



Dealing with a Disclosure

It requires a lot of courage for a child/adult to make a disclosure, they may have overcome many barriers. The child/adult may be worried about the consequences of disclosing, or they might be afraid of not being believed. They may also blame themselves or feel responsible for what has happened to them. Staff and volunteers need to know how to respond appropriately, and how to record and report the information.

Watch the video for some do's and don'ts when dealing with a disclosure.

- **Stay calm.** There might be lots of things going through your head but remain calm and focus on the child/adult.
- **Listen attentively, and accept what the child/adult is telling you.**
- **Give the child/adult time to talk.**
- **Your reassurance and support is vital - tell the child/adult that they have done the right thing in telling you.**
- **Even if asked, it is important that you do not promise to keep secrets. You will have to share this information.**
- **Ask questions for clarification only. Do not ask leading questions.**
- **Record what the child/adult said as soon as possible and in the child's/adult's own words. Your organisation should have a proforma.**
- **Report as soon as possible following your reporting procedures.**