

Reporting Process

Volunteers

Related Policy

[Safe People, Places and Programs](#)

When to follow this process:

This process applies to appointed volunteers and employees activities conducted by the congregations within Churches of Christ in Queensland. This process must be followed each time a volunteer or employee:

- Receives information, has knowledge of, or reasonably suspects that a child under the age of 18 years:
 - Has been sexually abused, or is being groomed for sexual abuse by any adult or child
 - Has been subject to, or is at risk of any other abuse or neglect

What do if someone is telling you that a child has been neglected or abused in any way

B.C.A.L.M Process and checklist

(note: the order of the steps may vary depending on the particular circumstances and situation at the time)

Breathe

Using a quick calming technique can help you engage your thinking brain. Suggest the person 'take a deep breath' and count for them as they breathe in and out a few times.

Calm

Calm the person. The words you use will have a profound and lasting impact on the person. Use words like

You've done the right thing telling me

I'm glad you told me

I believe you

It wasn't your fault

Assess

Assess whether there is any immediate or imminent danger. If there is, or if in doubt, call 000 and ask for Police to attend.

Let

Let the person know what your obligations are. Explain you have a responsibility to report child abuse concerns and allegations. You could use words like:

I will need to tell someone about this so that we can get some help for you.

I'm going to have to make a report.

Make a report

Make a report immediately. Make a note of your concerns and report them to your minister straight away, respecting the privacy and dignity of all parties. You may be required to make a report to the statutory authorities in some cases. Keep a copy of your notes, and who you've spoken with in a secure location. If the concern is about your minister or their Church Elders. If your concern is about a church Elder, or their family member, report your concern to the Churches of Christ in Queensland Church Support.

churchsupport@cofcqld.com.au