



Nossal High School

Child Abuse (including grooming) - Identification and Response Policy and Procedures



HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Nossal High School on 03 8762 4600 or nossal.hs@education.vic.gov.au

PURPOSE

The purpose of this policy is to:

- describe how staff at Nossal High School identify and respond to child safety concerns and child abuse following the 4 Critical Actions
- ensure our staff and school community raise concerns about child abuse.

SCOPE

This policy applies to any concern of child abuse or reportable conduct:

- by any adult engaged by the school or school council or any other adult while connected to the school environment (including e.g. staff, volunteers, contractors, service providers and visitors)
- between students
- towards students by members of their family
- towards students by members of the community.

Child abuse and reportable conduct can occur in any physical or online environment and include grooming.

DEFINITIONS

There are many types of child abuse. For more information, see [Types of child abuse and what to look for](#) and [Child Safety Definitions](#).

Child abuse includes:

- any act committed against a child involving a sexual offence or grooming
- physical violence against a child
- serious emotional or psychological harm against a child
- serious neglect of a child.
-

Grooming is a criminal offence under the *Crimes Act 1958* (Vic) and is a form of child abuse and sexual misconduct. It is also a form of Reportable Conduct. The offence of grooming is when an adult engages in predatory conduct to prepare a child or young person under the age of 16 for future sexual activity. This can be with the groomer or with another adult. Grooming can occur face-to-face, online or a combination of both.

Grooming behaviour can involve the use of a variety of manipulative and controlling techniques. These can be used to build trust or normalise sexually harmful behaviour.

Reportable Conduct includes:

- a sexual offence committed against, with or in the presence of a child
- sexual misconduct committed against, with or in the presence of a child
- physical violence committed against, with or in the presence of a child

- behaviour causing significant emotional or psychological harm to a child
- significant neglect of a child

by any adult working or volunteering at our school including any employees, volunteers or contractors.

For further information see: [Reportable and Notifiable Conduct Policy](#).

POLICY

Everyone at Nossal High School has an important role to:

- prevent child abuse (including grooming) in our school or during school activities
- identify and respond to concerns of child abuse using the 4 Critical Actions – based on the source of abuse:
 - [by an adult engaged by the school](#)
 - [between students](#)
 - [in the family](#)
 - [in the community](#).
 -

Nossal High School follows the Department of Education policies on the Policy and Advisory Library (PAL):

- [Child abuse \(including grooming\) – identification and response](#)
- [Student to Student Abuse and Harmful Sexual Behaviour](#)
- [Reportable and Notifiable Conduct policy](#).

Nossal High School has other policies that are part of our child safety framework and describe actions we take to ensure students are safe and feel safe to raise a complaint. These include:

- Child Safety and Wellbeing Policy
- Child Safety Code of Conduct
- Complaints Policy

These policies are available on our school website at [Policy & Privacy - Nossal High School](#).
(<https://www.nossalhs.vic.edu.au/about-us/policy-privacy/>)

Information for students

- All students should feel safe to speak to any staff member to raise any concerns about their safety or any other concerns that they have.
- If a student does not know who to approach at Nossal High School, they should start with their Tutorial Teacher as their first port of call.
- Information about the school's policy and procedures are available for students in:
 - the Student Handbook (reviewed annually)
 - the **Child Safe Standards and Procedures** folder in the **Files** section of the **General** channel in the **Nossal Staff and Students** team.

Identifying child abuse

To ensure we can respond in the best interests of students and children when complaints or concerns relating to child abuse are raised, all staff and relevant volunteers must:

- understand how to identify signs of child abuse and behavioural indicators of perpetrators
 - For detailed information on identifying child abuse and behavioural indicators of perpetrators refer to [Identify child abuse](#).
- understand their various legal obligations in relation to reporting child abuse to relevant authorities

- For detailed information on the various legal obligations refer to Appendix A below.
- follow the below procedures for responding to complaints or concerns relating to child abuse, which ensure our school acts in the best interests of students and children and complies with both our legal and Department policy obligations.

At Nossal High School we recognise the diversity of the children, young people, and families at our school and take account of their individual needs and backgrounds when considering and responding to child safety incidents or concerns.

Procedures for responding to an incident, disclosure, allegation or suspicion of child abuse

All staff at our school must use the 4 Critical Actions to identify and respond to child abuse. The 4 Critical Actions are:

- Identify child abuse
- Support students in the school
- Refer student to community services
- Report abuse to authorities.

At all times all staff must:

- [Respond to an emergency](#)
- [Adapt to changing circumstances](#)
- [Document their actions](#).

All staff must follow the [4 Critical Actions](https://www.vic.gov.au/4-critical-actions-schools) (https://www.vic.gov.au/4-critical-actions-schools) based on the source of abuse:

- [4 Critical Actions to identify and respond to child abuse by an adult engaged by the school](#)
 - Any allegation, complaint, disclosure or concern of abuse (including grooming) by an adult engaged by a school may be reportable conduct under Victoria's [Reportable Conduct Scheme](#) and **must be reported**.
- [4 Critical Actions to identify and respond to student-to-student abuse](#)
 - As soon as you form a reasonable belief that a student has been, or is at risk of being, abused by another student **you must act**.
- [4 Critical Actions to identify and respond to child abuse in the family](#)
 - As soon as you form a reasonable belief that a student has been, or is at risk of being, abused by someone in the family **you must act**.
- [4 Critical Actions to identify and respond to child abuse in the community](#).
 - As soon as you form a reasonable belief that a student has been, or is at risk of being, abused by someone in the community **you must act**.

Our school follows detailed guidance on the [4 Critical Actions](#) for each source of abuse on the [PROTECT website](#). This includes guidance on how to [respond to a disclosure](#) of child abuse made by a student or young person in a trauma-informed way and provide appropriate support, including suggested language to use.

To ensure the 4 Critical Actions are followed, staff must immediately notify one of our school's relevant child safety nominated contacts on becoming aware that a student is, or may be, experiencing child abuse (including grooming).

Our child safety nominated contacts are listed in the table below. Our school's child safety nominated contacts work with staff and school leadership to provide oversight and ensure:

- child safety concerns are taken seriously

- the school's response is prompt and thorough
- the relevant 4 Critical Actions and PROTECT guidance are followed.

Anyone can contact these staff about a child safety concern. This includes students, parents/carers, volunteers, or anyone else in the school community who has concerns about child abuse including grooming.

Role	Name	Email	Phone
Principal	Tracey Mackin	Tracey.Mackin@nossal-hs.vic.edu.au	03 8762 4600
Assistant Principal	Fiona De Zylva	Fiona.DeZylva @nossal-hs.vic.edu.au	03 8762 4600
Assistant Principal	Ffion Bowles	Ffion.Bowles @nossal-hs.vic.edu.au	03 8762 4600
Mental Health Practitioner	Ash Chatfield	Ashton.Chatfield @nossal-hs.vic.edu.au	03 8762 4600

SCHOOL STAFF AND VOLUNTEER RESPONSIBILITIES

1. Immediate action

If a school staff member or volunteer witnesses an incident of child abuse, including grooming, or reasonably believes, suspects or receives a disclosure or allegation that a child has been, or is at risk of being abused, they must:

- If a child is at immediate risk of harm, separate alleged victims and others involved, administer first aid (appropriate to their level of training) and call 000 for urgent medical or police assistance where required to respond to immediate health or safety concerns.
- Notify a member of the school leadership (e.g. Assistant Principals or Principal) or a member of the school's Wellbeing Team as soon as possible. They will ensure our school follows the steps in these procedures.

NOTE for staff and volunteers:

- if you are uncertain if an incident, disclosure, allegation or suspicion gives rise to a concern about child abuse including grooming, you must always err on the side of caution and report the concern to a member of the school leadership (e.g. Principal or Assistant Principal) or a member of the school's Wellbeing Team.
- If a Principal, Assistant Principal or member of the Wellbeing Team is unavailable, another member of the Executive Team (e.g. a Leading Teacher) will take on this role.
- If the concern relates to the conduct of an Assistant Principal or a member of the Wellbeing Team, notify the Principal directly. If the concern relates to the principal, contact the the South-Eastern Victoria Region by contacting 1800 338 663 or email sevr@education.vic.gov.au. They must then take on responsibility for ensuring our school follows these procedures.

Refer to Appendix B (below) for guidance on how to respond to a disclosure of child abuse.

2. Reporting to authorities and referring to services

As soon as immediate health and safety concerns are addressed, and relevant school staff have been informed, the Principal or their nominee as outlined above (i.e. Assistant Principal or member of the Wellbeing Team) **must** report all incidents, suspicions and disclosures of child abuse including grooming, as soon as possible.

The following steps will ensure our school complies with the four critical actions as well as additional actions required under the Child Safe Standards.

The Principal or their nominee must ensure:

- all relevant information is reported to the Department of Families, Fairness and Housing (DFFH) Child Protection, Victoria Police or relevant services where required
- the incident is reported to the Department's [eduSafe Plus portal](#) or the Incident Support and Operations Centre (1800 126 126) in accordance with the severity rating outlined in the [Managing and Reporting School Incidents Policy](#)
- all [reportable conduct](#) allegations or incidents are reported by the Principal to the Department's Employee Conduct Branch (03 7022 0005)

To report any allegations or concerns of abuse including grooming by a principal, please contact:

- Department of Education
 - Anyone can contact the Department of Education.
 - Email: enquiries@education.vic.gov.au
 - Phone: 1800 338 663
 - For more information see: [Report abuse if you're a current student](#).
- Department of Education Speak Up service
 - Staff can use the Speak Up service to report improper conduct, fraud or corruption (including to make an anonymous report) or other improper conduct.
 - Website: <https://www.pkftalkintegrity.com/?det>
 - Email: educationspeakup@pkf.com.au
 - Phone 1800 633 462.

NOTE: In circumstances where staff members are legally required to report child abuse including grooming, to DFFH Child Protection or Victoria Police and they are unable to confirm that the information has been reported by another person at the school or the designated member of school staff does not agree that a report needs to be made, the staff member who has formed the reasonable belief must still contact DFFH Child Protection and Victoria Police to make the report.

If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing you must still act. This may include making a referral or seeking advice from Child FIRST or The Orange Door (in circumstances where the family are open to receiving support) DFFH Child Protection or Victoria Police.

3. Contacting parents or carers

The Principal or their nominee as outlined above must ensure parents and carers are notified unless advised otherwise by DFFH Child Protection or Victoria Police, or there are other safety and wellbeing concerns in relation to informing parents/carers.

Principals may contact the Department of Education Legal Division for advice on notifying parents and carers, and where relevant, the wider school community.

For further guidance, refer to [PROTECT Contacting parents and carers](#)

4. Ongoing protection and support

The Principal, Assistant Principal and members of the school's Wellbeing Team must ensure appropriate steps are taken by the school to protect the child and other children from any continued risk of abuse including grooming. These steps must be taken in consultation with any relevant external agency or Department staff such as DFFH Child Protection, Victoria Police, Legal Division or Employee Conduct Branch. Ongoing protection will also include

further reports to authorities if new information comes to light or further incidents occur.

Appropriate, culturally sensitive and ongoing support must be offered and provided to all affected students. Ongoing support will be based on any available advice from the Department, parents and carers, health practitioners, and other authorities (such as DFFH or Victoria Police) and may include referral to wellbeing professionals, development of a safety plan, student support group meetings, and, for student to student incidents, behaviour management and support measures.

5. Recordkeeping

The Principal and members of the Wellbeing Team will ensure that:

- detailed notes of the incident, disclosure, allegation or suspicion are taken including, where possible, by the staff member or volunteer who reported the incident, disclosure, or suspicion to them
- detailed notes are taken of any immediate or ongoing action taken by the school to respond to the incident, disclosure, allegation or suspicion
- all notes and other records relating to the incident, disclosure, allegation or suspicion, including the schools immediate and ongoing actions, are stored securely on the school's internal server, in an online space with read/write permissions restricted to the Principal, Assistant Principal: Wellbeing and Student Agency, and key members of the Wellbeing Team (e.g. Mental Health Professional and/or counsellors).

FOR SCHOOL VISITORS AND COMMUNITY MEMBERS

All community members aged 18 years or over have legal obligations relating to reporting child abuse including grooming. (refer to Appendix A below for detailed information).

Any person can make a report to DFFH Child Protection or Victoria Police if they believe on reasonable grounds that a child is in need of protection. For contact details, refer to the [Four Critical Actions](#).

Members of the community do not have to inform the school if they are making a disclosure to DFFH Child Protection or the Victoria Police. However, where a community member is concerned about the safety of a child or children at the school, the community member should report this concern to the Principal so that appropriate steps to support the student can be taken.

ADDITIONAL REQUIREMENTS FOR ALL STAFF

All staff play an important role in supporting student safety and wellbeing and have a duty of care to take reasonable steps to prevent reasonably foreseeable harm to students.

Fulfilling the roles and responsibilities in the above procedure does not displace or discharge any other obligations that arise if a person reasonably believes that a child is at risk of child abuse, including grooming. This means that if, after following the actions outlined in the procedure, a staff member reasonably believes that a child remains at risk of abuse, they must take the following steps:

- if they are concerned that the school has not taken reasonable steps to prevent or reduce the risk, raise these concerns with the principal in the first instance, and escalate to the regional office if they remain unsatisfied
- report the matter to the relevant authorities where they are unable to confirm that the information has been reported by another staff member

Staff must refer to Appendix A for further information on their obligations relating to reporting to authorities.

ESCALATING CONCERNS

Following the 4 Critical Actions ensures that our staff take all the necessary steps where there is a concern about abuse, including grooming. If any staff member is concerned that these processes have not been followed they must:

- raise their concerns with the principal and escalate to the regional office via [1800 338 663](tel:1800338663) or email enquiries@education.vic.gov.au if they remain unsatisfied

- report concerns to the appropriate authorities (e.g. Victoria Police or Child Protection) in line with the 4 Critical Actions.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes (January) and annual staff training (August/September)
- Available on Teams in the files sections of the following teams and channels:
 - Policies channel, Staff of Nossal HS Team
 - Child Safe Standards and Procedures folder, General channel, Nossal Staff and Students Team
- Included in volunteer induction processes and training for relevant volunteers
- Discussed at annual staff briefings or meetings
- Included in Nossal High School Staff Handbook
- Hard copy available from school administration upon request

FURTHER INFORMATION AND RESOURCES

The following Department of Education policies and guidance are relevant to this policy:

- [Child Safe Standards](#)
- [Protecting Children — Reporting and Other Legal Obligations](#)
- [Managing and Reporting School Incidents](#)
- [Reportable Conduct](#)
- [Restraint and Seclusion](#)
- [Identify child abuse](#)
- [Report child abuse in schools \(including four critical actions\)](#)
- [Identify and respond to student sexual offending](#)

The following school policies (available publicly via <https://www.nossalhs.vic.edu.au/policy-privacy/>) are also relevant to this policy:

- Child Safety Policy
- Child Safety Code of Conduct
- Statement of Values and School Philosophy Policy
- Student Wellbeing and Engagement Policy
- Volunteer Policy
- Duty of Care Policy
- Inclusion and Diversity Policy

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2026
Consultation	School Council (optional)
Approved by	Principal – Tracey Mackin
Next scheduled review date	May 2027

Appendix A

Child Safety Frameworks and Legal Obligations

This policy ensures compliance with child safety frameworks and our legal obligations and our school's duty of care obligations. These include:

Child Safe Standards: Victoria's Child Safe Standards help schools create and maintain a child-safe organisation and protect children and young people from harm and abuse. All Victorian schools and school boarding premises must comply with Ministerial Order 1359. Ministerial Order 1359 sets out the actions schools must take to implement the Child Safe Standards.

Reportable Conduct Scheme: The Reportable Conduct Scheme is a child safety mechanism that provides central oversight of how organisations respond to allegations of reportable conduct by a person engaged by the school.

Information sharing: Victorian schools can share confidential information under the Information Sharing Schemes, including the Child Information Sharing Scheme (CISS) and Family Violence Information Sharing Scheme (FVISS). Under CISS, schools can share relevant information about any person to promote the wellbeing or safety of a child or group of children. Under FVISS, schools can share relevant information to assess or manage risk of family violence.

Family Violence Multi-Agency Risk Assessment and Management for family violence (MARAM): MARAM sets a consistent, shared approach across Victoria's service system to identify and respond to family violence. The FVISS enables schools to meet their obligations under MARAM.

MANDATORY REPORTING TO DEPARTMENT OF FAMILIES, FAIRNESS AND HOUSING (DFFH) CHILD PROTECTION

The following individuals are mandatory reporters under the *Children, Youth and Families Act 2005* (Vic):

- registered teachers and early childhood teachers (including principals and school staff who have been granted permission to teach by the VIT)
- school counsellors including staff who provide direct support to students for mental, emotional or psychological wellbeing, including (but not limited to) school health and wellbeing staff, primary welfare coordinators, student wellbeing coordinators, mental health practitioners, chaplains, and Student Support Services staff
- nurses
- registered psychologists
- police officers
- registered medical practitioners
- out of home care workers (excluding voluntary foster and kinship carers)
- early childhood workers
- youth justice workers
- people in religious ministry
- midwives

All mandatory reporters must make a report to the Department of Families, Fairness and Housing (DFFH) Child Protection as soon as practicable if, during the course of carrying out their professional roles and responsibilities, they form a belief on reasonable grounds that:

- a child has suffered, or is likely to suffer, significant harm as a result of physical abuse and/ or sexual abuse including grooming; and
- the child's parents or carers have not protected, or are unlikely to protect, the child from harm of that type.

A mandatory reporter who fails to comply with this legal obligation may be committing a criminal offence. It is

important for all staff at Nossal High School to be aware that they are legally obliged to make a mandatory report on each occasion that they form a reasonable belief that a child is in need of protection and they must make a mandatory report even if the principal or any other mandatory reporter does not share their belief that a report is necessary.

If charged with not making a mandatory report, it may be a defence for the person charged to prove that they honestly and reasonably believed that all of the reasonable grounds for their belief had been the subject of a report to child protection made by another person.

The identity of a person who reports any protective concerns to DFFH Child Protection is protected by law. It is an offence for a person, other than the person who made the report, to disclose the name of the person who made a report or any information that is likely to lead to their identification.

At our school, all mandated school staff must undertake the *Mandatory Reporting and Other Obligations eLearning Module* annually. We also encourage all other staff to undertake this module, even where they are not mandatory reporters.

The policy of the Department of Education requires **all staff** who form a reasonable belief that a child is in need of protection to discuss their concerns with the school leadership team and to report their concerns to DFFH and in some circumstances to Victoria Police, or to ensure that all the information relevant to the report has been made by another school staff member.

Any person can make a report to DFFH Child Protection (131 278 – 24 hour service) if they believe on reasonable grounds that a child is in need of protection even if they are not a mandatory reporter listed above.

REPORTING STUDENT WELLBEING CONCERNS TO CHILD FIRST/ORANGE DOOR

At Nossal High School we also encourage staff to make a referral to Child FIRST/Orange Door when they have significant concern for a child's wellbeing. For more information about making a referral to Child FIRST/Orange Door see the Policy and Advisory Library: Protecting Children – Reporting and Other Legal Obligations.

REPORTABLE CONDUCT

The **Reportable Conduct Scheme** is focussed on worker and volunteer conduct and how organisations investigate and respond to suspected child abuse, including grooming. The scheme aims to improve organisational responses to suspected child abuse and to facilitate the identification of individuals who pose a risk of harm to children.

There are five types of 'reportable conduct' listed in the *Child Wellbeing and Safety Act 2005*:

- sexual offences against, with or in the presence of, a child
- sexual misconduct (which includes grooming) against, with or in the presence of, a child
- physical violence against, with or in the presence of, a child
- behaviour that causes significant emotional or psychological harm to a child
- significant neglect of a child.

A reportable conduct allegation is made where a person makes an allegation, based on a reasonable belief, that a worker or volunteer has committed reportable conduct or misconduct that **may** involve reportable conduct.

If school staff or volunteers become aware of reportable conduct by any current or former employee, contractor or volunteer, they must notify the school principal immediately. If the allegation relates to the principal, they must notify the Regional Director.

The principal or regional director must notify the Department's Employee Conduct Branch of any reportable conduct allegations involving current or former employees of the school (including Department, allied health, casual and school council employees), contractors and volunteers (including parent volunteers).

- Employee Conduct Branch: 03 7022 0005 or employee.conduct@education.vic.gov.au

The Department's Secretary, through the Manager, Employee Conduct Branch, has a legal obligation to inform the Commission for Children and Young People when an allegation of reportable conduct is made.

For more information about reportable conduct see the Department's *Policy and Advisory Library*: [Reportable Conduct](#) and the Commission for Children and Young People's [website](#).

FAILURE TO DISCLOSE OFFENCE

Reporting child sexual abuse, including grooming, is a community-wide responsibility. All adults (ie persons aged 18 years and over), not just professionals who work with children, have a legal obligation to report to Victoria Police, as soon as practicable, where they form a 'reasonable belief' that a sexual offence has been committed by an adult against a child under the age of 16 in Victoria.

Failure to disclose information to Victoria Police (by calling 000, local police station or the Police Assistance Line 131 444) as soon as practicable may amount to a criminal offence unless a person has a 'reasonable excuse' or exemption from doing so.

"Reasonable belief" is not the same as having proof. A 'reasonable belief' is formed if a reasonable person in the same position would have formed the belief on the same grounds.

For example, a 'reasonable belief' might be formed when:

- a child states that they have been sexually abused or groomed.
- a child states that they know someone who has been sexually abused or groomed (sometimes the child may be talking about themselves)
- someone who knows a child states that the child has been sexually abused or groomed
- professional observations of the child's behaviour or development leads a mandated professional to form a belief that the child has been sexually abused or groomed
- signs of sexual abuse leads to a belief that the child has been sexually abused or groomed.

"Reasonable excuse" is defined by law and includes:

- fear for the safety of any person including yourself or the potential victim (but not including the alleged perpetrator or an organisation)
- where the information has already been disclosed to Victoria Police and you have no further information to add (for example, through a mandatory report to DFFH Child Protection or a report to Victoria Police from another member of school staff).

FAILURE TO PROTECT OFFENCE

This reporting obligation applies to school staff in a position of authority. This can include Principals and Assistant Principals. Any staff member in a position of authority who becomes aware that an adult associated with their school (such as an employee, contractor, volunteer or visitor) poses a risk of sexual abuse to a child under the age of 16 under their care, authority or supervision, must take all reasonable steps to remove or reduce that risk. This may include removing the adult (ie persons aged 18 years and over) from working with children pending an investigation and reporting your concerns to Victoria Police.

If a school staff member in a position of authority fails to take reasonable steps in these circumstances, this may amount to a criminal offence.

FURTHER INFORMATION

Further information about these legal obligations is available from:

- [Child Safety Frameworks and Legal Obligations](#)
- Department of Education Policy and Advisory Library:
 - [Child abuse \(including grooming\) – identification and response](#)
 - [Reportable and Notifiable Conduct](#).

Appendix B

Managing Disclosures of Child Abuse

IMPORTANT INFORMATION FOR STAFF

When managing a disclosure relating to child abuse you should:

- listen to the student and allow them to speak
- stay calm and use a neutral tone with no urgency and where possible use the child's language and vocabulary (you do not want to frighten the child or interrupt the child)
- be gentle, patient and non-judgmental throughout
- highlight to the student it was important for them to tell you about what has happened
- assure them that they are not to blame for what has occurred
- do not ask leading questions, for example gently ask, "What happened next?" rather than "Why?"
- be patient and allow the child to talk at their own pace and in their own words
- do not pressure the child into telling you more than they want to, they will be asked a lot of questions by other professionals, and it is important not to force them to retell what has occurred multiple times
- reassure the child that you believe them and that disclosing the matter was important for them to do
- use verbal facilitators such as, "I see", restate the child's previous statement, and use non-suggestive words of encouragement, designed to keep the child talking in an open-ended way ("what happened next?")
- tell the child in age appropriate language you are required to report to the relevant authority to help stop the abuse, and explain the role of these authorities if appropriate (for a young child this may be as simple as saying "I will need to talk to people to work out what to do next to help you")
- Take prompt action in relation to following the procedures outlined below.

When managing a disclosure you should AVOID:

- displaying expressions of panic or shock
- asking questions that are investigative and potentially invasive (this may make the child feel uncomfortable and may cause the child to withdraw)
- going over the information repeatedly (you are only gathering information to help you form a belief on reasonable grounds that you need to make a report to the relevant authority)
- making any comments that would lead the student to believe that what has happened is their fault
- making any promises you will keep the information the student provided confidential
- making promises to the child about what will occur next or that things will be different given the process can be unpredictable and different for each child depending on their circumstances (instead reassure them that you and others will do your best to help).