, kualkér violasaun lei, ami sei relata ba Polisia.

### Kompromisu

Ha'u, \_\_\_\_\_  
Naran Carmelita, pre-novisiadu, staff ka voluntáriu

- Hetan ona kopia ida, lee ona, no kompriende ona 'Kódigu Konduta kona-ba Protesaun' hosi Kongregasaun Carmelita, Austrália no Timor-Leste.
- Kompriende ha'u-nia responsabilidade sira hodi garante no promove seguransa ba labarik, foin-sa'e no adultu vulneravel sira.
- Sei kumpre Kódigu Konduta kona-ba Protesaun durante ha'u-nia tempu serbisu ho Carmelita hodi garante no promove seguransa ba labarik, foin-sa'e no adultu vulneravel sira ne'ebé partisipa iha programa edukasionál no pastorál ne'ebé fornese hosi Carmelita.
- Kompriende katak ha'u tenke relata kualkér akuzasaun ka kondenasau kriminal relasiona ho ha'u-nia serbisu ne'ebé bele kria risku potensial ba labarik ka foin-sa'e sira.

\_\_\_\_\_  
Asinatura husi Carmelita, pre-novisiadu, staff ka voluntáriu

\_\_\_\_\_  
Data

\_\_\_\_\_  
Naran Representante Jestaun

\_\_\_\_\_  
Pozisaun/Títulu Representante Jestaun

\_\_\_\_\_  
Asinatura Representante Jestaun

\_\_\_\_\_  
Data







# Polítika Responde ba Informasaun no Alegasaun Abuzu Labarik

## 7. Rekerimentu Xave

Ita-nia pesoál sira tenke hato'o kedas relatóriu kona-ba insidente abuzu ka deskuida (kazu bainhira labarik ka foin-sa'e ka adultu vulneravel esperiénsia tiha ona, ka iha possibilidade atu esperiénsia, terus signifikante husi abuzu ka deskuida). Kuandu la posivel atu hato'o kedas relatóriu, tenke hato'o relatóriu antes staf ne'e remata ninia servisu ka sesaun servisu ho ita-nia organizasaun.

Kuandu labarik ka foin-sa'e iha risiko boot katak atu hetan estragus ka problema ruma lalais ka kuandu nia iha perigozu imediatu, ita-nia staf tenke hato'o relatóriu kona-ba situasaun ne'e diretamente ho Polísia relevante iha Australia (Tel: 000) ka polísia lokál relevante iha Timor-Leste.

### **Konsekuénsia kuandu la halo tuir polítika**

Kuandu ita-nia pesoál falla atu hato'o relatóriu kona-ba akontesimentu, alegasaun, revelasaun ka preokupasaun relasiona ho abuzu ka deskuida ba labarik ka foin-sa'e – bele husi pesoál iha ita-nia organizasaun laran ka husi ema seluk – ita haree falla ne'e hanesan buat ida serius tebes no, depende ba sirkunstánsia, bele rezulta ho asaun dixiplinariu ka sai razaun atu hasai pesoál ne'e husi ninia servisu.

Tuir ita-nia polítika, pesoál hotu-hotu bandu atu:

- ko'alia kona-ba preokupasaun ka alegasaun ruma ho pesoál seluk ne'ebé la iha autoridade kona-ba buat ne'e – inklui iha organizasaun laran no liur – bandu ne'e la limita pesoál nia direitu no responsabilidade atu hato'o sira-nia preokupasaun ka alegasaun, maibé sai nudar parte ida husi ita-nia organizasaun nia kompromisiu atu asegura privasidade, konfidensialidade no justisa loos
- hato'o alegasaun ne'ebé falsu, habosok ka alegasaun ne'ebé iha objetivu hatun ema.

Ita-nia pesoál sira iha obrigasaun atu hato'o sira-nia preokupasaun relasiona ho:

- ita-nia polítika kona-ba proteje labarik, foin-sa'e no adultu vulneravel – hanesan esplika iha ita-nia polítika 'Matadalan Pratika no Hahalok' no iha ita-nia polítika 'Responde ba Informasaun no Alegasaun Abuzu Labarik'
- pesoál seluk iha organizasaun laran nia asaun ne'ebé kontra ita-nia polítika, ka karik iha poténsiál atu fó impaktu la di'ak ba labarik ka foin-sa'e.

### **Hato'o informasaun kona-ba preokupasaun ka alegasaun relasiona ho situasaun bainhira familia ruma ka ema esternu seluk tan halo abuzu ka deskuida**

Nudar polítika ida, The Carmelites, Australia & Timor-Leste iha rekerimentu katak pesoál hotu tenke hato'o relatóriu kona-ba akontesimentu abuzu ka deskuida ba labarik ne'ebé rezulta ho, ka iha possibilidade atu rezulta ho, estragus signifikante ba labarik ka foin-sa'e ida. Pesoál tenke hato'o relatóriu ba:

- Polísia relevante iha Australia (Tel: 000) ka polísia relevante iha Timor-Leste, tenke hato'o kedas (ez. antes ema ne'e remata ninia servisu ba loran ne'e) no
- Provinsiál ne'ebé asegura katak akontesimentu ne'e sei hato'o ba polísia relevante iha Australia (Tel: 000) ka polísia relevante iha Timor-Leste, nomós Komisaun ba Labarik no Foin-Sa'e iha Victoria (tuir Victorian Reportable Conduct Scheme).
  - Kuandu Provinsiál la disponivel, pesoál tenke hato'o relatóriu ba Konselleiru Primeiru (ka 1st Councillor).



- Iha kazu bainhira Provinsiál mak sai autór alega ba abuzu suspeitu, tenke hato'o relatóriu ba Edifísiu Seguransa (ka *Safeguarding Office*) iha Dioseze lokál

Rekerimentu legál kona-ba obrigasaun hato'o relatóriu aplika mos ba pesoál iha ita-nia organizasaun laran:

(favór ida haree iha <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-deskuida>)

Pesoál tenke mos informa Provinsiál kona-ba relatóriu ruma ne'ebé sira hato'o ba autoridade sira seluk, atu ita-nia organizasaun bele fornese suporta di'ak ba labarik ka foin-sa'e ne'e, sira-nia familia no ita-nia pesoál, kuandu apropiadu.

Ita-nia pesoál hotu iha direitu atu hato'o relatóriu diretamente ba autoridade relevante, hanesan polísia ka departementu protesaun labarik, kuandu sira iha preokupasaun relasiona ho labarik ka foin-sa'e nia seguransa, independentemente husi sira hato'o relatóriu iha organizasaun laran kona-ba asuntu ne'e.

Bainhira ita-nia pesoál dokumenta relatóriu husi ema seluk iha organizasaun laran kona-ba preokupasaun, ka akontesimentu ruma, sira tenke:

- la bele avalia se alegasaun ka preokupasaun ne'e vale ka lae, maibé hato'o alegasaun ka preokupasaun hotu-hotu ba ema nomeiadu ka ema iha organizasaun ne'ebé deskreve iha polítika ne'e (alegasaun ne'e vale ka lae mak foin avalia tuir prosesu ne'ebé deskreve iha polítika ne'e.)
- lalika nota fatór hanesan autór suspeitu nia autoridade ka pozisaun, nomós lalika nota hanoin ka opiniaun ne'ebé ita kaer kona-ba ema ne'ebé involve iha investigasaun nia karakter di'ak, ka la di'ak.

Iha situasaun bainhira labarik ka foin-sa'e ida mak hato'o alegasaun, ita-nia pesoál tenke:

- rona didi'ak alegasaun ka informasaun, la kontra sira-nia liafuan
- klarifika informasaun baziku, maibé la buka hatene informasaun detallu ka husu pergunta ne'ebe hato'o sujestaun, no halo tuir ita-nia organizasaun nia 'Formuláriu Akontesimentu Abuzu Labarik' (bele hetan iha Edifísiu Provinsial).
- hakerek iha Formuláriu Akontesimentu Abuzu Labarik saida mak ema ne'e dehan (kuandu posivel, hakerek ezatemente liafuan ne'ebé ema hato'o alegasaun ne'e ko'alia sai)
- hakerek data no asina dokumentu
- esplika ba labarik ne'e (se nia disponivel) katak karik presiza fó hatene ema seluk, hodi bele hapara saida mak akontese
- asegura katak ita-nia organizasaun atu foti kedas asaun atu responde ba alegasaun ne'e.
- Hato'o relatóriu kona-ba asuntu ne'e tuir rekerimentu iha organizasaun nia polítika (hanesan esplika iha leten), ne'ebé mak atu:
  - Hato'o kedas informasaun ba polísia relevante iha Australia (Tel: 000) ka polísia relevante iha Timor-Leste (ez. antes pesoál ne'e remata ninia servisu ohin loron).
  - Hato'o kedas ba Provinsiál ne'ebé sei asegura katak akontesimentu ne'e hato'o ba Polísia relevante iha Australia (Tel: 000) ka Polísia relevante iha Timor-Leste.
  - Kuandu Provinsiál la disponivel, pesoál tenke hato'o relatóriu ba Konselleiru Primeiru (ka 1st Councillor).

### **Rekerimentu adisionál bainhira preokupasaun ka alegasaun abuzu ka deskuida mak involve ita-nia organizasaun nia pesoál ka voluntáriu**

Pesoál hotu tenke hato'o kedas relatóriu ba Provinsiál kuandu ema ida la halo tuir ka viola Matadalan Pratika no Hahalok / Kode Hahalok (Code of Conduct) no ema ne'e mak pesoál ka voluntáriu iha ita-nia organizasaun laran.

Hodi responde ba akontesimentu viola polítika 'serious' ne'ebé relasiona ho abuzu ka deskuida ('serious' mak kazu bainhira abuzu ka deskuida rezulta ho, ka iha possibilidade atu rezulta ho, estragus signifikante ba labarik ka foin-sa'e), ita-nia Provinsiál sei halo investigasaun no responde ba alegasaun hahalok la apropiadu no la di'ak ba labarik, tuir ita-nia organizasaun nia prosedimentu jerál ba rezolusaun keixa no medida dixiplinariu no nia sei halo nune'e liu husi konsultasaun hamutuk ho Polísia no autoridade seluk.

Kuandu ema hato'o alegasaun 'serious' kona-ba ita-nia organizasaun nia pesoál ida, ita-nia Provinsiál atu:

- prenxe 'Formuláriu Akontesimentu Abuzu Labarik' atu asegura katak informasaun relevante hotu



dokumenta tiha ona

- servisu hamutuk ho Polísia no autoridade seluk no asiste ho sira-nia investigasaun kona-ba alegasaun ne'e
- foti asaun saida de'it ne'ebé presiza atu proteje labarik ka foin-sa'e ne'e (ka labarik ka foin-sa'e seluk tan ne'ebé ita-nia organizasaun tau matan ba) husi estragus adisionál, liu husi opsau hanesan:
  - muda pesoál ne'e ba pozisaun seluk atu nune'e sira la servisu ho labarik
  - fó supervizaun adisionál ba pesoál ne'e
  - hasai/suspende (haruka deskansa) pesoál ne'e husi sira-nia servisu to'o bele determina kuandu alegasaun ne'e vale ka lae
- azuda fó suporta ba ema ne'ebé hetan impaktu husi alegasaun, inklui konsiderasaun seguransa ba:
  - labarik-oan no ninia família (ne'e inklui suporta spesifiku ne'ebé presiza fó ba ema husi kultura *Aboriginal no Torres Strait Islander*; husi grupu kultura no lingua oi-oin; ka ema ho defisiensia);
  - ema ne'ebé sai autór suspeitu tanba alegasaun ne'e, porezemplu bele oferese akonselamentu profisionál
  - pesoál seluk ne'ebé hetan impaktu husi alegasaun
- esplika klaru ba pesoál seluk ne'ebé hatene ona kona-ba alegasaun ne'e katak:
  - alegasaun ida la signifika katak ema ne'e halo sala, no alegasaun ne'e sei investiga didi'ak no ema hotu iha direitu ba 'prosedimentu ne'ebé justu'
  - sira la bele ko'alia kona-ba asuntu ne'e ho ema seluk, maibe ne'e esklui bainhira polísia haruka ema ne'e ko'alia, autoridade proteje labarik haruka ko'alia, no/ka ita-nia Provinsiál haruka ko'alia, no ne'e mos só bele ko'alia bainhira iha relasaun direktamente ho investigasaun alegasaun (la bele dada lia de'it).

Instansia, alegasaun no informasaun ka preokupasaun razoavel hotu-hotu kona-ba abuzu ka deskuida labarik ka foin-sa'e ne'ebé mosu husi staf ka ema voluntáriu nia asaun sei investiga no sai asuntu iha prosesu revee insidente kritiku (critical incident review).

### **Konfidensialidade no privasidade**

Ita-nia organizasaun mantein konfidensialidade no privasidade ba ema hotu ne'ebé involve (inklui autór suspeitu), esklui kuandu halo nune'e la di'ak ba labarik ka foin-sa'e no/ka la di'ak ba investigasaun alegasaun.

### **Dokumentasaun**

Nudar parte ida iha ita-nia polítika kona-ba responde ba informasaun no alegasaun abuzu labarik, ita dezenvolve tiha Formuláriu Akontesimentu Abuzu Labarik, ne'ebé ita-nia pesoál naran de'it mak bele uza atu dokumenta alegasaun, informasaun, insidente ka preokupasaun relasiona ho abuzu labarik – maibé Provinsiál mak iha responsabilidade atu asegura katak formuláriu ida-ne'e prenxe kompletu. Iha situasaun bainhira ita-nia pesoál hatene kona-ba abuzu ruma, bele liu husi observasaun indikador potenciál balun, hanesan isin bubu ka kanek, ka bele liu husi observa direktamente hahalok abuzu potenciál ba labarik ka foin-sa'e, sira tenke kompleta Formuláriu Akontesimentu Abuzu Labarik atu dokumenta loloos sira-nia observasaun no preokupasaun – ka asegura katak Provinsiál informa tiha ona atu nune'e nia bele kompleta Formuláriu.

Ita-nia Provinsiál responsavel atu kria dokumentasaun ne'ebé kontein Formuláriu Akontesimentu Abuzu Labarik ne'ebé prenxe tiha ona no dokumentu seluk tan ne'ebé relasiona ho alegasaun ka asaun tuirmai.

Atu prevene ema asesu dokumentu bainhira sira la iha lisensa, ita-nia organizasaun sei rai ho seguru dokumentasaun relasiona ho alegasaun abuzu ka deskuida labarik ka foin-sa'e liu husi:

- rai dokumentasaun ne'ebé print tiha (hard-copy) iha almari xave (ka atu hanesan ne'e)
- rai dokumentasaun eletroniku iha folder ne'ebé proteje ho liafuan xave (ka password) (ka atu hanesan ne'e).

Ita mantein no monitor beibeik dokumentasaun kona-ba relatóriu abuzu labarik nudar parte ida husi ita-nia prosesu Jestaun Insidente atu asegura katak ita responde didi'ak tuir polítika ida-ne'e nomós asegura katak ita kumpre ho rekerimentu hato'o relatóriu ba autoridade esternu. Dokumentasaun ne'e sei informa revee polítika hanesan esplika iha seksaun 9.

Apéndice 2 – Formuláriu Relatóriu Insidente Abuzu ba Labarik, número pájina 75







# APÉNDISE 1 - Definisáun

Termu	Definisáun
<b>Indimidasaun</b>	<p>Intimidasaun envolve uzu podér ne'ebé la apropriadu hosi ema ida ka rua ba pesoál ka grupu ne'ebé mak ladún iha podér, no jerálmente hanesan aktu ida ne'ebé repete hela de'it durante tempu balun. Peskizadór sira deskreve intimidasaun hanesan uza forma oioin ne'ebé dalaruma iha relasaun ba malu no inklui:</p> <ul style="list-style-type: none"> <li>• <i>Verbál</i> (bolu naran la di'ak, hatún, ameasa);</li> <li>• <i>Fíziku</i> (baku, tuku, tebe, rakut, halo monu, tafui kabeen);</li> <li>• <i>Sosiál</i> (ignora, esklui, dezliga, tau sees); no/ka</li> <li>• <i>Psikolójiku</i> (espalla lia-anin, tuir subasubar, haree ho oin suar, subar ka estraga ema nia sasán).</li> </ul>
<b>Labarik ka foin-sa'e</b>	Ema ida ne'ebé nia tinan seidak to'o 18.
<b>Kódigu Konduta ba Protesaun ka Matadalan Hahalok no Kompportamentu</b>	<p>Kódigu Konduta ba Protesaun nia objetivu atu identifika no prevene kompportamentu ne'ebé mak bele estraga membru, labarik, foin-sa'e no adultu vulneravel sira iha ami-nia comunidade Carmelita Austrália no Timor-Leste. Kódigu Konduta ba Protesaun defini hahalok ka kompportamentu saida mak aseitavel no saida mak la aseitavel bainhira serbisu ho ka halo buat ruma ho labarik, foin-sa'e no adultu vulneravel sira.</p>
<b>Papél direta hodi fornese atividade, programa no serbisu ba labarik, foin-sa'e no adultu vulneravel sira</b>	<p>Papél direta mak bainhira ema ida iha kontaktu ho labarik, foin-sa'e ka adultu vulneravel ne'ebé mak la'ós insidentál, maibé normálmente hanesan parte ida hosi serbisu ne'ebé nia fornese, ka programa ka atividade ba labarik, foin-sa'e no adultu vulneravel sira. Kontaktu direta ida-ne'e dalaruma presiza kontaktu fíziku regulár no kontinuasaun komunikasaun. Ezemplu, fó treinamentu (desportu).</p>
<b>Abuzu Psikolójiku ka Emosionál</b>	<p>Abuzu psikolójiku ka emosionál akontese bainhira labarik ida la hetan domin, kariñu ka atensaun ne'ebé mak nia presiza ba dezvoltamentu sosiál, psikolójiku no emosionál ida ne'ebé saudavel. Abuzu hirak ne'e bele envolve rejesaun ka ameasa ne'ebé halo hela de'it ba labarik. Krítika / hatuun hela de'it, provoka, ignora, ameasa, hakilar, fó sala, hatún no rejesaun ka halo laran malirin hela de'it mak ezemplu sira hosi abuzu emosionál. Kompportamentu hirak ne'e kontinua to'o rezulta estragu ne'ebé signifikante ba labarik nia bein estár fíziku, intelektuál, no nia dezvoltamentu no bein estár emosionál.</p>
<b>Violénsia Família (violénsia doméstika)</b>	<p>Violénsia família akontese bainhira obriga labarik atu moris iha uma laran ne'ebé iha violénsia entre adultu-sira. Ida-ne'e perigu ba labarik. Ne'e bele inklui sai sasin ba violénsia ka konsekuénsia hosi violénsia. Violénsia família mak defini hanesan violénsia entre membru família ka família boot ka ema hirak ne'ebé mak iha papél família iha labarik ka foin-sa'e ida nia moris. Labarik, foin-sa'e no adultu vulneravel ne'ebé hela ho violénsia família ha risku ida ne'ebé as ba violasaun no kanek fíziku, no iha impaktu ne'ebé signifikante ba sira-nia dezvoltamentu no bein estár.</p>
<b>Hamaus (Grooming)</b>	<p>Hamaus (grooming) mak termu ida ne'ebé uza hodi deskreve saida mak akontese bainhira autór ba abuzu dezvoltolve relasaun ho labarik ida ho intensaun atu halo abuzu ba nia iha tempu ida. La iha meius ne'ebé autór hotu uza relasiona ho hamaus (grooming) ba labarik. Ba autór balun, sei iha periodu tempu ne'ebé naruk molok hahú halo abuzu. Dalaruma labarik hetan atensaun espesial no saida mak hahú hanesan hatudu kariñu ne'ebé normál hanesan hakuak malu bele dezvoltolve ba iha kaer seksuál ka masturbasaun no ikus-mai bele to'o iha hahalok seksuál ne'ebé mak sériu liu tan. Autór sira seluk bele dada labarik ida no halo abuzu ba sira ho lais. Autór abuzu balun la hamaus labarik maibé halo abuzu ba sira sein forma relasaun ida. Hamaus bele akontese iha kualkér fatin bainhira relasaun ida forma ona, hanesan durante atividade rekreiu, múzika, desportu no relijioza ka iha <i>chatrooms</i> iha internet, iha mídia sosiál ka liuhosi kanál teknolojia sira seluk.</p>



<b>Halo aat (harm)</b>	<p>Halo aat (harm) ba labarik mak saida de'it ne'ebé halo impaktu negativu boot ba labarik nia bein estár fíziku, psikolójiku ka emosionál. Oinsá <i>harm</i> ne'e akontese, la importante ida. <i>Harm</i> bele mosu hosi:</p> <ul style="list-style-type: none"> <li>• Abuzu fíziku, psikolójiku, emosionál ka neglijénsia;</li> <li>• Abuzu seksuál ka explotaasaun;</li> <li>• Aktu úniku ida, omisaun ka sirkunstánsia; no</li> <li>• Kombinaasaun aktu, omisaun ka sirkunstánsia.</li> </ul>
<b>Neglijénsia</b>	<p>Neglijénsia mak failansu ne'ebé akontese hela de'it ka ho intensaun, ne'ebé la fornese nesiedade báziku ba labarik nia moris. Neglijénsia inklui failansu atu fornese ai-han ne'ebé adekuaadu, roupa, hela fatin, supervizaun adekuaadu, bee mós, atensaun médiku ka supervizaun, no liuhosi failansu ne'e, iha impaktu boot, ka possibilidade katak atu iha impaktu boot, ba labarik nia saúde no dezvoltamentu. Categoria ba neglijénsia inklui neglijénsia fíziku, médiku, abandona ka dezersaun, neglijénsia emosionál no neglijénsia edukasionál. Kestaun neglijénsia tenke konsidera iha kontekstu rekursu ne'ebé disponivel.</p>
<b>Pesoál</b>	<p>Carmelita, no pre-Novisiadu inklui Carmelita husi provínsia seluk ne'ebe hela no servisu iha provínsia ida-ne'e, staff no voluntáriu sira ne'ebé mak serbisu ba Carmelita Austrália no Timor-Leste tantu remuneradu ka naun-remuneradu..</p>
<b>Abuzu fíziku</b>	<p>Abuzu fíziku akontese bainhira ema ida halo asaun fíziku ida ne'ebé mak agresivu ba labarik ida, no asaun ne'e la'ós asidente. Autór ba abuzu bele kria kanek ida ne'ebé mak ho intensaun ka la ho intensaun hanesan rezultadu ida hosi kastigu fíziku ka tratamentu agresivu ba labarik. Hahalok abuzu fíziku inklui (maibé la limita ba) dudu, baku, basa, doko isin makaas, tuda, tuku, tata, sunu, tebe no treinamentu ne'ebé exesivu no fízicamente fó perigu. Inklui mós fó ai-moruk ne'ebé bele estraga labarik sira hanesan droga, tua ka venenu. Tipu kastigu balun, maske la halo kanek bele mós konsidera hanesan abuzu fíziku se karik sira tau labarik iha risku atu hetan kanek / moras.</p>
<b>Abuzu seksuál</b>	<p>Abuzu seksuál akontese bainhira adultu ida ka pesoál ne'ebé iha autoridade (ezemplu nia tinan boot liu) envolve labarik ida iha kualkér atividade seksuál. Autór abuzu seksuál aproveita uza sira nia podér, autoridade ka pozisaun ba labarik ka foin-sa'e ba sira nia benefísiu rasik. Nia bele inklui halo komentáriu seksuál ba labarik, envolve labarik hodi partisipa iha konversasaun seksuál liuhosi internet ka mídia sosiál, rein, kaer labarik nia órgaun jenitál ka susun, seksu orál ka halo relasaun seksuál ho labarik ida. Enkoraja labarik ida atu haree jornál pornográfiku, website no video sira mós konsidera hanesan abuzu seksuál. Envolve labarik hodi partisipa iha konversasaun seksuál liuhosi internet mós konsidera hanesan abuzu seksuál.</p>
<b>Explotaasaun seksuál</b>	<p>Explotaasaun seksuál akontese bainhira obriga labarik halo atividade seksuál ne'ebé hetan gravasaun no/ka uza hodi prodús pornográfiku. Pornográfiku bele liuhosi forma fotografia ka video atuál ka publikadu iha internet. Explotaasaun bele mós envolve obriga labarik ba halo atividade prostituisaun.</p>



## APÉNDISE 2 – Formuláriu Relatóriu Insidente Abuzu ba Labarik

[Formuláriu ida-ne'e uza hosi Provinsiál hodi arkiva detalla Alegasaun ka Insidente Abuzu ba Labarik]

<b>Naran Labarik / Kliente:</b>			
<b>Programa:</b>			
<b>Data Insidente:</b>		<b>Fatin insidente akontese:</b>	
<b>Pesoál ne'ebé relata:</b>		<b>Papél &amp; Relasaun ho Labarik:</b>	
<b>Tipu insidente (vistu sira ne'ebé mak aplikavel):</b>			
<input type="checkbox"/>	<b>Deskonfia ka alegasaun abuzu ka neglijénsia ba kliente</b>	<input type="checkbox"/>	Violasaun grave ba kliente nia konfidensialidade
<input type="checkbox"/>	<b>Deskonfia dalaruma iha perigu (harm) ba kliente</b>	<input type="checkbox"/>	Violasaun grave ba devér kuidadu
<input type="checkbox"/>	<b>Potensiál abuzu hosi ka problema krime ne'ebé mak envolve empregadu ida</b>	<input type="checkbox"/>	Keixa ida
<input type="checkbox"/>	<b>Episódiu komportamentu ida ne'ebé grave</b>	<input type="checkbox"/>	Keixa ne'ebé envolve prosedimentu legál
<input type="checkbox"/>	<b>Potensiál perigu (harm) ba empregadu ida ne'ebé rezulta hosi asédiu / intimidasaun</b>	<input type="checkbox"/>	Insidente ida ne'ebé sériu hanesan defini ona iha Política Jestaun Insidente

### Detalla hosi labarik / foin-sa'e ne'ebé afeitadu hosi insidente

[Formuláriu Relatóriu Insidente Abuzu ba Labarik ida ne'ebé ketak tenke kompleta ba kada labarik]

<b>Naran kompletu</b>		
<b>Data Moris</b>		Jéneru
<b>Rekizitu médiu ka komunikaun ruma</b>		
<b>Naran inan-aman / responsavel</b>		
<b>Númeru telefone inan-aman / responsavel</b>	(Uma) (Telemovel)	(Serbisu)
<b>Enderesu inan-aman / responsavel</b>		



## Detalla ema seluk ne'ebé envolve

<b>Autór alegadu nia detalla:</b>	
Naran – se karik hatene.	
Konesaun ho labarik – se karik hatene	
Fatór relevante sira seluk:	
<b>Karik iha sasin ruma ba insidente ne'e? Sin <input type="checkbox"/> Lae <input type="checkbox"/></b>	
<b>Se karik Sin, favór fornese sira-nia detalla iha kraik ne'e:</b>	
Naran kompletu	
Envolvimentu hanesan sasin	
Númeru kontaktu telemovel	
Naran kompletu	
Envolvimentu hanesan sasin	
Númeru kontaktu telemovel	

## Detalla hosi insidente

(Favór deskreve insidente inklui autór alegadu nia hahalok, kanek ne'ebé iha ka indikadór abuzu sira seluk, konversasaun ho labarik)

## Asaun ne'ebé foti ona (se karik iha):

<b>Atu garante labarik/kliente nia seguransa:</b>	
<b>Atu suporta / ajuda labarik / kliente no ninia família:</b>	
<b>Atu suporta / ajuda autór alegadu:</b>	
<b>Atu suporta / ajuda pesoál sira seluk ne'ebé envolvidu:</b>	



## Resposta ba Insidente

<b>Favór tau vistu iha kraik ne'e ba parte ne'ebé mak hetan ona informasaun kona-ba insidente ne'e:</b>	
Externa	Polísia <input type="checkbox"/> Protesaun ba Labarik <input type="checkbox"/> Ambulánsia <input type="checkbox"/> Doutór <input type="checkbox"/> Família / Responsavel <input type="checkbox"/> Ema seluk (favór espesífika) <input type="checkbox"/> _____
Interna	Provinsiál

### Polísia

Data:		Oras:	
Naran pesoál ne'ebé notifikadu:		Pozisaun:	
Departamentu / rejaun:		Detalla Kontaktu:	
Konsellu ne'ebé fó:			

### Protesaun ba Labarik

Data:		Oras:	
Naran pesoál ne'ebé notifikadu:		Pozisaun:	
Departamentu / rejaun:		Detalla kontaktu:	
Konsellu ne'ebé fó:			

### Inan-aman / responsavel

<b>Inan-aman / responsavel hetan ona informasaun kona-ba insidente ne'e: Sin <input type="checkbox"/> Lae <input type="checkbox"/></b>	
<b>(se karik apropriadu) inan-aman / responsavel hatene ona katak autoridade sira hetan ona informasaun: Sin <input type="checkbox"/> Lae <input type="checkbox"/></b>	
<b>Se karik Sin, favór fornese detalla konversasaun ne'ebé mak relevante:</b>	<i>Ezemplu (informasaun ne'ebé fó, reasaun, preokupasaun no admisaun sira)</i>
<b>Se karik Lae, favór esplika tanbasá:</b>	

<b>Favór fornese detalla kona-ba jestór ka pesoál sira seluk sé de'it ne'ebé informadu ona kona-ba insidente ne'e?</b>	
Naran kompletu:	
Pozisaun / título:	
Data no oras informa:	
Naran kompletu:	
Pozisaun / título:	
Data no oras informa:	



## Komentáriu Adisionál

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## Konfirmasaun kona-ba konkluzau formuláriu

Ha'u kompleta ona formuláriu ida-ne'e ho ha'u-nia koñesimentu no abilidade ne'ebé di'ak			
Naran		Pozisaun	
Asinatura		Data	

### Kona-ba privasidade:

Carmelitas sira iha Australia no Timor-Leste rekoñese no respeitu privasidade nia pesoál, voluntáriu, kontraktor no benfeitór hotu. Informasaun ne'ebé halibur ne'e sei uza hotu hetan informasaun no halo avaliasaun kona-ba akontesimentu. Informasaun husi formuláriu ne'e dalaruma sei hato'o ba autoridade apropriada, tuir rekerimentu. Bainhira asina formuláriu ne'e, Ita-boot fó konsentimentu ba ami atu halibur, uza, no hato'o informasaun tuir dalan ne'ebé presiza. Ita-boot iha direitu atu asesu no troka informasaun kona-ba Ita-boot nia an, tuir Lei Privasidade Commonwealth nian / *Commonwealth Privacy Act* (mellora iha tinan 2001), no política privasidade Carmelita Australia no Timor-Leste nian.





