

KEY ACTION AREA 7.3:

Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support those who disclose harm.

OVERVIEW

As mentioned throughout the True Sport Child Safeguarding resources, it is essential for your SSA to proactively create and maintain a safe environment for children and young people by implementing the National Principles for Child Safe Organisations. As part of this, it is vital to prepare for managing situations where a child or young person discloses that they have been, or are being harmed, or where an SSA staff member or volunteer suspects a child or young person is at risk, as well as ensuring that disclosers are supported in the process.

TRAINING AND INFORMATION

Your SSA staff and volunteers must receive training and information that covers how to respond effectively to issues of child safety and wellbeing, including what to do if they are concerned that a child or young person is at risk, as well as how to manage a situation where either a child or young person discloses that they have been, or are being, harmed or a person alerts them to a potential child safety issue.

This training and information needs to be clear and concise information and accessible at any time to all SSA staff and volunteers. This training and information should also be consistent with your SSA complaint handling policy and related procedures, as applicable. Your SSA can refer to the ['Complaint Handling Guide: Upholding the rights of children and young people'](#) issued by the National Office for Child Safety in the course of any complaint handling process.

AVAILABLE SUPPORT

Your SSA must ensure that all staff and volunteers know:

- Who within your SSA can be contacted if they require any additional information, support or guidance in navigating a suspicion or disclosure of harm to a child or young person (including if a person does not feel that their complaint or concern has been acted upon seriously or appropriately)
- How and to whom a complaint or disclosure can be made
- What support services are available to receive internal or external support (see proposed list below) throughout the process.

Your SSA should also ensure that all staff and volunteers understand their, and the SSA's, rights and obligations with respect to confidentiality regarding the child safe matter and any applicable complaint.



Please see [National Principle 6](#) for more information about complaint handling, in addition to [Template 6.4](#), which provides an example reporting flowchart relevant for the WA context.

The [True Sport Child Safeguarding Reporting Flowchart](#) includes:

- A summary of the types of child abuse including possible indicators that a child or young person may be at risk of harm, or has been harmed
- Where and how to report a suspicion or disclosure that a child or young person has been, or is being, harmed
- Guidance about what to say to a child or young person if they disclose that they have been or are being harmed
- What to expect when making a report to the Department of Communities or the WA Police, including the questions that may be asked
- Considerations about who else may need to know about the suspicion or disclosure
- Tips to assist your SSA staff and volunteers to navigate the reporting process
- An overview of mandatory reporting in WA.

EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 7.3

SSA provides staff and volunteers with training and information about:

- responding to disclosures of abuse by children and young people.
- factors that influence the likelihood of a child or young person making a disclosure.
- identifying and addressing child safety and wellbeing risks.
- policies, procedures and reporting within the SSA, including legal reporting obligations.
- where to access further support internally and/or externally, including what do to if concerns are not acted upon appropriately.

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If you need support:

- > [Mental health community links](#)
- > [Reporting flowchart](#)

