

# Scouts Victoria

## Reporting Factsheet

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Safety is our number one priority for all our members. Scouts Victoria operates two emergency phone lines for 24/7 help and assistance (the Emergency Line and the Child Safe line). These numbers can be used by any adult or youth member to receive support and guidance in an emergency situation.

### **EMERGENCY NOTIFICATION & SUPPORT – (03) 8543 9877**

If someone is in immediate danger, please always call 000 first.

You must contact the Emergency Line as soon as possible if:

- A person has required immediate medical treatment by a doctor, dentist or in a hospital.
- There is major building or asset damage.
- You have lost or overdue activity participants.
- You have an incident that has been reported to Emergency Services, such as Police, Fire, State Emergency Service or Ambulance.
- You have an incident that is continuing to escalate beyond local resource capacity or urgent assistance by Scouts Victoria is required.

Please complete our [incident report form](#) within 48 hours for:

- an incident that meets the criteria for calling the Emergency Line (in addition to the call).
- an incident where a member of the public is injured or impacted, regardless of the severity.
- an incident where the injured party is incapable of returning to the activity.
- an incident that requires treatment beyond first aid.
- a near miss or minor incident where the consequences could have been more significant, or could become evident in future.

Any first aid incident beyond a simple band-aid or TLC, even if the consequences couldn't have been worse, may also be reported. We do not usually follow up on individual minor incidents, all incident reports provide useful data for our analysis and a record for the Group.

### **CHILD SAFE SUPPORT – 1800 870 772**

Please call the Child Safe number if you need immediate assistance or support on any of the following:

Reports can be made via [childsafescouts@scoutsvictoria.com.au](mailto:childsafescouts@scoutsvictoria.com.au). The phone line is to provide support if needed.

- If you form a reasonable belief that a young person could be at risk of harm or you have concerns for their safety or well-being. This could be for many reasons, including mental health or family violence.
- If someone discloses sexual, physical, psychological or emotional harm or neglect towards a young person. This includes any disclosures from young people in regard to harm towards themselves.
- If you have observed harmful behaviour towards a young person or seen suspected signs of abuse.
- You have observed a young person participate in harmful behaviour towards themselves or someone else.
- You have an incident that is continuing to escalate beyond local resource capacity or urgent assistance by Scouts Victoria is required.

Please complete our [Child Safety reporting form](#) within 24 hours for:

- an incident that meets the criteria for calling the Child Safety Line (in addition to the call).
- an incident involving the inappropriate or negative behaviour of an adult towards a child.
- an incident that is a category 4 behaviour from their Code of Conduct.
- an incident that you are not sure if you should report or not.