

Attachment L: After a Direct Personal Response

For people who have participated in a DPR process

WHAT HAPPENS NEXT?

Avenues for Feedback

The Direct Personal Response (DPR) is an opportunity for the Catholic Diocese of Wilcannia-Forbes (the Diocese) to demonstrate its accountability to Survivors. The Diocese is committed to providing a trauma informed and Survivor focussed approach to the DPR process. It is important to allow all relevant parties an avenue for honest feedback which will help us to ensure the process continues to be an effective and positive experience for the Survivor and for any concerns to be addressed.

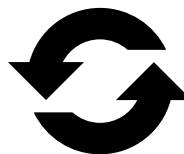
Follow up after the DPR will involve:



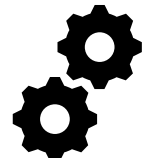
Checking in/
debrief



Feedback (if
appropriate)



Comments,
compliments
and complaints



Further
Actions



→ **Checking in/debrief** will be done by the DPR Facilitator from the Diocese. It will be informal and completed directly after the DPR and then again 3-5 days after the DPR. The Facilitator will debrief and provide support and respond to any questions



→ **Avenues for providing feedback** to the Diocese on the DPR process include;

- Speaking with the Facilitator when he/she checks in with you immediately after the DPR and/or when contact is made 3-5 days after the DPR;
- Anonymous: you can provide feedback anonymously if you wish.



→ A **comment, compliment and complaint** can be made by phone, email or letter directly to;

Safeguarding Office, Diocese of Wilcannia-Forbes

E: safeguarding@wf.catholic.org.au

P: 02 68539341

Postal Address: PO Box 775, Forbes NSW 2871, Australia

Please note we will provide acknowledgement of feedback.



→ **Further actions** discussed and agreed upon in the DPR will be addressed and met by the Diocese.

www.nationalredress.gov.au



1800 737 377