



How Uplyft responds when children and young people disclose abuse

Keeping children and young people safe is important to Uplyft. We believe children have the right to feel safe and be safe. We have zero tolerance for any forms of child abuse and neglect.

Listen

- Move to a suitable environment, free of distractions.
- Be calm and patient; allow for the child or young person to be heard.
- Let the child or young person use their own words; avoid asking leading questions.
- Avoid “quizzing” the child or young person about details of the abuse.
- Don’t be afraid of saying the “wrong” thing. Listening supportively is more important than what you say.

Reassure

- Reassure the child or young person that it is OK they have told you what’s been happening.
- Address any concerns about the child or young person’s safety.
- Reassure the child or young person they are not at fault, and not the cause of any distress you may feel

Respect

- Respect that the child or young person may only reveal some details.
- Acknowledge the child or young person’s bravery and strength.
- Avoid making promises you can’t keep; manage the child or young person’s expectations.
- Explain to the child or young person that in order for them to be safe you will need to report their experience to someone else.

Then what?

If a child or young person discloses abuse, you should report it to the relevant authorities. The Uplyft **Safeguarding Children and Young People Reporting Procedure** gives information about the reporting process and who you will need to report to. For information and support contact safeguarding@uplyft.org.au