



Reporting and support services for survivors of abuse

About this resource

Discussing child sexual abuse can be difficult. This is especially so for victims of recent abuse, survivors of historical abuse, their families and professional staff supporting them. This reference sheet provides basic information about referral pathways which may be used to support survivors and their families.

In the first instance, the immediate safety of the child or survivor must be a priority, and emergency medical aid or assistance organised if required. 'Responding to Abuse and Harm' outlines the process to be followed when abuse is suspected and / or reported. In some cases, a family may require additional support and assistance to overcome challenges they face. 'Reference sheet for second responder' gives additional guidance and referral options, contact details to assist with the process of supporting survivors and their families.

Referring families for ongoing professional support

In cases where the concern being expressed to you **does not** meet the threshold for reporting to Police, or the Department of Child Safety (refer to the 'Test' on page 6 of Responding to abuse and harm) a family may require additional support and assistance to overcome challenges they face. With their permission, you may support families or individuals to access the support services of Family and Child Connect, or Intensive Family Support Services.

Intensive Family Support Services (IFSS) provides active intervention for families with multiple or complex needs. Family and Child Connect (FCC) is a central referral point for families and professionals to link families and children to appropriate support services. Contact with IFSS and FCC can be made by telephone on 13 FAMILY, or via the website referral process (<http://www.communities.qld.gov.au/childsafety>). Services provided by FCC and IFSS are according to residential zones. If a service is not available in the child's residential zone, contact your local Child Safety Regional Intake Service to discuss your concerns.

Reporting known or suspected abuse

In cases where the concern being expressed to you **does** meet the threshold for reporting to Police, or the Department of Child Safety (refer to the 'Test' on page 6 of Responding to abuse and harm) you are required to ensure it is reported appropriately (refer to Responding to abuse and harm). You should make a report about your concerns to Child Safety RIS or Police as soon immediately, and in some instances you may also need to arrange medical care.

Reporting to Child Safety Regional Intake Service

The Child Safety Regional Intake Service (RIS) receives information and child protection concerns during business hours (Monday to Friday 9 a.m. – 5 p.m.). Outside of these hours, the Child Safety After Hours Service Centre (CSAHSC) can be contacted on 1800 177 135 or 07 3235 9999. For more information on reporting concerns, visit <http://www.communities.qld.gov.au/childsafety>. To report child protection concerns to the Regional Intake Service, use the contact details below.

Regional Intake Service	Phone	Fax
Child Safety After Hours Service Centre	1800 177 135 07 3235 9999	07 3235 9898
Brisbane	1300 682 254	07 3259 8771
Central Qld	1300 703 762	07 4938 4697
Far North Qld	1300 684 062	07 4039 8320
North Coast	1300 703 921	07 5420 9049
North Qld	1300 706 147	07 4799 7273
South East	1300 679 849	07 3884 8802
South West	1300 683 390	07 4616 1796

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Reporting to the Police

You may be required, in your role as Second Responder, to assist the First Responder or parent to lodge a complaint with the Police. This may be done, either face to face, or via Alternative Reporting Options (ARO). If the complaint is to be made in person, it is advisable to phone and make an appointment to ensure the least possible trauma for the person you are assisting. Further detail about these options is listed in the handout section below.

Note: The full process for responding to suspicions and reports of abuse or harm is outlined in Reporting to Abuse and Harm PRO-0004. In every instance, suspicion and/or knowledge of abuse and harm is to be documented (Complaints/Allegations Report – CHILD TOO-0004) and emailed to the Synod office (complaints@ucaqld.com.au) immediately. For more information contact childsafe@ucaqld.com.au.

Document Review History

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1	Lynette Drew Child Safe Church Administrator	David Munro Manager, Risk & Insurance	30 May 2015	30 May 2016
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Handout Sheets

Discussing child sexual abuse can be difficult. This is especially so for victims of recent abuse, survivors of historical abuse, their families and professional staff supporting them. This reference sheet provides basic contact details which may be used to support survivors and their families.

Reporting to the Police

You can lodge a complaint with the Police, either face to face, or via Alternative Reporting Options (ARO). Face to face: For **non-urgent** matters, you may call the following numbers and ask to be referred to the Child Safety and Sexual Crime Group at any time of the day or night:

Phone: 131 444
 Interstate callers: 07 3055 6206
 Fax: 07 3055 6305
 General number: 07 3364 6464 (Police Headquarters)

Alternative Reporting Options (ARO): ARO provides an **alternative to making a face to face** complaint. Many survivors/victims have reasons for not officially reporting the crimes of sexual assault or rape. ARO gives the opportunity to provide police with the full circumstances of the assault whilst remaining anonymous if they wish. Survivors can feel empowered by knowing that the information they possess and provide could be used to solve reported offences of a similar nature. Police can use this information to help with other prosecutions against an offender, and to reduce repeat offending. There is the option to have a police officer contact the complainant and discuss the situation with them.

To report using ARO, complete the online Sexual Assault Survey form which can be found at <http://www.police.qld.gov.au/forms/sexassaultsurvey.asp> or complete the Survey Form and email it to AlternativeReportingOptions@police.qld.gov.au or mail it to:

Alternative Reporting Options (ARO)
 Child Safety and Sexual Crime Group
 State Crime Operations Command
 Queensland Police Service
 GPO Box 1440
 Brisbane Queensland 4001

To find out more, visit the website
<https://www.police.qld.gov.au/programs/adultassault/altReportOpt.htm#participate>

Survivors of historical abuse

For many, recalling the events of the past can bring back painful memories, particularly for those telling their story for the first time. The Royal Commission into Institutional Responses to Child Sexual Abuse is working with survivors who have been sexually abused as a child at an institution or by a person associated with an institution. The Royal Commission is receiving information from people who wish to share their experiences through telephone, email and letter. They are conducting private hearings with some survivors. If you would like to share your experiences with them you can find their contact details at <http://www.childabuseroyalcommission.gov.au/contact-us/> or telephone them on 1800 099 340 or email them at contact@childabuseroyalcommission.gov.au.

Legal assistance

Most people interacting with the Royal Commission do not need legal assistance. However, if a person wishes to gain independent legal advice, knowmore is a free, confidential advice line. It can help with:

- Information and advice about the Royal Commission's powers, procedures and guidelines,
- Information on legal issues such as the effect of confidentiality agreements in past proceedings and the availability of compensation,
- Help with writing statements and submissions,
- Referrals to a lawyer for witnesses who need legal representation at Public Hearings.

To find out more, visit the knowmore website at <http://knowmore.org.au/>, or call 1800 605 762.

Support services

The Royal Commission publishes a list of support services, below. Those in bold have been funded by Child Safe Church: Reference sheet for second responder

the Australian Government to assist people affected by child abuse.

<p>Adults Surviving Child Abuse</p> <p>website: www.asca.org.au</p> <p>National professional phone counselling, information and support for adult survivors of child abuse with referral database of experienced professionals and agencies 9-5 EST, 7 days. Workshops for survivors, workshops for family members, partners and friends. Professional development for health professionals also available.</p>	<p>Phone 1300 657 380</p> <p>Email counsellors@asca.org.au</p> <p>Face to face</p>
<p>Bravehearts</p> <p>website: www.bravehearts.org.au</p> <p>Specialist case management, counselling and telephone counselling for child and adult survivors, non-offending family members and friends. Services include counselling, support engaging with the Royal Commission, preparation of written statements, attending private sessions and public hearings.</p>	<p>Phone 1800 272 831 (7am – 8pm AEST Time)</p> <p>Email rc@bravehearts.org.au</p> <p>Face to face</p>
<p>Care Leavers Australia Network</p> <p>website: www.clan.org.au</p> <p>Support and advocacy for people who grew up in Australian orphanages, children's homes and in foster care, and their families. Counselling and case management available. Support provided to engage with the Royal Commission including preparation of written submissions and support attending both private and public hearings.</p>	<p>Phone 1800 008 774</p> <p>Email support@clan.org.au</p> <p>Face to face</p>
<p>Centre Against Sexual Violence</p> <p>website: www.casv.org.au/</p> <p>Logan, Beenleigh and Beaudesert. Specialist sexual assault service providing counselling, support, advocacy and information for survivors of sexual assault in the Logan, Beenleigh and Beaudesert communities.</p>	<p>Phone (07) 3808 3299</p> <p>Email admin@casv.org.au</p> <p>Face to face</p>
<p>Child Migrants Trust</p> <p>website: www.childmigrantstrust.com</p> <p>Social work services including counselling and support for family reunions.</p>	<p>Phone 1800 040 509</p> <p>Face to face</p>
<p>Child Wise</p> <p>website: www.childwise.net</p> <p>Trauma informed telephone and online counselling for childhood abuse. Training and organisational capacity building on child abuse prevention.</p>	<p>Phone 1800 991 099</p> <p>Email helpline@childwise.net</p>
<p>Children with Disability Australia</p> <p>website: www.cda.org.au</p> <p>Provides information, referral and systemic advocacy regarding the experiences of children with disability.</p>	<p>Phone 1800 222 660</p> <p>Phone (03) 9482 1130</p>
<p>Healing Foundation</p> <p>website: healingfoundation.org.au</p> <p>Service to help build the capacity of Indigenous organisations and support the development of the Link Up network.</p>	<p>Phone 02 6124 4400</p>

<p>In Good Faith Foundation</p> <p>website: www.igff.com.au</p> <p>Provides independent advocacy, case work, referral and support to aid recovery for victims, their families and communities responding to clergy, religious and lay abuse.</p>	<p>Phone (03) 9326 5991</p> <p>Email igff@igff.com.au</p>
<p>Living well</p> <p>website: www.livingwell.org.au/</p> <p>Counselling, information and support service for men who have experienced sexual abuse and sexual assault; partners, family and friends.</p>	<p>Phone 1300 114 397</p> <p>Phone (07) 3028 4648</p> <p>Email livingwell@anglicaresq.org.au</p> <p>Face to face</p>
<p>MensLine Australia</p> <p>website: www.mensline.org.au</p> <p>A national telephone and online support, information and referral service for men with family and relationship concerns.</p>	<p>Phone 1300 78 99 78 (available 24/7)</p> <p>Online Counselling www.mensline.org.au</p>
<p>Micah Projects Inc / Lotus Place (Find and Connect Qld)</p> <p>website: www.lotusplace.org.au</p> <p>Support and resource service for Forgotten Australians and former child migrants.</p>	<p>Phone 1800 161 109</p> <p>Email lotus@micahprojects.org.au</p>
<p>People with Disability Australia</p> <p>website: www.pwd.org.au</p> <p>Operating a national telephone line for advice, information, referrals and advocacy support. Provides training and individual advocacy support to people with disability.</p>	<p>Phone 1800 422 015</p> <p>TTY number 1800 422 016</p>
<p>Relationships Australia QLD</p> <p>website: www.raq.org.au/</p> <p>Family, children and relationship counselling. Relationship Australia are committed to offering the best possible counselling, mediation, education and support services in a professional, relaxed and confidential environment.</p>	<p>Phone 07 3423 6890</p>
<p>Tzedek</p> <p>website: www.tzedek.org.au</p> <p>Provides advocacy, referrals and support services to people who have experienced religious/clergy abuse, with a focus on the Jewish community.</p>	<p>Phone 1300 893 335</p> <p>Email info@tzedek.org.au</p>
<p>1800 Respect</p> <p>website: www.1800respect.org.au</p> <p>24/7 telephone and online crisis counselling, information and referral for anyone in Australia who has experienced or been impacted by sexual assault, domestic or family violence. Staffed by trauma specialist counsellors.</p>	<p>Phone 1800 737 732</p> <p>Online Counselling www.1800respect.org.au</p>

<p>Australian Childhood Trauma Group</p> <p>website: www.theactgroup.com.au/</p> <p>Professional support.</p>	<p>Phone (03) 9415 6066</p>
<p>CREATE Foundation</p> <p>website: www.create.org.au</p> <p>CREATE Foundation supports children and young people with an out-of-home care experience aged 0-25 years. Join clubCREATE for free events, programs, grants, giveaways and surveys.</p>	<p>Phone 1800 655 105</p>
<p>Headspace</p> <p>website: www.headspace.org.au</p> <p>Counselling and referral service for young people aged 12- 25 years. Also supports parents.</p>	<p>Phone 1800 650 890</p> <p>Online Counselling www.eheadspace.org.au</p> <p>Face to face</p>
<p>Lifeline</p> <p>website: www.lifeline.org.au</p> <p>24 hour crisis support and suicide prevention.</p>	<p>Phone 131 114</p>
<p>Lighthouse Foundation</p> <p>website: www.lighthousefoundation.org.au/</p> <p>Specialist attachment and trauma informed training.</p>	<p>Phone (03) 9093 7500</p>
<p>Link Up (QLD) Aboriginal Corporation</p> <p>website: www.link-upqld.org.au</p> <p>Provides counselling, healing and culturally appropriate support for indigenous Australians.</p>	<p>Phone 1800 200 855</p>
<p>Mental Health Professionals Network</p> <p>website: www.mhpn.org.au</p> <p>Provides mental health practitioners with networking and online professional development opportunities across Australia</p>	<p>Phone 1800 209 031</p>
<p>State Wide Sexual Assault Helpline</p> <p>website: www.health.qld.gov.au/sexualassault/html/contact.asp</p> <p>Lists a range of support services across QLD.</p>	<p>Phone 1800 010 120</p>
<p>Suicide Call Back Service</p> <p>website: www.suicidecallbackservice.org.au</p> <p>24/7 counselling for people 18 years and over who are suicidal, caring for someone who is suicidal or people bereaved by suicide.</p>	<p>Phone 1300 659 467</p>
<p>Victims Counselling Support Service</p> <p>website: www.vcss.org.au</p> <p>Information, referral and counselling service for Queensland residents personally affected by crime.</p>	<p>Phone 1300 139 703</p> <p>Face to face</p>