

Pilgrimage to Sydney

BOOK TWO

Security, Child Protection, Risk Management and
Critical Incident Management
for All Leaders in Pilgrimage Groups

Published by the Brisbane World Youth Day Secretariat

PREFACE

THE PURPOSE OF THIS DOCUMENT

This is a document about the legislative requirements for a Pilgrimage Group to go to World Youth Day in Sydney in July 2008. Its intention is to address in simple and concise terms the security, child protection, risk management and critical incident preparation and documentation needed before a Pilgrimage Group sets out for Sydney.

In most organisations this information will have been formulated and collected over a number of years. To make the task of Group Leaders easier, most of the documentation has been completed for you. In most cases, all you need to do is make Pilgrims aware of this information and insert the name of your Pilgrimage in the documents.

If any further information is needed, we will endeavour to give this at the Training Days.

With the logistical security information, many people have given practical advice to assist in the compilation of recommendations. Some have been to previous World Youth Days. Their 'tips' on a number of simple but very important matters are very valuable.

Staff from the Sydney Office and from other Archdioceses have also provided valuable advice for Pilgrimage preparation. Their websites have provided clarity on some issues raised within this Archdiocese.

WHO IS THIS DOCUMENT FOR?

This document, the second of three, has primarily been written to assist Pilgrimage Leaders to organise their Pilgrimage to Sydney. Together with Document 1, most logistical aspects of the preparation have been addressed.

Pilgrimage Pastoral and Spiritual Leaders, as well as Parish Leaders and College Principals, are also advised to make themselves familiar with the contents of this document.

USES FOR APPENDICES

At the end of this document there are a number of appendices which fulfil your documentation requirements. Pilgrimage Leaders are welcome to photocopy these and distribute, where applicable, to pilgrims and (if Pilgrims are under 18) to parents.

A copy of these appendices needs to be given to your Brisbane contact person e.g. your Parish Priest.

PREPARATION OF PILGRIMS

Pilgrimage Leaders are encouraged to involve all Pilgrims and Leaders in a compulsory Preparation program prior to going to Sydney. This Preparation program should primarily address the Spiritual Preparation of Pilgrims. However, each session should also include the logistical preparation of Pilgrims so that expectations are clearly understood prior to departure.

OTHER DOCUMENTS IN THIS SERIES

Book 1 addresses the logistics of preparation for pilgrimage.

Book 3 will outline the Spiritual preparation of Pilgrims. This document closely follows the suggestions made by the WYD SYD2008 Office for Pilgrim preparation.

HOW TO USE THIS BOOK

Every effort has been made to make this book user friendly while meeting all the legislative requirements. The book is divided into two parts.

1. **Part One** gives information on:

- Security
- Child Protection
- Risk Assessments
- Management of Critical Incidents.

In-servicing of Pilgrims and Other Leaders

All Leaders within groups are asked to make themselves familiar with this information and, during formation sessions, devote time to making Pilgrims familiar with the material. This should be done in a 'user friendly' manner, ensuring that the giving of information does not become long winded.

2. **Part Two** contains the information needed because of legislative requirements. Most of the work has been done for users (if they choose to adopt the suggestions. There are some sections which you will need to personalise with the Name of your particular Pilgrimage Group.

Taking a copy of documentation to Sydney

To simplify matters, you may care to merely write in the name of your Group and take the whole book to Sydney as a Guide and as proof that you have the documentation. You are very welcome to do this!

Leaving a copy of documentation in Brisbane with an accessible person

Please ensure that, before your Pilgrimage departs, you give a copy of the Book to your Brisbane contact person (usually the Parish Priest or Secretary). We do ask that, at the final Training Day, you give us **IN WRITING** the name and contact details of your Brisbane contact person.

Documentation for Pilgrims

Please ensure that all Pilgrims have copies of the following:

The completed personal Medical Form Pilgrims should keep a photocopy and the signed original should be **returned to the Pilgrimage Leader**. The Pilgrimage Leader should then photocopy these several times and copies given to other Leaders. It should be stressed to Leaders that the Privacy Laws should be observed and that this information should only be released to medical or other relevant persons.

The Pilgrimage Application Form which contains the contractual agreement to the Code of Conduct should be **returned to the Pilgrimage Leader** and should also be taken to Sydney. A copy should be left in Brisbane with the other documentation.

The Supervision Agreement for Pilgrims Under 18

This should be signed by the Pilgrim and the Parents and returned to the Group Leader. A copy should be made for the Brisbane Documentation.

Supervision Roster for Pilgrims Under 18

Two copies of this document should be given to the Pilgrim (One for the Parent and one for the Pilgrim to take to Sydney. A copy of this should also be given to all supervisors and a copy placed on the wall at the accommodation.

Information to place on the wall at accommodation

The assumption is that most Pilgrimage Groups will be staying in Type A accommodation. No matter what the type of chosen accommodation, the following should be in a clearly visible place at the accommodation so that they are easily accessible to all:

- Supervision Roster
- Pilgrim Code of Conduct
- Lockdown Procedures
- Evacuation Procedures
- Any other information e.g. shower rosters etc.
- Bomb Threat information (if there is a phone with an outside line in the accommodation)

(Please use BluTak or a similar product which will not leave a mark on the wall!)

TABLE OF CONTENTS

SECTION I - SECURITY AND SUPERVISION IN SYDNEY	5
A. Security	5
B. Workplace Health and Safety Risk Assessments.....	5
C. Protocols for Group Leaders and Pilgrim conduct	5
D. Who will be supervising my child?	5
E. What about rumours of inappropriate activities at previous WYDs?	5
F. Medical Insurance.....	5
G. Security at Halls	5
H. Security at Randwick Racecourse.....	6
SECTION II - INTRODUCTION TO THE CHILD PROTECTION POLICY	7
A. For Queensland Pilgrimages, this document applies to	7
B. Child Protection Risk Management Strategy	8
C. Bit More About The Risk Management Strategy:.....	8
D. Pilgrimage To Sydney	8
E. Dealing With A Disclosure.....	9
F. Information About Blue Cards.....	10
G. Photographing/Videoing Young People Under 18.....	11
SECTION III - RISK ASSESSMENTS FOR PILGRIMAGE TO SYDNEY	12
A. Introduction	12
B. Medical Forms	12
C. Low Impact Risks	12
D. Non Critical Injuries Or Illnesses	13
E. Medium Impact Risks.....	13
F. Security – Harm Minimization.....	14
SECTION IV - CRITICAL INCIDENT RESPONSE MANAGEMENT	16
A. Why Is This Document Necessary?.....	16
B. High Impact Risks	16
C. Dealing With A Critical Incident	17
D. The Role Of The Pastoral Liaison Team In A Critical Incident	18
E. Actual Harm	19
F. Incident Management	19
G. Post Incident Immediate Management	20
H. Post-Incident Short Term (Within 24 Hours).....	20
I. Post-Incident Long Term.....	21
APPENDICES	22
STAGES OF CRITICAL INCIDENT	23
CODE OF CONDUCT FOR WYD08 WORKERS	24
WORLD YOUTH DAY SAMPLE MEDICAL FORM	27
CODE OF CONDUCT FOR WYD08 PILGRIMS.....	29
CODE OF CONDUCT AGREEMENT FOR WYD08 PILGRIMS	30
AGREEMENT TO TAKE UNDER 18 PILGRIM TO WYD08.....	31
SUPERVISION ROSTER — UNDER 18 PILGRIMS	32
CHILD PROTECTION RISK MANAGEMENT STRATEGY	33
OCCUPATIONAL HEALTH AND SAFETY.....	37
RISK ASSESSMENT AND MANAGEMENT POLICY AND PROCEDURES.....	37
RISK ASSESSMENT FORM.....	39
EMERGENCY PROCEDURES.....	44
LOCKDOWN PROCEDURES	45
EVACUATION / LOCKDOWN CHECKLIST.....	46
TELEPHONE THREATS	47
EMERGENCY PHONE NUMBERS	48
ACKNOWLEDGEMENTS.....	49

SECTION I - SECURITY AND SUPERVISION IN SYDNEY

A. Security

The NSW Government is very conscious of the need for sound security measures during World Youth Day. They will obviously have extra security on hand to cope with any emergencies.

Before Pilgrim Groups leave the Brisbane Archdiocese on their pilgrimage, it would be wise for all groups to have at least one meeting to discuss safety and security.

B. Workplace Health and Safety Risk Assessments

All pilgrimage groups should develop a WPHS Risk Assessment Plan to cater for any/all eventualities. This is not to pre-empt problems. Rather, it is better to be prepared – just in case!

C. Protocols for Group Leaders and Pilgrim conduct

Guidelines for Pilgrim and Group Leader behaviour and responsibilities are being developed by most states. With this document, there is a copy of the **Code of Conduct for WYD Workers** which was developed by the Sydney Office. Group Leaders are welcome to copy this and adopt it for all supervisors of pilgrimages.

In Book I, there is material to assist Group Leaders in the formulation of the **Code of Conduct for Pilgrims**. It is highly recommended to Group Leaders and those organising pilgrimages that all pilgrims also be required to sign a Code of Conduct so that expectations and consequences are clearly outlined.

D. Who will be supervising my child?

Every group will have a Group Leader. Depending on the age composition of the group, each Group Leader, in consultation with Parish/Deanery/parents will devise a supervision plan. In the case of Queensland Pilgrims, all Group Leaders of pilgrimages which have Pilgrims under 18 years old MUST have a Blue Card from the Commission for Children, Young People and Child Guardian.

Please refer to Appendix for a draft Chart for 24/7 supervision of pilgrims under 18 years old.

E. What about rumours of inappropriate activities at previous WYDs?

World Youth Day is not a Big Day Out or another 'Schoolies' Week. It is important, in preparing pilgrims for their pilgrimage, that this is made very clear to all and that expectations and agreed consequences are clearly stated. It is also advised that this become a signed agreement between the pilgrim/s and the organisers of the particular pilgrimage. (In the case of under 18s, this should also be signed by parents.)

F. Medical Insurance

For Australians, public hospital care is covered by Medicare. However, those who do not have extra insurance (including medical insurance) and would like to have it, are advised to organise this prior to departure.

Schools taking pilgrimage groups are encouraged to communicate with CCI Insurance about declaring the pilgrimage attendance as a school excursion.

Harvest Youth Tours is also offering an insurance package for pilgrims. You do not have to have purchased any other product from Harvest to obtain this.

G. Security at Halls

We have been advised by WYD SYD that halls and simple accommodation will be locked at about 9 a.m. (after pilgrims have departed for Catechesis) and will not be reopened until pilgrims are expected back after festival time.

In addition, halls will be locked at a certain point in the evening as a safety measure for pilgrims. Late comers will need to ring a given phone number to get inside.

H. Security at Randwick Racecourse

For the physical security of pilgrims, Randwick will be zoned with fences. There will be 'roadways' between certain zones to allow the passage of emergency vehicles.

Zones of 2,500 are considered optimal to break the crowd down into smaller numbers. Pilgrimage Groups will be allocated to zones e.g. Blue 56.

Once pilgrims leave certain zones, they may not be permitted to return to that area.

Toilet facilities, food areas etc. will be accessible from zones.

I. The Brisbane World Youth Day Secretariat will establish a Help Desk in Sydney for all Pilgrim Groups from Queensland and will offer support, through the Pastoral Liaison Team, for any emergencies that may arise.

J. Medical Form, Code of Conduct for WYD Workers and the Code of Conduct for WYD Pilgrims are contained in the Appendix section of this document.

SECTION II - INTRODUCTION TO THE CHILD PROTECTION POLICY - WORLD YOUTH DAY 08 POLICY STATEMENT

INTRODUCTION (From WYD SYD2008 Office)

The Catholic Church is committed to complying with legislative obligations associated with child protection in all areas of involvement. These obligations extend to appropriate recruitment practices, probity checking and training in the care and safety of children and young people, as well as compliance with duty of care and natural justice responsibilities when matters arise relating to them.

WYD08 recognises that there is a clear and unequivocal duty of care to pilgrims and WYD08 workers alike. WYD08 acknowledges that there are differing legislative responsibilities applying to the various states and territories throughout Australia and overseas.

The procedures are designed to assist all involved to ensure that WYD08 is:

- Inclusive
- Welcoming
- Personally fulfilling
- Faith-enhancing
- Safe
- Supportive

The policy outlines strategies for establishment and maintenance of a culture which is supportive of children and young people and ensuring that all involved are treated fairly in accordance with community expectations.

WYD08 Youth Safety Officers will be experienced in child protection and will have responsibility for receiving queries and complaints and providing advice relating to child protection.

A. For Queensland Pilgrimages, this document applies to

- We are speaking about
 - Days in the Diocese (10 – 14 July 2008)
 - Pilgrimage to Sydney (14 – 21 July 2008 approx. and
 - any training or formation sessions leading up to these events.
- We are referring to
 - Young people who are mostly aged 16 & 17 Yrs. old
 - any children aged under 16 who accompany parents to DitD in Queensland and
 - Children under 16 who are going to Sydney must be in the care of their parents.

B. Child Protection Risk Management Strategy

The Commission for Children and Young People and Child Guardian is the regulating body for this in Queensland. The Act was passed in 2000 and has since had additions.

(The legislative requirements from state to state are not widely different.)

As of January 2007, bodies dealing with children are required to have a written Risk Management Strategy in place.

CHILD PROTECTION RISK MANAGEMENT STRATEGY

What should it contain?

- a) A commitment to the safety and well being of children
- b) A Code of Conduct
- c) Recruiting, Training and Management Procedures e.g. screening
- d) Reporting guidelines
- e) Policy for managing breaches
- f) Policy for compliance with Blue Card legislation
- g) Risk management plans for high risk and special events
- h) Strategies for communication and support e.g.
 - (i) Information sheets for volunteers, staff, parents about policies, procedures and Codes of Conduct and
 - (ii) Training strategies to help volunteers, staff, parents to identify and manage risks of harm.

The good news is that a draft of this has been written for you. You are free to copy it. Your job will be to disseminate the material.

C. Bit More About The Risk Management Strategy:

As a Group Leader or Coordinator of the Days in the Diocese project in your parish:

- I. you may accept and publish the Risk Management Strategy 'as is' or
- II. you and your parish/school may modify part of it to suit your circumstances, remembering that you can not eliminate any of the main elements of the Strategy.
- III. Then this should be placed in the hands of the following people

Days in the Diocese

- i. all Parish/Deanery/School BrizStay Coordinators
- ii. all host families within your area who will accommodate pilgrims under 18.

Pilgrimage Groups

- i. every Group Leader who has any pilgrims who are under 18 yrs. Old and
- ii. parents of those under 18 yrs. old who are going on pilgrimage.

D. Pilgrimage To Sydney

1. Two different state legislations operate here but if we follow Queensland legislation, we will be O.K.
2. Mandatory reporting is a lot stricter in NSW. Remember it is not your call about reporting. If ever in doubt – report. Don't brush the issue under the carpet.
3. Pastoral support people from Brisbane will be in Sydney to help you if something surfaces.
4. Use the Child Protection Risk Management Strategy Document as a checklist to minimise harm in any situation.'
5. Especially ensure that both Leaders and Pilgrims have a Code of Conduct and that each knows the expectations of the other.

E. Dealing With A Disclosure

TYPES OF DISCLOSURES YOU MAY GET ON PILGRIMAGE

1. Something that has happened at home. In the closeness of friendships and growing confidence a young person which may develop during WYD, some may choose to disclose something which has happened to them.
2. Something that has happened at World Youth Day.

HOW SHOULD YOU OR YOUR CO-LEADERS HANDLE THIS?

1. Remember, if you have anything disclosed to you, you must follow procedures. It is not your call.
2. Unless you are a qualified counsellor, do NOT assume the role of a Counsellor and start giving advice or passing judgement.

DO

- Ensure that the pilgrimage can continue if possible
- Be calm and react in a calm manner
- Listen carefully
- Listen actively. If you have not understood something ask the young person to tell you again. This may be needed to ascertain the reporting procedures
- Reassure the young person that they have done the right thing in reporting the incident/s
- Respect the privacy of the person who discloses to you. Don't go to others and say, 'Listen to this.....'
- Follow the procedures of who should know the information to the letter
- Be honest to the discloser about your responsibilities

DON'T

- Panic or show shock
- Pass opinions
- Ask leading or probing questions
- Ever make promises of silence or promise not to report
- Leave the young person alone immediately after disclosure
- Discuss with other pilgrims or discuss the young person's issues within the hearing of others
- Immediately call parents or caregivers. Seek advice from the Leader of the P.L.T. This call could be made by trained persons for you. (Reporting to parents when the young person is so far from home especially if it is something which has happened at home, could make the situation worse.)

DON'T

- Make hasty decisions
- Allow the 'discloser' or the peer group to turn this into a melodrama
- Try to be counsellor, parent etc.

DO

- Be willing to report
- Follow up with professional emotional support

The most important thing to remember is that all of this is normal practice.

F. Information About Blue Cards

After consultation with the Commission for Children and Young People and Child Guardian

Please update your information periodically between now and August 2008 as there may be changes made

The Commission's Website is http://www.ccypcg.qld.gov.au/about/risk_management.html

As people prepare for World Youth Day, there are many questions which come to mind about the issues surrounding child protection. The Commission has supplied this information specifically about preparation for World Youth Day, the BrizStay component of Days in the Diocese and the pilgrimage to World Youth Day in Sydney.

In addition, there is information about photographing and videoing young people and also about the publication of images of young people on the internet and via the media.

i. AGE PARAMETERS

This information, supplied by the Children's Commission, applies to:

- Young people aged 16 and 17 years who are travelling to Sydney as pilgrims,
- Young people aged 16 and 17 years who are international pilgrims who will join the homestay program during Days in the Diocese and
- Young people, either in Brisbane or in Sydney who are travelling with family members either for BrizStay or to Sydney

The information does **NOT** apply to young people aged 18 years or over.

If you are unsure of what to do or what applies in your situation, please periodically check the Risk Management section on the website referred to at the top of this page or telephone 1800 113 611 or 3247 5145.

ii. FAMILIES PROVIDING HOMESTAY FOR PILGRIMS

The 'child accommodation including homestay' category will apply here.

The regulations here are somewhat complicated.....

1. People do not need a Blue Card if the homestay is organised by a recognised body (WYD Secretariat and the local parish and is of 10 days or less and provided this household does this on no more than two occasions per year.
2. People providing homestay for pilgrims aged 18 years or over do **NOT** need a Blue Card as they are not providing an essential service for children.
3. People who homestay young people **on more than two occasions** during 2008 **will need** a Blue Card. This means that, if the family billets young people for school related sports events and/or overseas students on two occasions e.g. Sports Teams, Japanese students **plus** billets young people under 18 years during Days in the Diocese, the homestay parent/s will need Blue Cards.

iii. GROUP LEADERS, SPIRITUAL LEADERS, PASTORAL CARE LEADERS AND THOSE IN SUPERVISORY ROLES ON PILGRIMAGE

1. All volunteer leaders for WYD SYD 08 are classified as being '**employed by or within a church, club or association or similar entity and the usual function includes or is likely to include providing a service directed mainly towards children or conducting an activity mainly involving children**'. Thus, all Leaders must have a Blue Card prior to departure.

iv. PILGRIMS OVER THE AGE OF 18 YEARS

People in this category who are not involved in having a specific responsibility as in the above categories but who will be in a pilgrimage group where there may be people under the age of 18 years **do not need** a Blue Card as they are not providing a service mainly directed at these young people.

G. Photographing/Videoing Young People Under 18

With the large number of pilgrims going from our Archdiocese to World Youth Day in Sydney in July 2008, there will be many wonderful photo and video opportunities. These images will undoubtedly provide happy memories and may be used in your publications for some time.

Before you publish images of children (persons under 18 years), it should be noted that there are several pieces of legislation which are aimed to protect young people and which can apply to photography and video photography.

We have approached the Children's Commission and Brisbane Catholic education for advice on this matter.

In summary, this includes:

- Don't allow photographs to be taken of young persons who are under the 'care' or 'protection' of the Department of Child Safety.
- It is, therefore, inadvisable to take photos of unidentified children in a crowd.
- It is also inadvisable, though not illegal, to name or otherwise identify children online, where images could be downloaded and used for indecent purposes.
- Under section 210 (1) (f) of the Queensland Criminal Code Act 1899, it is an offence if a person, without legitimate reason, takes an indecent photograph or records, by any device, an indecent visual image of a child under the age of 16.
- This does not apply to photos that do not represent an indecent image, which means photos taken of young people or children participating in normal social activities do not fall within its provisions (See Recommendations)
- It is not illegal to capture images of children on public property.
- However, if you enter private land, such as schools or even public transport, you do so on the understanding that you consent to the owner's guidelines on photography or video taping. In other words you would have to have permission BEFOREHAND.
- If you were to use a photo or video in either an advertisement or commercial context, beforehand, you need to obtain a signed release under the Commonwealth Trade Practices Act 1974.
- Ignorance is not an excuse for breaching this!

Recommendations:

- If using the names of young people in photographs, it is highly recommended that prior written permission of the parent/guardian is obtained.
- Don't publish the names of young people on internet publications.
- Be aware that some people may choose to 'alter' photographs of young people published on the internet.
- Also be careful about putting clear facial images of young people on the internet.
- If you have any questions or concerns, please do not hesitate to contact the Commission's Risk Management Team on Ph. 3008 8972.

SECTION III - RISK ASSESSMENTS FOR PILGRIMAGE TO SYDNEY

Low, Medium, High Impact Risks

A. Introduction

World Youth Day promises to be one of the most memorable events in the history of the Australian Catholic Church. The formal celebrations begin in Sydney on 15 July 2008 and conclude with the mass celebrated by Pope Benedict XVI on 20 July 2008.

For all pilgrims and especially Australian pilgrims, the opportunity to meet with up to 500,000 like minded young people will certainly be one of the hallmarks of the event.

We also need to be realistic that the sheer size of the crowd in Sydney (along with those who live there) may bring with it some logistical and psychological issues for some. Hence, it may be advisable to bring this to the attention of pilgrims before they set out for Sydney.

In Queensland, the Workplace Health and Safety Act regulates that all eventualities need to be recognised prior to departure and that Risk Assessments should be done on these prior to departure. This also applies in NSW. It needs to be recognised that, when the pilgrimage groups are in Sydney, the NSW Occupational Health and Safety Act will apply. The Risk Assessments in this book have been prepared to comply with NSW regulations. Having possible strategies already formulated also allows time for planning appropriate responses.

This is the same legislation as that which governs all operations in a place of work or instruction. All work activities require a risk assessment as do excursions etc.

Within this document there is information which will guide you in preparation for your pilgrimage. It is then up to you to ensure that you have covered your parish, college, deanery etc.

The purpose of risk assessment is to establish the potential for harm to participants in an activity. It is possible that a pilgrim may get sick during the pilgrimage. It is also possible that someone could get lost. Someone may be injured. It is less likely that more critical incidents may occur. Hopefully, they won't. However, legislation requires us to think of these eventualities and to have a draft plan of any decisions and actions we may take.

B. Medical Forms

All pilgrimage groups are **strongly** urged to require **all** pilgrims to complete a Health/Medical Form for the Group Leader before departure. This should include any/all relevant medical information plus it should give the Group Leader (or one who is deputising) the authority to take any/all necessary steps to ensure the health of the pilgrim. This should include the authority to sign for surgery/anaesthesia etc. if the patient is not able to do so.

All educational institutions will have these already signed by parents. However, it is probably advisable for parents/guardians to complete a new form specifically for WYD (in the case of school students) and, for those not still in school, a completed Medical Form and Authority should be received by the Group Leader well before departure.

C. Low Impact Risks

These would include incidents such as

- Missing luggage
- Theft of pilgrims' possessions
- Minor injuries or illnesses

In these cases, the Group Leaders, supported by other adults and perhaps the Champions, would deal with the matter. Contact with the police in the case of the first two items would be through the regular police telephone numbers and is highly recommended for insurance purposes.

In the case of medical matters, this may be dealt with through First Aid procedures at the local level or by a visit to a local doctor. **All pilgrims are advised to have their Medicare number with them at all times as well as any private medical insurance or travel insurance information.**

D. Non Critical Injuries Or Illnesses

Should a pilgrim become ill or have a minor accident in Sydney, the first concern should always be for the patient. In most cases, this may involve a visit to a doctor or to a local hospital.

In these cases, a responsible person should accompany the patient to medical help and, if the patient agrees, be with the patient to act as supporter and friend to ensure that the necessary appropriate help is given.

In the case where the patient is considered to be in a more serious condition, it is highly advisable that one of the Group Leaders accompanies the patient to help. (Remember to take the Medical Form!) This may require ambulance transport!

While the patient is receiving or has received help, remember to ring parents/next of kin. Always try to make contact with parents/next of kin before surgery or an 'Authority to Operate' is signed.

If it is thought that the pilgrim may not recover in a short time, consideration should be given to repatriation to Brisbane. This should only be done with the authority of the parent or next of kin and at their expense. A decision then needs to be made if an adult should accompany the pilgrim home (at the pilgrim's expense).

Should a member of the group contract a contagious disease e.g. measles, chicken-pox etc., after consultation with a doctor, if it is thought that the pilgrimage group is exposed to possible infection, consideration should be given to immediate repatriation or isolation in a special WYD 'sick bay' in Sydney.

E. Medium Impact Risks

These would require support or intervention by another agency and may also involve upset among pilgrims, requiring support from the Queensland Pastoral Liaison Team. This may be in the form of people providing emotional support for the person/s most affected by the incident or support for other pilgrims who may be friends of the injured/aggrieved party/victim.

In these cases, the Group Leader may be required to go to the Police Station, the scene of the incident or to accompany pilgrim/s to hospital. It may also mean that the Group Leader or a delegated person may be required to notify family in Queensland and to meet them if they decide to come to Sydney.

Incidents in this category may include problems for the actual pilgrimage group:

- Accommodation not reserved
- Food not being delivered to the correct venue
- Problems with toilets/security at accommodation venue etc
- Stalkers/Peeping Toms/intruders etc.
- Missed buses
- Lost pilgrims
- Lost Group Leaders (Yes! It has happened!)
- Runaway pilgrims
- Sick pilgrim/s e.g. diarrhoea, appendix, fracture, group sickness etc.

In these cases, the Group Leader or several supervising Leaders may be required to address the Medium Risk incident. Alternatively, members of the Queensland PLT may form a back-up group so that the Pilgrim Group is still able to participate in World Youth Day activities.

The contacts which may be necessary in these cases include

- The Brisbane Secretariat which will be based in Sydney during the celebrations to assist with logistical issues e.g. food, accommodation etc.
- The Pastoral Liaison Team (PLT)
- Hospitals, doctors, ambulance
- Police, Fire Brigade, Emergency Services etc.

F. Security – Harm Minimization

(Group Leaders may care to copy this for Pilgrims.)

Our advice is to follow the normal personal security measures that would be taken in Brisbane. This would include:

Moving around

1. Always move around in groups of two or more. NEVER be on your own. The old saying is 'safety in numbers'. Follow the directions of your Group Leader to the letter.
2. If you become lost or separated from your group, phone the other members of your group immediately and meet up with them straight away. This is your greatest insurance.
3. Never go to public toilets on your own. Always have a friend go with you and ask the members of your group to wait for you.
4. If you are asked to wait, do just that. It is for the safety of everyone.
5. If catching public transport, have a group plan before you get onto the bus/train.
6. Move onto the public transport as a tight group. That way you have a greater chance of all getting on the same bus/train.
7. In case someone is left behind, have a plan of where you are going to get off the public transport and wait for the others to arrive. It may be advisable to get in phone contact with the rest of the group at this time.
8. Have a plan of where to meet the rest of the group in case someone is missing.
9. **Never go out at night on your own, ever. Only travel at night in larger groups. Never accept a ride in a car from a stranger. Never travel in a taxi on your own.**

Security at accommodation

1. On arrival at accommodation, check out the security measures straight away. Check that the windows and doors lock. Check that there is night access to toilets. If the only access is from outside, form a plan for night-time visits to the toilet. Brief all members of the pilgrimage group as to the plan for security.
2. Once there has been an assessment of the accommodation, pilgrims should be briefed about the safety measures which would be taken as a group. This should include Fire Drill (including Assembly area) and Lockdown. Mention should also be made of curfew times and safety at night, the expectations re visitors to your accommodation, locking of the venue etc.
3. Security of personal possessions is the responsibility of the individual pilgrim. Make sure this is stated **in writing** to all pilgrims. It could save problems later!
4. Suggest to pilgrims that they carry all credit cards, money etc. in a money pouch around the neck or around the waist.

5. **Lockdown situations** should involve all persons in the accommodation being cooperative and following the directions of the Group Leader implicitly. Pilgrims should place themselves out of sight and low to the ground, preferably under a table etc. There should be no noise. People should not make mobile phone calls in this time unless it is to the Emergency Number.
6. **Peeping toms** should not be encouraged by pilgrims. If anyone in the accommodation suspects that there is a 'peeping tom', phone the Emergency Number ph 000, ask for Police and follow their instructions. Under no circumstances should anyone go outside
7. In the case of **sexual assault**, a responsible adult (of the same gender) should accompany the victim. The victim should not be left alone. If the victim specifically requests personal space, just move slightly away but with the victim in sight. The support person should support but not give advice or 'fill in the gaps' for the victim.
8. This information should be dealt with in a serious manner. Possible critical events should be spoken about prior to going to Sydney but should be kept in the proper perspective.

SECTION IV - CRITICAL INCIDENT RESPONSE MANAGEMENT FOR WORLD YOUTH DAY IN SYDNEY

(Note: Some of this information is also included in the Risk Management Document)

A large number of groups will journey to Sydney prior to the World Youth Day celebrations which will begin on 15 July 2008 and end after the Final Mass celebrated by Pope Benedict XVI on 20 July 2008.

As with any excursion, there are always accompanying risks. This document seeks to identify some of the possible 'worst case scenarios' and to address how these may be appropriately addressed.

In formulating this document, reference has been made to the 'Student Protection Risk Management Strategy' Guidelines document (Brisbane Catholic Education) and to other relevant documents, particularly those pertaining to Workplace Health and Safety issues and to pastoral care issues.

A. Why Is This Document Necessary?

World Youth Day in Sydney will be an experience that few have ever had.

Firstly, there will be up to 500,000 pilgrims in Sydney for that week. For some, the large numbers of people may be daunting! Because of the large numbers, it is highly desirable to have a number of risk management strategies already formulated so that any incident can be dealt with in the most appropriate manner. The 'things that can go wrong' will vary from relatively 'low impact' incidents which could be dealt with by the Group Leader/s to 'high impact' incidents where groups will need additional support.

Remember: - Always keep the incident in its proper perspective.

B. High Impact Risks

In these cases, the impact on the group or a large number of groups would be marked.

Pilgrim Groups will require definite and significant physical and emotional support. In addition, family members may be required in Sydney, involving arranging the pick up and transport of these people to an appropriate place.

High impact incidents may include

- Bus accident
- Train/plane accident
- Individual serious accident requiring longer term hospitalisation
- Criminal attack on pilgrim/s requiring hospitalisation or death e.g. bashing, rape, murder etc.
- Bomb explosion/act of terrorism
- Hostage/siege situation
- Severe Storm/Flooding etc.
- Environmental danger

The Brisbane World Youth Day Secretariat will form part of the coordinating group for support should any of these unlikely events take place. In addition, support personnel from the Queensland Critical Response Team of the PLT will arrive at the required venue to provide support for those requiring assistance.

Environmental Dangers

These may include critical incidents with the potential for harm (storm or flooding) or critical incidents with actual harm (large fire, explosion, chemical spillage, gas leak etc. – resulting in injury or death)

In any incident of this kind, the first consideration is to ensure one's own safety as well as that of the group. In most cases this will involve moving the group to safety or cover (except in the case of lightning strike).

Then an assessment of any injuries/additional danger needs to be done. Contact should be made with Emergency Services (ph 000) to obtain help.

Do not allow pilgrims to place themselves in any further harm.

Follow the directions of the Emergency Services implicitly.

Criminal Dangers

As with any large gathering of people, there is always the possibility that pilgrims may be the targets of criminal activity. With proper plans, however, the risk should be very minimal.

C. Dealing With A Critical Incident

The principles for dealing with a critical incident (as outlined in Brisbane Catholic Education Policies) should be put into operation.

Firstly, while it may be unpalatable, it is highly advisable to have an Action Plan ready to meet all eventualities. This should include clearly articulated role responsibilities plus a communication plan which should be followed by all members of the group. In addition, a Critical Incident Plan should have been formulated prior to departure and this should be conveyed to all participants and key stakeholders.

1. In any Critical Incident, the first priority should be to account for all personnel and to ensure the ongoing safety of the Group before any other issues are addressed.
2. It is also important to establish the facts, to make the relevant contacts and to establish a checklist for the incident.
3. In many cases, other personnel may need reassurance and their cooperation sought.
4. The support of the Queensland Critical Response Team should then be sought. These people will help set up a Critical Response Area and provide comfort and support for other members of the Group.
5. If possible, at this stage, providing it is safe to do so, the group should be taken away from the site to an area which has been clearly identified.
6. The Group Leader, or person delegated to do so, should make contact with family members, if practical/advisable. They should give clear, unemotional information and ask for directions from the family, all the time offering support.
7. As time passes, it should also be remembered that the Group Leader and other key figures involved in the incident should be given support, counselling and, if necessary, 'time out' in a caring atmosphere.

D. The Role Of The Pastoral Liaison Team In A Critical Incident

Hopefully, they will not be needed for intervention in a Critical Incident. They may be more commonly needed for a Medium Impact issue or in a Low Impact Situation.

The Role of the Pastoral Liaison Team

- a) The role of the Pastoral Liaison Team is primarily to take a **pastoral approach**.
- b) The team members need to be mindful that they are primarily there to assist the Pilgrim Group to restore a sense of safety, order and calm.
- c) If considered appropriate and if an incident is serious, the Critical Response members of the PLT will coordinate the recovery procedures. The Leader of the Critical Response Team will be an experienced Area Supervisor from BCE.
- d) Critical Response Team members need to stay calm and supportive and to respect group sensitivities.
- e) They should seek the insights and suggestions from the group.
- f) By keeping their eyes and ears open to what is happening they may become aware of issues that others may have missed.
- g) A qualified counsellor will be a member of the team.
- h) As well as dealing with the critical incident, they are there to listen, to comfort and to hear!
- i) In creating sanctuary for pilgrims, in some cases it may only be making cups of tea or Milo!
- j) Prayer with the group may also be appropriate.
- k) The roles and responsibilities of Team members will be further refined closer to WYD SYD2008.

Prior to Departure

1. Team members should make themselves familiar with Child Safety, Risk Management and Critical Incident Procedures.
2. If thought necessary, each Team member may be issued with print material about possible incidents.
3. The Brisbane World Youth Day Secretariat should be notified of the mobile phone number and the Sydney address of the accommodation of the each Team Member.

Departure, Sydney and Return Journey

4. All Team Members should be prepared to attend any incidents requested by Group Leaders.
5. Team Members should be prepared to work under the direction of the Pastoral Liaison Team Leader and to work cooperatively with the Group Leader of the particular pilgrimage.
6. It is essential to acknowledge that only one person speaks publicly about an incident and this should be the agreed Communications Manager of the PLT or an appointed delegate. By doing this, there should be no ambiguity and an accurate account should be given.

Role of Pastoral Support Liaison Team at other times

Hopefully, there will not be need for the Team to perform any of the above functions! In this case, there is still a vital role for the Team to play!

Most pilgrimage groups will be purchasing the 'basic accommodation' option. This will mean that pilgrims will be sleeping on the floor in Halls and that they will have share bathroom facilities. For some older supervisors of the groups, this may mean a level of discomfort. In supporting the Group Leaders, the Pastoral Liaison Team members should establish a roster system whereby they are contacted a couple of times during the period in Sydney to offer support, encouragement etc. In addition, Team members may be able to assist Group Leaders with some logistical issues.

E. Actual Harm

In the unlikely event that one or several members of a group come to actual harm, all Pilgrimage Group Leaders should have a documented plan for Critical Incidents. A copy of this should be left with a responsible person in Brisbane as well as a copy given to Group Leaders and responsible others who are going on the pilgrimage.

Actual harm could include criminal attack (assault, rape, robbery with violence etc.). It may include a shooting incident, an actual bomb attack, a major road accident or even the death of a pilgrim/s. In each case, the Emergency Number (ph 000) should be called immediately, asking for Police assistance and, if needed, Ambulance assistance.

F. Incident Management

The principles for dealing with a critical incident (as outlined in Brisbane Catholic Education Policies) should be put into operation.

Firstly, it is highly recommended to have an Action Plan ready to meet all eventualities. This should include clearly articulated role responsibilities plus a Communication Plan which should be followed by all members of the group. In addition, a Critical Incident Plan should have been formulated **prior** to departure and this should be conveyed to all participants and key stakeholders and addressed verbally at a Briefing Session.

For all critical incidents (including those with potential harm and actual harm), the most important issues are to address help for the harmed and to make sure that all involved are then safe and accounted for.

After the safety of all involved has been established, the following steps should be taken.

- Step 1: Account for and keep track of those involved (including witnesses) and then ensure that people do not 'wander off'.
- Step 2: Take whatever action is necessary to ensure the continuing safety of all involved.
- Step 3: Establish the basic facts, make relevant contacts and establish a checklist to use in communicating with emergency services.
- Step 4: Contact as appropriate:
 - **Emergency Services Dial 000.**
 - **Parents/Next of kin** – keep it short, accurate and to the point. (Consider if this is appropriate at this point or in the next phase when more detailed and accurate information would be available. This consideration should be balanced against the possibility of another member of the group contacting these people)
 - **Brisbane World Youth Day Secretariat Temporary Office in Sydney.** The telephone number and address will be sent to all groups prior to departure. The Secretariat will arrange for support personnel to come to you and your group.
- Step 5: Check the Pilgrimage Group's Critical Incident Response Plan to ensure that roles are activated.
- Step 6: With the help of the Brisbane Secretariat, a response area/room may need to be set up. This would possibly be at the Brisbane WYD Secretariat's Temporary Office in Sydney.
- Step 7: Coordinate a briefing session with appropriate personnel. At this session, there should be clear directions given as to the roles of people and agreement reached about who will be the spokesperson.
- Step 8: Organise communication channels to make available the following: telephone, fax machine/s, mobile communication (phones, radio, etc). Allocate appropriate staff to tasks as required.

G. Post Incident Immediate Management

Consideration should then be given to:

- i. Contacting parents/next of kin (if not already done),
- ii. Contacting College/Parish,
- iii. Identifying a 'holding area' for relatives to be briefed about their family member. Ideally this should be an area away from the 'impact' site and the pilgrim/s brought to them,
- iv. Identifying appropriate 'responsible persons' to brief relatives prior to contact with their family member,
- v. Preparing a letter for these parents and friends,
- vi. Planning for the pilgrims to leave the site with support staff or emergency personnel,
- vii. Documenting the facts of the incident as known. This should be done on an individual basis and this documentation should be collected and handed to the appropriate person,
- viii. Dealing with the Media in a courteous manner, ensuring that only one person (after proper consultation with an appropriate adviser) speaks with the media, It is suggested that, in this case, the contact person should be the Communications Manager of the PLT,
- ix. Convening a meeting of all support personnel and pilgrims to provide accurate and truthful information about the incident and to consult with them about short term and long term arrangements. **Every attempt should be made to resume participation in the pilgrimage and normal routines, with sensitivity to those directly affected,**
- x. Coordinating offers of assistance and
- xi. Reporting to WorkCover NSW (ph 131 050) any serious bodily injury or dangerous event 'that results in a fatality, a loss of a distinct part or organ of the injured person's body; or the person being absent from their voluntary or paid employment for more that 4 days'.

H. Post-Incident Short Term (Within 24 Hours)

By the end of this stage, many of the normal routines of the group should have been re-established.

Consideration should now be given to:

- i. Coordinating counselling needs. By now your group should have been in contact with the Brisbane World Youth Day Secretariat Office in Sydney. The staff will coordinate this for the group if asked,
- ii. Updating the group on the circumstances of the incident and ensuring that all members of the group and support personnel receive the information,
- iii. Writing and distributing (or delegating for this to be done from Brisbane) letters for parents/next of kin/parish etc.,
- iv. Maintaining normal calm routines,
- v. Ensuring that members of the group do not 'wander off' and
- vi. Preparing, in consultation with advisers, further media releases, if necessary.

I. Post-Incident Long Term

The composition and age of the Pilgrimage Group members will determine further actions taken. Do not forget that the key personnel involved e.g. the Group Leader and other Leaders may also need support!

Consideration could be given to these steps (as appropriate):

- i. Debriefing once the group has arrived home. This may require several debriefs,
- ii. Encouraging everyone to access support,
- iii. Monitoring the needs of all,
- iv. Preparing a report for the Parish/School/BCE etc (whichever is applicable),
- v. Planning support for any pilgrimage group member who is not able to continue normal routines and
- vi. Planning or giving support for any possible formal/legal proceedings:

Funerals

Rituals

Inquests

Court hearings.

N.B. If legal proceedings against the pilgrimage sponsor group is a possibility, consulting legal help immediately is imperative and it is important, in these cases, to follow the advice of legal advisers.

APPENDICES

Documentation For Pilgrimage

Page 23	Stages of a Critical Incident
24	Code of Conduct for WYD Workers
27	Sample Medical Form
29	Code of Conduct for WYD Pilgrims
30	Code of Conduct Agreement
31	Agreement to take U18 Pilgrims
32	Supervision Roster U18 Pilgrims
33	Child Protection Strategy
37	Occupational Health and Safety - Risk Assessment
39	Risk Assessment Forms
44	Emergency Procedures
45	Lockdown Procedures
46	Evacuation/Lockdown Checklist
47	Telephone threats
48	Emergency phone numbers

STAGES OF CRITICAL INCIDENT

A. BE PREPARED	B. SURVIVE	C. IMMEDIATELY	D. ONCE SAFETY ASSURED	E. WITHIN 24 HOURS	F. BEYOND 24 HOURS
<p>Prior to departure, each pilgrim group should have a clearly stated policy including</p> <ol style="list-style-type: none"> 1. Clearly stated duties of all stakeholders 2. Risk management procedures 3. Evacuation procedures 4. Non-evacuation procedures 5. Safety procedures for accommodation 6. Safety procedures for transport including transport to Sydney 7. First aid personnel 8. Persons 'on duty' for 24/7 	<p>Safety of all involved</p> <p>CONTACTS</p> <p>Emergency Services 000</p> <p>Police, Ambulance, Fire</p> <p>Hospitals</p> <p>Owners of accommodation</p> <p>Brisbane WYD SYD Office</p> <p>Mobiles</p> <p>Your College/Parish</p> <p>a/hrs mobile</p>	<ol style="list-style-type: none"> 1. Account for everyone 2. Ensure continuing safety 3. Ring Emergency Number 000 (if needed) 4. Establish facts & record 5. Refer to your Critical Incident Response Plan & begin a checklist for the incident 6. Keeping a group together, move to a safe distance 7. Identify key information & support person/s 	<ol style="list-style-type: none"> 1. Once safety assured, identify who will stay with the victim. 2. Notify the relatives 3. Keep onlookers away 4. Ask group not to speak with media until advised 5. Document facts 6. After legal/other advice, prepare a media plan or have the name of a contact person for media to speak to 7. Convene meeting of Group Leaders 8. Inform pilgrims 9. Contact Brisbane WYD SYD Office 	<ol style="list-style-type: none"> 1. Have counselling organised for group/ individuals. 2. Have support persons with pilgrims so they can continue pilgrimage 3. Update pilgrims 4. Give honest & accurate facts. Don't speculate 5. Be prepared for a media interview. Remember you can seek support from our Communications Manager for this ph TBA 6. Have letter ready for families/parish/school community 	<ol style="list-style-type: none"> i. Remember ongoing debriefing & support ii. Encourage everyone to access ongoing support iii. Monitor survivors iv. Monitor caregivers v. Prepare official report for school/parish vi. Consult personal legal advice, if needed vii. Plan for any possible formal proceedings: <ul style="list-style-type: none"> - inquests - court - funerals - liturgies viii. Plan for 'closure', if advisable

(Please copy this document and make it part of your documentation file)

Name of Pilgrimage Group: _____

CODE OF CONDUCT FOR WYD08 WORKERS

(What follows is a copy of the Code of Conduct for WYD workers published by the WYD SYD 08 Office. This may be useful in formulating your Pilgrimage Leaders' Code or you may prefer to just copy it and distribute it to all leaders.)

PREAMBLE:

To have the opportunity to work with children in ministry on behalf of the Church is a wonderful privilege. Within your chosen ministry as a WYD08 Worker a duty exists to care for children and young people as well as other adults. This Code of Conduct aims to clarify the parameters of appropriate conduct for WYD08 workers who are directly working with registered pilgrims who are young people and who may also be in contact with unregistered children or young people in the course of this ministry.

These guidelines support the ideals of Dignity, Respect, Fairness, Compassion and Equity in our dealings with those we seek to serve in this ministry.

In general it is expected that WYD08 workers will:

- be caring, respectful, compassionate adults who take an interest in children and young people,
- remain removed from personal relationships with children and young people and
- demonstrate a duty of care to children and young people by taking reasonable steps to protect them from foreseeable risk of injury.

WYD08 Workers are committed to safe and supportive relationships by the following -

- Any physical contact with a child or young person must be appropriate given the age, maturity, health or other characteristics of the child or young person.
- Physical intervention (including physical restraint,) should be avoided and used only as a last resort to ensure safety and protection of children, young people and others. **Corporal punishment of any kind is both unacceptable and illegal when working with children and young people.**
- When addressing children and young people use a calm, consistent voice tone and non-threatening language: The way in which they are addressed is equally as important as the words that are used.
- WYD08 Workers who suspect that a child or young person is at risk of physical, emotional, psychological or sexual harm will report this to the appropriate contact person.
- Behaving in a manner that is very conscious and respectful of the **physical and emotional space required by others.**
- Only providing pastoral support under the guidance of a mentor and in places that offer sufficient safe, **open and visible environments** and not in sleeping quarters.
- Responding **professionally** to the needs of others for physical contact such as giving comfort or affirming a child or young person.
- Treating others in a **consistent manner** without inappropriate familiarity or favouritism.
- Consciously **drawing distinctions** between their role as a WYD08 worker and any social connections with the child or young person.
- Recognising that unsafe and unsupportive relationships have an extremely harmful impact on **human dignity and self-esteem.**
- Not engaging in any form of physical or **emotional coercion** within relationships.
- Recognising that by virtue of the trust placed in a WYD08 worker, a **position of power** is created over those you serve.
- Exercising this power in a **caring and compassionate** way that enriches a safe and supportive relationship.

SOME EXAMPLES OF IMPROPER CONDUCT INCLUDE -

- Making excessive or unreasonable demands;
- Acting with hostility, using verbal abuse, rejection or scape-goating;
- Making humiliating or belittling comments about a child or young person;
- Use of obscene language, suggestive remarks or actions;
- Jokes of a sexual, racist or discriminatory nature;
- Unwarranted and inappropriate touching;
- Undressing in front of a child or young person;
- Personal correspondence or electronic transmission to a child or young person in respect of the worker's sexual feelings for him or her;
- Deliberate exposure of a child or young person to sexual behaviour of others.

Improper conduct may amount to 'reportable conduct' within the meaning of NSW Child Protection Legislation and would be dealt with in accordance with the WYD08 Protocol for Responding to Complaints Against Workers. Criminal conduct will be reported to the authorities.

DEALING WITH COMPLAINTS, CONCERNS AND ISSUES OF RISK RELATING TO CHILDREN AND YOUNG PEOPLE

- All people involved in World Youth Day activities should be confident that complaints will be dealt with honestly and fairly.
- All people involved in World Youth Day activities should be confident in reporting inappropriate behaviour around children and young people.
- All people involved in World Youth Day activities should report any concerns about the safety and welfare of a child or young person immediately.
- All complaints must be reported. This includes:
 - Disclosure of abuse and harm,
 - Inappropriate behaviour around children or young people,
 - Suspicion of abuse or harm to children or young people.
- All complaints must be reported to a WYD08 Child Safety Officer.
 - A child or young person, another pilgrim or participant, member of the public or any WYD08 worker can make a complaint, or raise a concern through the supervisor or directly with a Child Safety Officer.
- A WYD08 Child Safety Officer will take the following action:
 - Listen to the person making the complaint and make a record.
 - If the complaint involves inappropriate behaviour and a breach of the Code of Conduct, the supervisor will need to take action according to 'Upholding the Code of Conduct' (see below).
- The WYD08 Authority or responsible Diocesan Authority will have systems to respond to complaints, concerns and issues of risk of harm.
- Commensurate with their role WYD08 workers will recognise and respond appropriately to relevant complaints and concerns.
- Supervisors will receive intake training and will ensure the appropriate report is made and the worker is informed of such.
- A WYD08 Youth Safety Officer will be contactable at all times during WYD08 activities to advise and manage relevant complaints and reports.

UPHOLDING THE CODE OF CONDUCT

- WYD08 workers will be expected to uphold the WYD08 Code of Conduct.
- Those who allegedly breach the Code of Conduct will be afforded procedural fairness and natural justice.

- An immediate risk assessment will be undertaken based on the details of the alleged breach and other available information.
- The process of inquiry will be managed according to the WYD08 Protocols for Responding to Relevant Complaints Against Workers.
- Allegations of a serious breach will be referred to the relevant authorities for investigation.

IDENTIFYING AND MANAGING RISK

- Systems will be in place to ensure that child safety is considered in the planning of all WYD08 activities and accommodation.
- Risk assessment and management planning advice will be provided.

COMMUNICATION OF THE POLICY

This policy document and attachments will be communicated to WYD08 workers through -

- Relevant websites and multimedia.
- Information sessions, including discussion and induction.
- Access to the policy and attachments.

(Please make a copy of this form (or its adaptation) for each Pilgrim. Make copies of completed forms for all Leaders)

Name of Pilgrimage Group _____

WORLD YOUTH DAY SAMPLE MEDICAL FORM

So that we can arrange appropriate medical care for pilgrims, should the need arise, please complete this form and return it at least three weeks before departure. Please PRINT all information except for your signature.

A. Full name of pilgrim _____

Address _____

B. Telephone contacts

Next of kin e.g. Uncle: Name _____

Home _____ Work _____ Mobile _____

Next of kin e.g. Father: Name _____

Home _____ Work _____ Mobile _____

Other emergency phone contact number

Next of kin e.g. Mother: Name _____

Home _____ Work _____ Mobile _____

C. Family Doctor's Name _____

Phone _____

D. Medicare number _____

Private Medical Insurance Name of fund _____

Membership identification number _____

Scale/Type of Membership _____

Under whose name is the Membership? _____

Relationship to pilgrim _____

E. SPECIFIC HEALTH INFORMATION ABOUT THIS PILGRIM

(Please complete ALL sections)

Do you/does your child, either in the past or presently, receive treatment for:

a) Heart problems _____

b) Respiratory problems e.g. Asthma _____

c) Medicinal allergies? _____

d) Other allergies e.g. bee stings _____

e) Blood pressure _____

f) Mental health condition _____

g) Other _____

F. Have you/has your child been hospitalised during the last 6 months? Yes • No •
If the answer is 'yes' please state name of hospital and condition treated

G. Do you/does your child require specific treatment/medication which is prescribed by a medical practitioner? Please state

H. Do you/does your child have a medical condition which may hinder you/him/her from participating fully in World Youth Day? e.g. long periods of walking etc.
Please state

I. Date of most recent tetanus injection _____

J. Please note: All pilgrims must take any regular medication with them and take personal responsibility for its security. No medication should be given to another pilgrim.

K. Any pilgrims who need Asthma medication should have it with them at all times.
Pilgrims with asthma should also notify the Group Leader that they will be carrying Asthma spray.

L. Any pilgrims who have severe allergies and carry an Epi Pen should also notify the Group Leader that they are carrying an Epi Pen.

M. Group Leaders etc. will not dispense any headache medication/occasionally used medication to pilgrims. This should be the responsibility of the individual pilgrim.

N. Medication brought on pilgrimage should be clearly labelled and in the original wrapping.

O. Pilgrims should also take a basic first aid kit with them.

P. Any pilgrim who is not feeling well should report the matter to the Group Leader or another Leader immediately.

Q. 'In the event of any accident or illness, should immediate contact with next of kin not be possible, (or should I not be able to do so) I give permission for any Leader of my /my child's pilgrimage to seek appropriate medical help and to sign an authority for surgery, blood transfusions or other medical procedures if needed. I agree to pay whatever and all costs which may be incurred by this action'.

R. Name _____ (if over 18 years old)
(Please print name)

Signature _____ Date _____

Name _____ (parent, if under 18)
(Please print name)

Signature _____ Date _____

Name of your Pilgrimage Group _____

CODE OF CONDUCT FOR WYD08 PILGRIMS

(Suggested generic draft — Please modify as needed to suit your Pilgrimage Group)

All Pilgrims should read the Code of Conduct carefully. The signed agreement to abide by the Code should be returned to the Pilgrimage Leader by _____

In the Case of Pilgrims who are under 18 years old, the contract should also be agreed to and signed by a parent/guardian. No person will be taken on pilgrimage unless the Code of Conduct Agreement, the Medical Form and in the case of Pilgrims under 18 years old) the Supervision Agreement are appropriately signed and returned well before the departure for Sydney. Before returning this documentation, Pilgrims are advised to make photocopies for their own reference)

In undertaking this pilgrimage, I agree to the following Code of Behaviour, including but not limited to:

- acting in a manner that will bring respect to myself and those I represent,
- behaving appropriately at accommodation as well as at events,
- abiding by the laws of the Australia and NSW,
- respecting the practices and customs of international pilgrims I meet,
- abiding by the reasonable requests of pilgrimage leaders including being on time,
- respecting others and their property,
- refraining from the use of obscene language, suggestive remarks or actions,
- refraining from jokes of a sexual, racist or discriminatory nature,
- refraining from bullying and verbal, physical and psychological harassment,
- refraining from inappropriate sexual behaviour,
- refraining from drunkenness and possessing/using illegal substances and
- refraining from violent and threatening behaviour.

CODE FOR THE USE OF TYPE A ACCOMMODATION

Non-negotiables include:

1. No alcohol on property and in the grounds,
2. No drugs on the property and in the grounds,
3. No smoking on the property and in the grounds,
4. No loud disruptive behaviour,
5. No visitors allowed,
6. Any damage caused will be paid for by the pilgrim,
7. Phone access will be through your own phones and
8. Curfews will apply at some sites

In addition, in Boarding Schools and University Halls of residence:

9. Any keys lost will need to be paid for and
10. No sleeping bags to be used in accommodation areas of Boarding Schools/Hostels/University Halls of Residence. These will be stored separately and handed out for use at the Vigil.

CONSEQUENCES OF A BREACH OF CONTRACT

Pilgrimage Groups may choose to enumerate consequences. It may be prudent to inform Pilgrims and parents that any serious breach of contract may result in the requirement that the pilgrim leave the Group and travel home immediately at the Pilgrim's expense.

CODE OF CONDUCT AGREEMENT FOR WYD08 PILGRIMS

Pilgrim's Full Name (Please print) _____

Pilgrim's Address _____

Email Address _____

Phone: Home/Work/Mobile _____

Date of Birth _____

Pilgrimage Group _____

Emergency Contact Details

Mother: Name _____

Phone: Home/Work/Mobile _____

Father: Name _____

Phone: Home/Work/Mobile _____

The following is to be signed by the pilgrim (if over 18) or the Pilgrim and the parent/guardian who has legal responsibility for the child in the case of Pilgrims aged under 18).

Application to join Pilgrimage

- I, the undersigned, apply to join the above mentioned Pilgrimage to WYD SYD2008/ apply for my child to join the above mentioned Pilgrimage to WYD SYD2008. I understand that the pilgrimage will include Catechesis Sessions, Festival Events, Major Events (including sleeping out at Randwick), Type A Accommodation, communal eating, socialising, participating in activities, travel by bus/train/taxi/private cars (in the case of an emergency) etc. and that risks may arise during these activities. I agree to participate in all activities.
- I/we have read and agree to abide by the Code of Behaviour for Pilgrims and the Requirements of WYD SYD2008 regarding accommodation (if applicable).

Authority to act on my behalf

- I hereby authorise the Leaders in charge of the Pilgrimage, representatives from the Brisbane Secretariat or the Pastoral Liaison Team to act on my/my child's behalf should the need arise. I authorise the above or agents of WYD SYD2008 to organise first aid, medical assistance, transport, admission to hospital, surgical/medical procedure/s, blood transfusions, anaesthesia, plus repatriation to Brisbane if necessary and agree to meet all costs in any action taken for me/my child.
- I understand that, in the event of any illness or accident, every effort will be made to first contact my /my child's next of kin.

Permission to use photographs/videos

- I understand and agree that any appropriate photographs or video images taken of me/my child while involved in any World Youth Day type events can be used by the WYD SYD2008, the Archdiocese of Brisbane, Parish, College etc in media publications, promotions or Youth Ministry material etc.

Agreement to accept consequences of breach of Code of Conduct

- I hereby agree to the Code of Behaviour and (if applicable) the Code for the Use of Type A Accommodation. and agree that I will leave the pilgrimage and return home to Brisbane immediately at my own expense if the Code of Conduct is breached.

Signed (Pilgrim) _____ Signed (Parent) _____

Date _____ Date _____

Name of your Pilgrimage Group _____

AGREEMENT TO TAKE UNDER 18 PILGRIM TO WYD08

Pilgrim's Full Name (Please print) _____

Pilgrim's Address _____

Name/s of Parent/s (Please print) _____

Parent/s Address/es _____

Name of Supervisor during WYD _____

Address of Supervisor _____

We, the undersigned, agree for _____

to accompany the pilgrimage group from _____ to World Youth Day in Sydney.

As a pilgrim I agree to

- abide by the Code of Conduct for Pilgrims from the Brisbane Archdiocese
- participate in all WYD events
- accompany my allocated small group at all times
- comply with the direction/s of my Group Leader and accept the consequences of any breach of the Code of Conduct

As a parent of a pilgrim I agree to

- accept that there will be a roster of supervisors for my child
- support the supervisor/s in carrying out supervisory duties
- accept any disciplinary measure should there be a serious/series of breaches of the Code of Conduct
- pay for my child (and, if necessary, in the case of illness an accompanying adult) should there be a need for repatriation to Queensland because of misconduct or illness

As a Supervisor I agree to

- abide by the Code of Conduct for WYD08 Workers
- ensure that there is a 24/7 Supervision Roster for under 18 pilgrims from the time that pilgrims depart until when they arrive back in the Brisbane Archdiocese
- regularly check that the role of supervising adult is being performed
- be the principal Supervisor of this pilgrim and
- perform a pastoral role for this pilgrim, regularly checking on his/her welfare

Signed Pilgrim _____ Date _____

Parent/s _____ Date _____

Parent/s _____ Date _____

Supervisor _____ Date _____

SUPERVISION ROSTER — UNDER 18 PILGRIMS

PARISH/COLLEGE _____

NAMES OF PILGRIMS U18 _____

(Reduce or increase space according to number of pilgrims)

(Please erase suggestions below and insert your own timetable. Remember to cover 24/7.

Supervisors should have a roll with them at all times. Keep roster to 1 page. Give a copy to all applicable Pilgrims)

CHECK IN TIMES WILL BE 9A.M., 12.30 A.M., 4 P.M., 8 P.M., LIGHTS OUT

DATE	TIME	ACTIVITY	SUPERVISOR/S
Example A			(to mark roll at check-in times)
Mon 14 July	6-9 A.M.	Bus Travel	JT
	9-12 noon	Bus Travel	CM
	12 noon-3P.M.	Bus Travel	CM
	3-6 P.M.	Bus Travel	JT
	6-9 P.M.	Bus Travel	JT
	Overnight		CM
Example B			
Tue 15 July	6-9 A.M.	At Accommodation	Group A KB
			Group B...ME
	9-12.30 P.M.	Catechesis	Group A DL
			Group B AR
	12.30-4P.M	Opening Mass	Group A KB
		Festival Time	Group B MD
	4-8.30P.M.	Festival Time	Group A DL
			Group B AR
	8.30 + Overnight	Back to Accommodation & Overnight	Groups A+B KB
Wed 16 July			
Thu 17 July			
Fri 18 July			
Sat 19 July			
Sun 20 July			
Mon 21 July			

CHILD PROTECTION RISK MANAGEMENT STRATEGY

Name of Group _____
(This Document can be copied/modified to suit the needs of your group)

a) A COMMITMENT TO THE SAFETY AND WELL BEING OF CHILDREN

We, the members of (insert name of group) are committed to ensuring the safety and well being of any young people under the age of 18 years during both the Days in the Diocese and World Youth Day in Sydney (including travel to and from Sydney).

We commit all involved in Leadership positions (and those Pilgrims over 18 years old) to actively adopt practices which will protect young people from physical or psychological harm.

b) CODE OF CONDUCT FOR WYDO8 WORKERS

PREAMBLE:

To have the opportunity to work with children in ministry on behalf of the Church is a wonderful privilege. Within your chosen ministry as a WYDO8 Worker a duty exists to care for children and young people as well as other adults. This Code of Conduct aims to clarify the parameters of appropriate conduct for WYDO8 workers who are directly working with registered pilgrims who are young people and who may also be in contact with unregistered children or young people in the course of this ministry.

These guidelines support the ideals of Dignity, Respect, Fairness, Compassion and Equality in our dealings with those we seek to serve in this ministry.

In general it is expected that WYDO8 workers will:

- be caring, respectful, compassionate adults who take an interest in children and young people,
- remain removed from personal relationships with children and young people and
- demonstrate a duty of care to children and young people by taking reasonable steps to protect them from foreseeable risk of injury.

WYDO8 Workers are committed to safe and supportive relationships by –

- Any physical contact with a child or young person must be appropriate given the age, maturity, health or other characteristics of the child or young person.
- **Physical intervention (including physical restraint) should be avoided and used only as a last resort to ensure safety and protection of children, young people and others. Corporal punishment of any kind is both unacceptable and illegal when working with children and young people.**
- When addressing children and young people use a calm, consistent voice tone and non-threatening language: The way in which they are addressed is equally as important as the words that are used.
- WYDO8 Workers who suspect that a child or young person is at risk of physical, emotional, psychological or sexual harm will report this to the appropriate contact person.
- Behaving in a manner that is very conscious and respectful of the **physical and emotional space required by others.**
- Only providing pastoral support under the guidance of a mentor and in places that offer sufficient safe, **open and visible environments** and not in sleeping quarters.
- Responding **professionally** to the needs of others for physical contact such as giving comfort or affirming a child or young person.
- Treating others in a **consistent manner** without inappropriate familiarity or favouritism.
- Consciously drawing distinctions between their role as a WYDO8 worker and any social connections with the child or young person.
- Recognising that unsafe and unsupportive relationships have an extremely harmful impact on **human dignity and self-esteem.**

- Not engaging in any form of physical or **emotional coercion** within relationships.
- Recognising that by virtue of the trust placed in a WYDOS worker, **a position of power** is created over those you serve.
- Exercising this power in a **caring and compassionate** way that enriches a safe and supportive relationship.

SOME EXAMPLES OF IMPROPER CONDUCT INCLUDE –

- Making excessive or unreasonable demands;
- Acting with hostility, using verbal abuse, rejection or scape-goating;
- Making humiliating or belittling comments about a child or young person;
- Use of obscene language, suggestive remarks or actions;
- Jokes of a sexual, racist or discriminatory nature;
- Unwarranted and inappropriate touching;
- Undressing in front of a child or young person;
- Personal correspondence or electronic transmission to a child or young person in respect of the workers' sexual feelings for him or her;
- Deliberate exposure of a child or young person to sexual behaviour of others,

Improper conduct may amount to 'reportable conduct' within the meaning of NSW Child Protection Legislation and would be dealt with in accordance with the WYDO8 Protocol for Responding to Complaints Against Workers. Criminal conduct will be reported to the authorities.

DEALING WITH COMPLAINTS, CONCERNS AND ISSUES OF RISK RELATING TO CHILDREN AND YOUNG PEOPLE

- All people involved in World Youth Day activities should be confident that complaints will be dealt with honestly and fairly.
- All people involved in World Youth Day activities should be confident in reporting inappropriate behaviour around children and young people.
- All people involved in World Youth Day activities should report any concerns about the safety and welfare of a child or young person immediately.

All complaints should be reported. This includes:

- Disclosure of abuse and harm,
- Inappropriate behaviour around children or young people,
- Suspicion of abuse or harm to children or young people.

All complaints must be reported to a WYDO8 Child Safety Officer.

A child or young person, another pilgrim or participant, member of the public or any WYDO8 worker can make a complaint or raise a concern through the supervisor or directly with a Child Safety Officer.

A WYDO8 Child Safety Officer will take the following action:

- Listen to the person making the complaint and make a record.
- If the complaint involves inappropriate behaviour and a breach of the Code of Conduct the supervisor will need to take action according to 'Upholding the Code of Conduct' (see below).
- The WYDO8 Authority or responsible Diocesan Authority will have systems to respond to complaints, concerns and issues of risk of harm.
- Commensurate with their role WYDO8 workers will recognise and respond appropriately to relevant complaints and concerns.

- Supervisors will receive intake training and will ensure the appropriate report is made and the worker is informed of such.
- A WYDO8 Youth Safety Officer will be contactable at all times during WYDO8 activities to advise and manage relevant complaints and reports.

UPHOLDING THE CODE OF CONDUCT

- WYDO8 workers will be expected to uphold the WYDO8 Code of Conduct.
- Those who allegedly breach the Code of Conduct will be afforded procedural fairness and natural justice.
- An immediate risk assessment will be undertaken based on the details of the alleged breach and other available information.
- The process of inquiry will be managed according to the WY'DO8 Protocols for Responding to Relevant Complaints Against Workers.
- Allegations of a serious breach will be referred to the relevant authorities for investigation.

IDENTIFYING AND MANAGING RISK

- Systems will be in place to ensure that child safety is considered in the planning of all WYDO8 activities and accommodation.
- Risk assessment and management planning advice will be provided.

COMMUNICATION OF THE POLICY

This policy document and attachments will be communicated to WYDO8 workers through –

- Relevant websites and multimedia.
- Information sessions, including discussion and induction.
- Access to the policy and attachments.

c) RECRUITING, TRAINING AND MANAGEMENT PROCEDURES e.g. Screening

To meet the legislative requirements of both Queensland and New South Wales, we require all persons involved in leadership positions to conform with the directives of the Commission for Children, Young People and Child Guardian regarding having a Blue Card. This information may be obtained by consulting Book Two of the Pilgrimage to Sydney series published by the Brisbane World Youth Day Secretariat. In the case of Pilgrimage to Sydney Leaders, this Blue Card will need to be in the possession of Leaders prior to departure to Sydney and in the case of Days in the Diocese, prior to the commencement of Days in the Diocese.

As a group, we will provide in-service for all the above personnel in relation to the requirements of those working with children.

In addition, we will provide these people with information about the support mechanisms available to support them in their role and those to whom they are required to report in the state of NSW.

d) REPORTING GUIDELINES

We commit ourselves to implementing the guidelines on 'Dealing with a Disclosure' in Book Two of Pilgrimage to Sydney and to implementing the 'dealing with Complaints, Concerns and Issues' outlined in the Code of Conduct for WYD Workers.

We commit ourselves to reporting any/all allegations to the NSW Police Service, to the Operations Centre of WYD2008 and to other relevant support agencies. We also commit ourselves to making appropriate confidential records of any allegations as soon as practical after a disclosure is made.

e) MANAGING BREACHES

In the event that there is a disclosure made to one of us, we commit ourselves to behaving in an appropriate professional manner. In doing this we will

- be willing to listen to disclosure in an appropriate manner,
- report any/all disclosures in a professional manner,
- act as a non-judgmental support person in listening until such time as appropriate personnel are available (police/counsellor),
- if the alleged offender is with the Pilgrimage Group, removing that person from the group as unobtrusively as possible and
- arranging appropriate ongoing support for others in need.

f) RISK MANAGEMENT FOR HIGH RISK AND SPECIAL EVENTS

All persons in Leadership positions will be made aware of the possible Child Protection issues which may arise from major events during this period. To this end, they will be

- made aware of the procedures and advice relating to photographing and making videos of young people.
- made aware of the advice given about managing security risks at accommodation, on public transport, in public places and during major events and
- ensuring that young people under 18 have 24/7 supervision and compiling rosters to this achieve this.
- required to document risk management strategies as part of the overall Risk Management Procedures and implement same.

g) STRATEGIES FOR COMMUNICATION AND SUPPORT

Prior to the commencement of Days in the Diocese and World Youth Day, each parish deanery/college/group will hold information sessions to in-service pilgrims and parents of all that will happen at WYDSYD. Pilgrimage Groups will invite parents to attend the sessions which will specifically address Child Protection, Risk Management and Logistical Preparation.

Records need to be kept of invitations and newsletters sent to parents and Pilgrims informing them of this training. This will form part at the accountability process.

In the case of 16 and 17 year old Pilgrims, all documentation needs to be countersigned by parents and parents need to be given a copy of the Supervision Roster prior to departure. A copy also needs to be given to the Pilgrim for use during WYD SYD.

In addition, parents should be given a copy of the Code of Conduct for WYD workers.

During the Formation sessions which deal with Logistics etc. parents need to be made familiar with the processes in place for Harm Minimization and Dealing with Risks.

OCCUPATIONAL HEALTH AND SAFETY

RISK ASSESSMENT AND MANAGEMENT POLICY AND PROCEDURES

INTRODUCTION

All those involved in Pilgrimage to Sydney from the Brisbane Archdiocese are committed to protecting the health and safety of the Pilgrims, Leaders and Employees of the various branches of the church who will be there to celebrate the biggest gathering of youth that Australia has ever experienced.

The volunteer Group Leaders accept that they have a duty of care for the health, safety and welfare of those accompanying their Group/s on pilgrimage and will use due diligence to protect them from injury or illness.

To this end, all those accompanying the pilgrimage (and, if relevant, parents) will be required to attend a compulsory familiarisation prior to departure to make all aware of the Occupational Health and Safety procedures, the Child Protection procedures and the logistical procedures involved in taking a pilgrimage to Sydney. At that time, pilgrims and Leaders will be required to agree to implement these while on pilgrimage and to always be mindful of the safety and health of themselves and others.

Should any person become aware of a hazard, it is expected that this would be reported to a Leader of the Pilgrimage.

The procedures outlined in this policy are framed around **the NSW Occupational Health and Safety Regulation [2001] Chap 2 cl 10**. It is recognised that this is a legal requirement within the state of NSW.

Find the highest priorities!

For each hazard, think about:

1. How severely could it hurt someone or how ill could it make someone?
2. How likely is it to be that bad?

	++ very likely could happen any time	+ likely could happen sometime	- unlikely could happen but very rarely	-- very unlikely could happen, but probably never will
☹ Kill or cause permanent disability or ill health	1	1	2	3
!!! Long term illness or serious injury	1	2	3	4
!! Medical attention and several days off work	2	3	4	5
! First aid needed	3	4	5	6

WHY USE AN ASSESSMENT METHOD?

Many hazards will be identified when planning a pilgrimage to Sydney. Leaders within pilgrimages need to plan actions so that they can take the next step in minimizing or controlling risks to an acceptable level. It is recognised that, in most cases, it will not be possible to 'control' a risk – rather, it may be prudent planning for risk minimization, in-service of personnel and planning reactions may be the 'risk controls' implemented to address perceived hazards.

All Leaders involved in Pilgrimage to Sydney should consult the HAZPAK documentation from the WorkCover Authority of NSW as a way of familiarising themselves with statutory requirements.

HOW TO USE THE ASSESSMENT METHOD

1. To lessen the work load, the Group Leader is advised to
 - form a small committee (probably with the other Leaders),
 - work together to identify all possible risks,
 - document these on the Risk Assessment Form and discuss Control Plans to address each risk,
 - prioritise actions, if possible.
2. For each action, judge the severity. Could it:
 - !!!! kill or cause permanent disability or ill health
 - !!! cause long term illness or serious injury
 - !! cause someone to need medical attention and be off work for several days
 - ! cause someone to need first aid.
3. Then, for each action, judge how likely it is that someone would be that badly affected. Could it be:
 - ++ very likely – could happen any time
 - + likely – could happen sometime
 - - unlikely – could happen, but very rarely
 - -- very unlikely – could happen, but probably never will
4. Use the Priority Table to numerically prioritise each hazard on its risk.
 - The numbers show how important it is to develop an action plan to lessen the risk
 - 1 – it is extremely important to do something about this hazard as soon as possible through to
 - 6 – this hazard may not need your immediate attention.
5. Use the record sheet (please feel free to copy more) to record the group's decisions about priorities for dealing with each one.
The next step is to discuss and record possible solutions to the problem.
6. The recommendations are to use the 'five ways for dealing with risks' i.e.
 - Substitute for a lesser risk (mostly not feasible at WYD)
 - Isolate the hazard from the person at risk (in the case of accidents, attacks etc)
 - Minimize the risk through engineering means (task of WYD Accommodation Supervisor)
 - Implement change through administrative means (the most common method you will use i.e. give instructions of what they should do)
 - Use personal protection (probably would not be used)

RISK ASSESSMENT FORM

Completed by: _____ Date: _____

Pilgrimage Group: _____

Activity under review: World Youth Day Pilgrimage to Sydney 14-21 July 2008

Hazard Identification	Initial Risk Assess.	Preventative Actions	What to do if hazard occurs	Residual Risk Assess
Minor illness Minor injury	3 to 4 Likely First Aid		<ol style="list-style-type: none"> 1. First aid at accommodation or first aid station in CBD 2. Visit local doctor 3. E.M.U. (Emergency Medical Unit) at major event 	
Contagious condition e.g. measles, influenza etc.	3 Likely Medical help	<ol style="list-style-type: none"> 1. Consider isolation of sick person e.g. at sick bays which are proposed by WYD SYD 	<ol style="list-style-type: none"> 1. Visit doctor to confirm diagnosis 2. If pilgrim is unable to continue on pilgrimage, consider sick bay or repatriation, depending on severity of condition 3. Minimize infection of others 4. Contact Pastoral Liaison Team 	
Fracture/s. major sprains, medical condition requiring hospitalisation	4 Unlikely	<ol style="list-style-type: none"> 1. Prior to departure for Sydney, inform pilgrims of possible actions if this happens 	<ol style="list-style-type: none"> 1. A Leader accompanies pilgrim to hospital 2. Contact PLT 3. Contact family 4. Further action to be joint decision of pilgrim, Leader/s, family 5. Consider repatriation on discharge 	
Serious to very serious injury/illness	3 to 4 Very unlikely	<ol style="list-style-type: none"> 1. Prior to departure for Sydney, inform pilgrims of possible actions if this happens 	As above	3 to 4
Fatality	3 Very unlikely	As above.	<ol style="list-style-type: none"> 1. Leader to stay with patient until help arrives 2. Contact PLT 3. PLT to contact family 4. Support for pilgrims and Leaders organised 5. Pilgrimage to continue. Assist with memorial and other details if asked to assist 	3
Lost Pilgrim/s	Very likely	<ol style="list-style-type: none"> 1. All pilgrimage thoroughly in-serviced about procedures prior to departure 2. Procedures clearly outlined 	<ol style="list-style-type: none"> 1. Use mobile phones 2. Arrange meeting place 	

Hazard Identification	Initial Risk Assess.	Preventative Actions	What to do if hazard occurs	Residual Risk Assess
Lost luggage	Unlikely	As above	<ol style="list-style-type: none"> 1. Make contact with carrier 2. Arrange delivery of luggage 3. Assist pilgrim if luggage does not arrive 	
Food not at venue	Possible	<ol style="list-style-type: none"> 1. Leader to make contact with Accommodation Supervisor as to how this could be dealt with 2. Check breakfast food is at venue the night before 	<ol style="list-style-type: none"> 1. If food still does not arrive, contact Operations Centre 2. Consider making other arrangements 	
Faults at Accommodation	Unlikely		<ol style="list-style-type: none"> 1. Contact Accommodation Supervisor 2. Warn pilgrims if there is a danger 	
Travel around Sydney	Likely	<ol style="list-style-type: none"> 1. Thoroughly in-service Pilgrims about expectations of Group. 2. Also have a backup plan 3. See section on "Logistics of moving around" in Book I (Appendix) 	Tell Pilgrims to follow instructions given at in-service before departure for Sydney	
Peeping Tom at Accommodation	Unlikely	<ol style="list-style-type: none"> 1. Thoroughly in-service Pilgrims about expectations of Group prior to departure 2. Require Group to observe the "no visitors" rule 	<p>Depending on the situation:</p> <ol style="list-style-type: none"> 1. Go to "Lockdown" procedures OR 2. If interaction is safe and unavoidable: Remain at appropriate distance. Be non-confrontational 3. How can we help you? Who are you here to see? 4. I'm sorry, that request will need to be made through WYD office. 5. I'm sure we can solve this problem if we can discuss it calmly 6. I'm not sure we've met before. What is your name? 7. Please leave now. <p>Never do this alone. Appear to be calm and in control. Only ask relevant questions.</p>	

Hazard Identification	Initial Risk Assess.	Preventative Actions	What to do if hazard occurs	Residual Risk Assess
Bomb threat/other Threat	Unlikely	<ol style="list-style-type: none"> 1. In-service all pilgrims what to do if this happens 2. Place Bomb Procedures on wall in accommodation 	<ol style="list-style-type: none"> 1. Do not hang up phone even if caller does. 2. Call 000. 3. Make accurate notes. 4. Follow directions of Emergency Services re Lockdown or Evacuation. 	
Siege /Hostage situation	Highly unlikely	<ol style="list-style-type: none"> 1. Thoroughly in-service Pilgrims about procedures prior to departure 	<ol style="list-style-type: none"> 1. Phone 000 only if this will not threaten perpetrator. Otherwise don't use phones. 2. Follow directions implicitly. 3. Don't do anything to annoy perpetrator. 4. If possible, go into lockdown situation. 	
Bomb blast	Highly unlikely	<ol style="list-style-type: none"> 1. Thoroughly in-service Pilgrims about procedures prior to departure 	<ol style="list-style-type: none"> 1. Keep Group together and walk away from scene for several hours. 2. When safe notify PLT. 	
Nuclear attack	Highly unlikely	<ol style="list-style-type: none"> 1. In-service Pilgrims prior to departure about procedures 	<ol style="list-style-type: none"> 1. Keep group together and walk for several days away from scene. 2. Endeavour to notify PLT. 	
Assault	4 Unlikely	<ol style="list-style-type: none"> 1. In-service Pilgrims about expectations prior to departure 2. Always be in Groups 3. Never be alone 4. Do not provoke others 	<ol style="list-style-type: none"> 1. Report assault to Police and also to Group Leader. 2. If thought necessary, Group Leader to contact PLT. 3. Seek medical help if necessary. Have a Leader with the victim. 4. Record what has happened. 	
Sexual assault	4	<ol style="list-style-type: none"> 1. In-service Pilgrims about procedures prior to departure 2. Always stay in groups 3. Never be alone 4. Never get in a stranger's car. Never get in a taxi alone 	<ol style="list-style-type: none"> 1. Stay with the victim. 2. Do not ask leading questions. Listen carefully and don't "embroider" details. When able, write down. 3. Call Police 000. 4. Call PLT 5. Accompany victim at all times. PLT to notify family. 	

Hazard Identification	Initial Risk Assess.	Preventative Actions	What to do if hazard occurs	Residual Risk Assess
Traffic accident (serious -> hospitalisation or death)	3 Unlikely but possible	<ol style="list-style-type: none"> 1. In-service Pilgrims before departure. 2. Make Pilgrims very aware that the main "accident" at WYD is stepping out in front of traffic 3. Travel in Groups 	<ol style="list-style-type: none"> 1. Leader to stay with victim/s. 2. Move other Pilgrims to a safe distance. 3. Ring Police 000 and PLT. Help will be there ASAP. Parent/s will be notified by PLT. 4. Have Pilgrim witnesses write down what they saw WITHOUT consultation with others. Collect these reports. 5. Arrange for Pilgrimage to continue if possible. 6. Accompany parents to wherever they need to go. 7. Be familiar with Critical Incident Management procedures 	
Major Accident e.g. Plane, bus etc. with numerous fatalities	3 Very unlikely but possible	<ol style="list-style-type: none"> 1. In-service Pilgrims 	<ol style="list-style-type: none"> 1. Leader travels to/stays near the scene with survivors. 2. Contact 000 and PLT who will be there ASAP PLT will negotiate with support services. PLT to contact parents unless Group members are already using phone. If this is the case, use your initiative. 3. Follow procedures of Critical Incident Management Policy. 	
Severe Storm/ Flooding	4	<ol style="list-style-type: none"> 1. Ensure all know evacuation and emergency procedures. These may be given to you at the accommodation 	<ol style="list-style-type: none"> 1. Ring 000. 2. Follow directions. 3. Remember procedures if there is lightning i.e. Do not use phones. 4. Listen to portable radio if possible. 	3 to 4
Environmental Danger/ Toxic Spill	3	<ol style="list-style-type: none"> 1. Make sure Pilgrims are thoroughly in-serviced prior to departure. 	<ol style="list-style-type: none"> 1. Use discretion here. If thought appropriate, move Pilgrims to a building as far away as possible from spill. 2. Do not attempt to evacuate unless told to do so and in which direction to travel or unless it is very obvious that evacuation should take place. 3. On arrival at assembly point, call roll. 4. Only go near spill if wearing Personal Protective Equipment 	

(to be placed on the wall at accommodation)

EMERGENCY PROCEDURES

ACCOMMODATION EVACUATION PROCEDURES

If a Pilgrimage Group has not been given Evacuation Procedures by the Accommodation Supervisor, here is a list of procedures which Groups may wish to follow. Please feel free to copy/modify to suit your needs.

ASSEMBLY AREA IS THE OVAL

1. A continuous alarm will usually be sounded. This is the signal to evacuate the accommodation to an open area viz. the Oval.
2. Upon arrival at the accommodation, the Group Leader will have identified the Evacuation area with the Accommodation Supervisor and Pilgrims will have been notified of its location.
3. The person who discovers the emergency will notify police/fire Ph 000 immediately so that emergency procedures are put in to process immediately. At the same time, the Group Leader should be notified.
4. When evacuating, pilgrims are to leave all possessions where they are. They are to take nothing extra with them and they are not to re-enter the building.
5. One Leader should check the toilets and bathrooms.
6. On arrival at the Assembly area, the roll should be CAREFULLY checked and Emergency services notified of any person who can not be located.
7. The Accommodation Supervisor should be the Check Point Supervisor.
8. If the fire is small, any staff member who knows how to use fire extinguishers and if it is relatively safe to do so, should try to put out any fire. This should cease immediately if the fire-fighter feels unsafe.
9. Pilgrims should not leave the assembly area and should only return to the accommodation when the Group Leader is informed it is safe to do so.

LOCKDOWN PROCEDURES

The following lockdown procedures should take place as a response to a severe storm, dangerous animal/siege/hostage/dangerous airborne particles or similar emergencies where Pilgrims are required to remain indoors or return to accommodation. Pilgrims should be made aware of these procedures prior to departure on pilgrimage.

1. In most incidences, an intermittent alarm would be sounded, followed by an announcement about emergency details.
2. The person who discovers the emergency should notify a Group Leader immediately.
3. **In some cases of siege or hostage, notification of the situation may have to be made by some other means. No one should ignore this notification.**
4. Lock all doors and windows, turn off lights and fans and, where possible, sit under a desk, table etc., not visible through windows and doors etc. and remain in this position until the 'stand down' is announced.
5. The Group Leader should call the roll.
6. **Under no circumstances** should any pilgrim leave the room/hall etc. even to go to the toilet.
7. **Under no circumstances** should Pilgrims use their mobile phones for any call other than to summon help e.g. no one should call home.
8. No one should place himself/herself in danger.
9. Everyone must observe silence, remain seated and calm. Failure to do so could place others at risk. People may have to be prepared to do so for a long time.
10. When the threat is over, the Group Leader will be notified and then Pilgrims will be notified.

EVACUATION / LOCKDOWN CHECKLIST

Name of Group Leader _____ Date _____

Type of Incident _____

	List of all Pilgrimage Group Members	Present	Absent	Absence Reason	Unaccounted for Contact Authorities
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

(To be placed near telephone in accommodation)

TELEPHONE THREATS

A. Response by receiver of call

Record the exact wording and nature of the threat.

B. Caller's voice/locating

- | | | | | |
|---|---|-------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Old | <input type="checkbox"/> Young | <input type="checkbox"/> Laughing |
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Well spoken | <input type="checkbox"/> Foul | <input type="checkbox"/> Slow | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Loud | <input type="checkbox"/> Raspy | <input type="checkbox"/> Abusive | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Recorded | <input type="checkbox"/> Slurred | <input type="checkbox"/> Nasal | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Lipping |
| <input type="checkbox"/> Familiar | <input type="checkbox"/> Inconsistent | <input type="checkbox"/> Irrational | <input type="checkbox"/> Disguised | <input type="checkbox"/> Message read by caller |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Accented | | |

C. Background noises

- | | | | | |
|--|-----------------------------------|---|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Crockery | <input type="checkbox"/> Voices | <input type="checkbox"/> PA System | <input type="checkbox"/> Music |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Factory machinery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Muffled | <input type="checkbox"/> Static | <input type="checkbox"/> Long distance | <input type="checkbox"/> Fading |
| <input type="checkbox"/> Other | | | | |

BOMB AND SIEGE THREAT QUESTIONS

(Place this near the telephone with a pen)

GENERAL THREAT
1. What are you threatening to do?
2. Why are you making this threat?
3. When do you intend to carry it out?
4. Do you intend to telephone again?
5. What is your name?
6. Where are you?
7. What is your address?
8. Exact words of threat
Remember: Be calm DON'T HANG UP

BOMB THREAT
1. When is the bomb going to explode?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb look like?
5. What kind of bomb is it?
6. What will make the bomb explode?
7. Did you place the bomb?
8. Why did you place the bomb?
9. What is your name?
10. Where are you?
11. What is your address?
Remember: Be calm DON'T HANG UP

EMERGENCY PHONE NUMBERS

POLICE 000

FIRE BRIGADE 000

AMBULANCE 000

HOSPITALS Royal North Shore (St Leonards) 9926 7111

St Vincent's (Darlinghurst) 8382 1111

Royal Prince Alfred (Camperdown) 9515 6111

(Private) Sydney Hospital and Sydney Eye Hospital 9382 7111

(Private) Sydney Adventist Hospital (private) 9487 9111

(Private) Eastern Suburbs Private Hospital 9488 0111

POISONS INFORMATION 13 11 26

DENTIST (emergency AH) 9232 3500 (George St)

9660 3322 (Pymont)

0417 603 322

BRISBANE WORLD YOUTH DAY SECRETARIAT – SYDNEY OFFICE TBA

MOBILES TBA

STATE EMERGENCY SERVICES 13 25 00 (floods & storms)

ELECTRICAL EMERGENCIES

PARISH PRIEST/OFFICE/COLLEGE CONTACT

ACKNOWLEDGEMENTS

This document is a collection of the enormous amount of work already done by Archdiocesan and Diocesan WYD Secretariats, the advice of many pilgrims who have been on previous World Youth Days and documentation produced by the World Youth Day 2008 Office in Sydney and other Offices.

It is also a result of consultations with government offices (from both Queensland and NSW), Brisbane Catholic Education Office and various other Catholic Agencies.

The following have provided specific support and/or documentation:

- Mr. John Sweeting and staff members of the WYD SYD2008 Office.
- Staff members of the Brisbane World Youth Day Secretariat and the Faith and Life Vicariate of the Archdiocese of Brisbane
- The Executive Director of Brisbane Catholic Education, the Director — Curriculum and Religious Education, Religious Education Advisor and Chairperson of the Brisbane WYD SYD Committee, plus the many staff members (past and present) who have provided advice or written documents to support our preparation plans and who have allowed us to alter or adapt them for these booklets.
- Representatives from the Office of the Commission for Children and Young People and Child Guardian, and Queensland Police Service.
- World Youth Day Officers in many Archdioceses and Dioceses including Melbourne, Wollongong, Newcastle and throughout Queensland etc.
- Websites of all Archdioceses and Dioceses and various Religious Congregations and Groups.
- Principals and Staff Members of several Catholic Colleges.
- The wonderful young people who have been on previous World Youth Day Pilgrimages who provided practical tips and advice on what would and what would not work and who want all Pilgrims to Sydney to have the best possible experience of their faith which hopefully will last a lifetime.

PERMISSION TO COPY

Pilgrimage Groups are welcome to photocopy any or part of this document providing recognition is given to the Brisbane World Youth Day Secretariat.