
FREQUENTLY ASKED QUESTIONS

A tool for parish mission

01 What does PACEM stand for?

PACEM stands for Parish Administration Communication and Engagement Management. Developed by the Catholic Archdiocese of Melbourne, it brings together parish information and administrative tools to support the pastoral mission of the Church.

02 Is it simply a fundraising platform?

No. Planned giving is one part of PACEM. Its broader purpose is to support parish records, communication and pastoral administration.

03 Who will benefit from PACEM?

Parish priests, parish administrators, safeguarding officers, parish council chairs, parish communications personal, authorised parish personnel and diocesan staff (with parish approval) can access PACEM.

04 Why use PACEM in Sandhurst?

The intended benefit is stronger administration, continuity of records and pastoral engagement, freeing parish personnel for mission.

05 When should our parish begin?

Follow the diocesan implementation advice once confirmed.

CATHOLIC DIOCESE OF SANDHURST

One system. Connected parishes. A shared mission.

PACEM is about helping our parishes know their people, serve their communities and strengthen their mission.

Derived from the Latin word *pacem*, meaning **peace**, PACEM reflects a commitment to supporting the work of our Catholic communities through practical, streamlined administration.

PACEM at a glance

PACEM is a cloud-based parish management platform designed to help Catholic parishes administer records, communicate with parishioners and support engagement from one secure system. Its name reflects its purpose: Parish Administration, Communication and Engagement Management. Built on the Salesforce platform and created by the Catholic Archdiocese of Melbourne, PACEM is intended for use by Catholic parishes in Australia and internationally.

Contact Us

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Catholic Diocese
of Sandhurst

PACEM

Parish Administration Communication
and Engagement Management

Connecting people. Supporting parishes. Strengthening mission.

An integrated parish management
and pastoral administration
system

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Parish life & records

06 What information can it manage?

PACEM supports parishioner and family information, sacramental records, giving, parish groups and administrative records. Confirm the features enabled for Sandhurst. [REVIEW]

07 How does it support sacramental ministry?

It provides tools for recording sacramental celebrations and maintaining continuity in parish administration.

08 Can it assist parish communications?

PACEM offers newsletter subscriptions, bulk email, text messaging and parish website tools.

09 Can parish groups use PACEM?

PACEM includes parish group membership tools.

10 Does it help with reporting?

PACEM offers reports and dashboards.

11 Does it help with planned giving?

Yes. Giving information can be linked with parish records to assist stewardship administration.

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Stewardship & care

12 Can it assist with safeguarding?

PACEM includes tools for recording volunteer compliance information. Confirm Sandhurst requirements, access and checking procedures.

13 Is PACEM replacing Xero?

PACEM and Xero have different roles: parish management and accounting. PACEM offers Xero integration.

14 Who keeps parish records accurate?

Each parish needs clear responsibility for checking and updating records.

15 What will PACEM cost the parish?

Confirm Sandhurst licensing, implementation and payment-processing arrangements, including who meets each cost.

16 Who can see personal information?

Access arrangements must be confirmed before use.

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Access & Support

17 What privacy guidance will we receive?

Confirm diocesan guidance on collecting, using, sharing, retaining and correcting personal information, including consent for communications and handling sensitive records. [REVIEW]

18 Will existing records be transferred?

Confirm which records will migrate, who will clean and check them, and how missing or duplicate information will be resolved. Keep existing records until authorised otherwise. [REVIEW]

19 What training will be provided?

Confirm training for clergy, parish staff, volunteers and Chancery personnel, including practice sessions and guidance suited to each role. [REVIEW]

20 Where do we obtain help?

Confirm the diocesan contact and the route for technical support, account access and urgent issues. Publish those details before parish use begins. [REVIEW]
