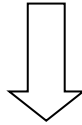


## How to deal with receiving a Youth Protection Complaint

### RECEIVING A DISCLOSURE

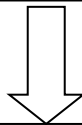
*Remain calm and find a private place to talk  
Explain why you can't keep it a secret  
Only ask enough questions to confirm the need to report the matter  
Do not attempt to conduct your own investigation*



### DOCUMENTING A DISCLOSURE

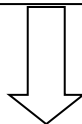
Complete an incident report form and include:

*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 (07 5440 8111 Noosa Heads Police Station)*



### 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.*