SC0016 C3 AUSTRALIA SAFE CHURCH HELPLINE CONTACT FORM

SC0016 Safe Church Helpline contact form (Reporting and responding to concerns)

The form is initiated by the call from your church to the Safe Church Helpline 1800 070 511 and should be completed by the local church board, for record keeping for the Local Church for risk management and duty of care purposes.

Where SMR has not been provided with details to complete all fields in this form, we recommend that the local church completes the form for their records.

We recommend that this form be kept permanently in a secure manner.

Part 1. Church details

As part of this process, we will need to pass this information to the Pastor of the church.

Call Details	
Date of the call	
Time of the call	

Details of caller	
Name	
Contact details	
Role at church	

Church Details	
Church Name	
Church Address	
Pastor's name	
Pastor's contact details	

Part 2. Details of the concern.

Details of the aggrieved person	
Full name	
Age	
Gender	
Any other relevant details or issues to be aware of (e.g. cultural issue, disability, ethnicity, etc)	
Who does the person live with (include address and contact details)	
Is the person aware of this report?	
Is the parent/ guardian aware of this report? (Where applicable)	
Where is the person now? Is s/he in a place of safety and are there any immediate medical issues?	

Details of person subject of the allegation/information

Who is the person subject of the allegation/information?

- ⬜ Church Staff
- ⬜ Church Volunteer/leader
- ⬜ Family member of child
- ⬜ Member of congregation

⬜ Someone in the community

Full Name	
Age	
Gender	
Address (if known)	
Contact number (if known)	
Other relevant details e.g. job position, relationship with child, etc (if known)	

Other relevant parties to the matter

Full name	
Age	
Gender	
Relevant information	

The concern

Child protection concern:

⬜ Observed/suspected by yourself
⬜ Disclosure by the person
⬜ Allegation made by *(name & details)*

_____

Date(s) time(s) of incident(s)	
Location(s) of incident (if known)	

Details of Report

Please include the following:

- Details of the child protection concern or incident (Include what is alleged to have happened? What were the circumstances etc)
- Write down exactly what the child or other person has said (in his/her own words) and what you said (NB: Do not ask the child leading question - record actual details)
- Observations made by you (e.g. observed injures, persons perceived emotional state etc. Mark which observations are fact or opinion)

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Attach further documentation if required

Completed by Date

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Part 3. Pastoral, Legal and Organisational considerations

Helpline	
Advice provided	

Pastoral considerations	
Pastoral actions implemented	
Advice provided	
Action taken	

Legal considerations	
Date and time Government Child Protection agency contacted (where required, include event/incident number provided)	
Advice provided	
Action taken	
Date and time Police contacted (where required, include event/incident number provided)	
Advice provided	
Action taken	

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Date and time Reportable conduct matter reported (where required, include event/incident number provided)	
Advice provided	
Action taken	

Organisational	
Date and time Insurance contacted (if applicable)	
Advice provided	
Action taken	
Risk management actions	
Advice provided	
Action taken	
Workplace investigation procedure.	
Advice provided	
Action taken	

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Please attach any documentation if more space required

[redacted]

Actions: Include action taken and any continued follow-up needed.

Please attach any documentation if more space required