



# GUIDELINES FOR RESPONDING

The flowchart below provides some guidelines for Clubs, Associations and Regions about how to respond to a disclosure or suspicion of child abuse

**CHILD DISCLOSES AN INCIDENT OF CHILD ABUSE OR NEGLECT.**

**DO**

- Listen, stay calm and be positive
- Find a quiet place to talk with the child
- Let the child use their own words to tell you what happened in their own time
- Reassure them that this is not their fault and that telling is the right thing to do
- Believe them
- Promptly and accurately record the discussion in writing.
- Be truthful; explain that other people may need to be told in order to stop what is happening.

Let the child know what you will do next. For example: the information will need to be shared and you will need to seek professional input.

See [Guidelines for Reporting](#) for the next steps.

**DO NOT**

- Seek detailed information, ask leading questions or offer an opinion
- Make promises that you cannot keep
- Challenge or undermine the child
- Confront the alleged offender

Do not discuss the details with any person other than those detailed in [Guidelines for Reporting](#).

## REMEMBER

It is not easy to be confronted with this situation, so remind yourself that you are not the expert. You may need to make a phone call to ask the question about what to do next.

### For non life-threatening incidents contact:

**Department for Child Protection and Family Support:**

**Business hours:** 08 9222 2555 / 1800 622 258

**After hours / Crisis Care:** 08 9223 1111 / 1800 199 008

**WA Police:** 131 444

### For self-care contact:

**Lifeline 24/7 Crisis Support:** 13 11 14

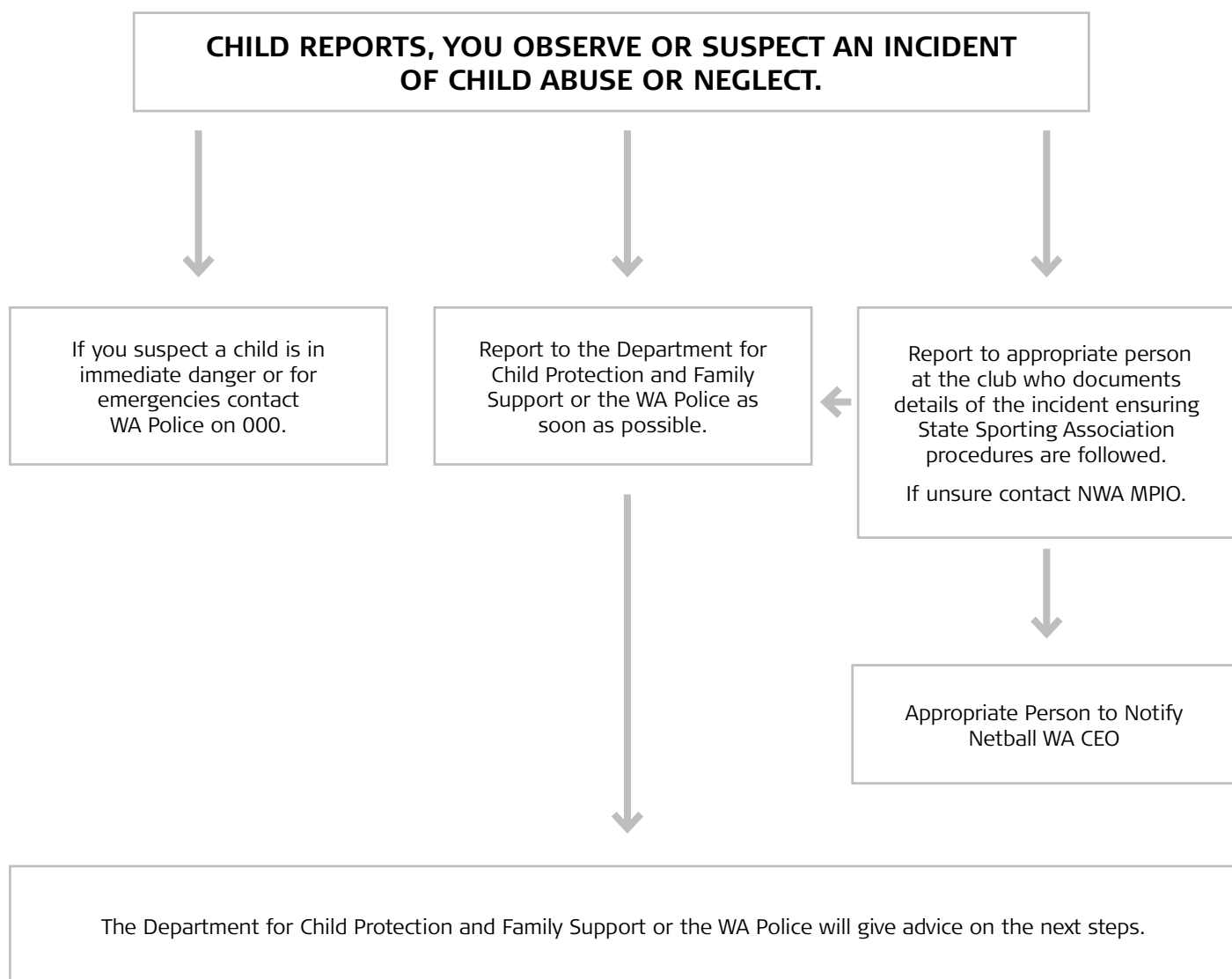
**Crisis Care (Family Helpline):** (08) 9223 1111 (metro) or 1800 199 008 (country)

**Kids Helpline:** 1800 551 800



## GUIDELINES FOR REPORTING

The flowchart below provides some guidelines for Clubs, Associations and Regions about how to report a disclosure or suspicion of child abuse:



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