Document name: Queensland Mandatory Reporting Procedure

Document number: SER-PRO-038

Version: 1.0

Related policy: SER-POL-032 Mandatory Reporting Policy

Responsible SMT: SERVICES



Step 1: If you suspect a child is at risk of being abused or neglected				
No.	Position	Action		
1.1	All staff	TELL your line manager or a general manager (GM) or above if you think, or someone (including a child) discloses that a child is being, has been, or is about to be:		
		 neglected, physically abused, sexually abused, emotionally abused, exposed to family or domestic violence, psychologically harmed, or taken from the service by someone other than the authorised person; 		
		Note: Signs may include but are not limited to: • bruising, • cuts, • nervousness, • unwashed hair, • scabs, • distressed behaviour, • withdrawn, • aggressive, • anxious or submissive; or • inappropriate sexual behaviour or knowledge for the age of the child.		
1.2	All staff	REASSURE the child or person disclosing that they are believed and heard and listen without asking leading questions.		
1.3	All staff	TELL the child or person disclosing that you will need to get help and that you cannot keep it a secret.		

Step 2:	Making a report				
No.	Position	Action			
2.1	All staff	TELL your line manager, GM or above.			
2.2	Line manager or above	SUPPORT the <i>staff</i> member to make a report.			
2.3	Line manager or above	SUBMIT a verbal report to the Child Safety Services: 1800 177 135 or (07) 3235 9999			

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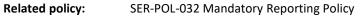


Step 2:	Making a re	port
No.	Position	Action
2.4	All staff	COMPLETE the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form and give it to your line manager.
2.5	Line manager or above	EMAIL the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form to GM or above.
2.6	Line manager or above	FILE a formal written report with the support of GM or above via the QLD Child Safety standards portal.
2.7	GM or above	 SUPPORT the nominated supervisor or service/program manager who is filing the written report, ensuring that it includes the following information: name and contact details of the nominated supervisor or service/program manager making the report; name (if known) and description of the child; the reasons for submitting the report; and any other relevant information regarding the circumstances of the incident and the details of the child that should be included.
2.8	GM or above	SUBMIT the report to the CEO of Department for Child Protection and Family Support via the department's mandatory reporting service –
2.9	Regional manager or above	COMPLETE an ACECQA IO1 Form found on the National Quality Agenda IT System (NQA ITS) (or the relevant funding body form) in consultation with the manager and generate a copy of the report.
2.10	Regional manager or above	UPLOAD to the National Quality Agenda IT System (NQA ITS) including the SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form and supporting documents (or email to the relevant funding body)
2.11	Regional manager or above	PROVIDE a copy of the report to your line manager, the service manager and Human Resources (HR).
2.12	Service manager	FILE the report in a locked cabinet as per QM-POL-001 Records Management NQS and upload to SharePoint filing system.
2.13	HR	DOCUMENT the incident on the QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form.

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Step 3:	If the allegation concerns service staff, contractors working directly with children or volunteers of the Organisation			
No.	Position	Action		
3.1	All staff	FOLLOW reporting procedure as above 1.1 to 2.14		
3.2	Line Manager (or above	SEND the completed SER-FOR-002 Incident, Injury, Trauma, Illness and Notifiable Matter form to the GM within 12 hours of the report being made.		
3.3	GM (or above) and the person making the allegation	TELL the executive director, the CEO and HR immediately and undertake an investigation if the incident happened at a One Tree service and/or involved a One Tree employee.		
3.4	GM (or above)	LODGE the notification with their national body representing children and young people within 3 business days of the allegation.		
3.5	GM (or above)	UPDATE their calendar to send through details of the report within 30 days.		
3.6	GM (or above)	ADVISE their national body representing children and young people of the investigation as soon as practicable.		
3.7	GM (or above)	FORWARD the outcome of investigations to their national body representing children and young people as soon as practicable.		
3.8	GM (or above)	SUBMIT findings on or before the 30-day timeframe; and		
3.9	GM (or above)	PREPARE any additional documents that the national body representing children and young people may request.		
3.10	HR	DOCUMENT the incident on the QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form and provide a copy to the Quality Management Team (QMT).		
3.11	CEO and executive director	GATHER further documents are required from the national body representing children and young people; and		
3.12	CEO and executive director	ADVISE the Board of Directors (Board) by documenting the report QM-FOR-008 Board Summary Accidents, Incidents and Reportable Actions Form.		

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☐ Urgent approval required		☐ No changes made at this review		
Submitted by	Keryn Lewis	Date	23/03/2021	
Approved by S-MT	Services	Date	23/03/2021	
Approved by QMT	Click or tap here to enter text.	Date	Enter the date.	
Approved by CEO	Irina Cattalini (QMT delegate)	Date	17/05/2021	

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Approved by S-MT	Services	Date	23/03/2021
Approved by QMT	Click or tap here to enter text.	Date	Enter the date.
Approved by CEO	Irina Cattalini (QMT delegate)	Date	17/05/2021