

SUPPORT SERVICES

It is important to ask yourself **Am I okay? Do I need support?**

When managing challenging calls and speaking to people who are emotionally distraught, it is natural that it may impact on your wellbeing. It is important to recognise if you are feeling distressed or overwhelmed and seek appropriate assistance.

If you are feeling overwhelmed you are encouraged to contact ACCESS EAP Counselling Services on 1800 818 728. This telephone counselling service is a confidential free service for employees of the Diocese of Broken Bay.

If you need to debrief with someone after a challenging phone call, or you just prefer to speak to someone internally, please contact your Principal / Supervisor or the Child Protection Team.

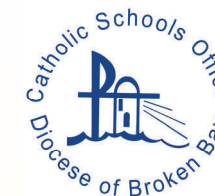
Catholic Schools Office Child Protection Team



Phone: (02) 9847 0610

Email: csocp@dbb.org.au

Mail: Level 6
Caroline Chisholm Centre
PO Box 967
Pennant Hills NSW 1715



DIOCESE OF BROKEN BAY

SafeGuarding and Professional Standards (Chancery)

Child Protection Team (CSO)

GUIDE TO RESPONDING TO ENQUIRIES OF HISTORICAL SEXUAL ABUSE

Frontline Staff Guidance

February 2017



**Contact Office for Safeguarding and
Professional Standards (Chancery),
Diocese of Broken Bay**

Ms Jodie Crisafulli (Safeguarding Manager)

Phone: (02) 9847 0212

Email: safeguarding@dbb.org.au

Mail: PO Box 340, Pennant Hills NSW 1715

MANAGING CALLS OF HISTORICAL SEXUAL ABUSE

Always thank the person for calling

It can be a hard step for people to make to contact if they have been victims of abuse, so we need to ensure that all callers feel that we appreciate the effort they have made in contacting us.

Give the person your first name and THE NAME OF THE WORK-PLACE (Diocese of Broken Bay / CSO / School)

It will assure the person that they have phoned the correct place and are speaking with someone who will be able to direct their call appropriately.

Find out the reason (if not already apparent) for the person contacting us (are they a survivor/victim, relative/friend of a survivor, lawyer, media?) and refer them to the appropriate department:

SURVIVORS / VICTIMS WANTING TO REPORT ABUSE / MAKE A COMPLAINT

Refer them to CSO Child Protection Team:

(02)9847 0610 (ext.1610), (02)9847 0616 (ext.1616), (02)9847 0620 (ext. 1620)

LAWYERS / ADVOCATES PHONING ON BEHALF OF VICTIMS

Refer them to CSO Child Protection Team:

(02)9847 0610 (ext.1610), (02)9847 0616 (ext.1616), (02)9847 0620 (ext. 1620)

MEDIA ENQUIRIES

Refer them to Director, Office for Communications: (02) 9847 0724 (ext.1724)

GOVERNMENT AGENCIES (eg. Office of the Children's Guardian)

Refer them to CSO Child Protection Team:

(02)9847 0610 (ext.1610), (02)9847 0616 (ext.1616), (02)9847 0620 (ext. 1620)

- ◇ It is important not to engage in conversation about details of the reason for their call as this will be dealt with by the appropriate office. If a person feels that they have to keep repeating their information they may become frustrated and disengaged with the process.
- ◇ If transferring the call, ensure that the person you are transferring the call to is available/ at their desk. If not, ask the caller if they would like to leave a voicemail or their details with you, for the appropriate person to return their call.

Thank the person for their phone call

This is done to acknowledge our appreciation of the time and effort they have taken to contact us.

After transferring the call to the CSO CP Team—inform the Principal / or your Supervisor.

MANAGING CHALLENGING PHONE CALLS

At all times...

- ◆ Remain Calm and professional when speaking to the caller.
- ◆ Display empathy but do not engage in discussion of the details of the reason for their anger/challenging behaviour.
- ◆ Maintain confidentiality of the information you receive – only disclose the details to the CSO Child Protection Team and your Principal / Supervisor.

What happens if...

A CALLER STARTS TELLING YOU DETAILED REASONS FOR THEIR CALL:

It is appropriate to politely interrupt the caller in order to explain to them that you will need to refer them to the appropriate person to speak to who will be able to assist them further as you don't want them to have to repeat the information multiple times.

A CALLER IS BEING ABUSIVE:

Explain to them that you will need to end the call if they continue to be abusive. If they do continue to be abusive, it is appropriate to end the call. At this stage, speak to the CSO Child Protection Team and your Principal / Supervisor and advise them of what happened with the call.

A CALLER IS DEMANDING TO SPEAK TO SOMEONE STRAIGHT AWAY AND NO-ONE IS AVAILABLE TO TAKE THE CALL FROM THE APPROPRIATE OFFICE:

Explain to the caller that the person that they need to speak to is not available. Provide them with a personal assurance that if they provide you with their details you will forward them to the appropriate person to contact them (the caller) as soon as possible.

SOMEONE VISITS RECEPTION IN PERSON AND ASKS TO SPEAK TO SOMEONE:

At the CSO: Ask them to wait while you contact an appropriate person (please refer to point 3 on the previous page)

At a School: Contact the Principal who will forward the concern to the CSO Child Protection Team.