

Mandatory Reporting Queensland

 Systems, policies, and procedures

STANDARD 6

EFFECTIVE COMPLAINTS MANAGEMENT

Criteria 6.1

The entity's Complaints Handling Policy outlines the roles and responsibilities, approaches to dealing with different types of complaints, reporting obligations and record keeping requirements.

Indicators

6.1.1 Policies and procedures address mandatory reporting obligations

Mandatory Legislation in QLD falls under The Child Protection Act 1999 (Qld)

The health, safety and wellbeing of children is paramount in all organisations providing services to children across Australia. The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for improvement in the processes and outcomes of reporting child abuse. NCSS Standard 6 focuses on effective complaints handling and reporting obligations and supports organisations to implement robust and transparent reporting procedures. This fact sheet provides information on mandatory reporting in Queensland.

WHO ARE MANDATORY REPORTERS?

- doctors
- registered nurses
- teachers
- police officers with child protection responsibilities
- early childhood education and care professionals

WHAT REQUIRES REPORTING?

Mandatory reporters are legally required to report any concerns regarding the known or suspected sexual or physical abuse of a child.

You do not require proof or consent to make a report.

Although not specified in the legislation, mandatory reporters should also report if they for a reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect.

HOW DO I MAKE A REPORT?

If a reporter believes the child is in imminent danger and at risk of immediate serious harm, they must call 000.

Reports must be made to Child Safety through the Queensland Government Child Protection Guide (CPG). Access to the CPG can be found [here](#).

The CPG supports mandatory reporters to make an informed decision about their action if they know or suspect that a child is at risk of harm.

A mandatory reporter can also make a report and/or discuss concerns by contacting a child safety service centre in their particular region. Contact details can be located [here](#).

WHAT HAPPENS AFTER A REPORT IS MADE?

A Child Safety caseworker will make an initial assessment on reports regarding sexual abuse and take the most appropriate action. They may contact you for further information.

More information regarding the process following a report can be found by visiting <https://www.cyjma.qld.gov.au/protecting-children/reporting-child-abuse>

Organisations must maintain records of all reports made as per record keeping policies and procedures.

WILL THE CHILD OR FAMILY BE INFORMED THAT I HAVE MADE A REPORT?

The identity of a reporter or referrer must remain confidential unless in the following circumstances:

- the reporter chooses to inform the child or family about the report
- the reporter consents in writing that their identity can be disclosed
- a court or tribunal requests it in order to ensure the safety of a child

WHAT ARE THE CONSEQUENCES FOR NOT REPORTING CONCERNS ABOUT THE SAFETY, WELFARE AND WELLBEING OF A CHILD?

If you are a mandatory reporter, you are legally bound to report any concerns you have regarding the safety, welfare and wellbeing of a child.

Mandatory reporting must be included in child safeguarding policies and procedures including the Code of Conduct. Failing to report regarding concerns about the welfare, safety and wellbeing of a child will also lead to disciplinary action within an organisation.

Further information regarding mandatory reporting in Queensland can be found [here](#).