



Responding to children and young people's disclosures of abuse

Listen, reassure and respect

Listen

- Move to a suitable environment, free of distractions.
- Be calm and patient—allow for the child or young person to be heard.
- Let the child or young person use their own words—avoid asking leading questions.
- Avoid “quizzing” the child or young person about details of the abuse.
- Don't be afraid of saying the “wrong” thing. Listening supportively is more important than what you say.

Reassure

- Reassure the child or young person that it is OK that they have told you what's been happening.
- Address any concerns about the child or young person's safety.
- Reassure the child or young person that he or she is *not* at fault, and *not* the cause of any distress you may feel.

Respect

- Respect that the child or young person may only reveal some details.
- Acknowledge the child or young person's bravery and strength.
- Avoid making promises you can't keep—manage the child or young person's expectations.
- Explain to the child or young person that in order for them to be safe you will need to report their experience to someone else.

What happens next?

If a child or young person discloses abuse, you should report it to the relevant authorities.

Mandatory reporting requirements vary throughout Australian states and territories.

Your Role:

Report disclosure of child abuse to National Safeguarding officer or call relevant State or territory child protection line number provided below.

States and Territories	24 hours Reporting Lines	
New South Wales	Child protection Helpline	Ph: 13 21 11 TTY 1800 212 936
	Mandatory reporters	Ph: 13 36 27
Victoria	Child Protection Crisis Line	Ph: 13 12 78
	North Division Intake	Ph: 1300 664 977
	South Division Intake	Ph: 1300 655 795
	East Division Intake	Ph: 1300 360 391
	West Division Intake Rural and regional only	Ph: 1800 075 599
	West Division Intake metropolitan only	Ph: 1300 664 977
	After hours Child Protection Emergency Service	Ph: 13 12 78
South Australia	Child Abuse Report Line	Ph: 13 14 78
	After hours crisis care	Ph: 13 16 11
Northern Territory	Child Protection Hotline	Ph: 1800 700 250
Western Australia	Child Protection Service	Ph: (08) 9222 2555 Country Free Call 1800 622 258
		Country Free call:1800 199 008
	After hours	Ph: (08) 9223 1111
	mandatory reporter line	Ph: 1800 708 704

Tasmania	Child Abuse Contact number	Ph: 1300 737 639
Australian Capital Territory	Mandatory Reporters	Ph: 1300 556 728
	General Public	Ph: 1300 556 729
Queensland	Child Safety After Hours Service Centre	Ph: 1800 177 135
local intake locations as below:		
Ipswich	Ph: 1800 316 855	
Far North Queensland	Ph: 1300 684 062	Fax: 07 4039 8320
South West	Ph: 1300 683 390	Fax: 07 4616 1796
Brisbane	Ph: 1300 682 254	Fax: 07 3259 8771
South East	Ph: 1300 679 849	Fax: 07 3884 8802
North Coast	Ph: 1300 703 921	Fax: 07 5420 9049
North Queensland	Ph: 1300 706 147	Fax: 07 4799 7273
Central Queensland	Ph: 1300 703 762	Fax: 07 4938 4697