



What to do when an allegation of child abuse is made¹

The child safe standards require associations that provide services for children² to have processes for responding to and reporting suspected child abuse.³ Your association may have existing processes. This resource is designed to provide guidance on what to do if a child discloses an incident of abuse, or if a parent/carer raises a concern or allegation of abuse which may have taken place in your association.

If a child discloses an incident of abuse to you

- Try and separate them from the other children discreetly and listen to them carefully.
- Let the child use their own words to explain what has occurred.
- Reassure the child that you take what they are saying seriously, and it is not their fault and that they are doing the right thing.
- Explain to them that this information may need to be shared others, such as with their parent/carer, specific people in your association, or the police.
- Do not make promises to the child such as promising not to tell anyone about the incident, except that you will do your best to keep them safe.
- Do not leave the child in a distressed state. If they seem at ease in your company, stay with them.
- Provide them with an incident report form to complete, or complete it together, if you think the child is able to do this.
- As soon as possible after the disclosure, record the information using the child's words and report the disclosure to your manager or your association's Welfare Officer,⁴ police or child protection.
- Ensure the disclosure is recorded accurately, and that the record is stored securely.

If a parent/carer says their child has been abused in your association or raises a concern

- Explain that your association has processes to ensure all abuse allegations are taken very seriously.
- Ask about the wellbeing of the child.
- Allow the parent/carer to talk through the incident in their own words.
- Advise the parent/carer that you will take notes during the discussion to capture all details.
- Explain to them the information may need to be repeated to authorities or others, such as the association's Welfare Officer, the police or child protection.
- Do not make promises at this early stage, except that you will do your best to keep the child safe.
- Provide them with an incident report form to complete, or complete it together.
- Ask them what action they would like to take and advise them of what the immediate next steps will be.
- Ensure the report is recorded accurately, and that the record is stored securely.

You need to be aware that some people from culturally and/or linguistically diverse backgrounds may face barriers in reporting allegations of abuse. For example, people from some cultures may experience anxiety when talking with police, and communicating in English may be a barrier for some. You need to be sensitive to these issues and meet people's needs where possible, such as having an interpreter present (who could be a friend or family member).

If an allegation of abuse involves an Aboriginal child, you will need to ensure a culturally appropriate response.

¹ adapted from the Child safe standards toolkit: Resource six: What to do when an allegation of child abuse is made [Department of Human Services](#)

² For a [list of the organisations in scope](#) for the child safe standards, please see the Department of Health and Human Services website: <www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/in-scope-organisations-for-child-safe-standards>

³ The child safe standards aim to protect children from abuse in organisations, including physical violence, sexual offences, serious emotional or psychological abuse and serious neglect. For further explanation of the different types of child abuse, please see see [An Overview of the Victorian child safe standards](#): <www.dhs.vic.gov.au/_data/assets/word_doc/0005/955598/Child-safe-standards_overview.doc>.

⁴ A child safety officer/champion is a person in your organisation who has knowledge of child safety issues, and could be a point of contact for others who have questions or concerns or want to report an allegation of child abuse. You could consider including child safety officer/champion duties in the person's job description.



Some children with a disability may experience barriers disclosing an incident. For example, children with hearing or cognitive impairments may need support to help them explain the incident, including through sign language interpreters. Advice on [communicating with people with a disability](#) can be found on the Department of Health and Human Services website <www.dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/communicate-and-consult-with-people-with-a-disability/communication-with-people-with-disabilities>.

Legal responsibilities

While the child safe standards focus on associations, every adult who reasonably believes that a child has been abused, whether in their association or not, has an obligation to report that belief to authorities.

The **failure to disclose** criminal offence requires all adults (aged 18 and over) who hold a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child under 16 to disclose that information to police (unless they have a reasonable excuse not to, for example because they fear for their safety or the safety of another).

More information about [failure to disclose](#) is available on the Department of Justice and Regulation website <www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+disclose+offence>

While failure to disclose only covers child sexual abuse, all adults should report other forms of child abuse to authorities. Failure to disclose does not change mandatory reporting responsibilities.

More information about [mandatory reporting](#) is available in the *Child protection manual* <www.cpmanual.vic.gov.au/advice-and-protocols/advice/intake/mandatory-reporting>.

Mandatory reporters (doctors, nurses, midwives, teachers (including early childhood teachers), principals and police) must report to child protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse.

See the Department of Health and Human Services website for information about [how to make a report to child protection](#) <www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/guide-to-making-a-report-to-child-protection-or-child-first>.

The **failure to protect** criminal offence (commenced on 1 July 2015) applies where there is a substantial risk that a child under the age of 16 under the care, supervision or authority of a relevant association will become a victim of a sexual offence committed by an adult associated with that association. A person in a position of authority in the association will commit the offence if they know of the risk of abuse and have the power or responsibility to reduce or remove the risk, but negligently failed to do so.

Further information about [failure to protect](#) can be found on the Department of Justice and Regulation website <www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+protect+offence, and the Department of Health and Human Services website>.



Child Safe Incident Report Form⁵

The child safe standards require associations that provide services for children to have processes for responding to and reporting suspected child abuse. This resource can be provided to a child or their family/Carer if they disclose an allegation of abuse or safety concern in your association. Members of the Association can also use this resource to record disclosures.

All completed incident report must be submitted to the Welfare Officer or President of the Committee of Management and will be stored securely. The association will maintain confidentially on a need to basis.

Person filling out this form

Welfare Officer Coach/Team Member/Volunteer Parent/Carer Child

Details of person completing this form

Name of person filling out this form:	
Contact details:	Phone:
	Email:
Relationship to Child/ren:	

Reporter's Details (if different to person completing this form)

Name of person reporting incident:	
Contact details:	Phone:
	Email:
Relationship to Child/ren:	

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

Please categorise the incident

Physical violence

Sexual offence

Serious emotional or psychological abuse

Serious neglect

⁵ Adapted from Child safe standards toolkit, Resource 7: Sample incident report template, [Department of Human Services](#)



Incident details

Date of incident:	
Time of incident:	
Location of incident:	
Name(s) of child/ren involved include age and date of birth, if known:	
Cultural Background of child/ren if known:	
Name(s) of Coach/Team Manager/Member/Player involved:	
Name(s) of any witnesses:	

Please describe the incident

When did it take place?	
Who was involved?	
What did you see?	
Other information i.e. type and location of injury	

Office use only

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

Has the incident been reported?

<i>Child protection</i>	
<i>Police</i>	
<i>Another third party (please specify):</i>	