

## **SCHOOL CHILD SAFEGUARDING RESPONSE PROCEDURE**

### **1. Immediate Safety and Support**

Ensure the immediate safety of the child or young person.  
Provide support (e.g., first aid, emotional support, safe space).  
Contact emergency services (000) if the child is in immediate danger.

### **2. Mandatory Reporting**

Report to Child Safety Services if there is a reasonable suspicion of harm. Follow the guidelines and checklist.  
Notify Queensland Police Regional Intake if the allegation involves criminal conduct.  
Follow internal reporting protocols (e.g., notify the school principal or designated Child Protection Officer).  
For all suspicions or reports of sexual harm, reporting should be IMMEDIATE – use this word when the principal is busy so that they know it is a sexual harm report.

### **Making a report to Child Safety**

Use the link: [Child Safety Reports -](#)

OR

Child Safety Services' Enquiries Unit on **1800 811 810**.

### **Child Safety Regional Intake Services – Child Safety After Hours Service Centre free call 180177135**

#### **Townsville Investigation and Assessment Child Safety Service Centre**

##### **Address**

71-77 Patrick Street Aitkenvale Qld 4814

##### **Postal address**

PO Box 246 Aitkenvale BC Qld 4814

##### **Phone**

(07) 4796 6400

#### **Townsville North and Hinchinbrook Child Safety Service Centre**

##### **Address**

Level 8, 445 Flinders Street Townsville Qld 4810

##### **Postal address**

PO Box 1168 Townsville Qld 4810

##### **Phone**

(07) 4796 6502

#### **Townsville South and Burdekin Child Safety Service Centre**

##### **Address**

Level 2, State Government Building 187-209 Stanley Street Townsville Qld 4810

##### **Postal address**

PO Box 5339 Townsville Qld 4810

##### **Phone**

(07) 4796 6200

#### **Townsville West and Charters Towers Child Safety Service Centre**

##### **Address**

39 Blackhawk Boulevard Thuringowa Central Qld 4817

##### **Postal address**

PO Box 113 Thuringowa Central Qld 4817

### **3. Internal Documentation**

Record the allegation or incident in a confidential and secure system.

Use factual, objective language and include:

- Date, time, and location
- Names of those involved
- Description of the incident or disclosure
- Actions taken

### **4. Informing Key Stakeholders**

Inform parents/carers unless doing so would place the child at further risk.

Notify the governing body as required.

### **5. Activate the Reportable Conduct Scheme**

If the allegation involves a staff member, volunteer, or contractor:

- Initiate an internal investigation.
- Report to the QFCC under the Reportable Conduct Scheme.
- Ensure the accused is removed from child-related duties during the investigation.
- Report to QTC if a teacher.

### **6. Provide Ongoing Support**

Offer counselling and wellbeing support to the child and others affected.

Engage external support services (e.g., Kids Helpline, Lifeline, Blue Knot Foundation).

### **7. Review and Reflect**

Conduct a post-incident review to assess:

- Whether policies and procedures were followed
- Any gaps in safeguarding practices
- Opportunities for improvement

### **8. Embed Continuous Improvement**

Update policies and training based on lessons learned.

Ensure staff are trained in:

- The 10 Child Safe Standards
- The Universal Principle (cultural safety for Aboriginal and Torres Strait Islander children)
- Mandatory reporting and ethical conduct