

Launched: Bishop Matt Brain with Bishop Andrew Curnow and Archdeacon George Hemmings

Curnow Centre for Rural Ministry Training launched

Suzannah Daniels

The Curnow Centre for Rural Ministry Training was launched at Synod this year with a special tribute to Bishop Andrew Curnow for his long-standing and visionary commitment to rural ministry.

Bendigo is one of only a few Anglican dioceses in Australia which have successfully adopted Ordained Local and Ordained Pioneer Ministry streams, introduced by Bishop Andrew. The Curnow Centre will further build on this

by including not only those discerning ordination but lay training in its own right.

The Centre's physical home is 8 Myers St, Bendigo. Our Training in Ministry (TIM) and Australis in-person programs have already benefited from this space. Training is in no way limited by those walls though as is attested by our current Australis by Zoom group who meet fortnightly online representing lay leaders from six different churches in the diocese.

Ministering in rural contexts brings unique joys and challenges which in turn require

unique creative solutions. Archdeacon George spoke of a vision for learning from and with each other in order to best discern God's plans and grow as His church. As well as hosting Australis, TIM and other online and in person training opportunities, the Curnow Centre includes an office space where visiting scholars, PHD candidates or others might work in a focused environment for the small price of sharing their wisdom.

Bishop Andrew was humbled to receive the honour and was pleased the diocese is committed to rural ministry training.

The Bishop writes

Dear Friends.

Soon Rachael and I will be heading to Canterbury to participate in the fifteenth Lambeth Conference.

It is a one in a decade (or in this case almost decade and a half) gathering of bishops from around the Anglican world and their spouses. The conference is convened and hosted by the Archbishop of Canterbury, but it may be surprising to know that the Archbishop has very little authority outside of the Diocese and Province of Canterbury. I am very curious to see how Archbishop Justin treads his way through all of our competing demands and expectations.

In some ways the coming Lambeth Conference can be viewed as little more than a symbolic party. Why have Lambeth at all when we have our own national or diocesan bodies with clear goals and greater capacity to make binding decisions? Yet, the Lambeth Conference lives on. There is something in the gathering that is significant even if the significance is difficult to pin down.

One key to unlocking the potential significance of the coming Lambeth Conference is found in its birth. The first Lambeth Conference arose in response to two crises. The crises were both prompted by the inaugural Bishop of Natal (John Colenso). One regarded his approach to reading Scripture, the other was to do with his determination to baptise polygamous men. On my reading this could be characterized as two aspects of a familiar story: how to truly understand God's intention for his people, and how to recognise the church in new or unfamiliar territory. It is not surprising that Bishop Colenso provoked strong reaction as people sought to determine what should be done.

In discovering that bishops and councils could not simply coerce Bishop Colenso to do or not do something an appeal was made to the Archbishop of Canterbury (Charles Thomas Longley) to intervene



and sort it out. Here we encounter the key to unlock Lambeth's significance. Archbishop Longley was clear in his own mind that he too did not have the power: either personally or via the various bodies within which he played a leading role, to prevent Bishop Colenso from ministering. So, he decided to call a conference at which the bishops of churches for whom their foundation was associated with the church in England could discuss their approach to exercising the relational influence they shared through their common ordination and office.

From the beginning the key to the Lambeth Conference's significance was the opportunity for these new national Anglican churches to act as a consistent and catholic whole. Especially given that in contrast to the Church of Rome missionary expansion was not attended with the power to make people do things. Lambeth's activity and self-conception has waxed and waned over the decades but realising the fundamentally relational nature of the Conference has led me to ask how I might then measure the significance of the approaching sitting. If I am looking for it to make decisions that bind one or other party, or coerce this or that behaviour, I suspect that I will be disappointed. However, there is a very important 'other' expectation. The most important aspect of the Lambeth Conference is that it amplifies relationship. You and I are inescapably linked to folk from all over the world through our particular expression of God's church. While we may need to work hard to discern what we understand to be our call to be faithful to God, our related-ness must give way to actual relationship.

I am reminded once more of the lengths that Paul went to in maintaining relationship with the Corinthian church. He did not agree with them frequently. He drew them into his confidence at personal cost. He lost sleep over their beliefs, actions and attitudes. Yet he remained in relationship which endured for decades. Paul's example has inspired me as to the value of constant, relational effort through the ups and downs of our Christian life.

So as this version of the Lambeth Conference rolls around I, with Rachael, am looking forward to drawing close to those who represent God's church from literally all around the world as a sign of our (yours and ours) common fellowship in God's work. Please pray that all of us who go will not squander this opportunity, having our ears open to hear of what God is doing elsewhere so that we may be corrected and guided, and our mouth open with words of encouragement.

Your servant in Christ,



St Mary's Kangaroo Flat celebrates 160 years of worship

Geoff Young

St Mary's Anglican Church held a special service to commemorate the 160th anniversary of the consecration of St Mary's Kangaroo Flat on Sunday 3rd July. The original St Mary's no longer exists following an arson attack in December 2008 however, the parish rallied together to build a new modern church on the site.

On the alluvial goldfields at Kangaroo Flat in the 1850's, services were first held in tents, before the Anglican congregation grew sufficiently strong to build a church. The Right Reverend Charles Perry laid the foundation stone for a brick Church of England named after St. Mary the Virgin on June 30th 1862.

Over 160 years ago pioneers in the Kangaroo Flat district carved a new home from virgin bush. Brought by the lure of gold, they were not to settle until they had set apart God's acre, on which St Mary's church is built. They laboured for the glory of God, that they and their descendants may have a house of worship.

They built the church with vision ensuring that it could be built on as the population increased and were committed to keeping alive the worship of God and the tradition of the Church.

The 160th Service of thanksgiving and celebration was an opportunity for everyone to come together and give thanks for those who have gone before us whilst also, acknowledging and giving thanks for the opportunities we have today to continue to serve God, one another and the community. There was a rich display of historical memorabilia on the day and an extra special morning tea.

A highlight was the opportunity to dress in period costume of the 1920's-30's. This aspect of a wonderful morning of celebration certainly added to the atmosphere and was coordinated by one of the parishioners, Bev Langley. Bishop Matt remarked that he was not often upstaged!

160 years of service to the community is a wonderful achievement. Over the years there have been, of course, countless baptisms, confirmations, weddings, funerals, prayers, community events and services attended.

This special anniversary celebration was a wonderful opportunity to reflect on the commitment of past generations and the legacy that they have left to present generations. It was also a timely reminder to us of our obligation, as the custodians of St Mary's for the present, to preserve the church and its history for future generations, to the glory of God.



Episcopal: Bishop Ron & Libby Stone



Costume: Bev Langley



Celebrate: The congregation at St Mary's Kangaroo Flat dressed in period costume for the 160th anniversary

Faith Runs Deep documentary tells faith stories

Peter Stanton

was moved to tears, and you could have heard a pin drop, as restored drug addict and prostitute Bindi Cole Chocka revealed her incredible life story, through to her wonderful conversion and growth to her now position, as a Pastor".

Our God's transforming love is incredible! This was all part of a great Combined Churches of Bendigo event Unearthed at the Bendigo Cinemas on June 16. It unearthed the stories of faith from our history and featured in the new Australian documentary Faith Runs Deep.

Great entertainment was provided by highly talented, Australia's #1 kids artist, Col Buchanan, without the usual antics.

Karl Faase, the amazing-communicator (Pastor and Broadcaster) Board chair for Samaritans Purse and BDEA Australia, who is behind the Unearthed video series, held our attention.



Karl told the story of the You-Bute-Ute trip around Australia collecting the great stories of faith from known and ordinary folk like you and me. Comperes, Trev Bell and Dave Lovell were great, linking the presentation together and it was great to see around 300 people from all denominations together in one event.

The faith-story video series Unearthed as a discussion starter is available for you and your parish by contacting: office@southeastbendigo.com

Tell us your faith story

We have two copies of the Faith Runs Deep anthology to give away!

The anthology shares 24 stories of Christian faith that have helped shape our nation of Australia.

Write...

In under 100 words, tell us why your faith is important to you. You have to mention Jesus!

Capture...

Send us a photo from your part of the world that celebrates God's creation in our part of rural and regional Australia.

Email your contribution to: thespirit@bendigoanglican.org.au

Nyah West celebrates 100 years on Pentecost Sunday

Peter Blundell

Arking 100 years of worship at All Saints Nyah West fell on Pentecost Sunday, so the church, clergy and many parishioners were in red which added to the atmosphere.

Bishop Matt Brain, Archdeacon Peter Blundell, Revd Denis Gell, Revd Robin Davis and Revd Rae King took part in the service with Peter's wife Jeanette providing the music with her guitar and voice. Several Mothers' Union members were also in attendance.

Prior to this event a small committee was formed with the Archdeacon Peter Blundell, Bruce and Merle Thompson, Noleen Bates and Margaret Finnemore to arrange the day with the church and surrounds given a face lift. The original church was oiled on the outside and a



Welcome to Country: Robyn Davis

ramp has been added in recent years and all painted inside and out.

Having a list of former clergy and with names of several of the early families from the area, we were able to make contact and were delighted to have many of each in attendance with a few apologies. Aunty Revd Robin Davis, a local Wadi Wadi elder gave the Welcome to Country.

After the service the fire station nearby was the venue for the luncheon with soup, hot savouries and delicious sweets organised by our catering member Helen Gell and others. The cake was cut by Mothers' Union member Mowenna Hobson. Mowenna would've been one of the first when Mothers' Union was first formed at Nyah West.

Thanks to Leonie Tress who arranged all the photos on display. Clergy and others reminisced of times of yesteryear over the delicious luncheon which ended a delightful day.

Synod 2022 - Part One

Katy Lambert

on 25 May 2022, Synod gathered online due to the unfortunate positive COVID test result of Bishop Matt Brain. The business for the Friday night session of Synod, most notably the Bishop's Charge went ahead online with Synod representatives coming together virtually. Synod then reconvened in person a month later to complete the remaining business.

Bishop Matt's Charge had a strong focus on unity in the Body and the manner in which we, as brothers and sisters in Christ, approach disagreement, clarification and correction. He began with an Acknowledgment of Country and then went on to note this Synod marks five years and the mid-way point of his ordinary term as our Bishop.

"Both the passage of time and the dictates of the pandemic amplify the need for a clear sense of where it is we gain our life, and to which we direct our activity," he said.

Synod, however were not the only business of General Synod.

Providing some clarification, Bishop Matt said, "Synod did not change the Anglican Church's understanding of marriage. Neither did it affirm the desirability of the use of a service to bless marriages between people of the same sex. I expect that this is not what some would like; whether they prefer a more permissive environment, or whether they looked forward to a clear statement aligning solemnisation with blessing. For all its faults nothing has changed in this space."



The Bishop's Charge concluded with a reminder of what we, as individuals and a Diocese, should give our time, care and attention.

In true preacher style, this was captured in the acronym W.I.S.E. We must:

Worship: as "We have been drawn together to declare the glory of the one who has 'called us out of darkness and into this glorious light."

Intercede: because "Praying for our own needs, and the needs of others is one of the most intensely practical things we can do."

Saturate: so that "When we are cut we should bleed Scripture, when we are perplexed we should yearn for example in Scripture, and when charting our course we should be doing so as those 'reading ourselves into' Scripture."

engage: because "Our words, our actions, and even our choices should be artefacts of the God who creates light out of darkness."

The Bishop's Charge reminded Synod that whatever we are faced with, whatever the challenges before us be it a pandemic, disagreement or otherwise, God is enough, we must be WISE, and we should handle everything with care. "Care for each other, care for the faith with which we have been entrusted, and care for those who are yet to hear of, embrace and follow Jesus."



God is enough for you as you follow Christ and lead those in your parishes who seek to do so as well

Throughout the pandemic, Bishop Matt's message has been clear; God is enough. Synod was reminded of this again as he began his charge: "God is enough for us as we plan, prepare, collaborate and even disagree; and God is enough for you as you follow Christ and lead those in your parishes who seek to do so as well."

As many had followed the media coverage of General Synod, Bishop Matt provided an update on the business of General Synod. He framed this by saying "One of the failings of our age is that we allow the transitory stories of the media (traditional and social) to frame our response rather than the enduring work of God."

Bishop Matt noted that motions surrounding sexuality and relationships were given considerable time at General

Bishop Matt also highlighted General Synod's commitment to the proposals presented by the Family Violence Working Group with the establishment of a Commission and the provision of resources to ensure this work continues.

He gave forewarning to Synod that next year there will be legislation to be considered as General Synod passed a "complex raft of legislation which continues the work to strengthen our codes of conduct and accountability mechanisms."

He also commented on the "privilege for the largely wealthy and white membership of Synod to listen for a long time to a Torres Strait elder speak of the effect of climate change on her community, and the need for the rest of us to act on their behalf."

Synod 2022 - Part Two

Sunday School in a Box

Archdeacon George, launched a wonderful new initiative to assist churches in our Diocese with Children's ministry – Sunday School in a Box.

Children don't normally attend Synod, but with the launch of this resource they seemed to appear out of nowhere! Sunday School in a Box is a resource box full of activities and short lessons for use with children a variety of ages. It comes with instructions and all the equipment needed to be able to provide wonderful opportunities for engagement with children at church. These activities were designed to be suitable for children to engage with at the front, back or even in the pews of the church and therefore do not require a separate space or gifted 'Sunday School Teachers'. The first three boxes were snapped up at Synod on the spot! For more information email mdo@bendigoanglican.org.au



Fun: Micah Hemmings trying out the Jenga blocks

Family Violence commitments endorsed

Dean Elizabeth Dyke presented an important update to Synod on the outcome of the Family Violence Working Group established by the General Synod Standing Committee of the Anglican Church.

The prevalence of Family Violence both inside and outside of the church is heartbreaking and a terrible injustice. The Working Group found that there was much need for improvement in our response to Family Violence and as a result, the Working Group produced Ten-Commitments for the prevention of and response to domestic violence in the Anglican Church of Australia to help resource and empower Anglican dioceses and parishes to bring about change and improve our preventative work.

It was encouraging to hear that not only has General Synod established this Working Group but provided funding to assist with the practical implementation of these Commitments. Synod passed a motion to accept and adopt the '10 Commitments for Prevention and Response to Domestic and Family Violence in the Anglican Church of Australia' and to receive an annual report to Synod on the progress of implementation of these Commitments.

1

Our Church laments the violence which has been suffered

2

Our Church leaders commit to ensure conditions that support the prevention of violence

3

Our Church consistently teaches about equality, respectful relationships and the value of every person

4

Our Church affirms that human relationships are to be based on respect and mutuality

5

Our Church acknowledges the different experiences of all people 6

Our Church actions are directed by the gospel of love, peace and justice

7

Our Church supports cultural change in our communities

8

Our Church trains our leaders to be equipped to respond in ways that address family violence

9

Our leaders and pastoral staff hold themselves to account and are guided by the Code of Conduct

10

These commitments are regularly reviewed and improved

Synod 2022 - Part Two

Ministry with the Aboriginal community begins

Synod had the opportunity to hear from the newly appointed Diocesan Aboriginal Communities Officer, Revd Shannon Smith.

Many who attended Synod last year remember hearing Revd Shannon's powerful testimony and heart for the Aboriginal & Torres Strait Islander peoples in the region and the ongoing work of reconciliation, for which the Church has a vital role to play. There was an air of anticipation and excitement as Synod heard of Revd Shannon's new role and how various parishes and schools have already seized the opportunity to invite her to come and speak and share her wisdom and experience. Synod looks forward to, and via a motion, committed to this ongoing work, and with great anticipation prays this ministry may flourish and bring about recognition, reconciliation and a strengthening of God's Kingdom.



Engage: Aboriginal Communities Officer Revd Shannon Smith

Karen community in focus

Synod was not deprived of the privilege of hearing about the ministry with the Karen people not only locally in Bendigo (THRIVE), but also on the Thai/Myanmar border through Karen Anglican Ministry on the Border (KAMB).

Dean Elizabeth Dyke and Revd Baw Mu Htoo, in a prerecorded video, gave Synod a glimpse into the life of the Karen people fleeing persecution who are living in camps on the border between Thailand and Myanmar (previously Burma). Amid a beautiful landscape is great hardship, grief and need, yet faith in God is strong. The

church's ministry demands, meeting both the practical and spiritual needs of the people, are high but God continues to provide through the prayers, financial and practical support of the world-wide church.

Synod also heard of the continued THRIVE (-ing) ministry led by Revd Baw Mu Htoo here in Bendigo. The stories of resilience and faith of the Karen people, both in Bendigo and on the Border was inspiring and it was evident the invaluable impact of both KAMB and THRIVE.



Relationships: Dean Elizabeth Dyke with Revd Baw Mu Htoo

Around the Parishes

Mothers' Union members celebrate with High Tea



MU members along with other members of the parish were invited by the Connections craft group to a High Tea to celebrate the Platinum Jubilee of Her Majesty Queen Elizabeth in June. It was an opportunity to bring out the hats and ties and beautiful memorabilia of the Royal Family, Harrods, Paddington Bear and all things royal.

In July, MU members are looking forward to joining others from around the diocese in Swan Hill for a reunion, after months of not being able to meet face-to-face. One of the purposes of Mothers' Union is to help those whose marriage is going through difficult times. We will be thinking of ways we can assist those struggling with family violence as well as sharing practical ways we can reach out into our communities with the love of Jesus.

ABM Rally at Maryborough recovenes

Recently twenty people gathered for our first ABM Diocesan Rally since COVID. The day began with a Eucharist and was followed with a hearty winter lunch in the warm hall foyer. Due to a mix up with dates the guest speaker Megan Schwartz will now be available to speak at the next Rally. The Diocesan President, Ian Howarth, introduced the gathering to the new ABM website, which is easy to navigate. The gathering looked at projects, emergency appeals and other information. Canon Heather spoke about the projects on Climate Change and a Disability project in Kenya. These two projects receive funds from the Rally totalling \$570.



100th birthday celebration at St Thomas', Pyramid Hill



Well, the birthday celebrations that took place in Pyramid Hill on Saturday, continued for Ivan Vanderwall with special inclusions in the service held at St Thomas' Anglican Church, Pyramid Hill on Sunday 12 June 2022.

A special intercession was offered for Ivan as well as his favourite hymn, "Guide me O Thou Great Jehovah", which was sung with gusto. Scones, jam and cream were then shared with the congregation. Ivan has experienced much in his life and his enduring faith throughout is a fine example to us. Many happy returns Ivan from all at St Thomas'.

The glory of young men is their strength: and the beauty of old men is the grey head

- Proverbs 20:29

Darcy Vaughan inducted into Inglewood and Maldon

Jenny Parker

The Revd Darcy Vaughan was formally inducted into the parishes of Inglewood and Maldon, some 18 months after he began in the middle of COVID.

Two services were held, one in Inglewood in the morning and one at Maldon in the evening, to officially welcome Darcy. It was a time of celebration and joy for all who were there.

At Maldon, it was a cold evening and just before the service a broken water pipe exerted its pressure across the grounds. Nevertheless, it was an occasion of great significance, fellowship and enjoyment.

Friends from the Parish of Castlemaine came to assist with the choir singing.

Darcy and family, and everyone present were excited about the significance of the service. It was a time to consider the course of his evolving ministry, and also a time for parishioners and friends to reflect on the preceding months, with almost a 'where to from here?' expectation. Supper was enjoyable and everyone felt very happy and blessed. Thanks to all who were there to make it a great occasion.



Celebrate: Parishioners at Maldon celebrating Darcy's induction



Inducted: Revd Darcy Vaughan



Welcome: Phillipa Vaughan and Jenny Parker



Bendigo Anglican Diocese

Retell one of Jesus'

PARADUSS IN LEGO

Diorama, Model, Stop-motion video or other creation

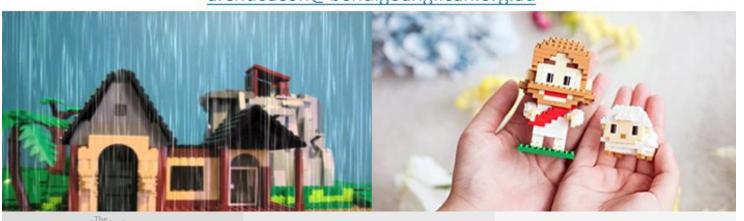
Open to children of all ages (even adults if supervised by a child!)

Entries Close: 28th August 2022

Submit entries (or ask questions):
Archdeacon George

archdeacon@bendigoanglican.org.au

Lego prizes to be won!



Youth and Families Ministry

A word from George...

When I worked in a bookstore there was a connected series of readers called Aussie Nibbles, Aussie Bites and Aussie Chomps.

The fun thing about them was that you could tell which series a particular title belonged to by the size of the bite that had been taken out of the book!

This page of *The Spirit* will look at a particular theme or part of the bible and give you some suggestions of how you might take a nibble, a bite or a chomp into it with your family.

These ideas can be used at home for family time, for Sunday School or an activity to do with the grandkids when they come up to visit .

Archdeacon George is the Children's, Youth and Families Ministry Development Officer for the Diocese, a position partly supported by Bush Church Aid.





Ordinary Time

The first half of the church year is quite busy. We move from Advent to Christmas, from Christmas to Lent, Lent to Easter and Easter to Pentecost! These seasons are filled with exciting services and constantly changing colours. By comparison, 'Ordinary Time' can seem kind of average and well, ordinary. But the term 'ordinary' comes from the fact that these weeks are numbered or ordered. When we follow Jesus our lives are anything but ordinary! And so this is a season for reflecting on our lives and what it means to be a Christian. It is a time for exercising the muscles of our faith and of building each other up. Here are some ideas for making ordinary time an extraordinary experience!

Nibbles

The colour for Ordinary Time is Green, reflecting life, growth and hope. Living in Australia means though that we enter Ordinary time in winter which might seem like a contradiction. But while many trees have lost their leaves, there are still many signs of life around us. Go for a walk as a family and see what you can spot. Praise God who brings life and sustains life. When you are at church together, take a look around and spot all the signs of God's faithfulness and the church's witness over the years. What stories do the plaques and people tell? How do they lead us to praise God?

Bites

Prayer is vital to sustaining our faith. Here's a reminder of a prayer activity we shared previously. The prayer Jesus taught his disciples is perhaps the most well known prayer in the whole world. Take time to learn it together by heart as a family. Share with your children/teenagers/others how you first learnt the Lord's prayer and what it's meant to you through the years. Read Matthew 6:5-15 and discuss what else Jesus said about prayer. Write each line of the Lord's prayer on a strip of paper and then use them to make a paper chain. See how long you can make the chain by adding your own prayers through the week. Those with older children/teenagers could challenge them to memorise each link in the chain.

····Chomps

Living in the Southern Hemisphere means that the first part of Ordinary time falls during winter. The days are shorter and the weather forces us to stay inside much more. Why not use some of this opportunity to build up family time with God? Pick a suitable bible for your family and spend a few minutes each day reading it together. Try memorising a Bible verse as a family. (Check out Seeds Family Worship who have set many verses to catchy tunes!)



Celebrate: Trevor Walker, Katrina Thomas, Bishop Matt, Anne Baker, Ian Dallas, Bishop Andrew and Sarah Crutch

Kooyoora celebrates 5th anniversary

Cooyoora, the professional standards organisation, celebrated its 5th anniversary on 1 July 2022.

Kooyoora team members celebrated with Bishop Matt and Registrar Sarah Crutch over lunch in Bendigo along with Bishop Andrew Curnow, former Registrar Anne Baker and Chancellor lan Dallas, who were all integral to the establishment of Kooyoora.

Kooyoora was created by the Anglican Dioceses of Bendigo and Melbourne in 2017 following recommendations from the Royal Commission that complaints needed to be managed by an independent body separate from the Church.

Since commencing operations, Kooyoora has grown to work with thirteen client

organisations across several states as well as clients in New Zealand.

While Bishop Andrew Curnow led the initiative to establish Kooyoora, Bendigo's former Registrar, Anne Baker, led the setup of the company with Chancellor lan Dallas a founding board member alongside Melbourne's Michael Shand.

Kooyoora's vision is safe organisations; free from violence and abuse. Their work includes managing complaints, screening, training and education and redress. Their name comes from Central Victoria, meaning 'Mountain of Light' in the Djadja Wurrung language of Central Victoria.

You can read more about Kooyoora's work on their website www.kooyoora. org.au or read their latest annual report.

Spirit

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Contributions are welcome, and will be edited. Email contributions are preferred. Anonymous articles will not be considered for publication.

Photographs should be sent in digital form to the general email address above. Full size, 'raw' files are necessary. Physical photos are normally not returned.

The Anglican Diocese of Bendigo and the Editor are not responsible for opinions expressed by contributors, nor do these necessarily reflect the policy of the diocese.

September issue: Contributions due by 20 August.

PLEASE REPORT ABUSE CALL 1800 135 246

The Anglican Diocese of Bendigo does not tolerate abuse, harassment or other misconduct within our communities. If any person has concerns about the behaviour of a church worker, past or present, they can contact Kooyoora Ltd.

We are deeply distressed that there have been occasions when abuse and misconduct have occurred in our communities. Kooyoora Ltd is independent of the Diocese and receives and manages complaints about abuse and misconduct by members of the clergy and church workers.

KOOYOORA OFFICE OF PROFESSIONAL STANDARDS

The Diocese of Bendigo is committed to doing all that is possible to ensure that abuse does not occur. All complaints of abuse are taken very seriously and we do all we can to lessen harm. We offer respect, pastoral care and ongoing long-term support to anyone who makes a complaint.

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