



WHO	WHAT	WHEN
YOU	<p>INFORMATION COMES TO YOU – A DISCLOSURE, AN ALLEGATION OR SUSPICION OVER TIME (usually you would have discussed suspicions over time with your supervisor)</p> <p>You must take action as soon as you have a reasonable belief about the harm, abuse or neglect of a child – whether it is the result of a disclosure or allegation or your observations over time.</p> <p>If you need help managing the situation, contact your supervisor and if they are not available then tell another adult as much as you need to so you can get the help you need (e.g. the Unit Helper, another parent at the event).</p> <p>If anyone is in immediate danger call 000 and make a report.</p>	IMMEDIATELY
POLICE / STATUTORY CHILD PROTECTION AGENCY	<p>MAKE A RECORD OF THE INFORMATION (OR THE NEW INFORMATION). ONCE YOU HAVE MADE THE DECISION TO MAKE A REPORT YOU NEED TO DO SO BY CONTACTING THE POLICE AND/OR RELEVANT STATUTORY CHILD PROTECTION AGENCY</p> <p>Use the records you have made (directly into the Girl Guide Incident Form, a note on your phone or just on paper) to help you notify the police (Tel: 131 444 or your local police station) and/or the statutory child protection agency (contact details are in <i>Guidance Note - Important contact details for reporting under CSCF Framework</i> found in <i>Guide Lines</i>). You can ask your supervisor (or their supervisor or the relevant State Commissioner or her delegate) to support you while you make the report.</p>	AS SOON AS POSSIBLE
PARENTS / CARERS	<p>CONTACT YOUR SUPERVISOR</p> <p>With the support of your supervisor (or their supervisor, State Commissioner or CEO):</p> <p>If there is no immediate danger to the child you are likely to have time to consult with your supervisor (or another manager if availability or conflict of interests is an issue – you can also reach out to the relevant State Commissioner or her delegate).</p> <p>Sometimes informing the parent/carers will be an appropriate step at this time. It will not be appropriate to do this if the allegations involve parents/carers. You can act without consulting your supervisor if there is risk – use your judgment about how quickly to act remembering that we always act to keep the child safe.</p>	WITHIN 12 HOURS
AUTHORITIES	<p>THE AUTHORITIES TAKE ACTION</p> <p>When you make the report remember to record the report number or reference. The name of the person you made the report to (or the email address/website used) should be recorded. This will assist in following the matter through the authorities' processes.</p> <p>Remember that Girl Guiding in Australia does not investigate any conduct that does not involve a member, volunteer or employee as an alleged perpetrator AND any investigation of a member for this type of issue will only be undertaken by the relevant Commissioner or her delegate and/or the CEO. THIS IS VERY IMPORTANT as any attempt to undertake an investigation is likely to prejudice the outcome of the authorities' processes.</p>	N/A
SGGO BOARD	<p>AFTER YOU HAVE NOTIFIED THE POLICE AND/OR RELEVANT STATUTORY CHILD PROTECTION AGENCY YOU MUST COMPLETE THE GIRL GUIDE INCIDENT REPORT</p> <p>The Girl Guide Incident Report must be lodged with your State Office via the email address <code>incidentsandcomplaints@[insert your SGGO address]</code>. These are listed on the GG Incident Report. If you don't have email, the Report can be lodged by mail if your State Office agrees.</p> <p>If there is a Reportable Conduct Scheme in your state or territory then the 'Responsible Person' will need to make a report and your records will be needed to undertake this task. The 'Responsible Person' is usually the CEO in your state or territory.</p>	WITHIN 24 HOURS

NOTIFYING POLICE AND/OR STATUTORY CHILD PROTECTION AGENCY

Each state and territory has its own legislation when it comes to reporting the harm, abuse and neglect of children. Regardless of who is listed as 'mandated reporters' in each state or territory, GGA has adopted the position that all Adult Members, Volunteers, and Employees are required to make a report if they have grounds for a reasonable belief or suspicion that a child or young person has experienced, or is at risk of experiencing harm, abuse or neglect.

Additionally, each state and territory has its own reporting procedures. More information can be found on the website of the relevant statutory child protection agency – see [here](#) for contact details.

Regardless:

Respond immediately, and calmly: If there is an immediate risk, call 000 – see Step 1 in Element 8.

Record and Report: Record the details; if there is no immediate risk or urgent steps to take, you may defer reporting to the police and/or relevant statutory child protection agency for a short while so you are adequately prepared. See Step 2 in Element 8.

Some tips are to:

- Find a quiet and confidential space
- Be calm and coherent – if not seek some support – it is probably time to tell your supervisor anyway
- Prepare notes – you may not have completed your Girl Guide Incident Report yet, but you should have an accurate written record of the disclosure, allegation or suspicion you have formed. This will be necessary when making your report to the police and/or relevant statutory child protection agency.

Tell your supervisor, inform parents/carers if appropriate – for details see Step 2 in Element 8.

NOTIFYING YOUR SUPERVISOR

After you have recorded the information that has been brought to your attention, and notified the relevant authorities as required; you need to raise it directly with your supervisor. In most cases this will be the person in the position directly above you. But, if your concern involves that person, or that person is unavailable, there are alternative people you can raise your concerns with – such as another manager, or directly to the relevant State Commissioner or CEO.

NOTIFYING PARENTS/CARERS

You can work with your supervisor to determine if notifying the parents or carers of the child or young person affected by the incident will in anyway jeopardise the safety of the child or young person.

If you believe on reasonable grounds that it is possible the child or young person will not be safe if you notify the parent or carer, you are not required to do so. Whenever possible, check with the police and/or child protection agency when sexual abuse is involved.

The safety of the child or young person must be the highest priority. If you are not sure, ask yourself the following questions.

1. **Does the disclosure, allegation or suspicion involve the parent, carer, another family member or someone close to them?**
 - If **you are sure the answer is no**, progress with notifying the parent – find a safe space for the child or young person under direct supervision of another trusted adult and notify the parents/carers. You can ask your supervisor to help you with this conversation.
 - If **yes**, consider the next question.
2. **Are you confident the child or young person is safe now and will remain so during the subsequent investigation?**
 - If **no**, then find a safe space for the child or young person under direct supervision of another trusted adult and notify the police and/or child protection agency immediately – and seek their guidance on informing the parent/carer – remember you DO NOT have to notify parents/carers.
 - If **you are sure the answer is yes**, inform all parents/carers as described in 1 above. Remember, you can seek guidance from police and/or child protection agency and that you do not have to tell the parents/carers.

REPORTING TO RELEVANT AUTHORITIES

Phone the relevant number. Remember both police and the statutory child protection agency are available 24hrs/7days. The relevant agency numbers are available [here](#) and the police can be contacted on 131444 or your local police station. Explain the situation to the person receiving the phone call. You should also mention if this is your first time making a report. Ask for their name and a reference number to include in the Girl Guide Incident Report.

Useful tips:

- Introduce yourself – give your name and your Girl Guiding role
- Speak slowly and clearly
- Provide as many details as possible including full names if you have them
- Refer to your notes
- Do not embellish or over dramatise the situation
- Do not make assumptions or attempt to fill gaps – gaps are ok: if you don't know, you don't know
- Explain what you have done so far and the steps you have taken
- Ask any questions and seek advice if necessary

Complete and lodge the Girl Guide Incident Report (if you have not done this already)

Contact your supervisor (if you have not done this already)

Remember: it is not your role to investigate and you must only disclose information required to keep the child and other people safe, to comply with the CSCF Policy and as required by law.