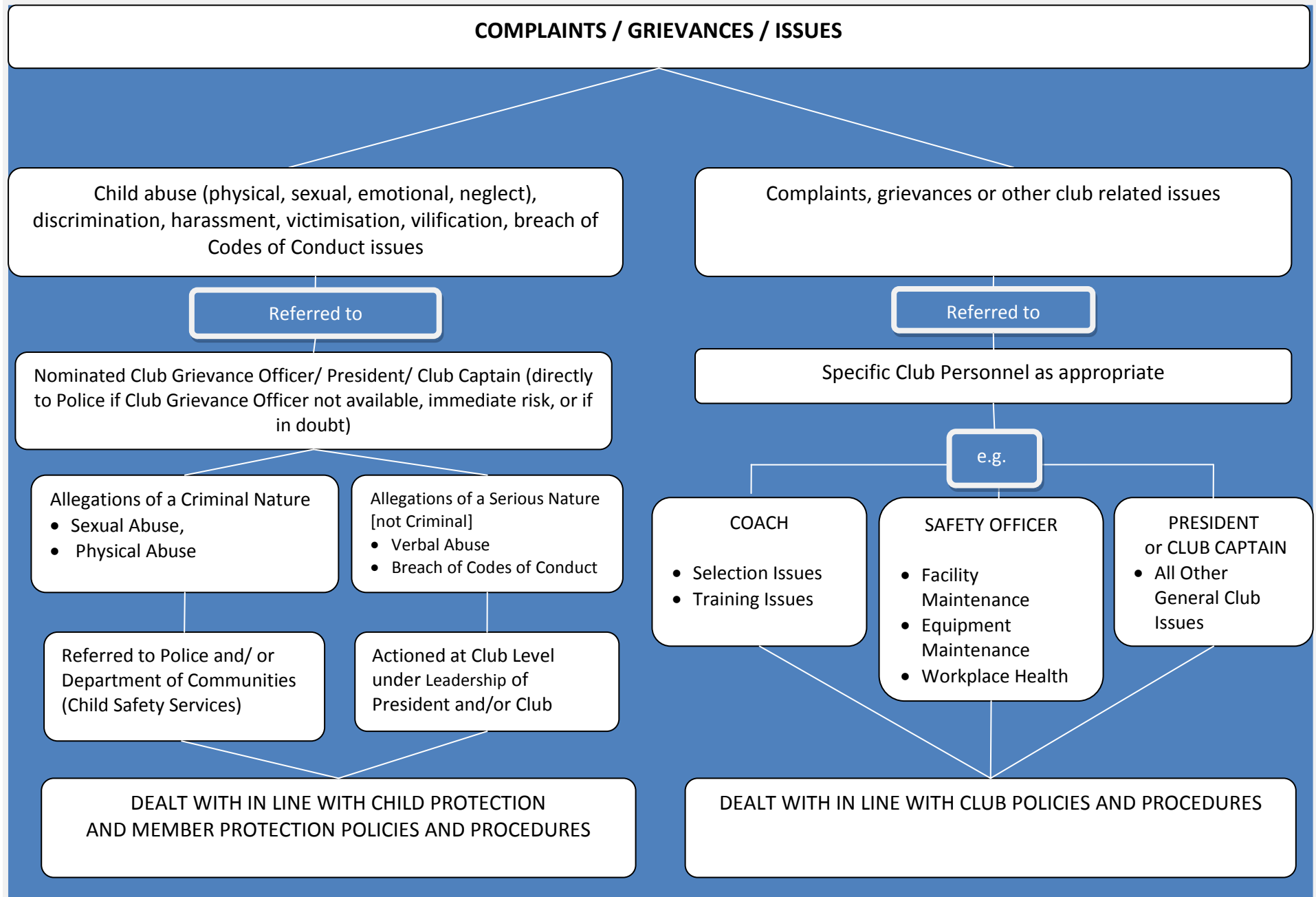


Flow chart for Reporting Youth Protection Complaint

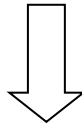


How to deal with receiving a Youth Protection Complaint



RECEIVING A DISCLOSURE

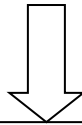
*Remain calm and find a private place to talk
Explain why you can't keep it a secret
Only ask enough questions to confirm the need to report the matter
Do not attempt to conduct your own investigation*



DOCUMENTING A DISCLOSURE

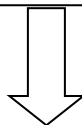
Complete an incident report form and include:

*Time, date and place of the disclosure
'Word for word' what happened and what was said, including anything you said and any actions that have been taken
Date of report and signature*



REPORTING A DISCLOSURE

*If life threatening or child is in immediate danger – Ph: 000
Department of Communities (Child Safety Services) – Ph: 1800 811 810
Queensland Police Service (Local Station) – Ph : local station number*



FOLLOWING A DISCLOSURE

*Support and counselling will be offered to all parties involved.
The policies and procedures for handling disclosures or suspicions of harm are to be reviewed.*