

Diocese of



Parramatta

2nd Floor, McGovern House, 12 Victoria Road, Parramatta, NSW, 2150
PO Box 3066, North Parramatta, NSW, 1750 Australia
Telephone: 61 2 8838 3400 Fax: 61 2 9630 4813

8 July, 2015

Dear Parish Secretary,

Re: Safeguarding Communication Strategy – Diocese of Parramatta

I am writing to inform you that I have written to your Parish Priest to notify the parish of our intention to implement a *Safeguarding Communication Strategy* in the Diocese of Parramatta in the coming weeks.

In recent months we have given consideration to the most appropriate means of reaching out to unknown survivors of abuse who have been harmed as a consequence of their engagement in ministries of the Diocese of Parramatta.

As a result of some collaboration with our Diocesan professional standards and communications advisors we have developed a comprehensive communication strategy that is designed to achieve this object. Our *Safeguarding Communication Strategy* consists of the following elements:

1. Briefing of Parish Priests, parish personnel, and diocesan agency staff
2. Liaison with victims groups
3. Advertisement in parish bulletins, school newsletters, print and social media
4. Supplementary outreach and support services including an extended day hotline response and counselling services
5. Circulation of posters and drop cards in parishes and diocesan agencies
6. Development of a discrete Safeguarding Response website

A copy of the advertisement to be placed in print and social media is attached for your information. Should you require any further information please contact Frances Rush, Manager – Office for Safeguarding and Professional Standards on 02 88383419.

Yours sincerely in Christ,

A handwritten signature in black ink, appearing to read 'Chris de Souza', is written over a horizontal line.

Very Rev Christopher de Souza
Diocesan Administrator

Office for Safeguarding and Professional Standards:

Communications Strategy

The Catholic Diocese of Parramatta wants to hear from you

If you or someone close to you has suffered **ANY** abuse by a representative of the Catholic Church (school, parish, other Catholic group) in Western Sydney and the Blue Mountains we invite you to contact us. Our professional staff will listen to your experience, respect your confidentiality and discuss all available options.

For any complaints that may relate to criminal conduct we encourage you to contact **NSW Police on 1800 333 000**

You can contact us on: Phone: (02) 9933 0233
Web: www.parra.catholic.org.au/safeguarding

Email: safeguarding@parra.catholic.org.au
Mail: PO BOX 3066 North Parramatta, NSW, 1750

What is this campaign about?

This communication strategy is designed to reach out to unknown survivors of abuse who have been harmed as a consequence of their engagement in ministries of the Diocese of Parramatta.

How are we communicating the message?

- Briefing of Parish Priests, parish personnel, and diocesan agency staff
- Liaison with victims groups
- Advertisement in parish bulletins, school newsletters, social media, and print media (including all local newspapers in the Western Sydney and Blue Mountains regions)
- Circulation of posters and drop cards in parishes and diocesan agencies
- A dedicated Safeguarding Response website – www.parra.catholic.org.au/safeguarding
- Establishment of the 'Parramatta Diocese Response Line' which will be resourced by a specialised team of professionals to manage the intake of calls 7 days a week (7am – midnight): (02) 9933 0233.

How long will the campaign run?

The campaign will initially run for 6 weeks from 9 July 2015 and will be reviewed at the end of this time period.

Handling queries...

- from **victims, parishioners, the public**: Provide them with the safeguarding response website (www.parra.catholic.org.au/safeguarding) and the contact details for the Response line (02 9933 0233), safeguarding@parra.catholic.org.au.
- from **priests and lawyers/advocates**: Refer them to Frances Rush (Manager, Office for Safeguarding and Professional Standards) – (02) 8838 3400 or safeguarding@parra.catholic.org.au.
- from the **media**: All media enquiries need to be referred to Joseph Younes, Director Communication Services: 0416 619 500.

Am I ok? Do I need support?

If you are feeling overwhelmed or just need someone to talk to about the issues that you are facing due to the initiation of this campaign, there are support services available to you.

- Counselling Services through Catholic Care Parramatta: (02) 9933 0222
- General Enquiries: Office for Safeguarding and Professional Standards: (02) 8838 3400

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