

| Step 1: If you suspect a child is at risk of being abused or neglected |           |  |
|--|-----------|--|
| No.  | Position  | Action   |
| 1.1  | All staff | <p><b>TELL</b> 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:</p> <ul style="list-style-type: none"> <li>• neglected,</li> <li>• physically abused,</li> <li>• sexually abused,</li> <li>• emotionally abused,</li> <li>• exposed to family or domestic violence,</li> <li>• psychologically harmed, or</li> <li>• taken from the service by someone other than the <i>authorised person</i>;</li> </ul> <p><b>Note:</b> Signs may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• bruising,</li> <li>• cuts,</li> <li>• nervousness,</li> <li>• unwashed hair,</li> <li>• scabs,</li> <li>• distressed behaviour,</li> <li>• withdrawn,</li> <li>• aggressive,</li> <li>• anxious or submissive; or</li> <li>• inappropriate sexual behaviour or knowledge for the age of the child.</li> </ul> |
| 1.2  | All staff | <b>REASSURE</b> the child or person disclosing that they are believed and heard and listen without asking leading questions.   |
| 1.3  | All staff | <b>TELL</b> 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             | <b>TELL</b> your line manager, GM or above.  |
| 2.2                     | Line manager or above | <b>SUPPORT</b> the <i>staff</i> member to make a report.   |
| 2.3                     | Line manager or above | <b>SUBMIT</b> a verbal report to the Child Safety Services: <b>1800 177 135</b> or <b>(07) 3235 9999</b> |

| Step 2: Making a report |                           |   |
|-------------------------|---------------------------|---|
| No.                     | Position                  | Action  |
| 2.4                     | All staff                 | <b>COMPLETE</b> the <b>SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form</b> and give it to your line manager.   |
| 2.5                     | Line manager or above     | <b>EMAIL</b> the <b>SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form</b> to GM or above.  |
| 2.6                     | Line manager or above     | <b>FILE</b> a formal written report with the support of GM or above via the QLD Child Safety standards portal.  |
| 2.7                     | GM or above               | <b>SUPPORT</b> the nominated supervisor or service/program manager who is filing the written report, ensuring that it includes the following information: <ul style="list-style-type: none"> <li>• name and contact details of the nominated supervisor or service/program manager making the report;</li> <li>• name (if known) and description of the child;</li> <li>• the reasons for submitting the report; and</li> <li>• any other relevant information regarding the circumstances of the incident and the details of the child that should be included.</li> </ul> |
| 2.8                     | GM or above               | <b>SUBMIT</b> 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 | <b>COMPLETE</b> an <b>ACECQA I01 Form</b> 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 | <b>UPLOAD</b> to the National Quality Agenda IT System (NQA ITS) including the <b>SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable Matter Form</b> and supporting documents (or email to the relevant funding body)   |
| 2.11                    | Regional manager or above | <b>PROVIDE</b> a copy of the report to your line manager, the service manager and Human Resources (HR).   |
| 2.12                    | Service manager           | <b>FILE</b> the report in a locked cabinet as per <b>QM-POL-001 Records Management NQS</b> and upload to SharePoint filing system.  |
| 2.13                    | HR                        | <b>DOCUMENT</b> the incident on the <b>QM-FOR-007 Summary of Accidents, Incidents and Reportable Actions Form</b> .   |

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

## Change submission and approval details

☐ 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

# Procedure

**Document name:** Queensland Mandatory Reporting Procedure  
**Document number:** SER-PRO-038  
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**Related policy:** SER-POL-032 Mandatory Reporting Policy



## Change submission and approval details

|   |  |   |                                 |
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| <input type="checkbox"/> Urgent approval required |  | <input type="checkbox"/> 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                                   | <a href="#">Click or tap here to enter text.</a> | Date  | <a href="#">Enter the date.</a> |
| Approved by CEO                                   | Irina Cattalini (QMT delegate)                   | Date  | 17/05/2021                      |