

## **YOUTH INITIATIVES CHILD SAFEGUARDING STATEMENT**

### **“The welfare of the child is paramount”**

“We in Youth Initiatives are committed to practice which protects children from harm.

Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause children harm.”

### **COVID-19**

During our time in self-isolation, schools and gathering being shut we want to ensure the mental, emotional, spiritual and social wellbeing of our young people is protected and nurtured throughout this uncertain /me.

**In order for us to effectively care for the young people and families we work with during COVID-19 the following policies are in place to help ensure safe practise for all involved.**

These following policy and guidelines will be in place beginning March 2020 through to June 2020 and will be revisited and amended according to UK government recommendations and guidelines during this uncertain time.

Currently Youth Initiatives operates the following social media accounts and have primarily been used to communicate with young people.

	<b>Instagram Handle</b>	<b>Facebook Page</b>	<b>Twitter</b>
<b>Regional</b>	youthinitiatives	Facebook.com/youthinitiatives	@YINI_91
<b>West Belfast</b>	youthinitiativeswestbelfast	Facebook.com/YIWestBelfast	
<b>East Belfast</b>	Youthinitiatives_eastbelfast	Facebook.com/youthinitiativeseast	
<b>Downpatrick</b>	Youthinitiativesdownpatrick	Facebook.com/YIDPK	
<b>Banbridge</b>	youthinitiativesbanbridge	Facebook.com/youthinitiativesbanbridge	
<b>L/Derry</b>	youthinitiativesderry	Facebook.com/YILDERRY	
<b>Lisburn</b>	youthinitiativeslisburn	Facebook.com/LisburnYI	

**When using social media, YI have adopted the following policy in order to protect staff and young people engaging with this method of communication:**

1. The page/profile must be password protected and the password will be held by a designated officer (Appendix B) as well as the area leader/ branch manager in charge of that particular community hub.
2. The nominated officers will act as supervisors for social media sites and will monitor its content on a regular basis.
3. Any inappropriate comments by young people (or others) should be removed by the designated supervisor. Reasons for its removal should then be explained to the person who posted the content. Please write this up as an incident report (**Appendix C**) and pass on to your Area Leader/ Branch Manager.
4. Where possible the settings on the profiles should be set so that posts can be reviewed before being made public.
5. The use of personal email addresses should be avoided at all times.
6. The identity of the young people should not be disclosed (i.e.no tagging photos, no use of handles/profile names to be used in social media posts.)
7. Content of all postings should be consistent with the aims of the organisation. In cases of doubt, staff should seek advice from the branch manager/ area leader/ designated officer.
8. Staff should only communicate to young people in public/open forums (for example group messages, conversation threads on public profiles.). 2 staff must be included in any group messages. In the event of sending an email, another leader should be cc'd into the conversation.
9. Staff should avoid communicating with young people late at night/ early in the morning. Unless it is an emergency communication should only happen between the hours of 10am and 10pm.
10. In signing off posts/emails staff should not do so in a way that could be misconstrued or misinterpreted by the recipient e.g.: "xoxo". Simply sign your name.
11. If you are using emojis, they should reflect the information you are communicating. For example, music notes can be used if you are communicating about worship. Never use emojis which could be mis-interpreted (hearts, lips etc). If in doubt- do not use.
12. Parental permission is required before pictures or videos of children or young people are posted online. This is given when parents fill out our parental consent form. For this time, we will use an online parental consent form. Parents will be sent a direct link for this. Young people aged 18 and above will be sent a direct link for permission. Regardless of age, before posting on social media the photo should be shown to the young people to gain their permission for their photo to be on the site.
13. Photos should not disclose personal information about the child/young people (i.e.- school uniforms, address/location or names etc.)

### Additional notes when using Instagram/Facebook.

1. When advertising events only disclose time and date of event (not relevant for COVID-19).
2. When posting “Stories” on Instagram/Facebook, always highlight the story and bookmark it in the relevant section. This is so that all information that has been posted can be accessed at any time (not just for 24 hours).

### USE OF MOBILE PHONES

Those leading in our programme will need to communicate with young people using mobile phones.

The following apps will be used to help us communicate with the young people we regularly work with:

- Telegram
- WhatsApp
- Messenger
- Zoom
- Facebook
- Instagram
- YouVersion
- Online Gaming
- TikTok
- Live Streaming

Below is our amended policy when using these apps beginning March 2020 through to June 2020 and will be revisited and amended according to UK government recommendations and guidelines.

### COMMUNICATING WITH YOUNG PEOPLE VIA SOCIAL MEDIA APPLICATIONS ON MOBILE PHONE DEVICES

From Monday 23<sup>rd</sup> March, each community hub will make a central list that details the direct messaging communication methods to young people using this table below:

Name	Programme	Age	Parental Consent/ Over 18 Consent	Direct Message Apps	Main Staff Contact/s
Siobhan Darragh	Strive	16	Yes	WhatsApp Facebook Instagram	Tara Alex
Siobhan Darragh	NUTS	13	Yes	WhatsApp Facebook Instagram	Leah Cricky
Siobhan Darragh	Transform	17	Yes	WhatsApp Facebook Instagram	Curtis Ben

The nature of live streaming on Facebook Live, Instagram IGTV, YouTube etc is not directed at one person or one group and therefore does not need to be tracked in the same way. If young people comment or message during these live streams where possible those comments should be recorded.  
**Live streams should also be saved and not deleted.**

## TELEGRAM

Telegram is like WhatsApp, but it doesn't share phone numbers or personal data with staff or young people.

From Monday 23<sup>rd</sup> March, young people will be assigned group chats, once parental consent is given, according to the programme/s they are involved. Staff who run these projects will be moderators of these groups.

### **Contacting young people in group chats will be to:**

1. Communicate information about what is happening online which they can connect with. For example: Dates, times of YouTube videos, weekly challenges etc.
2. 2 staff must be included in any group messages (Appendix A).
3. Rules for engagement in groups should be sent in to the group once it is setup.
4. Texts by means of encouragement to young people (as a group). For example: "Hope you aren't worrying too much" or "We know it's hard to get motivated for home school, but we have Instagram content going live at 4pm which will cheer you up!" When texting messages like these, keep them general, light-hearted and within a group chat context.

**Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.**

5. Staff working with young people should only have a young person's number in the following circumstances:
  - a. Parental consent has been given online and the young person has consented to being part of the group
  - b. If a staff member has a young person's phone number, it should only be used for the purposes given. (Staff members should not share young people's phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
  - c. We should only be including young people who are regular attenders at programmes in these group chats.

**When using Telegram, phone numbers are not required/ disclosed when communicating with others.**

## **WHATSAPP**

WhatsApp is like Telegram, with the main difference being that it does share phone numbers of all those who are involved in the group chat.

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### **Contacting young people in group chats will be to:**

1. Communicate information about what is happening online which they can connect with. For example: Dates, times of YouTube videos, weekly challenges etc.
2. 2 staff must be included in any group messages.
3. Rules for engagement in groups should be sent in to the group once it is setup (Appendix A).
4. Texts by means of encouragement to young people (as a group). For example: "Hope you aren't worrying too much" or "We know it's hard to get motivated for home school, but we have Instagram content going live at 4pm which will cheer you up!" When texting messages like these, keep them general, light-hearted and within a group chat context.

**Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.**

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  - a. Parental consent has been given online and the young person has consented to being part of the group
  - b. If a staff member has a young person's phone number, it should only be used for the purposes given. (Staff members should not share young people's phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
  - c. We should only be including young people who are regular attenders at programmes in these group chats.

**When using WhatsApp, phone numbers are required/ disclosed when communicating with others. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at [www.youthinitiativesni.com](http://www.youthinitiativesni.com)**

## MESSENGER

Messenger is a direct messaging app designed by Facebook. To have a messenger account, individuals need to have a Facebook account. Staff should as much as possible use a YI Staff account for this and not their own personal Facebook profile. The password for this account should be shared with your supervisor and a designated officer.

**If you have not been using Messenger up until now to communicate with young people please do not begin to as there is much to be taken into consideration.**

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### **Contacting young people in group chats will be to:**

1. Communicate information about what is happening online which they can connect with. For example: Dates, times of YouTube videos, weekly challenges etc.
2. 2 staff must be included in any group messages.
3. Rules for engagement in groups should be sent in to the group once it is setup (Appendix A).
4. Texts by means of encouragement to young people (as a group). For example: "Hope you aren't worrying too much" or "We know it's hard to get motivated for home school, but we have Instagram content going live at 4pm which will cheer you up!" When texting messages like these, keep them general, light-hearted and within a group chat context.

**Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.**

5. Staff working with young people should only have a young person's number in the following circumstances:
  - a. Parental consent has been given online and the young person has consented to being part of the group
  - b. If a staff member has a young person's phone number, it should only be used for the purposes given. (Staff members should not share young people's phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
  - c. We should only be including young people who are regular attenders at programmes in these group chats.

**When using Messenger phone numbers are not required and information is only visible if you are connected as a friend with the person. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at [www.youthinitiativesni.com](http://www.youthinitiativesni.com)**

## ZOOM

During self-Isolation, we will be using Zoom as one of the social media platforms to connect with and check-in with young people.

Zoom is a free video chat app which is widely used by children and adults throughout UK and Ireland. For information on how to set up and use Zoom please check out their website <https://zoom.us/signup>. You can also download the Zoom App from your App Store.

### **The following policy when using zoom will be adhered to:**

1. Zoom calls should be carried out with more than one young person or more than one staff member. The call should be pre-arranged and setup in advance. These should be log kept of this communication (Appendix D).
2. When this is not possible, or when it is for the purpose of a 1-2-1 mentoring conversation the YI Mentoring policy should be followed. You should also inform one of the designated officers regarding the time and date of the call and contact them when the call is complete.
3. When scheduling a zoom send the link to young people and your supervisor and let everyone know the date and time.
4. Inform parents of young people who will be present on the call
5. Recommend young people to keep the door open of the room they are in whilst on the call
6. Audio and video should be switched on by both staff and young person/ people
7. Appropriate clothing should be worn by both staff and young people (no pyjamas, vest tops or revealing clothing).
8. Plan questions for young people (where possible) ahead of time and place these in the chat section. Any follow-up to these questions should be placed within the chat.
9. Zoom calls should be recorded by the staff member who is running the call and saved on their computer. Please check that the App on your mobile is able to record before using this – otherwise you will need to use a computer.
10. Contact log to be completed at end of call and uploaded to staff google folder (supervisor, Area Leader/ Branch Manager must have access)
11. All staff are required to fill out a contact log after each chat and pass on any concerns to a designated officer as soon after the call as possible (**Appendix D**)

## **INSTAGRAM & FACEBOOK**

Facebook and Instagram will be a useful means of communicating information to young people and parents during COVID-19. However, it needs to be used safely and carefully.

Staff member will communicate information via Facebook and Instagram and will use these platforms as “Notice-boards” to sign post and communicate the support available.

### **The following policy will be adhered to:**

1. Staff of YI will not be ‘friends/followers’ with anyone under the age of 18 who attends YI Programmes. It is also our policy that volunteers will not be friends/ followers on social networking sites with any of the young people in the group that they lead, in particular with 10-14’s.
2. We do not allow young people to follow staff on social media as this allows them to see how we live our lives and we believe in healthy boundaries and staff privacy. Please ensure these are the settings you have on your personal account.
3. If young people want to engage with staff via social media, they will be encouraged to follow our community hub profiles to stay up to date with information about individual programmes.

## **COMMUNICATING WITH YOUNG PEOPLE VIA POST (Snail Mail)**

During COVID-19 it may be appropriate to write to a young person to encourage them or to send them resources specific to their needs, for example, study packs, mindfulness resources, cheer-up gifts, books etc. When writing to a young person who is under 18 the following policy should be followed.

1. Where possible, write your message on a postcard, so that the message is not perceived as private.
2. On occasions when you need to send something in a sealed envelope; For Example, “back to school packs” or mentoring information, please use the YI Stamp to clearly mark the envelope before posting. It is also our strong recommendation that you send an email to the parents letting them know that you have posted something to their child so that they know to expect it.



## **YOUVERSION BIBLE APP**

The YouVersion Bible App can be used to follow specific bible study plans with young people. Staff can connect with young people who they have as phone contacts. They will become 'friends' with young people through the app and thus will be able to see their activity on the app.

- Staff should setup a staff profile that is separate to their personal profile.
- Staff should invite young people to connect to a specific plan and encourage them through previously mentioned messaging apps.
- At least 2 staff members must be part of the bible study group.
- Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.
- Rules for engagement in groups should be sent in to the group once it is setup **(Appendix A)**.

Staff working with young people should only have a young person's number in the following circumstances:

- a. Parental consent has been given online and the young person has consented to being part of the group
- b. If a staff member has a young person's phone number, it should only be used for the purposes given. (Staff members should not share young people's phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
- c. We should only be including young people who are regular attenders at programmes in these group chats.

**When using YouVersion Bible App phone numbers are required by the person who is setting up the study plan. Other information is only visible if you are connected as a friend with the person. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at [www.youthinitiativesni.com](http://www.youthinitiativesni.com)**

## ONLINE GAMING

(From NSPCC Website <https://www.nspcc.org.uk/keeping-children-safe/online-safety/online-games/>)

Gaming is a great way for young people to relax, socialise with their friends and have fun. Young people can play on games consoles, apps or websites, mobiles, tablets, PCs, or through smart speakers and virtual reality headsets. They can also chat to other players using messaging platforms for gamers, or watch [livestreams](#) of well-known gamers.

Some of these reasons young people like to play games online include:

- socialising with friends. When gaming young people can play together on the same team, or play against each other.
- games based on location, such as Pokémon Go and Wizards Unite, encourage players to go outside and explore.
- watching videos and livestreams of other people playing, or share tips with other players to develop their own gaming skills.
- games are designed to be entertaining and can be fun and engaging for young people.
- watching their favourite gamers on YouTube or livestreaming on Twitch. They may also want to livestream themselves playing games.

### What are the risks of online gaming?

#### **Bullying**

Children may be deliberately excluded from a game by their friends, or criticised for how well they play. Other players may swear or use abusive language over voice chat, and this can be upsetting for your child.

#### **Trolling, Griefing, Scammers**

Griefers are gamers who deliberately try to ruin the game for other players. This can be called trolling. Players may also try to trick or scam young people into giving up 'skins' or other in-game items by offering them money or by hacking their account. Skins are a cosmetic feature that let players personalise their character and in-game items. Some skins are extremely rare and valuable so losing them can be as upsetting for a child as losing a favourite toy or possession.

#### **In-game Purchasing**

Some games cost money to download, or ask players to buy credits or items so they can keep playing. Many free games are designed to make the player want to continue but need payments to make this possible, which can be very frustrating.

#### **Talking to people they don't know**

Some games are designed to be played in teams or against other people, and sometimes players can be based in different locations. This means young people can easily play with people they don't know and haven't met. They can communicate using voice, video or text chat. Some gamers use voice chat to discuss tactics and many games have a chat room.

Young people can also use other platforms, like Discord and Reddit, to learn tips about the games they play and speak to other players with similar interests. Many popular games have official

channels with thousands of members. There's a risk of young people being groomed on these platforms.

During our time in self-isolation we want to be able to connect with young people in a healthy way. Online gaming is an opportunity to connect with particular groups of young people. Online Gaming allows for contact between players either through VOIP or chat groups with those playing the game.

For a YI Staff member to engage in online gaming the following must be adhered to

1. Group of young people contacted through a messaging app with at least 2 staff included
2. Date and time for the game to be set
3. List of participants to be drawn up
4. Supervisor to be contacted before game begins and when game ends
5. Audio should not be enabled by staff and should encourage all participants not to use audio
6. Rules for engagement should be agreed by all players before game begins (**Appendix A**)
7. Contact log to be completed at end of game and uploaded to staff google folder (supervisor, Area Leader/ Branch Manager must have access)
8. Games should be age appropriate (under age players should not play games deemed inappropriate by the game maker – these are displayed on the game boxes/ downloads)

Staff working with young people should only connect with them in online gaming when

- a. Parental consent has been given online and the young person has consented to being part of the group
- b. We should only be including young people who are regular attenders at programmes in these group chats.

**When using Online Gaming player, the person responsible for setting up the game will send the game code, date and time via a group chat. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at [www.youthinitiativesni.com](http://www.youthinitiativesni.com)**

## TIKTOK

TikTok is a Chinese-owned social video-sharing app. Users can shoot, edit, and share 15-second videos jazzed up with filters, music, animation, special effects, and more. Like its fellow social media apps, users can also follow, like, and comment on everything they see. TikTok can be used on iOS and Android operating systems. To put it plain and simple, TikTok is here to make social media fun again.

Youth Initiatives will use TikTok as a platform to post videos only and not as a direct messaging app. There will be one TikTok account for the whole organisation not one per area.

- a. Each Area Leader/ Branch Manager will be given the login details for the app
- b. If a staff member wants to post a TikTok video to the account they will need to get authorisation from the Area Leader/ Branch Manager
- c. They will then be given the login details
- d. Any audio or music used should not contain explicit lyrics
- e. Comments on videos may be turned on however the following needs to be followed
- f. Any inappropriate comments by young people (or others) should be removed by the designated supervisor. Reasons for its removal should then be explained to the person who posted the content. Please write this up as an incident report (**Appendix C**) and pass on to your Area Leader/ Branch Manager.
- g. Where possible the settings on the profiles should be set so that posts can be reviewed before being made public.

## LIVE STREAMING

Livestreaming is broadcasting to an audience in 'real' time. The audience can leave comments, or give likes and kudos to the person streaming. Some platforms let several people livestream at the same time.

There are livestreaming apps like Twitch and Yubo, but young people can livestream on other social media platforms, including Facebook and Instagram. Many young people also post pre-recorded videos on video apps like YouTube and Vimeo, or video chat in groups or one-to-one, using apps like WhatsApp.

Young people like to livestream and use video apps for lots of reasons. These include:

- to learn or show others how to do something – livestreams of people playing video games are particularly popular
- to stay in contact with family and friends
- to take part in viral trends
- to be creative
- to relax – many video apps have 'satisfying content', such as food being prepared.

Youth Initiatives staff will utilise Live Streaming during this time as a way to connect with young people. These live streams may include

- Weekly challenges
- Running group work sessions
- Funny videos
- Podcasts
- Motivational talks
- Fitness workouts
- Educational sections/ teaching
- And other creative content as we come up with it

Before staff live stream, they will

- Agree the content with their supervisor/ Area Leader/ Branch Manager
- Ensure content is appropriate
- Ensure appropriate clothing is being worn (particularly if working from home)

During live streaming, staff will

- Monitor comments being shared
- Respond where necessary

When finished live streaming, staff will

- Will highlight and save videos so they are available for longer than 24hrs
- Share the video on other YI social media platforms

The nature of live streaming on Facebook Live, Instagram IGTV, YouTube etc is not directed at one person or one group and therefore does not need to be tracked on a contact log. If young people comment or message during these live streams where possible those comments should be recorded.

**Live streams should also be saved and not deleted.**

## Appendix A

### Rules for Engagement in Social Media Group Contexts

It is really important that we use group chats, live streaming, gaming etc are treated like it is a youth work programme, that is some things are acceptable and some things are not. As staff you are responsible for setting out these boundaries for and with young people at the beginning of a session or at the start of a group chat. You can simply copy and paste the rules below at the start of a session or group chat.

No staff will engage with group chats **before 10am and after 10pm**. This is to allow staff to switch off but also to create some healthy boundaries for young people & staff. Anything written in the period from 10pm to 10am in the group chat can be addressed when a staff member returns to work.

If an issue has occurred, speak to the leader of the Project that the group chat relates to.

Remind young people of the guidelines of the group chat & speak to the relative parties in person.

Staff must never delete any group chats or individual chats with young people. These must be kept and will be monitored by supervisor.

Login details for accounts that you use to connect with young people must be given to supervisor and designated officer for monitoring contact with young people.

On occasion a messenger text following the previous communication parameters (**Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.**) can be sent to the young person also reminding them individually of the group chat guidelines. It is good regular practice to remind your programme participants when you meet about the guidelines for group chats.

**DON'T:** Start having long one-to-one chats in a big group. Just take it to a personal chat instead.

**DON'T:** Be *that person* and send a million videos that use up everyone's storage.

**DO:** Keep it civil. Someone just said something that's sent you into a blind rage, but message them personally instead of airing your grievances in front of everyone else.

**DO:** Make sure you're in the right chat. It's always awkward sending messages meant for someone else.

**DON'T:** Send daily photos of your pets/dinner/washing.

**DON'T:** Screenshot the chat and start bad mouthing a member on another thread. It's mean.

**DO:** Use the reply function so your replies don't get lost in a big chat.

**DON'T:** Send ten one-line messages when one longer one will suffice, especially in a large group chat. When everyone's doing this, it can get pretty overwhelming (no one wants 382 new message notifications in the space of 20 minutes).

**DO:** Do use the mute function if you need some space. Abruptly leaving a chat is the equivalent of storming off or hanging up on someone.

**DON'T:** Overshare. Some things are better said in person or on a phone call.

**NO:** No inappropriate language

**DO:** Respect Others

**DON'T:** Bully and slegg others

It may be appropriate to remove a young person from a group chat using the 3-strike system. In that case it is important that you contact them after you have removed them and explain the reason why they have been removed. You give them a time frame for when they will be added back into the group and you go over the guidelines for engaging in group chats. Please write this up as an incident report (**Appendix C**) and pass on to your Area Leader/ Branch Manager.

## Appendix B

### Youth Initiatives Designated Officers

Siobhàn Darragh	<a href="mailto:siobhan@youthinitiatives.com">siobhan@youthinitiatives.com</a>
Jonny Ewan	<a href="mailto:jonny@youthinitiatives.com">jonny@youthinitiatives.com</a>
Matt McCullough	<a href="mailto:matt@youthinitiatives.com">matt@youthinitiatives.com</a>

### Branch Managers/ Area Leaders

YI Banbridge	Anna Cruickshank	<a href="mailto:anna@youthinitiatives.com">anna@youthinitiatives.com</a>
YI Derry/ Londonderry	Jonny Ewan	<a href="mailto:jonny@youthinitiatives.com">jonny@youthinitiatives.com</a>
YI Downpatrick	Sarah Nilles	<a href="mailto:sarahn@youthinitiatives.com">sarahn@youthinitiatives.com</a>
YI East Belfast	Matt McCullough	<a href="mailto:matt@youthinitiatives.com">matt@youthinitiatives.com</a>
YI Lisburn	Ryan Lilley	<a href="mailto:ryan@youthinitiatives.com">ryan@youthinitiatives.com</a>
YI West Belfast	Siobhàn Darragh	<a href="mailto:siobhan@youthinitiatives.com">siobhan@youthinitiatives.com</a>

Appendix C

Safe Guarding Incident Report Form

**Please download this form and complete it.**

**This form should be completed for any safe guarding disclosures, incidents with young people or first aid/ injuries. It is your duty to complete this form as soon as possible after the incident and as accurately as possible. Please print off and pass to a designated officer for them to sign and keep on record. Suicidal disclosures and self-harming disclosures should be discussed with a designated officer as should any abuse disclosures so the appropriate action can be taken in line with our policies and procedures.**

Name of Staff member/ Volunteer dealing with incident/ disclosure:	
Location of incident/ disclosure:	
Date & Time of Incident/ Disclosure:	
Name/s of individual/s involved	
Description of incident/ disclosure:	
Outline of action taken	
Follow up plan for young person	
Any further action to be taken (by designated officer)	
Date form passed onto:	
Designated Officer:	
Signature of Staff / Volunteer:	
Signature of Designated Officer:	



## Appendix D

### Contact Log

Staff Name			
Date of Contact			
Time begins		Time Ends	
Other Staff Present			
Medium for contact			
Participant Names			
Purpose of Contact			
Evaluation of Contact			
Any Issues			
Any follow up			
Authorised by supervisor	Name:	Date:	