

Recognise it. Report it.

How to report a concern to the Queensland Family and Child Commission

Under the Reportable Conduct Scheme, the head of an organisation is legally responsible for ensuring concerns about child abuse and harm are taken seriously, reported to the Queensland Family and Child Commission and investigated.

If you form a reasonable belief that reportable conduct may have occurred, act quickly.

When a reportable conduct concern is received, organisations are required to provide information to the Commission in line with the law. Failure to notify can result in a fine.

Types of reportable conduct

Child sexual offences

Sexual acts involving a child, grooming, or child exploitation material

Sexual misconduct

Showing a child sexual or age-inappropriate images or videos

Ill-treatment

Cruel, degrading or inappropriate treatment

Significant neglect

Serious failure to meet a child's basic needs, safety or wellbeing

Physical violence

Using or threatening physical force

Significant emotional or psychological harm

Behaving in a way that makes a child fear they will be harmed

Reporting obligations

The Reportable Conduct Scheme does not replace existing reporting obligations, you may also need to notify:

- the police, if the conduct may involve a criminal offence
- Blue Card Services
- other regulators, depending on your sector or profession.

It is the responsibility of the head of the organisation to meet all legal reporting obligations.

Before you report

Once you are aware of a concern, you must:

- assess any immediate risk to children and young people
- take action to protect safety and wellbeing
- consider whether police or another regulator also needs to be notified.



QUEENSLAND
**Family & Child
Commission**
Child Safe Organisations

Find out more at

qfcc.qld.gov.au/chilsafe



Queensland
Government

Within 3 business days

If you have formed a reasonable belief that reportable conduct has occurred, you must submit an initial notification to the Commission. It must include:

Details of the allegation or conviction

- what happened
- when and where it occurred
- what type of reportable conduct is involved
- when the organisation became aware.

Details of the worker

- name and date of birth (if known)
- role and contact with children
- whether they currently work for the organisation
- Blue Card details (if known).

Immediate risk management

- steps taken to protect children
- changes to duties, supervision or access
- any disciplinary or administrative action.

Within 30 business days

If the investigation is not complete within 30 business days, an interim report must be submitted to the Commission.

Interim reports should include:

- updated information about the allegation or conviction
- actions taken to assess and manage risk
- progress of the investigation
- any submissions from the worker.

The Commission may request further information, review investigation plans, and provide oversight and guidance.

After the investigation

A final report must be submitted as soon as practicable after the investigation is completed. It should clearly outline:

- how the investigation was conducted
- findings and reasons for those findings
- evidence relied upon
- risk management activities undertaken
- any disciplinary action
- actions taken to strengthen safeguarding practices.

The Commission may request additional information, provide advice or recommendations, commence its own investigation, or assess organisational compliance with the Child Safe Standards.

Finalising

Once the matter is finalised, you must:

- implement outcomes of the investigation
- review safeguarding practices
- strengthen policies or procedures where needed
- take steps to reduce future risks.

Learn more

For detailed guidance, reporting templates and practical resources, visit the Queensland Family and Child Commission's website:



 qfcc.qld.gov.au

 07 3900 6000

To submit a report, visit
qfcc.qld.gov.au

[Report a concern](#)