



Summary

Objective

Step people through what to do if a young person makes a sensitive disclosure

Background

To support staff to manage disclosures

To ensure children and young people are respected, kept safe and guided appropriately

Ensure support staff do not misguide a young person or act in a way that may jeopardise any legal proceedings

Owner Rhea Duffy

Expert Jo Sherwood

Procedure

1.0 Child or young person makes a disclosure to you

UNASSIGNED

2.0 Listen to them

UNASSIGNED

NOTE Listening, Don't panic. Acknowledge what they say. Remain calm, do not appear or react shocked and maintain positive active listening eg eye contact, nodding

3.0 Explain what to do next

UNASSIGNED

NOTE Assure them for sharing and that it is not their fault. Explain you need to get help (only when they are ready for you to leave the room/space to make a call) or will be seeking some advice. if non urgent Let them know you have to tell someone if they are at risk, or risk to others. Reassure them Let them know what happens next. Be mindful they may have been threatened so offer to stay with them, contact a safe person

Assure them for sharing and that it is not their fault

Explain you need to get help (only when they are ready for you to leave the room/space to make a call) or will be seeking some advice if non urgent Let them know you have to tell someone if they are at risk, or risk to others

Reassure them

Let them know what happens next.

Be mindful they may have been threatened so offer to stay with them, contact a safe person

4.0 Record information

UNASSIGNED

NOTE Record what the child young person said. Do not ask leading questions, just listen. Use their own words where possible.

Record what the child young person said

Do not ask leading questions, just listen

Use their own words where possible

5.0 Speak to your manager

UNASSIGNED

NOTE Immediately contact manager and explain the situation. Determine next steps

Immediately contact manager and explain the situation

Determine next steps

6.0 Make referral as appropriate

UNASSIGNED

NOTE If emergency contact police, Mental crisis team or Ministry for Vulnerable children. Make referral to support services - counsellor, NorthCant wellbeing, social worker. Record actions taken and keep child/young person informed

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7.0 Inform HR and H&S incident

UNASSIGNED

NOTE H&S - keep form basic, no sensitive or identifiable information HR - Complete incident reporting form

H&S - keep form basic, no sensitive or identifiable information - literally noting a disclosure was managed

HR - Complete incident reporting form

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Child/young person disclosures	ad hoc	2

INPUTS

None Noted

Outputs & Targets

OUTPUTS

None Noted

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

None Noted

PROCESS LINKS FROM OTHER PROCESSES

None Noted

RACI

RESPONSIBLE

Roles that perform process activities

None Noted

Systems that perform process activities

None Noted

ACCOUNTABLE

For ensuring that process is effective and improving

Process Owner Rhea Duffy

Process Expert Jo Sherwood

CONSULTED

Those whose opinions are sought

STAKEHOLDERS

None Noted

STAKEHOLDERS FROM LINKED PROCESSES

None Noted

INFORMED

Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted