



# Reporting Guidelines

## What must be reported?

Any allegation, suspicion or observation of;

- Misconduct behaviour, mandatory reporting and reportable conduct (includes but not limited to):
  - Child abuse and neglect
  - Any criminal or suspected criminal behaviour
  - Financial misconduct
  - Sexual misconduct
  - Bullying
  - Emotional abuse
  - Harassment
  - Physical abuse
  - Spiritual abuse
  - Grooming
- Breach of the Code of Conduct / Faithfulness in Service
- Interfering with complainant/witnesses or in any other way obstructing the investigation of a report

## Who reports?

Any person who has a concern or suspicion detailed above has a responsibility to report.

- Clergy and Lay Leaders
- Staff
- Volunteers
- Pastoral carers
- Chaplains
- Parents
- Guardians
- Adults
- Children
- **Everyone!**

## Who to inform?

All allegations of child abuse will be reported to Police or Child Protection (under DFFH). A report must also be made to *Kooyoora Ltd* - but this will not replace or negate the obligation to report to Police or Child Protection. Kooyoora can support you through the reporting process.

## What information should I obtain to assist with reporting?

You can report with very little information however the more information you are able to have and share makes processes faster and therefore ensures children and young people are safe as quickly as possible. If you can it is helpful to have:

- Name, phone, email address, residential address and date of birth of the children, parents and witnesses
- Family context such as occupations, status (living together, separated, intervention or other orders)
- Is there a family history that is known to you (violence, IVO, other concerns)?
- All the details about the safety and risk that you have
- What is keeping this person/ people safe (if anything)?
- What do you know about the context of the risk?

## What else do I need to do?

- Make immediate environment safe for children and others
- Complete an incident report and other relevant paper work required
- Preserve any relevant evidence such as phone messages, text, documents, damaged clothing
- Seek support or debriefing for all involved
- Follow up on any actions required from reports
- Observe privacy and confidentiality legislation and only inform relevant or appropriate people. Information should not be shared otherwise.

*Kooyoora Ltd* has been appointed by the Anglican Diocese of Melbourne to respond to all complaints of misconduct including sexual, physical, spiritual, emotional or psychological abuse by clergy or Church workers. *Kooyoora Ltd* is an independent Professional Standards company which undertakes Professional Standards work for not for profit charitable entities.

The first step in making a complaint is to call the Kooyoora's toll free line on: **1800 135 246**

All information provided to this service is strictly confidential. The person taking a message on this number will ask you to give a name and your phone number or address so that the Director can contact you as soon as possible.

**Police: 000 - in case of emergency and imminent danger**

**Child Protection Intake (DFFH) after hours: 131 278**

For more intake numbers visit: [Child protection contacts](#)

**Kooyoora, Office of Professional Standards: 1800 135 246**