

CHILD SAFETY REPORTING PROCEDURE

PROCEDURE STATEMENT

VicSRC will not tolerate any abuse of children and young people. All staff and volunteers employed by VicSRC are responsible for the care and protection of children and young people who participate in our organisation. All VicSRC representatives are responsible for reporting information about alleged or disclosed abuse or any other reasonable belief that abuse or misconduct has occurred by following the steps outlined in this procedure.

The procedure should be read in conjunction with VicSRC's [Child Safe Policy](#) and [Child Safe Code of Conduct](#).

DEFINITIONS

These definitions are provided in addition to definitions included in the Child Safe Policy

Mandatory report¹

Mandatory reporting refers to the legal requirement of certain groups of people to report a reasonable belief of child physical or sexual abuse to child protection authorities.

The following are mandatory reporters in Victoria:

- registered medical practitioners
- nurses
- midwives
- registered teachers and early childhood teachers
- school principals
- school counsellors
- police officers
- out of home care workers (excluding voluntary foster and kinship carers)
- early childhood workers
- youth justice workers
- registered psychologists
- people in religious ministry.

Under the Children, Youth and Families Act 2005, mandatory reporters must make a report to child protection, if:

- in the course of practising their profession or carrying out duties of their office, position or employment
- they form a belief on reasonable grounds that a child is in need of protection from physical injury or sexual abuse.

¹ Mandatory reporting to Child Protection Generic fact sheet

Reasonable belief²	<p>A reasonable belief is more than suspicion. There must be some objective basis for the belief. However, it does not require certainty.</p> <p>For example, a person is likely to have a reasonable belief if they:</p> <ul style="list-style-type: none"> • observed the conduct themselves • heard from a child that the conduct occurred • received information from another source (including another person who witnessed the reportable conduct or misconduct). <p>A reasonable belief is generally a belief that would lead a reasonable person, with the same information, to think that abuse or misconduct may have occurred.</p>
Reportable conduct	<p>There are five types of reportable conduct:</p> <ul style="list-style-type: none"> • A sexual offence committed against, with, or in the presence of a child, whether or not a criminal proceeding in relation to the offence has been commenced or concluded • sexual misconduct committed against, with, or in the presence of a child • physical violence committed against, with, or in the presence of a child • any behaviour that causes significant emotional or psychological harm to a child • Significant neglect of a child

PROCEDURES

Abuse against children is a crime.

The Procedure outlines the process that must be followed by VicSRC representatives when they receive a disclosure of abuse or form their own reasonable belief that abuse or harm may have occurred.

The Procedure is arranged in the following order, though VicSRC acknowledges that receiving, responding to, reporting and managing child safety concerns do not always follow a standard order.

1. Disclosures
2. Internal Reporting
3. Assessment and Support
4. External Reporting
5. Internal Investigation

² Commission for Children and Young People, Victoria. Reportable Conduct Scheme Frequently Asked Questions. [chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://ccyp.vic.gov.au/assets/resources/RCSInfoSheetUpdates/RCS-FAQs.pdf](https://ccyp.vic.gov.au/assets/resources/RCSInfoSheetUpdates/RCS-FAQs.pdf)

Disclosure of Abuse

From the victim/child/young person of the alleged abuse:

The most important thing to remember when hearing a disclosure of abuse is the need to make sure the victim feels safe and that they are taken seriously. It is also extremely important to ensure that any record of a disclosure of abuse is an objective reflection of the experiences and feelings of the victim, that is to say, that the receiver of a disclosure must not project their concerns or fill in the blanks on the victim's behalf. Victims of abuse must be afforded agency during the difficult process of reporting their abuse to minimise any further harm done by the processes which often follow.

Staff members must also ensure that they protect themselves during these interactions by communicating honestly and being transparent about processes. Remember that you can always ask for support from the Child Safe Officer or other experienced staff if you are unsure how to proceed.

These are the key steps to receiving a disclosure from a child or young person.

- Reassure the young person by insisting that they have **done the right thing** by coming to you. Let them know that **you will need to pass information on** to other people to keep them safe.
- As much as possible, protect the privacy of the victim and safety of other young people by discreetly moving away from large groups. Staff must still adhere to our 1:2 supervision ratio, however the additional staff member can be out of earshot while remaining in eye-view. Ask the victim if they are comfortable with the environment but affirm that you must have another staff member present to keep you both safe.
- Let the child or young person explain the situation in their own words. To clarify details, you should repeat back what you have understood to have occurred and ask for them to confirm or clarify the details. **Never make promises to keep information secret or promise a certain outcome.**
- Explain what will happen next. Details about next steps can be found below in the *Reporting and Responding* section according to the situation at hand.
- Staff should assure the child or young person that their safety is their primary concern. If the young person is distressed, it is important to stay with them until they can be handed over to a trusted adult. If the alleged abuser is an individual living in the young person's household, you should not advise they return home without first seeking advice from the Child Safety Officer
- See below for the following steps on reporting.
- If the victim is in immediate danger, call the police on 000.

Disclosures made by a third-party/parent/carers:

If a parent/carers/third party discloses abuse, listen carefully and record the information that is provided. If the third-party reporter is under 18, refer to the steps in the previous section (*Disclosure of abuse from the victim/child/young person of alleged abuse*) and ensure that you prioritise their safety.

It is important to remember when hearing a disclosure from any third party that the information may or may not be accurate, or details may be missing. In these cases, the Child Safety Officer may deem it appropriate to approach the alleged victim in an attempt to discern if a case of abuse has occurred. When hearing a disclosure from a parent/carers/third-party, VicSRC staff should follow these key steps. Reassure the person by insisting that they have **done the right thing** by coming to you. Let

them know that **you will need to pass information on** to other people to keep them, and the victim, safe.

- Protect the privacy of the victim and reporter by speaking in a private place away from others.
- Encourage the reporter to communicate objectively about the incident(s) and to relay information about what they have seen or what they have heard from the victim as accurately as possible.
- In this conversation your objective is to receive and record information. If necessary, ask open ended questions to clarify information but remember you are not investigating or trying to determine whether the incident occurred or not. Your role is to document the discussion and report internally to the Child Safe Officer.
- See below for the following steps on reporting.
- If the information you have received indicates that the victim is in immediate danger, call the police on 000.

If a Child or Young Person Discloses to a Peer (e.g. Executive Committee Member)

Disclosures of harm or abuse may sometimes be made to another young person before an adult is told. This is common in environments where young people are empowered and trust as leaders, such as VicSRC's Executive Committee.

If you are a young person who is told by another young person that they are unsafe or being harmed, you should:

- Stay calm and listen. Believe what the person is saying and thank them for trusting you.
- Don't promise to keep it a secret. Let them know you will need to tell a trusted adult to keep them safe.
- Tell a VicSRC adult as soon as you can. This might be the Child Safety Officer, a staff member, or your adult support person.
- You are not responsible for solving the problem yourself. Your job is to pass it on to a trusted adult.
- If the victim is in immediate danger, call the police on 000.

VicSRC staff will support you if someone makes a disclosure to you. You will never get in trouble for speaking up, and we will make sure you're safe too.

If you are a staff member or volunteer and a young person tells you that they've received a disclosure:

- Thank the young person for doing the right thing.
- Record the disclosure using usual process.
- Offer the young person support, including access to debriefing or the EAP if needed.
- If the victim is in immediate danger, call the police on 000.

Disclosures in Online Environments

Disclosures may be made in online settings, including but not limited to:

- Private or group chat functions (Zoom, Teams),
- Direct messages on social media,
- Emails or anonymous forms.

If a child or young person makes a disclosure online:

- Follow the same response steps: believe them, thank them, and record the details as soon as possible.
- Reassure them you are there to support them and that they are not in trouble.
- Where possible, move to a secure, private method of communication (e.g. phone or video call with another staff member present).
- Do not delete the original message until a record has been created.

If a disclosure is made in a group chat:

- Privately message the young person to let them know you've seen it and will support them.
- Remove or restrict access for other young people in the space to minimise harm (if appropriate).
- Record the disclosure via an Incident Report.

Staff should be mindful of maintaining professional boundaries online, especially during one-on-one engagement with young people.

Forming a reasonable belief of abuse or risk of harm

If you are concerned about the safety of a child or young person, you should immediately inform VicSRC's designated Child Safety Officer (Julia Baron, 0411 679 050) by following the internal reporting process below.

If you are concerned about misconduct or improper behaviour of a VicSRC representative you should immediately inform VicSRC's designated Child Safety Officer (Julia Baron, 0411 679 050). If the incident is concerning the Child Safe Officer, you can report to the VicSRC Board Chairperson (Simone Gianelli, 0447 462 624).

Internal reporting

All disclosures, observations or any other reasonable belief about child abuse, risks of child abuse or misconduct/policy breaches must be reported in accordance with this Procedure.

This includes:

- making an internal report to the Child Safety Officer, using the Incident Report (Appendix A). If needed, this can be done with the support of the Child Safety Officer. Where appropriate, incident reports should be reviewed by the victim to ensure that the details are correct.
- Internal reports should be submitted immediately (today, not tomorrow).
- Ensuring that any reasonable belief that a child has been sexually abused is immediately reported to police. Failure to report risks criminal charges under the "failure to disclose" offence.
- Ensuring that any reasonable belief that a child or young person is in need of protection from physical injury or sexual abuse is immediately reported to Child Protection. While VicSRC staff are not classified as mandatory reporters, it is expected that all allegations or reasonable beliefs of abuse are reported to ensure the child receives support to remain safe.

These external reports can and should be made by the VicSRC representative that has received the disclosure or formed the reasonable belief. They do not need to wait for direction from the VicSRC Child Safe Officer, but they can seek support if needed. Internal reporting to the VicSRC or seeking support from the VicSRC Child Safe Officer must not delay external reports.

Remember: if you have concerns that a child or young person is at immediate risk of abuse or harm, call Victoria Police on 000.

Assessment, Support and Next Steps

The Child Safety Officer will assess the information provided and make decisions about next steps. Next steps include offering follow up support and making decisions about external reporting and internal investigations.

In the instance where more information is needed to better understand the complaint

VicSRC staff members who are not the Child Safety Officer should not conduct any form of assessment or investigation into an allegation of abuse or misconduct. To gather more information during the initial disclosure, staff should ask clarifying questions and create a safe and open environment to encourage the victim to offer further detail.

The Child Safety Officer may determine that an additional conversation with the alleged victim or the reporter is necessary to better understand the nature of the allegation/disclosure. The staff member who heard the disclosure may be involved in this process at the victim's or Child Safety Officer's request.

Follow up

Supporting the victim of the alleged or actual abuse:

The ongoing support of a child or young person who is a victim of child abuse is critical to preventing further harm and supporting recovery.

The Child Safety Officer and the staff member involved should keep in contact with the victim and offer support. They can be referred to an appropriate service for ongoing support. **Referral contact information** can be found below.

If the victim is a volunteer with VicSRC they can access our Employee Assistance Program (EAP, [booking form](#), access code: 0407086000) for free counselling sessions.

Every case is different, and victims should be supported in the way that makes sense for their situation and context. It is encouraged that staff also provide support to the victim even if the abuse occurred outside of the organisation as the victim demonstrated a trust in VicSRC and our staff by disclosing their experience to us.

Access needs of victims

Staff should always consider if any accommodations or supports are required for victims and reporters of child abuse to ensure that information is collected accurately and that individuals involved are kept safe from further harm. Supports might include:

- An AUSLAN interpreter for deaf and/or hard of hearing people.
- Language interpreters for people for whom English is a secondary language.
- Cultural supports, especially in the case of Aboriginal and/or Torres Strait Islander victims.
- Sensory regulation tools like fidget toys, blankets, earmuffs, etc.
- Removal of physical access barriers like flights of stairs or inaccessible seating options.
- Other personal supports like access to certain amenities such as bathrooms or water taps.

If you aren't sure what is needed, you should consult honestly and openly with the victim and their supportive people to see what can be done to make the experience safe for them. Reporting child

abuse is an inherently uncomfortable and unsafe experience, so staff are encouraged to make reasonable efforts to create a safe environment.

It is, however, the responsibility of staff to make sure that individuals involved in a report are able to communicate effectively to ensure that records and reports are accurate. This includes cases where an interpreter is necessary for effective communication.

AUSLAN interpreters can be booked via [Expression Australia's booking service](#) (login details are saved to Last Pass).

Language interpreters/translators can be booked via [Language Loop](#).

Cultural supports for Aboriginal and Torres Strait Islander victims should ideally be accessed through their own family and community to prevent any cultural harm which may result from culturally unsafe processes. Resources can also be accessed through [13 YARN's website](#), or you can call 13 YARN's crisis support (13 92 76) for more extensive support and recommendations.

Speak to your manager or the Child Safe Officer for support in accessing these services.

Supporting staff who heard the disclosure:

As soon as possible after the victim is known to be safe, and a police report and incident report have been filed, the staff member who heard the disclosure, and any other people involved, should have a de-brief with the Child Safety Officer, and/or access the Employee Assistance Program (EAP, [booking form](#), access code: 0407086000) for free counselling sessions.

Follow up for staff who have been accused of abuse:

If a staff member is accused of abuse or serious misconduct involving a child or young people, VicSRC will:

- Notify the individual of the allegation in a respectful and confidential manner;
- Ensure they are given the opportunity to respond to the allegation, in accordance with procedural fairness;
- Apply appropriate risk mitigation strategies to keep all children/young people safe while an allegation or complaint is being assessed/investigated. This may include immediately removing the individual from any child-facing duties, or, if appropriate, place them on paid leave while the matter is investigated. Depending on the nature of the allegation, it may also include interventions such as additional supervision, restriction of duties or temporary redeployment, or suspension or restriction of rights, privileges or benefits.
- Offer support through the Employee Assistance Program (EAP);
- Cooperate fully with police and relevant authorities in any external investigation;
- Conduct an internal investigation, ensuring procedural fairness, [if](#) the alleged behaviour occurred within the organisation;
- Keep thorough records of all communications, actions taken, and outcomes. See Record Keeping section below.
- Take disciplinary action, up to and including dismissal, where an allegation is substantiated or presents an unacceptable risk to children.

Support will also be offered to other staff or volunteers affected by the process.

External reporting

For reports/allegations/disclosures that involve potentially criminal conduct:

- If not already reported, the VicSRC Child Safe Officer will support the reporter to forward (or report on their behalf) any report that includes a reasonable belief, allegation or disclosure that involves potentially criminal conduct to the police.
- Any reasonable belief that a child has been sexually abused must be reported to police or risks criminal charges under the “failure to disclose” offence.

The Report will be made immediately (today, not tomorrow).

For reports/allegations/disclosures that indicate that a child is need of protection

If the matter has not already been reported, the VicSRC Child Safe Officer will support the reporter to forward (or report on their behalf) any report that includes a reasonable belief, allegation or disclosure that a child is in need of protection from physical injury or sexual abuse to Child Protection. A child may be in need of protection if they have experienced or are at risk of significant harm, and their parents have not protected, or are unlikely to protect them from that harm.

Significant harm may relate to:

- physical injury
- sexual abuse
- emotional or intellectual development
- physical development or health
- abandonment or parental incapacity.

While VicSRC staff are not classified as mandatory reporters, it is expected that all allegations or reasonable belief of abuse are reported to ensure the child receives support to remain safe.

To make a report, contact the child protection intake service covering the local government area (LGA) where the child normally resides. Telephone numbers to make a report during business hours (8.45am-5.00pm), Monday to Friday, are listed below.

- **North Division:** [1300 598 521](tel:1300598521)
- **South Division:** [1300 555 526](tel:1300555526)
- **East Division:** [1300 360 452](tel:1300360452)
- **West Division:** [1300 360 462](tel:1300360462)

Check the following website for details on the LGAs covered by each intake service at [Child protection contacts](#).

To report concerns that are life threatening, contact Victoria Police: 000

To report concerns about the immediate safety of a child outside of normal business hours, contact the After Hours Child Protection Service on 13 12 78.

If the information causes concern about a child’s wellbeing but the Child Safety Officer’s assessment does not reach the threshold of the child needing protection, they will make a referral to The Orange Door. <https://providers.dffh.vic.gov.au/making-referral-orange-door>

For allegations/disclosures that involve potentially reportable conduct

All reportable allegations will be reported to the Children's Commission. An allegation will be reportable to the Commission if there is a reasonable belief of reportable misconduct by an adult VicSRC representative.

VicSRC's CEO is responsible to notify the Commission of reportable conduct within 3 business days of becoming aware of the reportable allegations.

The notification will include:

- that a reportable allegation has been made against the VicSRC representative
- the name of the representative, including any former names and aliases, if known
- the date of birth of the representative.
- whether Victoria Police has been contacted.
- the name, address and telephone number for VicSRC.
- the name of the head of the organisation.

If VicSRC is a nominated organisation by the Reportable Conduct Scheme, it is a criminal offence not to notify the Commission of a reportable allegation

Reports can be made here: <https://ccyp.vic.gov.au/report-an-allegation/> , by [email](#), or by phone 1300 78 29 78.

For allegations/disclosures that involve other misconduct or policy breaches

If the report involves misconduct or policy breach that does not amount to criminal conduct or reportable conduct, the report will undergo an internal investigation.

Support for the alleged victim will be reviewed throughout the external reporting process, regardless of the type of external report.

Reporting historical or external abuse

Historical abuse is abuse which occurred a significant amount of time before the disclosure. When working with children and young people, it is likely that cases of historical abuse would have occurred when the victim was under the age of 18 and therefore constitutes child abuse.

Child abuse can be reported at any time; there is no limit to how long after the abuse has occurred that it can be reported.

Cases of historical child abuse should be reported in the same manner mentioned above for victims under the age of 18, however, if the victim is over 18 at the time of reporting, they can determine how they would like to be supported by VicSRC, and how they interact with the police after the report has been made.

Even if the victim is over 18 at the time of reporting, you are legally required to report the case to the police as it is a case of child abuse.

Internal Investigations

VicSRC will conduct an internal investigation for all reports about child abuse, harm or misconduct.

After the appropriate steps have been undertaken as indicated above, alleged incidents which have occurred within VicSRC (either by a staff member, contractor, or all volunteers (regardless of age), in the VicSRC office, during a VicSRC event or program, or outside operating hours where the perpetrator has met the victim through engagement with VicSRC) require that an internal investigation into VicSRC's Child Safety practices.

Investigations are conducted by the VicSRC Child Safety Officer in accordance with the VicSRC Investigations Protocol.

If the matter has been reported to the Police, VicSRC will seek their permission before commencing internal investigation processes. An investigation by Victoria Police into criminal or potentially criminal conduct takes priority over any VicSRC internal investigation.

If the matter is reportable conduct and has been reported to the Children's Commission, VicSRC will ensure that the Commission is kept updated in accordance with timelines required by the Commission.

Staff under investigation may be stood down or excused on leave during the investigation. The Child Safety Officer will work with the Board to determine the appropriate course of action as any case of abuse and/or investigation carries significant risk for the organisation, either current or future. Children and Young People's safety will be the primary decision-making factor.

The alleged victim should also be referred to an appropriate service for ongoing support. **Referral contact information** can be found below.

Record Keeping

Secure storage of Incident Reports and documentation:

Incident reports and all sensitive documentation should be stored securely either physically or digitally.

Physical documents must be stored securely in the locked filing cabinet in the office. Only the Chief Executive Officer and Executive Officer have keys for the filing cabinet. To store files, speak with either the CEO or EO and they will help you to correctly label and file any documents.

Digital documents should be stored in secure files on SharePoint which have limited access. Depending on the nature of the incidents and your relationship to it, you may be asked to either save the documents directly into a secured folder which you have access to, or to share documents directly with a staff member who does have access (usually the CEO). All documents which have been securely stored must then be permanently destroyed in any other location that is not secure.

Clear record keeping must be adhered to in serious cases such as child safety reports and allegations so that people who might access them in the future have a full and clear idea of what has occurred. To do so, ensure that you utilise provided templates (such as the Incident Report Form) which clearly states key information. Any records which are not input into a template should include the following information to ensure clear record keeping:

- Your full name
- The date that the record was created
- The date (or dates) of any incidents

- The names of any individuals involved in the incident (as long as consent has been obtained)
- Any actions taken in response to the incident
- The details of any individuals or organisations which have been contacted for support including their name(s) and contact details

Additional considerations

Monitoring, Review and Continuous Improvement

VicSRC recognises that creating safe environments for children and young people requires ongoing attention, reflection and learning. We are committed to regularly reviewing and improving our child safety systems and procedures, including how we receive, record and respond to concerns.

Annual Review

The Child Safety Officer will coordinate an annual review of all child safety procedures, including this reporting procedure, in consultation with staff, young people (including the Executive Committee), the Board of Trustees, and external advisors as needed.

Incident and Risk Analysis

All incident reports, including near misses and unsubstantiated disclosures, will be reviewed quarterly by the Child Safety Officer to identify emerging risks, gaps in training, or opportunities to improve environments and support systems.

De-identified data may be shared with the Board and relevant program staff to inform improvements to:

- Risk management planning
- Staff and volunteer training
- Event and environment design
- Online platform safety

Child and Youth Involvement

Children and young people engaged in VicSRC programs will be invited to contribute feedback on their experience of safety and their confidence in making a report through surveys, facilitated consultations, or peer-led review processes.

Policy Improvement

Recommendations from reviews will be used to update training, improve communications, and amend relevant policies. Changes will be clearly communicated to all staff and volunteers, and updates will be reflected in induction materials.

Review Schedule

This procedure will be formally reviewed every two years or following:

- A serious child safety incident,
- Changes in relevant legislation or standards,
- Significant organisational changes (e.g. digital program expansion).

Contacts and Referrals

Name of service	Area of support	Resource(s)	Contact details
13YARN	Crisis support for Aboriginal and Torres Strait Islanders people	Culturally safe counselling Resources	Ph: 13 92 76
1800RESPECT	Free family and domestic violence support		Ph: 1800 737 732 Online chat
Bravehearts	Information and Support line providing help to those who have received a disclosure from a young person	Counselling	Ph: 1800 272 831
Blue Knot Helpline and Redress Support Service	Short-term counselling, support, information and referrals to adult survivors of childhood related trauma.		Ph: 1300 657 380 E: helpline@blueknot.org.au
CASA House	Specialist counselling support and advocacy for victim survivors of sexual assault	Counselling	Crisis support: 1800 806 292 Intake and counselling: 9635 3610 E: intake.casa@thewomens.org.au
Department of Families, Fairness and Housing (DFFH)	Reporting Child Abuse	Reporting	Ph: business hours North Division: 1300 598 521 South Division: 1300 555 526 East Division: 1300 360 452 West Division: 1300 360 462 Ph: 131 278 (after hours line)
Gatehouse	Specialist sexual assault service for children aged 0-17 years who have experienced sexual harm or have engaged in sexually harmful behaviour, and their families	Therapeutic Counselling Support and advocacy	PH: 9345 6391 E: gatehouse.centre@rch.org.au
National Office for Child Safety	Child Safety incl. how to have conversations	Information and fact sheets	W: https://www.childsafety.gov.au/get-involved/contact-us
Lifeline	Crisis and 24/7 support including suicide prevention		Ph: 13 11 14 Online chat
Kids Helpline	Free private and confidential counselling for children and young people (age 5 to 25)	Telephone and Online Counselling services for young people aged 5-25 years	Ph: 1800 55 1800
My Circle	Clinically moderated peer-to-peer mental health and wellbeing support for 12- to 25-year-olds	Information	Ph: 1800 55 1800 (My Circle is supported by Kids Helpline)

<u>Parentline</u>	Counselling support for parents and carers of children aged 0 – 18 years old.	Telephone counselling service	Ph: 13 22 89
<u>PartnerSPEAK</u>	Support for non-offending partners, family members, friends or others affected.	Live chat	Ph: 1300 590 589
<u>Rainbow Door</u>	Support service for LGBTQIA+ people	Queer friendly counselling Referral	Ph: 1800 729 367 E: support@rainbowdoor.org.au
<u>Safe Steps</u>	Family and domestic violence support	Accommodation Legal support Nurses Centrelink officer	Ph: 1800 015 188 E: safesteps@safesteps.org.au
<u>Sexual Assault Services Victoria</u>	Peak body organisation	Referrals to specialist sexual assault and harmful sexual behaviour services.	Ph: 1800 806 292
<u>The Orange Door</u>	Family violence support (including for children and young people at risk)	Financial aid Support groups Counselling Legal support	Ph: various locations – see here
<u>Victorian Commission for Children and Young People</u>	Regulator of youth organisations (incl. VicSRC)	Information, monitoring and advocacy Reporting allegations	Ph: 1300 78 29 78 E: contact@ccyp.vic.gov.au

APPENDIX A

Child Safe Incident Report

The child safe standards require organisations that provide services for children (under 18s) to have processes for responding to and reporting suspected child abuse. Use this report in conjunction with the VicSRC Child Safe Policy and Procedure to record allegations or disclosures of abuse or safety concerns.

If you believe a child is at immediate risk of abuse phone 000.

All completed incident reports must be directed to the CEO to be stored securely, in "VicSRC Staff Team - Documents\General\4. HR\8. Incident reports SECURE" folder

You can provide this report to a child/young person and/or their family if requested.

Incident details

Date of incident:	
Time of incident:	
Location of incident:	
Name(s) of child/children / young person/people disclosing information:	
Name(s) of parent/carer disclosing information:	
Name(s) of staff/volunteer completing the report:	

Questions about the child/young person involved *(mark all questions with an 'X' as applicable)*

1. Does the child/young person identify as Aboriginal and/or Torres Strait Islander?

No	<input type="checkbox"/>	Yes, Aboriginal	<input type="checkbox"/>	Yes, both Aboriginal and	<input type="checkbox"/>
Unknown	<input type="checkbox"/>	Yes, Torres Strait Islander	<input type="checkbox"/>	Torres Strait Islander	<input type="checkbox"/>

2. Does the child/young person have a disability?

No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	Unknown	<input type="checkbox"/>
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(If yes, please include any known information about their disability)

- i. If yes, has a disability service been contacted to support any specific communication and or support requirements the child/ young person has?

No ☐ Yes ☐

3. Does the child/young person speak and understand English well enough to give accurate information?

No ☐ Yes ☐ Unknown ☐

- i. If yes, has an interpreter service been used to ensure the child/young person or carer understands?

No ☐ Yes ☐

Please categorise the incident

<input type="checkbox"/>	Physical violence
<input type="checkbox"/>	Sexual offence
<input type="checkbox"/>	Serious emotional or psychological abuse
<input type="checkbox"/>	Serious neglect

Please describe the incident

When did it take place?	
Who was involved?	
What happened?	

Other information	

Office use:

Date incident report received:	
Staff member managing incident:	
Follow-up date:	
Incident ref. number:	

Reporting the Incident to Authorities

Child protection

Details:	
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Police

Incident No:	
Name of Officer:	
Date of Contact:	

Another third party (please specify):

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APPENDIX B:

How Children and Young People Can Make a Report

VicSRC is committed to making sure all children and young people feel safe and supported to speak up if they ever feel unsafe, uncomfortable, or unsure about something that has happened.

If you are a child or young person and something doesn't feel right at a VicSRC event, online meeting, or in any interaction with our team, you have the right to report it.

You can make a report if:

- You feel unsafe or worried at a VicSRC program or activity
- Someone has said or done something inappropriate to you or another young person
- You've seen or heard something that doesn't feel okay
- You just want to talk to someone about how you're feeling

You don't need to be 100% sure that something bad has happened. If you're not sure, it's always okay to speak up.

Who can I talk to?

You can report to any VicSRC adult you trust, like a staff member or adult volunteer. You can also contact our **Child Safety Officer**, Julia:

- **Call or text Julia** on 0411 679 050
- **Email:** julia@vicsrc.org.au
- Or ask another adult (like a teacher, or carer) to help you contact Julia

If you don't feel comfortable going to Julia or a VicSRC staff member, you can also speak to the **Chair of the VicSRC Board**, Simone:

- **Phone:** 0447 462 624
- **Email:** simone@board.vicsrc.org.au

Other ways to make a report

- Fill out the online safety concern form
- Write it down and give it to a VicSRC staff member in person
- Tell another young person who can help you pass it on to an adult

What will happen after I make a report?

- An adult will listen and take you seriously
- They will explain what happens next and what support you can get
- You can have a support person with you (another young person or trusted adult)
- You will not get in trouble
- You can ask questions or ask for a break at any time
- We'll keep things as private as possible — but we might have to tell someone else (like the police or child protection) to help keep you or someone else safe.

If you don't feel safe making a report

That's okay too. You can:

- Speak to a friend or trusted adult to help you
- Use Kids Helpline for free: **1800 55 1800** or visit kidshelpline.com.au