

Question:

- How many complaints have been made to the department about the program in 2011, 2012 and 2013? Please provide a breakdown on the types of complaints by state that have been made in each year.

Answer:

- Over the period 2011 to 2013, complaints received by the department regarding the successive chaplaincy programmes have declined.
- In 2011 the department received 93 complaints compared to 34 that were received in 2013, and this is despite the programme expanding by some 1000 schools in 2012.
- Under the current NSCSWP in 2012 and 2013, a total of 85 complaints were received and investigated by the department. Of these complaints, following departmental investigation:
 - 51 (60%) could not be substantiated
 - 34 (40%) were substantiated
- Of the complaints that were substantiated, the majority were related to the performance of the chaplain or student welfare worker, or some aspect of the administration of the programme, for example schools not clearly articulating the voluntary nature of participation in the programme to parents.
- In such cases, the department worked with the funding recipient and the school to ensure programme requirements were understood by all parties, including the chaplain or student welfare worker, and were able to be met on an ongoing basis.
- Two substantiated complaints related to child safety. On both occasions, and consistent with the NSCSWP guidelines, the worker was immediately stood down while the matter was investigated by the appropriate authority. The department also took steps to ensure the relevant education authority had been notified and mandatory reporting requirements met.
- In the two cases the worker resigned or their employment with the funding recipient was terminated.
- A breakdown of complaints received by type and state for 2011, 2012 and 2103 is provided in the tables overleaf.

Complaints received by type and state for 2011, 2012 and 2103:

NSCP COMPLAINTS 2011

Complaint Category	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Chaplain is counselling	0	0	0	0	0	0	1 (0)	1 (0)	2 (0)
Chaplain proselytising	0	3 (1)	0	3 (1)	0	1 (0)	2 (0)	4 (0)	13 (2)
Chaplain performance related issues	2 (2)	1 (0)	0	10 (8)	6 (4)	2 (2)	4 (3)	9 (4)	34 (23)
Child safety	0	1 (1)	0	5 (3)	1 (0)	1 (0)	1 (0)	1 (1)	10 (5)
Lack of community consultation	1 (1)	0	0	1 (0)	0	0	0	0	2 (1)
Program implementation issues	0	3 (2)	0	1 (1)	2 (1)	2 (0)	0	1 (1)	9 (5)
Chaplain specific	0	2 (1)	0	3 (2)	1 (0)	1 (1)	0	1 (0)	8 (4)
Did not opt in	0	0	0	1 (1)	1 (1)	0	0	0	2 (2)
Breach of confidentiality	0	1 (1)	0	0	0	0	0	1 (1)	2 (2)
Oppose the existence of the program	0	1 (0)	0	1 (1)	0	0	0	0	2 (1)
Other	1 (1)	2 (0)	1 (0)	2 (1)	0	2 (1)	1 (1)	0	9 (4)
Total	4 (4)	14 (6)	1 (0)	27 (18)	11 (6)	9 (4)	9 (4)	18 (7)	93 (49)

Number in (brackets) relates to substantiated complaints

CSWP COMPLAINTS 2012

Complaint Category	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Breach of confidentiality				2 (1)		1 (1)			3 (2)
Breach of the code of conduct		1 (1)							1 (1)
Chaplain/SWW is counselling					1 (0)		1 (0)		2 (0)
Chaplain/SWW is proselytising				2 (0)			3 (1)		5 (1)
Child safety		3 (1)		1 (1)		2 (0)	0	1 (0)	7 (2)
Performance related issues	1 (1)	2 (2)		3 (1)			3 (2)	8 (6)	17 (12)
Program implementation		1 (1)						1 (0)	2 (1)
Did not opt in								2 (1)	2 (1)
Lack of community consultation				1 (0)					1 (0)
Chaplain/SWW specific									0
Oppose the existence of the program	2 (0)	1 (0)		1 (0)	1 (0)		2 (0)		7 (0)
Other		1 (0)					3 (0)		
Total	3 (1)	9 (5)	0	10 (3)	2 (0)	3 (1)	12 (3)	12 (7)	51 (20)

Number in (brackets) relates to substantiated complaints

NSCSWP COMPLAINTS 2013

Complaint Category	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Breach of confidentiality									0
Breach of the code of conduct				2 (1)					2 (1)
Chaplain/SWW is counselling		1 (0)		1 (0)					2 (0)
Chaplain/SWW is proselytising							1 (0)		1 (0)
Child safety				1 (0)					1 (0)
Performance related issues		1 (1)	1 (0)	9 (5)	5 (2)	1 (0)	4 (3)	1 (0)	22 (11)
Program implementation	1 (0)	1 (1)					1 (0)		3 (1)
Did not opt in								1 (1)	1 (1)
Lack of community consultation									0
Chaplain/SWW specific									0
Oppose the existence of the program				1 (0)					1 (0)
Other		1 (0)							1 (0)
Total	1 (0)	4 (2)	1 (0)	14 (7)	5 (2)	1 (0)	6 (3)	2 (1)	34 (14)

Number in (brackets) relates to substantiated complaints