

## Receive

- Move to a suitable environment, free of distractions.
- Be calm and patient - not challenging or defensive!
- Allow the person to tell their story – avoid interrupting!
- Listening supportively.

## Record

- Make notes about what is disclosed
  - use their own words.
- Review what was disclosed
  - avoid asking leading questions!
- Correct your notes where necessary.
- Ask for the person's contact details.

## Respect

- Respect that the person may not disclose full details
  - don't push.
- Respect the person's need for privacy and confidentiality.
- Acknowledge the person's courage and strength.

## Reassure

- Reassure the person that it is OK to disclose what has happened.
- Address any concerns about the person's safety.
- Reassure the person that you will act
  - avoid making promises you can't keep!

## Refer

- Explain that you will need to refer their disclosure to someone else who can help.
- Provide the contact details for the Professional Standards Office.
- Notify your immediate Supervisor/Manager at the first opportunity.
- If the disclosure relates to a child, report it to the relevant authorities. (see below).
- If a person is in immediate danger contact the police.
- Keep a copy of your notes.

## What happens next?

Your immediate Supervisor/Manager will refer the matter to your Church Authority (i.e. Bishop, Congregational/Provincial Leader) or his or her delegate for such matters. The Church Authority should refer the matter to the Professional Standards Office and consider what pastoral assistance may be offered. The Professional Standards Office will manage the response.



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## Children at risk of harm/abuse

There are mandatory reporting requirements in Queensland if it is suspected that a child in Queensland is experiencing harm/abuse, or is at risk of experiencing harm/abuse. For information about reporting child harm/abuse in Queensland including who is mandated to report go to [www.communities.qld.gov.au/childsafety/protecting-children](http://www.communities.qld.gov.au/childsafety/protecting-children); contact the Department of Communities, Child Safety and Disability Services on **1800 811 810**; or go to [www.communities.qld.gov.au/childsafety/about-us/contact-us](http://www.communities.qld.gov.au/childsafety/about-us/contact-us).