

## At a Glance Guide to Handle Responses to the Royal Commission of Inquiry on Abuse in Care Report at a Ministry Unit (July 2024)

Stay Calm and Compassionate, Non-judgemental and Non-protective of the Church

Ensure Privacy and Safety

Listen Actively and Respectfully without interrupting

Acknowledge the Pain and Anger

Apologise Sincerely, e.g.: “I am sorry to hear about this situation.”

Provide Immediate Support (Support Person and Resources)

Offer ‘**Abuse in Care Report Support Contacts**’ sheet

If Appropriate, Explain the Church’s Position

Gather Information Respectfully

Explain the Next Steps

Follow Church Protocols

Provide a Reasonable Resolution Timeline and Give Updates

Thank the Person

Document the Complaint or Concern

Follow Up

Stay Positive and Supportive

**Remember, your safety is the top priority.**

Do not hesitate to take immediate action to protect yourself if you feel threatened.