Appendix E

Tips for responding to trauma during the complaints process

Tips!

- Reassure the child or young person they did the right thing in reporting the matter.
- Ask what you can do to make your conversation more comfortable.
- Let them know that they can take a break whenever they like.
- Be aware of ‘stressors’ or ‘triggers’ for the child or young person.
- Offer referrals to medical treatment, psychological support and other therapeutic services, and help them to secure support. If the child or young person does not want the referral, ensure you re-offer down the track in case they change their mind.
- Arrange for the child or young person to be supported by a trusted adult, independent support person and/or advocate.
- Keep the child or young person informed in a manner that is sensitive to them and suits their needs and preferred communication methods.
- Consider whether other children affected by the complaint might need support, e.g. a witness to an incident or someone the child has told what happened.
- Consider whether it is necessary to provide the child or young person with information about protective behaviours and age-appropriate information about sexual health and safety.

---

1 Adapted from the Official Visitors Information Pack, Children and Young people Commissioner, ACT Human Rights Human Commission, 2018.