

Questions for complainants re serious matters/allegations of child sexual abuse

General checklist of important information to obtain in discussions with complainants making allegations of child sexual abuse/criminal behaviour. (Not in any particular order – depends on the flow of conversation.)

Always check that the caller is ok to proceed and has some support and can access support during or after call if necessary.

Always ensure other person in Scouts office is aware you are taking the call and is available to call Mental Health Crisis Centre or Police for a Welfare Check in case needed. Have a means of communicating with other person in office.

Really LISTEN and reflect back to the caller what you are hearing. Be patient and supportive and non judgmental.

During and at the end of the conversation, Acknowledge that you appreciate how difficult this call might be or has been for the caller.

All callers

- Introduce self- name, role, child protection team's role, Scouts commitment to the safety of our young people, abuse has no place in Scouts, take **seriously** any complaint made, will take action
- Name of victim
- Name of perpetrator, if known
- Scout Group and or location of abuse
- Years caller/victim was with Scouts and years abuse is alleged to have occurred?
- Is this the first time you've spoken about the abuse?
- Other people/organisations told
- Does he or she want to describe what happened - ok if very general. (CAUTION do **not** put caller in position of reliving the trauma - gently move to less emotive facts if caller very upset)
- Any contact with the police?
- Which station? And Contact name at station?
- What are their intentions with reporting to police?
- Other people involved at the time
- Anyone else at time aware of the offence
- What are their intentions with making formal complaint/going down this path?
- What is their intention in reporting to Scouts?
- Explain our procedure- make contact with police, offer to assist, take guidance from them about our own behavioural management procedure
- Do they have someone to talk to?
- Do they have Support (friends family, local GP, counselling services, Royal Commission website)
- Give them an indication of what action will be taken from here, when they can expect to hear back from me, any further information we could use from them.

- Their contact details: how do they want to communicate with Scouts.
- My contact details
- If not reported, Encourage caller to report to NSW Police.

EXTRA: If complainant is not the victim e.g. mother of victim, friend

- Other history with the Association (i.e. were you in Scouting as well?)
- When did they find out about the abuse?
- What type of support does this person have?

EXTRA: Anonymous callers

- That we take anonymous calls just as seriously as those where the complainant/victim names himself/herself
- Explain the slight difference in process (e.g. experience with NSW Police is they need a victim to come forward in order to take action)
- The more details we have about a matter, the best able we are to respond appropriately to it