

### **What not to do when receiving a disclosure**

- Become defensive
- Argue with the person
- Be dismissive
- Blame others
- Make assumptions without knowing the facts
- Make promises you cant keep
- Ignore the problem
- Try to investigate yourself

### **What to do when receiving a disclosure**

- Listen
- Empathise with the person
- Ask who, when, where, what but not why
- Repeat/ check your understanding of the situation
- Report to the appropriate staff member