

Child Protection Policy

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1 Organisational Statement

- 1.1 Child safety at Mastery Schools Australia is of paramount importance to us. We are committed to creating and maintaining a safe and nurturing environment where children can learn, grow, and thrive without fear of harm or neglect.
- 1.2 MSA recognises its responsibility to protect children from all forms of harm, including physical, emotional, psychological abuse, neglect, exploitation, inappropriate conduct and other behaviours that may compromise a student's safety or wellbeing.
- 1.3 MSA is committed to implementing and complying with the Child Safe Organisations Act 2024 (Qld), including the 10 Child Safe Standards and the Universal Principle for cultural safety for Aboriginal and Torres Strait Islander children.
- 1.4 MSA promotes a child safe culture by embedding child safety and wellbeing into leadership, governance, recruitment, training, supervision, reporting, complaints handling, risk management, physical and online environments, student participation and continuous improvement processes.

2 Scope

- 2.1 This policy applies to all staff, contractors, and volunteers, in relation to the Queensland operations, and it is the responsibility of all at a Queensland school to understand and comply with this policy.
- 2.2 This policy also informs students, parents/guardians, visitors and the broader school community about MSA's approach to child safety, child protection, appropriate conduct, reporting obligations and child safe complaints processes.

3 Purpose

- 3.1 The purpose of this policy is to outline MSA's commitment to child safety and wellbeing and to provide clear guidance about how MSA prevents, identifies and responds to harm, abuse, neglect, inappropriate behaviour and child safety concerns;
 - (a) the conduct expected of all staff, contractors and volunteers;
 - (b) reporting obligations under Queensland child protection, education, criminal and child safe organisation laws;
 - (c) MSA's implementation of the Child Safe Standards and Universal Principle;

- (d) MSA's approach to reportable conduct, including allegations or convictions involving workers; and
- (e) how students, families and the school community can raise child safety concerns or complaints.

4 Related Documents

- (a) Staff Code of Conduct
- (b) Student Code of Conduct
- (c) Staff Recruitment Policy and Procedure
- (d) Complaints Handling Policy & Procedure
- (e) Staff Induction, Supervision and Ongoing Suitability Policy and Procedure
- (f) Child Risk Management Strategy
- (g) Student Supervision Policy
- (h) Record Retention Policy
- (i) Work Health and Safety Policy
- (j) Child Protection Reporting Form
- (k) Student Behaviour Management Policy
- (l) Child Protection Decision Tree for Teacher
- (m) Child Protection Decision Tree for Non-Teaching Staff

5 References

- (a) Child Protection Act 1999 (Qld)
- (b) Child Protection Regulation 2023 (Qld)
- (c) Child Safe Organisations Act 2024 (Qld)
- (d) Education (General Provisions) Act 2006 (Qld)
- (e) Education (General Provisions) Regulation 2017 (Qld)
- (f) Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- (g) Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)
- (h) Working with Children (Risk Management and Screening) Act 2000 (Qld)
- (i) Working with Children (Risk Management and Screening) Regulations 2020 (Qld)
- (j) Criminal Code Act 1899
- (k) Queensland Family and Child Commission Child Safe Standards guidance
- (l) Queensland Family and Child Commission Reportable Conduct Scheme guidance

6 Definitions

Child	A person under the age of 18 years.
Child Safe Standards	The 10 standards established under the Child Safe Organisations Act 2024 (Qld), which require child safe entities to embed child safety and wellbeing into organisational leadership, governance, culture, policies, procedures, complaints processes, recruitment, training, physical and online environments, and continuous improvement practices. The Act lists the 10 Child Safe Standards in section 9.
Universal Principle	The requirement for child safe entities to provide an environment that promotes and upholds the right to cultural safety of children who are Aboriginal persons or Torres Strait Islander persons.
A worker	For the purposes of the Child Safe Organisations Act 2024 (Qld), “a worker” includes an individual who performs work of any kind, including employees, volunteers, contractors, subcontractors, consultants, labour hire workers, trainees, work experience participants and members of management.
Section 9 of the Child Protection Act 1999 – “harm”	“Harm”, to a child, is any detrimental effect of a significant nature on the child’s physical, psychological, or emotional wellbeing. 1. It is immaterial how the harm is caused. 2. Harm can be caused by— a. physical, psychological, or emotional abuse or neglect; or b. sexual abuse or exploitation. 3. Harm can be caused by— a. a single act, omission or circumstance; or b. a series or combination of acts, omissions or circumstances.
Section 10 of the Child Protection Act 1999 – “child in need of protection”	A “child in need of protection” is a child who a. has suffered significant harm, is suffering significant harm, or is at unacceptable risk of suffering significant harm; and b. does not have a parent able and willing to protect the child from the harm.
Section 364 of the Education (General Provisions) Act 2006 – “sexual abuse”	“Sexual abuse”, in relation to relevant person, includes sexual behaviour involving the relevant person and another person in the following circumstances a. the other person bribes, coerces, exploits, threatens or is violent toward the relevant person; b. the relevant person has less power than the other person; and c. there is a significant disparity between the relevant person and the other person in intellectual capacity or maturity.

QFCC	The Queensland Family and Child Commission, which is the independent oversight body responsible for monitoring and overseeing the Child Safe Organisations system in Queensland.
Reportable conduct	Is conduct by a worker that involves a child sexual offence, sexual misconduct committed in relation to or in the presence of a child, ill-treatment of a child, significant neglect of a child, physical violence committed in relation to or in the presence of a child, or behaviour that causes significant emotional or psychological harm to a child.
Reportable allegation	An allegation or other information that leads a person to form a reasonable belief that a worker has committed reportable conduct or misconduct that may involve reportable conduct. It is irrelevant whether the conduct is alleged to have occurred during the worker's work for the entity.
Reportable conviction	A conviction for an offence that may involve reportable conduct, including a finding of guilt, acceptance of a guilty plea, or a spent conviction.
The Head of the Reporting Entity	Managing Director

7 Child Safe Organisations Act 2024 (Qld)

- 7.1 MSA's Queensland schools are non-State schools under the Education (Accreditation of Non-State Schools) Act 2017 (Qld) and are child safe entities under the Child Safe Organisations Act 2024 (Qld).
- 7.2 MSA is required to implement and comply with the 10 Child Safe Standards and the Universal Principle. The Child Safe Standards require MSA to embed child safety and wellbeing into organisational leadership, governance, culture, student voice, family engagement, equity and inclusion, recruitment, training, complaints handling, physical and online environments, continuous improvement and policy documentation.
- 7.3 MSA acknowledges that the QFCC is responsible for overseeing the Child Safe Organisations system in Queensland, including monitoring implementation of and compliance with the Child Safe Standards, the Universal Principle and the Reportable Conduct Scheme.
- 7.4 MSA will take a proactive, preventative and continuous improvement approach to child safety. This includes reviewing policies and procedures, training staff, listening to students, involving families, managing risks, responding promptly to concerns and maintaining appropriate records.
- 7.5 Any person who has concerns that MSA is not complying with the Child Safe Standards or Universal Principle may report the concern directly to the QFCC using an approved submission method available on the [QFCC Report a concern](#)

webpage. This external reporting pathway does not replace MSA's internal complaints and reporting processes or any statutory child protection reporting obligations.

8 Child Safe Standards and Universal Principle

Child Safe Standard	How MSA implements this standard
Child safety and wellbeing is embedded in leadership, governance and culture	Child safety is included in governance, policy review, leadership oversight, staff training, child risk management and annual compliance auditing.
Children are informed about their rights, participate in decisions affecting them and are taken seriously	Students are informed of child safety reporting pathways, encouraged to raise concerns, supported to speak with trusted staff and taken seriously when making disclosures or complaints.
Families and communities are informed and involved	Families are informed through enrolment processes, the school website, newsletters, policy access, complaints processes and communication with campus staff.
Equity is upheld and diverse needs are respected	MSA considers student disability, communication needs, cultural background, trauma history, vulnerability and individual learning/wellbeing needs when preventing and responding to child safety concerns.
People working with children are suitable and supported	MSA uses recruitment, screening, Blue Card requirements, induction, supervision, training and ongoing suitability processes to support child safety.
Complaints and concerns are child-focused	Students, families and staff can raise child safety concerns through accessible reporting pathways, including the Principal, nominated child safety officers and complaints processes.
Staff and volunteers are equipped through training	Staff complete mandatory Principal led training during induction, a quiz to test knowledge, and annual refresher training, all including mandatory reporting, child protection, child safe conduct, professional boundaries and reporting pathways.
Physical and online environments promote safety and minimise opportunity for harm	MSA uses supervision, WHS processes, risk assessments, online safety expectations, ICT controls and behaviour management processes to reduce risks to students.

Implementation is regularly reviewed and improved	MSA audits compliance, reviews child safety incidents and complaints, updates policies and procedures, and implements improvements where gaps are identified.
Policies and procedures document how MSA is safe for children	MSA maintains child safety, child protection, complaints, conduct, recruitment, training, risk management and reporting documents that outline how child safety is implemented.

9 Universal Principle and cultural safety

- 9.1 MSA is committed to promoting and upholding the right to cultural safety for Aboriginal and Torres Strait Islander children.
- 9.2 In implementing this policy, MSA will take proactive steps to ensure Aboriginal and Torres Strait Islander students feel safe, welcome, valued, included and respected. Cultural safety will be considered when responding to child safety concerns, disclosures, complaints, investigations, family engagement, student support, behaviour management, risk assessment and policy review.
- 9.3 MSA will ensure that child safety responses are respectful of a student's cultural identity, family and community connections, and individual needs.

10 Health and Safety

- 10.1 The school has written processes in place to enable it to comply with the requirements of the *Work Health and Safety Act 2011* (Qld) and the *Working with Children (Risk Management and Screening) Act 2000* (Qld).

11 Responding to Reports of Harm

- 11.1 When the school receives any information alleging 'harm'¹ to a student (other than harm arising from physical or sexual abuse), it will deal with the situation compassionately and fairly so as to minimise any likely harm to the extent reasonably practicable. This is set out in the school's Child Risk Management Strategy. Information relating to physical or sexual abuse is managed in accordance with the legislative reporting obligations outlined in this policy.²
- 11.2 The reporting requirements relating to physical abuse, sexual abuse, reportable conduct and other legislative obligations are addressed in the following sections of this policy.

12 Conduct of Staff and Students

- 12.1 All staff, contractors and volunteers must ensure that their behaviour towards and relationships with students reflect proper standards of care for students. Staff, contractors, and volunteers must not cause harm to students³.

13 Reporting Child Safety Concerns

- 13.1 Every person connected with MSA shares responsibility for promoting and protecting the safety and wellbeing of children. Students, parents/guardians, staff, contractors, volunteers and members of the broader school community are encouraged to raise any concern where they believe a child may be unsafe or where the conduct of another person gives rise to concern.
- 13.2 A child safety concern may arise from a disclosure, allegation, observation, suspicion or other information that suggests:
- (a) a child has been harmed or is at risk of harm;
 - (b) a child has experienced abuse, neglect or exploitation;
 - (c) a worker has behaved inappropriately towards a child or breached professional boundaries;
 - (d) a worker may have engaged in reportable conduct;
 - (e) a criminal offence involving a child may have occurred; or
 - (f) any other circumstance that may compromise the safety or wellbeing of a child.
- 13.3 Any staff member, contractor or volunteer who becomes aware of a child safety concern must act as soon as practicable by:
- (a) taking any reasonable steps necessary to ensure the immediate safety of the child;
 - (b) reporting the concern to the Principal;
 - (c) where the concern relates to the Principal, reporting the matter directly to a member of the governing body;
 - (d) documenting the concern in accordance with MSA's reporting procedures; and
 - (e) following the relevant Child Protection Decision Tree.
- Staff are not expected to investigate concerns or determine whether a matter meets the threshold for mandatory reporting, reportable conduct or any other legislative reporting obligation before making an internal report.
- 13.4 Once a child safety concern has been reported, MSA will assess the concern and determine the appropriate legislative and procedural response. Depending on the circumstances, this may include:
- (a) reporting the matter under the Child Protection Act 1999 (Qld);
 - (b) reporting the matter under the Education (General Provisions) Act 2006 (Qld);
 - (c) reporting the matter under the Criminal Code Act 1899 (Qld);

- (d) managing the matter under the Child Safe Organisations Act 2024 (Qld), including the Reportable Conduct Scheme;
 - (e) notifying Blue Card Services where required;
 - (f) implementing MSA's internal complaints, disciplinary or risk management procedures; or
 - (g) taking any other action required under applicable legislation.
- 13.5 Where a child safety concern relates to the conduct of an MSA worker, MSA will also consider whether the matter is a reportable allegation or reportable conviction under the Reportable Conduct Scheme.
- 13.6 Any person, including students, parents/guardians and members of the broader school community, may raise a child safety concern directly with the Queensland Family and Child Commission where appropriate. Reporting a concern externally does not prevent the concern also being reported to MSA or another relevant authority.

14 Reportable Conduct Scheme

- 14.1 The Reportable Conduct Scheme established under the Child Safe Organisations Act 2024 (Qld) applies to MSA as a child safe entity.

The Scheme operates alongside existing child protection, mandatory reporting, criminal reporting and Blue Card obligations and does not replace those requirements.

- 14.2 Not every child safety concern will constitute reportable conduct. The Reportable Conduct Scheme applies only where information suggests that an MSA worker may have engaged in reportable conduct or where a worker has been convicted of an offence that may involve reportable conduct.
- 14.3 Reportable conduct includes conduct by a worker involving:
- (a) a child sexual offence;
 - (b) sexual misconduct committed in relation to, or in the presence of, a child;
 - (c) ill-treatment of a child;
 - (d) significant neglect of a child;
 - (e) physical violence committed in relation to, or in the presence of, a child; or
 - (f) behaviour that causes significant emotional or psychological harm to a child.
- 14.4 Reportable conduct may arise from conduct occurring:
- (a) during working hours;

- (b) outside working hours;
- (c) away from school premises;
- (d) before a person commenced employment with MSA; or
- (e) in any other circumstance where the conduct may affect the worker's suitability to work with children.

14.5 Staff, contractors and volunteers are not required to determine whether conduct meets the legislative threshold for reportable conduct before reporting a concern.

Where there is any uncertainty, the matter must be reported immediately to the Head of the Reporting Entity or authorised delegate for assessment.

14.6 Where MSA determines that a concern may constitute reportable conduct, the Head of the Reporting Entity will ensure that:

- (a) immediate action is taken to manage any risk to children;
- (b) required notifications are made to Queensland Police Service, Child Safety, Blue Card Services, the QFCC or any other relevant authority;
- (c) procedural fairness is afforded throughout the process;
- (d) an investigation is undertaken where appropriate;
- (e) required notifications and reports are provided to the QFCC within legislative timeframes; and
- (f) appropriate records are maintained.

14.7 Where a reportable allegation or reportable conviction concerns the Head of the Reporting Entity, workers must report the matter directly to the QFCC as soon as practicable. The matter should also be escalated to the governing body where appropriate.

14.8 Any person may report a reportable allegation or reportable conviction directly to the [QFCC](#) at any time.

15 Reportable Conduct Scheme Procedure

15.1 MSA's response to reportable conduct concerns will generally include the following stages:

15.2 Stage 1: Document, assess and notify

- (a) MSA will document the concern, assess whether the matter may be a reportable allegation or reportable conviction, consider immediate risks to children and others, make any required reports to Queensland Police Service, Child Safety, Blue Card Services, the QFCC or other relevant authorities, and implement immediate risk management actions.
- (b) The Head of the Reporting Entity, or authorised delegate, must provide an initial written notification to the QFCC within 3 business days of

becoming aware of a reportable allegation or reportable conviction, unless the QFCC agrees to a longer period. The report must be submitted through the QFCC online portal or using an approved paper form available through the [QFCC](#).

15.3 Stage 2: Plan, investigate and update

- (a) MSA will appoint an appropriate investigator, develop an investigation plan, consider cultural safety, accessibility and support needs, maintain procedural fairness, manage confidentiality, preserve evidence, provide required updates to the QFCC and continue risk assessment throughout the process.
- (b) The Head of the Reporting Entity or authorised delegate will manage the matter in accordance with the Act and QFCC guidance. An investigator will be appointed on a case-by-case basis, having regard to the person's skills, experience, training and independence, as well as any actual or perceived conflict of interest, cultural safety considerations, disability-related adjustments, procedural fairness requirements and the nature, complexity or sensitivity of the matter. Where an internal investigation is not appropriate, MSA may appoint an external investigator.
- (c) The Head of the Reporting Entity, or authorised delegate, must provide an interim report, or a final report if the investigation has been completed, within 30 business days, unless the QFCC agrees to a longer period.

15.4 Stage 3: Finalise, report and implement

- (a) MSA will finalise the investigation, make findings based on the available evidence, complete a final risk assessment, provide required reports to the QFCC as required, implement any disciplinary, risk management or systems improvement actions, and maintain appropriate records.
- (b) A final report must be provided to the QFCC as soon as practicable after the investigation is completed.

15.5 Procedure Overview

Concern involves...	Action
Child at immediate risk	Protect the child and contact emergency services if required
Any child safety concern	Report to the Principal immediately
Concern about the Principal	Report to the governing body

Concern involves...	Action
Possible reportable conduct by an MSA worker	Report to the Principal immediately. The Head of the Reporting Entity will then assess whether the Reportable Conduct Scheme applies.
Mandatory reporting matter	Complete statutory reports required under Sections 17–21

16 Reporting Sexual Abuse⁶

- 16.1 Section 366 of the *Education (General Provisions) Act 2006* states that if a staff member becomes aware, or reasonably suspects, in the course of their employment at the school, that any of the following has been sexually abused by another person:
- (a) a student under 18 years attending the school;
 - (b) a kindergarten aged child registered in a kindergarten learning program at the school;
 - (c) a person with a disability who:
 - (i) under section 420(2) of the *Education (General Provisions) Act 2006* is being provided with special education at the school; and
 - (ii) is not enrolled in the preparatory year at the school.
- 16.2 then the staff member must give a written report about the abuse or suspected abuse to the principal or to a director of the school's governing body immediately.
- 16.3 The school's principal or the director must immediately give a copy of the report to a police officer.
- 16.4 If the first person who becomes aware or reasonably suspects sexual abuse is the school's principal, the principal must give a written report about the abuse, or suspected abuse to a police officer immediately and must also give a copy of the report to a director of the school's governing body immediately.
- 16.5 A report under this section must include the following particulars:
- (a) the name of the person giving the report (the first person);
 - (b) the student's name and sex;
 - (c) details of the basis for the first person becoming aware, or reasonably suspecting, that the student has been sexually abused by another person;
 - (d) details of the abuse or suspected abuse;
 - (e) any of the following information of which the first person is aware:

- (i) the student's age;
- (ii) the identity of the person who has abused, or is suspected to have abused, the student;
- (iii) the identity of anyone else who may have information about the abuse or suspected abuse⁷.

17 Reporting Likely Sexual Abuse⁸

17.1 Section 366A of the Education (General Provisions) Act 2006 states that if a staff member reasonably suspects in the course of their employment at the school, that any of the following is likely to be sexually abused by another person:

- (a) a student under 18 years attending the school;
- (b) a kindergarten aged child registered in a kindergarten learning program at the school;
- (c) a person with a disability who:
 - (i) under section 420(2) of the Education (General Provisions) Act 2006 is being provided with special education at the school; and
 - (ii) is not enrolled in the preparatory year at the school.

then the staff member must give a written report about the suspicion to the principal or to a director of the school's governing body immediately.

17.2 The school's principal or the director must immediately give a copy of the report to a police officer.

17.3 If the first person who reasonably suspects likely sexual abuse is the school's principal, the principal must give a written report about the suspicion to a police officer immediately and must also give a copy of the report to a director of the school's governing body immediately.

17.4 A report under this section must include the following particulars:

- (a) the name of the person giving the report (the first person);
- (b) the student's name and sex;
- (c) details of the basis for the first person reasonably suspecting that the student is likely to be sexually abused by another person;
- (d) any of the following information of which the first person is aware:
 - (i) the student's age;
 - (ii) the identity of the person who is suspected to be likely to sexually abuse the student;
 - (iii) the identity of anyone else who may have information about suspected likelihood of abuse⁹.

18 Reporting Physical and Sexual Abuse¹⁰

- 18.1 Under Section 13E (3) of the *Child Protection Act* 1999, if a doctor, a registered nurse, a teacher or an early childhood education and care professional forms a 'reportable suspicion' about a child "in the course of their engagement in their profession", they must make a written report.
- 18.2 A reportable suspicion about a child is a reasonable suspicion that the child: -
- (a) has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse; and
 - (b) may not have a parent able and willing to protect the child from the harm.
- 18.3 Under section 13E of the *Child Protection Act* 1999, the doctor, nurse, teacher or early childhood education and care professional must give a written report to the Chief Executive of the Department of Families, Seniors, Disability Services and Child Safety (or another department administering the *Child Protection Act* 1999). The doctor, nurse, teacher or early childhood education and care professional should give a copy of the report to the principal.
- 18.4 A report under this section must include the following particulars: -
- (a) state the basis on which the person has formed the reportable suspicion¹¹
 - (b) the child's name, age and sex (as defined in [Schedule 3](#) of the *Child Protection Regulation* 2023);
 - (c) details of how to contact the child;
 - (d) details of the harm to which the reportable suspicion relates;
 - (e) particulars of the identity of the person suspected of causing the child to have suffered, suffer, or be at risk of suffering, the harm to which the reportable suspicion relates; and
 - (f) particulars of the identity of any other person who may be able to give information about the harm to which the reportable suspicion relates¹².

19 Child Safety Reporting Contacts Per Campus

- 19.1 Please refer to Appendix 1 for details.

20 Responsibilities under Criminal Code Act 1899 (Qld)

- 20.1 The *Criminal Code Act* 1899 includes two offences that pertain to the failure to report a child sexual offence and the failure to protect a child against a child sexual offence. A child sexual offence is an offence of a sexual nature by an adult against a child under 16 years or a person with an impairment of the mind.

20.2 Failure to Report¹³:

Under section 229BC of the Code, all adults must report sexual offences against a child by another adult to police as soon as reasonably practicable after the belief is, or ought reasonably to have been, formed. Failure to make a report, without a reasonable excuse, is a criminal offence. This offence applies to all adults inclusive of students 18 years or older, as well as parents/guardians and volunteers at the school.

A reasonable excuse not to make a report under the Criminal Code Act 1899 includes that a report has already been made under the Education (General Provisions) Act 2006 (reporting sexual abuse or likely sexual abuse) and the Child Protection Act 1999 (reporting significant harm or risk of significant harm) as per this policy.

20.3 Failure to Protect¹⁴:

Under section 229BB of the Code, all adults in positions of power or responsibility within institutions to reduce or remove the risk of child sexual offences being committed must take reasonable steps to protect children in their care from a child sexual offence. A failure to protect is an offence.

21 Awareness

- 21.1 The school will inform staff, students and parents of its processes relating to the health, safety and conduct of staff and students in communications to them and it will publish these processes on its website¹⁵ and through school newsletters, staff induction, student assembly, in enrolment interviews, and available from the school office.
- 21.2 Awareness activities will include information about the Child Safe Standards, the Universal Principle, child safety reporting pathways, child-focused complaints processes, appropriate conduct, professional boundaries and the role of the QFCC.
- 21.3 MSA will ensure students are provided with age-appropriate information about how to raise concerns and who they can speak to if they feel unsafe, uncomfortable or worried.

22 Accessibility of Process

- 22.1 Processes relating to the health, safety and conduct of staff and students are accessible on the school website and will be available on request from the school administration¹⁶.

23 Training

- 23.1 The school will train its staff in processes relating to child safety, child protection, the health, safety and conduct of staff and students, mandatory reporting obligations, appropriate staff/student boundaries, the Child Safe Standards, the Universal Principle and reportable conduct obligations. Training will be provided during induction and refreshed annually.¹⁷.

- 23.2 The following training will be conducted annually:
- (a) ISQ Mandatory Training Modules (PD Week)
 - (b) MSA Child Safety Presentation (PD Week, Student Free Day, new staff session twice a term)
 - (c) Child Safety Quiz (May)
- 23.3 The training content may be updated from time to time to reflect legislative, regulatory or procedural changes, including changes under the Child Safe Organisations Act 2024 (Qld).
- 23.4 Certificates and details of training will be recorded through attendance registers and stored on the school management system.

24 Implementing the Process

- 24.1 MSA will ensure it is implementing this policy by auditing compliance with child protection and child safe organisation processes annually. ¹⁸.
- 24.2 The annual audit may include review of:
- (a) staff training completion;
 - (b) Blue Card and screening compliance;
 - (c) child protection reports and records;
 - (d) reportable conduct records, if applicable;
 - (e) complaints and concerns relating to child safety;
 - (f) student and family access to reporting pathways;
 - (g) visibility of Child Safety Officers/Responsible People across campuses;
 - (h) policy and procedure accessibility;
 - (i) implementation of the Child Safe Standards and Universal Principle; or
 - (j) any corrective actions or continuous improvement measures.
- 24.3 Child protection concerns, reports, incidents and any related supporting documentation will be recorded on the student's profile (compass or edge), or in the campuses incident register, as appropriate to the nature of the matter. MSA will periodically report child protection matters to the governing body on a high-level and de-identified basis, where appropriate, to support governance oversight, compliance monitoring and continuous improvement. This does not limit any immediate reporting obligations to Queensland Police Service, Child Safety, the QFCC, Blue Card Services, the governing body or any other relevant authority.

25 Complaints Procedure

- 25.1 Suggestions of non-compliance with the school's processes may be submitted as complaints under Mastery Schools Australia Complaints Handling Policy¹⁹.
- 25.2 Complaints or concerns relating to child safety, inappropriate behaviour, staff conduct, reportable conduct or non-compliance with this policy will be managed in accordance with this policy and the Complaints Handling Policy and Procedure.
- 25.3 Where a complaint raises a child protection concern, mandatory reporting obligation, criminal concern or reportable conduct concern, the matter must be escalated and reported in accordance with the relevant legal reporting pathway. A complaint must not be treated as an ordinary grievance where it raises a child safety concern. Note: Reporting under this policy fulfils the obligations for reporting a child sexual offence that is being or has been committed against a child by an adult under the *Criminal Code Act 1899* s.229BC¹³.

26 Breach of Policy

- 26.1 A breach of this Policy may include failing to report or escalate a child safety concern, failing to follow the Child Protection Decision Tree or reporting process, failing to take reasonable steps to protect a student from harm, engaging in inappropriate behaviour or conduct that may harm a student, interfering with a child safety process, or failing to maintain appropriate confidentiality and records.
- 26.2 Breaches of this Policy will be treated seriously and responded to promptly, having regard to the nature of the breach, the level of risk to students and any legislative or regulatory reporting obligations.
- 26.3 Action taken in response to a breach may include corrective action, additional training, increased supervision, disciplinary action, restriction of duties or access, suspension or termination of employment or engagement, and/or notification to Queensland Police Service, Child Safety, Blue Card Services, the QFCC, the Queensland College of Teachers or another relevant authority where required.

27 Review

This policy is reviewed periodically as detailed in the Policy Review Schedule. Next review date is July 2027.

28 Communication

MSA will communicate this policy to staff, contractors and volunteers during induction and through annual training and internal SharePoint site. MSA will make this policy available to families and the school community via the school website.

MSA will also provide child-friendly information to students about who they can speak to, how they can raise concerns, and what will happen if they report a child safety concern.

29 Foot Notes

- ¹Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(7): the definition of 'harm' for this regulation is the same as in section 9 of the Child Protection Act 1999 (Qld)
- ²Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(1)
- ³Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(1)
- ⁴Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(2) and s.16(3)
- ⁵Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(2)
- ⁶Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(2)(c)
- ⁷Education (General Provisions) Regulation 2017 (Qld) s.68
- ⁸Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(2)(c)
- ⁹Education (General Provisions) Regulation 2017 (Qld) s.69
- ¹⁰Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16 (2)(d)
- ¹¹Child Protection Act 1999 s.13G (2)(a)
- ¹²See Child Protection Regulation 2023 (Qld) s.4 "Information to be included in reports"
- ¹³Criminal Code Act 1899 (Qld) s.229BC
- ¹⁴Criminal Code Act 1899 (Qld) s.229BB
- ¹⁵Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(4)(a)
- ¹⁶Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(4)(b)
- ¹⁷Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(4)(c)
- ¹⁸Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(4)(d)
- ¹⁹Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(5) and s.16(6)

30 Appendix 1 - Child Safety Reporting Contacts Per Campus

BEENLEIGH	
Regional Intake Services - Email Child Safety Reports	1300 679 849 seintake@cs.cyjima.qld.gov.au
Beenleigh Child Safety Service Centre	Phone: (07) 3094 6000 Address: Level 1, 9 George Street, Beenleigh QLD 4207
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	Child safety service centres - Department of Child Safety, Seniors and Disability Services
Child Protection and Investigation Unit (CPIU) – Logan District	Phone: (07) 3807 7800 Email: Logan.CPIU@police.qld.gov.au Address: 14–16 Nassau Street, Brisbane QLD 4000
Police	Beenleigh Police Station: Phone: (07) 3807 7777 Address: 18–24 Kent Street, Beenleigh QLD 4207 Hours: Monday to Friday, 8:00– 4:00 Police Link: 131 444 Emergency: 000
CAIRNS	
Cairns Child Safety Service Centre	07 4255 7200

	107 Lake Street, Cairns QLD 4870
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	<u>Child safety service centres - Department of Child Safety, Seniors and Disability Services</u> https://www.dcssds.qld.gov.au/
Child Protection and Investigation Unit (CPIU) - Far North / Cairns District	Phone: (07) 4030 7089 Address: 5 Sheridan Street, Cairns City QLD 4870
Police	Cairns Police Station: Phone: (07) 4030 7000 Address: 5 Sheridan Street, Cairns City QLD 4870 Hours: Open 24 hours Police Link: 131 444 Emergency: 000
COOLANGATTA	
Regional Intake Services - Email Child Safety Reports	1300 679 849 seintake@cs.cyjma.qld.gov.au
Mermaid Beach Child Safety Service Centre	(07) 5675 4100 Shop 9, Pacific Square 2532-2540 Gold Coast Highway Mermaid Beach Qld 4218
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	<u>Child safety service centres - Department of Child Safety, Seniors and Disability Services</u> https://www.dcssds.qld.gov.au/
Child Protection and Investigation Unit (CPIU) – Gold Coast District	Phone: (07) 5570 7861 Email: GoldCoast.CPIU@police.qld.gov.au Address: 68 Ferny Avenue, Surfers Paradise QLD 4217
Police	Coolangatta Police Station: Phone: (07) 5589 8444 Address: 136 Musgrave Street, Coolangatta QLD 4225 Hours: Monday to Friday, 8:00– 4:00 Police Link: 131 444

	Emergency: 000
MITCHELTON	
Brisbane and Moreton Bay Regional Intake Service	(07) 3097 0900 or 1300 682 254 seintake@cs.cyjma.qld.gov.au
Chermside Child Safety Service Centre	Ground level, Commonwealth Centre 18 Banfield Street Chermside Centre Qld 4032 Phone - (07) 3097 0500
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	Child safety service centres - Department of Child Safety, Seniors and Disability Services https://www.dcssds.qld.gov.au/
Child Protection and Investigation Unit (CPIU) - Brisbane Region District	Phone: (07) 3258 2533 Address: Floor 2, 46 Charlotte Street, Brisbane City QLD 4000
Police	Enoggera Police Station: Phone: (07) 3872 1555 Address: Cnr Samford Rd & Tramway St, Enoggera QLD 4051 Hours: Monday to Friday, 8:00 – 4:00 Police Link: 131 444 Emergency: 000
SOUTHPORT	
Regional Intake Services - Email Child Safety Reports	1300 679 849 seintake@cs.cyjma.qld.gov.au
Labrador Child Safety Service Centre	(07) 5675 4300 Level 1, 118 Brisbane Road Labrador Qld 4215
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	<u>Child safety service centres - Department of Child Safety, Seniors and Disability Services</u> https://www.dcssds.qld.gov.au/

Child Protection and Investigation Unit (CPIU) – Gold Coast District	Phone: (07) 5570 7861 Email: GoldCoast.CPIU@police.qld.gov.au Address: 68 Ferny Avenue, Surfers Paradise QLD 4217
Police	Southport Police Station: Phone: (07) 5571 4222 Address: 96 Scarborough Street, Southport QLD 4215 Hours: 24 hours Police Link: 131 444 Emergency: 000
SPRINGFIELD	
Regional Intake Services - Email Child Safety Reports	1300 679 849 (South East) 1300 683 390 (South West) seintake@cs.cyjma.qld.gov.au
Springfield Child Safety Service Centre	(07) 3432 1800 Level 5 Springfield Towers 145 Sinnathamby Boulevard Springfield Qld 4300
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	<u>Child safety service centres - Department of Child Safety, Seniors and Disability Services</u> https://www.dcssds.qld.gov.au/
Child Protection and Investigation Unit (CPIU) - Ipswich / Brisbane West District	Phone: (07) 3432 1800 Address: Level 5, Springfield Towers, 145 Sinnathamby Boulevard, Springfield QLD 4300
Police	Springfield Police Station: Phone: (07) 3814 8999 Address: 112 Augusta Parkway, Augustine Heights QLD 4300 Hours: Monday to Friday, 8:00 – 4:00 Police Link: 131 444 Emergency: 000
VARSITY LAKES	
Regional Intake Services - Email Child Safety Reports	1300 679 849 seintake@cs.cyjma.qld.gov.au

Mermaid Beach Child Safety Service Centre	(07) 5675 4100 Shop 9, Pacific Square 2532-2540 Gold Coast Highway Mermaid Beach Qld 4218
Outside of Working Hours - Child Safety After Hours Service Centre (QLD only)	1800 177 135
Webpage	<u>Child safety service centres - Department of Child Safety, Seniors and Disability Services</u> https://www.dcssds.qld.gov.au/
Child Protection and Investigation Unit (CPIU) – Gold Coast District	Phone: (07) 5570 7861 Email: GoldCoast.CPIU@police.qld.gov.au Address: 68 Ferny Avenue, Surfers Paradise QLD 4217
Police	Robina Police Station: Phone: (07) 5656 9111 Address: 291 Scottsdale Drive, Robina QLD 4226 Hours: Monday to Friday, 8:00 – 4:00 Police Link: 131 444 Emergency: 000