

GUIDELINES FOR MANAGING ISSUES ARISING FROM THE TE RŌPŪ TAUTOKO INFORMATION PACK, December 2021

This resource is provided for the Parish Leadership teams, Parish Priests, Parish Councils and Safeguarding Coordinators. It is also provided for use by School Principals and School Boards of Trustees.

For your reference in the months ahead, we have provided copies of the following, some of which you may have already received from other sources. *This material should be used in conjunction with your standard policies and procedures:*

- the Te Rōpū Tautoko (Tautoko) Resource Information Pack, December 2021
- a copy of the NOPS call sheet.
It is suggested this be copied and kept in a handy, visible place for use by those staff who may receive calls for assistance from a survivor and/or media enquiries.

Newsletters, Websites and/or Facebook pages

- Please refer to the Tautoko Information pack, *Newsletter Notice* for inclusion in your parish newsletters, websites and/or Facebook pages.
- Links that may be included in publications/postings are:
Tautoko information pack [Info-Pack-from-Te-Ropu-Tautoko-December-2021.pdf \(catholic.org.nz\)](#)
Royal Commission of Inquiry www.abuseincare.org.nz
ADW website www.wn.catholic.org.nz
National Office for Professional Standards <https://safeguarding.catholic.org.nz>
- **Social media sites** should be monitored frequently especially following the release of the Redress Report.
 - If a comment about the Royal Commission of Inquiry into Abuse in Care is left on your social media, *please do not respond* without first seeking advice. If you are concerned, please contact the ADW Royal Commission Response Team (details following).
 - Any abusive or threatening messages should be hidden immediately **but not deleted**. Follow standard policy and procedure and/or report the matter to the General Manager (details provided below).
 - Any comments that cause concern about the safety of a child or vulnerable adult should be referred promptly to your safeguarding coordinator as per your school/parish's current policy and procedures for reporting suspected abuse. You

If faced with an issue regarding the Royal Commission, pause and take a moment, refer to the resources provided and answer in your own time.

- may contact Catholic Social Services or refer to the specialist help contact details provided with these guidelines.
- Any requests for assistance in relation to abuse should be referred to National Office for Professional Standards as per the call sheet instructions (provided).

Media

Any approach by the media for comment or information should be referred to David McLoughlin, NZCBC Communications Advisor (contact details below).

Support of your parish or school community

- Be conscious that administration staff are usually the frontline and will need to be briefed and provided with the appropriate resources; for example, the instructions for dealing with media enquiries.
- Extra support may be required for administration staff over the period of the Report release, particularly if they frequently work alone.
- Media attention may encourage other survivors to come forward – ensure all the guidelines for dealing with complaints are readily available.
- Individuals and families in your community may be personally, but indirectly affected by the Redress Report and the forthcoming Hearings. They may need support.
- Be mindful of clergy in your parish and their welfare.
- Your Liturgy Committee or DRS could be asked to include prayers of the faithful in support of the survivors and the work of the Royal Commission. A suggested prayer is included in the Tautoko Information pack.
- Any damage to property (eg, graffiti) should be dealt with in the usual way.

Contacts

John Prendergast	ADW General Manager	027 222 0965	j.prendergast@wn.catholic.org.nz
Lesley Hooper	Royal Commission Response	021 193 0854	l.hooper@wn.catholic.org.nz
Elizabeth Berry	Royal Commission Response	04 496-1785	e.berry@wn.catholic.org.nz
Kelly Ross	Vicar of Education	04 496-1735	k.ross@wn.catholic.org.nz
David McLoughlin	NZCBC Communications Advisor	021 611 052	dmcloughlin@nzcbc.org.nz

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