



If a child discloses harm or abuse ...

Remember:

- Remain calm
- Listen to what the child is telling you. Let them use their own words.
- Assure them that it is not their fault and you will do your best to help.
- Let them know what you will do with the information and that they were very brave for telling you.

Things NOT to say:

- 'You should have told someone before.'
- 'I can't believe it! I am shocked!'
- 'Oh that explains a lot.'
- 'No not...he's a friend of mine.'
- 'I won't tell anyone else.'
- 'Why? How? When? Where? Who?'

Things to Do:

- Reassure the child that it was right to tell you.
- Let them know what you are going to do next.
- Immediately seek help from your line manager.
- Write down accurately what the child has told you in their words. Sign and date your notes. Keep all notes in a secure place for an indefinite period.
- Seek help for yourself if you feel you need support.

Things NOT to Do:

- Do not attempt to deal with the situation yourself
- Do not quiz the child for details
- Do not make any assumptions
- Do not take any action that might undermine a police investigation e.g. questioning or throwing away evidence.
- Do not speak to witnesses
- Do not promise to keep it confidential or a secret
- Do not appear shocked.

National Support

1800RESPECT

Telephone counselling is available 24/7, whether you're seeking help for yourself, a friend or relative, a colleague or a client.

<https://www.1800respect.org.au/get-help/>

Call 1800 737 732

Child Wise Helpline 1800 991 099

**The helpline is available
Monday ~ Friday
9am ~ 5pm AEST**

**The Child Wise Helpline
provides advice and
support about child abuse.**

IF THERE ARE CONCERNS THAT SOMEONE OUTSIDE OF THE SALVATION ARMY HAS ABUSED A CHILD

If someone outside of TSA approaches you with concerns, how you manage this depends on your skills and experience. You should encourage them to report directly to local authorities or provide them with numbers for further support e.g 1800RESPECT or Child Wise Helpline on 1800 991 099. You can support them whilst they do this if appropriate.

Consult with your line manager or Safeguarding Consultant who can help you document the situation, your response and provide advice and/or support to you. They can also help with the decision to report the disclosure directly to authorities.

IF THERE ARE CONCERNS THAT A SALVATION ARMY EMPLOYEE, MISSION VOLUNTEER, CONTRACTOR OR OFFICER HAS ABUSED A CHILD

If you are concerned about the behaviour of a TSA worker or Officer with children: Do not deal with this issue on your own. Talk to your line manager, other senior worker or Safeguarding Consultant for advice or support. If it is not possible to talk to someone at the site, contact another senior worker in your command or division. TSA will support a worker who makes a report in good faith. It will be reported to the relevant authority outside of TSA. It will not be swept under the carpet. TSA requires that the Safeguarding Operations Team or Safeguarding Consultant MUST be notified as soon as reasonably practical.



Suspicious that a child has been abused or neglected

Below is a list of some indicators of abuse, this is not a complete list.

Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> • Unexplainable or suspicious bruises, burns, fractures • Wearing clothing inappropriate for weather e.g. long sleeves in summer • Bleeding, bruising or redness to genitals or bottom • Wetting themselves (particularly if they were previously toilet trained) • Soiling themselves • Pale in face, black circles under eyes 	<ul style="list-style-type: none"> • Showing fear, wariness or distrust of adults or particular adults • Inconsistent explanations of injuries • Being excessively friendly to strangers • Extremes of behaviour e.g. withdrawn, passive and compliant or showing aggression • Self injury behaviours • Falling asleep at strange times • Stealing (food) • Changes in eating habits • Sexually inappropriate behaviours with peers or adults • Sophisticated or unusual sexual knowledge (especially for their age) • Sophisticated knowledge of pornography or drug use

Disclosure

A child tells you they have been abused (must be reported).

REASONABLE BELIEF

If you suspect that a child has been abused or neglected (or is being abused or neglected) how do you know if it needs to be reported?

You do not need to have proof. If you think that another reasonable person who had the same information as you do would decide that abuse had occurred that would be enough. This is called 'reasonable belief' or 'belief on reasonable grounds'.

REPORTING ABUSE

- You are required under TSA Safety and Wellbeing of Children and Young People Framework to raise concerns about all forms of abuse.
- You are not expected to deal with these matters on your own.
- You need to advise, inform and/or consult with your line manager or a Safeguarding Consultant to document the allegation or incident.
- They will help with reporting the matter to the police or the relevant authority or support service.
- Consult the fact sheet for the reporting procedure in your state or territory.



TSA Support

For support in relation to child safety concerns, including allegations of abuse, contact your line manager, a Safeguarding Consultant or the Safeguarding Operations Team.

Safeguarding Operations Team

☎ 03 8878 4500

✉ professionalstandards@salvationarmy.org.au

Cultural diversity

People from culturally and/or linguistically diverse backgrounds may face barriers in reporting allegations of abuse and may need additional support.

PROTECTION FOR REPORTERS:

Government authorities keep the identity of people who make reports confidential

FAILURE TO REPORT ABUSE

Failing to report suspicions of abuse may be a breach of the law.

There are heavy fines for not reporting when required to do so by law.

You can be prosecuted if you don't report.

