

Reporting Concerns of Harm and Abuse Policy

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1 Organisational Statement

- 1.1 Child safety at Mastery Schools Australia (MSA) is of paramount importance. MSA is committed to creating and maintaining a safe and nurturing environment where children can learn, grow and thrive without fear of harm, abuse or neglect.
- 1.2 MSA recognises its responsibility to protect children from all forms of harm, including physical, psychological and emotional abuse, neglect, exploitation, sexual abuse, inappropriate conduct and other behaviour that may compromise a student's safety or wellbeing.
- 1.3 MSA is committed to complying with Queensland child protection, education, criminal and child safe organisation laws, including the Child Safe Organisations Act 2024 (Qld), the Child Safe Standards, the Universal Principle and the Reportable Conduct Scheme.

2 Scope

- 2.1 This policy applies to students and all staff involved in MSA's Queensland operations, including full-time, part-time, permanent, fixed-term and casual employees, contractors, volunteers and people undertaking work experience or vocational placements.
- 2.2 This policy also informs parents/guardians and the broader school community about MSA's child protection processes, reporting pathways and expectations regarding appropriate conduct.

3 Purpose

- 3.1 The purpose of this policy is to provide written processes about:
 - (a) how MSA will respond to harm, or allegations of harm, to students under 18 years;
 - (b) the appropriate conduct of staff and students;
 - (c) statutory reporting obligations relating to sexual abuse, likely sexual abuse, physical abuse and significant harm;
 - (d) MSA's obligations under the Reportable Conduct Scheme;
 - (e) Queensland College of Teachers notification obligations where an allegation of harm involves a teacher; and
 - (f) how child safety concerns, including inappropriate behaviour by workers, are raised, assessed, reported and managed.

- 3.2 This policy is intended to comply with section 16 of the Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) and is based on the Independent Schools Queensland Reporting Concerns of Harm and Abuse Policy template last updated May 2026.

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) Criminal Code Act 1899 (Qld), sections 229BB and 229BC
- (e) Education (General Provisions) Act 2006 (Qld)
- (f) Education (General Provisions) Regulation 2017 (Qld)
- (g) Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- (h) Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)
- (i) Education (Queensland College of Teachers) Act 2005 (Qld)
- (j) Working with Children Check Act 2000 (Qld)
- (k) Work Health and Safety Act 2011 (Qld)
- (l) Queensland Family and Child Commission guidance

6 Definitions

Child	A person under the age of 18 years.
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Harm	As defined in section 9 of the Child Protection Act 1999 (Qld), any detrimental effect of a significant nature on a child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm may be caused by physical, psychological or emotional abuse or neglect, sexual abuse or exploitation, and may result from a single act, omission or circumstance or a series or combination of acts, omissions or circumstances.
Child in need of protection	As defined in section 10 of the Child Protection Act 1999 (Qld), a child who has suffered significant harm, is suffering significant harm, or is at unacceptable risk of suffering significant harm, and does not have a parent able and willing to protect the child from the harm.
Sexual abuse	As defined in section 364 of the Education (General Provisions) Act 2006 (Qld), sexual behaviour involving a relevant person and another person where the other person bribes, coerces, exploits, threatens or is violent toward the relevant person; the relevant person has less power than the other person; or there is a significant disparity in intellectual capacity or maturity.
Staff	For this policy, full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.
Worker	For the Child Safe Organisations Act 2024 (Qld), a person who performs work of any kind for MSA, including employees, volunteers, contractors, subcontractors, consultants, labour hire workers, trainees, work experience participants and members of management.
QFCC	Queensland Family and Child Commission.
Reportable conduct	Conduct by a worker involving 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 while the worker was performing work for MSA.
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.
Head of the Reporting Entity	Managing Director.

7 Child Safe Organisations Act 2024 (Qld)

- 7.1 MSA's Queensland schools are child safe entities under the Child Safe Organisations Act 2024 (Qld). MSA will implement the Child Safe Standards and the Universal Principle through its governance, policies, recruitment and screening, staff training, complaints processes, student participation, family

engagement, risk management, physical and online environments and continuous improvement activities.

- 7.2 MSA will promote and uphold the right to cultural safety of Aboriginal and Torres Strait Islander children. Cultural safety will be considered when responding to child safety concerns, disclosures, complaints, investigations, family engagement, student support and risk management.
- 7.3 The Reportable Conduct Scheme is one component of the Child Safe Organisations framework and operates alongside, rather than replacing, existing mandatory reporting, criminal reporting, Blue Card and other statutory obligations.

8 Health and Safety

- 8.1 MSA has written processes in place to enable it to comply with the Child Safe Organisations Act 2024 (Qld), Work Health and Safety Act 2011 (Qld) and Working with Children Check Act 2000 (Qld).

9 Conduct of Staff and Students

- 9.1 All staff must ensure that their behaviour towards, and relationships with, students reflect proper standards of care. Staff, contractors and volunteers must not cause harm to students and must comply with MSA's Staff Code of Conduct and professional boundary expectations.

10 Reporting Inappropriate Behaviour

- 10.1 If a student considers the behaviour of a staff member to be inappropriate, the student may report the behaviour to the Principal, an Assistant Principal, a nominated Child Safety Officer/Responsible Person, or another trusted staff member.
- 10.2 Students will be provided with age-appropriate information about how to raise a concern and who they can speak to if they feel unsafe, uncomfortable or worried.

11 Dealing with Reports of Inappropriate Behaviour

- 11.1 A staff member who receives a report of inappropriate behaviour must report it to the Principal as soon as practicable. Where the Principal is the subject of the report, the staff member must inform a director of MSA's governing body.
- 11.2 The concern will be documented and assessed to determine the appropriate response under this policy, the Complaints Handling Policy & Procedure, the Staff Code of Conduct and any applicable statutory reporting obligations.

12 Reporting Child Safety Concerns

- 12.1 Any staff member, contractor or volunteer who becomes aware of a child safety concern must act as soon as practicable by:

- (a) taking 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 director of the governing body;
 - (d) documenting the concern in accordance with MSA's reporting procedures; and
 - (e) following the relevant Child Protection Decision Tree.
- 12.2 Staff are not expected to investigate concerns or determine whether a concern meets the threshold for mandatory reporting, reportable conduct or another legislative reporting obligation before making an internal report. Any individual statutory obligation that applies to the person who formed the relevant awareness, suspicion or belief must still be met in accordance with the sections below.

13 Reportable Conduct Scheme Obligations

- 13.1 MSA will comply with the Child Safe Organisations Act 2024 (Qld) by ensuring that reportable allegations and reportable convictions involving workers are reported internally as soon as practicable, notified to the [QFCC](#) within required statutory timeframes, and appropriately assessed, investigated and reported.
- 13.2 All workers who become aware of information that may amount to a reportable allegation or reportable conviction must report the matter to the Head of the Reporting Entity or authorised delegate as soon as practicable. Where the allegation or conviction concerns the Head of the Reporting Entity, the notification must be made directly to the [QFCC](#) and should also be escalated to the governing body.
- 13.3 The Head of the Reporting Entity, or authorised delegate, will provide an initial 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.
- 13.4 The initial notification will include, as required by the Child Safe Organisations Act 2024 (Qld):
- (a) details of the reportable allegation or reportable conviction;
 - (b) the worker's name, including any former name or alias;
 - (c) the worker's date of birth, if known;
 - (d) the name of the Head of the Reporting Entity;
 - (e) whether the sector regulator or Queensland Police Service has been contacted;
 - (f) MSA's contact details;

- (g) where the worker currently performs work for MSA, any risk management or disciplinary action taken or proposed; and
 - (h) any other matter prescribed by regulation.
- 13.5 MSA will provide an interim report, or final report if the investigation is complete, within 30 business days unless the [QFCC](#) agrees to a longer period. A final report will be provided as soon as practicable after the investigation is completed.
- 13.6 MSA will ensure immediate risk management, procedural fairness, appropriate investigation arrangements, confidentiality, preservation of relevant evidence and appropriate records throughout the process. Any person may report a reportable allegation or reportable conviction directly to the [QFCC](#) at any time.

14 Queensland College of Teachers Obligations

- 14.1 Where an allegation of harm to a child involves a teacher, MSA will comply with the Education (Queensland College of Teachers) Act 2005 (Qld) by notifying the Queensland College of Teachers as soon as practicable when MSA begins dealing with the allegation, and again as soon as practicable once MSA's dealings with the allegation are concluded.
- 14.2 A notification when MSA begins dealing with an allegation will include:
- (a) the name of the employing authority and, if different, the name of the prescribed school;
 - (b) the name of the relevant teacher;
 - (c) the day MSA started dealing with the allegation;
 - (d) the allegation, particulars of the allegation and any other relevant information; and
 - (e) details of actions MSA has taken to deal with the allegation.

15 Reporting Sexual Abuse

- 15.1 Section 366 of the Education (General Provisions) Act 2006 (Qld) requires a staff member who becomes aware, or reasonably suspects in the course of their employment at the school, that a relevant student has been sexually abused by another person to give a written report about the abuse or suspected abuse to the Principal or to a director of the school's governing body immediately.
- 15.2 The Principal or director must immediately give a copy of the report to a police officer. If the Principal is the first person who becomes aware or reasonably suspects sexual abuse, the Principal must give a written report to a police officer immediately and must also give a copy of the report to a director of the governing body immediately.
- 15.3 A report must include:
- (a) the name of the person giving the report;

- (b) the student's name and sex;
- (c) details of the basis for becoming aware, or reasonably suspecting, that the student has been sexually abused;
- (d) details of the abuse or suspected abuse; and
- (e) where known, the student's age, the identity of the person who has abused or is suspected to have abused the student, and the identity of anyone else who may have relevant information.

16 Reporting Likely Sexual Abuse

- 16.1 Section 366A of the Education (General Provisions) Act 2006 (Qld) requires a staff member who reasonably suspects in the course of their employment at the school that a relevant student is likely to be sexually abused by another person to give a written report about the suspicion to the Principal or to a director of the governing body immediately.
- 16.2 The Principal or director must immediately give a copy of the report to a police officer. If the Principal is the first person who reasonably suspects likely sexual abuse, the Principal must give a written report to a police officer immediately and must also give a copy of the report to a director of the governing body immediately.
- 16.3 A report must include:
 - (a) the name of the person giving the report;
 - (b) the student's name and sex;
 - (c) details of the basis for reasonably suspecting that the student is likely to be sexually abused; and
 - (d) where known, the student's age, the identity of the person suspected to be likely to sexually abuse the student, and the identity of anyone else who may have relevant information.

17 Responding to Harm

17.1 Harm caused by physical or sexual abuse

- 17.2 Under section 13E(3) of the Child Protection Act 1999 (Qld), if a doctor, registered nurse, teacher or early childhood education and care professional forms a reportable suspicion about a child in the course of their professional engagement, they must make a written report.
- 17.3 A reportable suspicion is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering significant harm caused by physical or sexual abuse and may not have a parent able and willing to protect the child from the harm.

- 17.4 The person who forms the reportable suspicion must give a written report to the Chief Executive of the department administering the Child Protection Act 1999 (Qld). The person should also provide a copy of the report to the Principal.
- 17.5 The written report must include the basis for the suspicion and, where known, the child's identifying and contact information, details of the harm, the identity of the person suspected of causing the harm and the identity of other people who may have relevant information.

17.6 Harm caused by psychological or emotional abuse or neglect

- 17.7 Where MSA receives information alleging harm to a student other than harm arising from physical or sexual abuse, the school will deal with the situation compassionately and fairly so as to minimise any likely harm to the extent reasonably practicable. This may include reporting through the Principal to Child Safety.
- 17.8 Where the concern is not at a level otherwise reportable to Child Safety, the Principal may consider referral to Family and Child Connect in accordance with applicable legislation and consent requirements.

18 Responsibilities under Criminal Code Act 1899 (Qld)

18.1 Failure to Report

Under section 229BC of the Criminal Code Act 1899 (Qld), 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 report without a reasonable excuse is a criminal offence. This obligation applies to all adults, including students aged 18 years or older, parents/guardians and volunteers.

A reasonable excuse may include that the matter has already been reported under the Education (General Provisions) Act 2006 (Qld) or Child Protection Act 1999 (Qld) in accordance with this policy.

18.2 Failure to Protect

Under section 229BB of the Criminal Code Act 1899 (Qld), adults in positions of power or responsibility within institutions must take reasonable steps to reduce or remove the risk of a child sexual offence being committed against a child in their care. A failure to protect is an offence.

19 Child Safety Reporting Contacts

- 19.1 Current Child Safety, Police and other reporting contacts for each Queensland campus are contained in Appendix 2. Staff must use the relevant campus contacts and reporting pathway identified in the applicable Child Protection Decision Tree.

20 Awareness

- 20.1 MSA will inform staff, students and parents/guardians of its processes relating to child protection, the health and safety of students and the conduct of staff and students. These processes will be communicated through appropriate channels including the school website, staff induction and annual training, student information, enrolment processes and school communications.
- 20.2 Awareness activities will include information about child safety reporting pathways, appropriate conduct and professional boundaries, the Child Safe Standards, the Universal Principle, the Reportable Conduct Scheme and the role of the [QFCC](#).

21 Accessibility of Processes

- 21.1 Processes relating to child protection, the health and safety of students and the conduct of staff and students will be accessible on the school website and available on request from school administration.
- 21.2 MSA will provide age-appropriate and accessible information to students about how to raise concerns and seek help.

22 Training

- 22.1 MSA will train staff in child protection and child safety processes at induction and refresh training annually. Training will address mandatory reporting, inappropriate behaviour, professional boundaries, the Child Safe Standards, the Universal Principle, Reportable Conduct Scheme obligations and relevant internal reporting pathways.
- 22.2 Training may include ISQ mandatory training modules, MSA child safety training and knowledge checks. MSA will retain records of staff participation and completion.

23 Implementing the Processes

- 23.1 MSA will ensure that child protection processes are implemented by auditing compliance annually and reviewing implementation when legislative, regulatory or procedural changes occur.
- 23.2 The annual review may include staff training completion, screening compliance, child protection reports and records, reportable conduct records, QCT notifications, complaints and concerns relating to child safety, accessibility of reporting pathways, policy accessibility and corrective or continuous improvement actions.
- 23.3 Child protection matters and related records will be retained in accordance with MSA's approved recordkeeping processes. MSA will provide the governing body

with appropriate high-level and de-identified reporting to support governance oversight, without limiting any immediate statutory reporting obligation.

24 Complaints Procedure

Suggestions of non-compliance with MSA's child protection processes may be submitted as complaints under the MSA Complaints Handling Policy & Procedure. A complaint process does not replace or delay any mandatory or statutory reporting obligation.

25 Breach of Policy

A breach of this policy by a staff member, contractor or volunteer may result in disciplinary or other action and may also require notification to an external authority, regulator or professional body.

26 Review

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

27 Communication

This policy will be communicated to staff through induction, training and internal policy channels and made available to students, parents/guardians and the broader school community through appropriate school communication channels.

28 Foot Notes

- (a) Health and Safety → Accreditation Regulation s15
- (b) Conduct of Staff and Students → Accreditation Regulation s16
- (c) Reporting inappropriate behaviour → Accreditation Regulation s16
- (d) Reportable Conduct Scheme → *Child Safe Organisations Act 2024* ss33–37
- (e) QCT obligations → *Education (Queensland College of Teachers) Act 2005* ss76–77
- (f) Sexual abuse / likely sexual abuse → EGPA ss366 and 366A
- (g) Mandatory reporting to Child Safety → *Child Protection Act 1999* ss13E and 13G
- (h) Failure to report / protect → Criminal Code ss229BC and 229BB
- (i) Awareness, accessibility, training and auditing → the relevant parts of Accreditation Regulation s16.

29 Appendix 1 – Summary of Reporting

Who	Concern / abuse	Test	Report to	Legislation
All staff	Sexual abuse or likely sexual abuse	Awareness or reasonable suspicion	Principal or director of governing body; then Police immediately	EGPA ss 366 and 366A
Principal as first person	Sexual abuse or likely sexual abuse	Awareness or reasonable suspicion	Police immediately and a director of governing body	EGPA ss 366 and 366A
Teacher, doctor, registered nurse or ECEC professional	Physical or sexual abuse	Significant harm + parent may not be able and willing to protect	Child Safety; copy to Principal	CPA ss 13E and 13G
All staff	Other harm	Significant harm + parent may not be able and willing to protect	Principal; through to Child Safety where required	Accreditation Regulation s 16
Employing authority	Harm or likely harm involving a teacher	When MSA starts dealing with allegation and when dealings conclude	Queensland College of Teachers	QCT Act ss 76 and 77
Any adult	Child sexual offence by an adult	Reasonable belief / ought reasonably to believe	Police as soon as reasonably practicable	Criminal Code s 229BC
All workers	Reportable allegation or reportable conviction	Reasonable belief worker committed reportable conduct or misconduct that may involve it	Head of Entity/delegate as soon as practicable; QFCC directly if Head involved	CSO Act s 33
Head of Entity/delegate	Reportable allegation or reportable conviction	Awareness of reportable allegation or conviction	QFCC : initial within 3 business days; interim/final within 30 business days	CSO Act ss 34-37
Any person	Reportable allegation or	Reasonable belief	May report directly to	CSO Act s 33(4)

Who	Concern / abuse	Test	Report to	Legislation
	reportable conviction		QFCC at any time	

30 Appendix 2 - 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	Child safety service centres - Department of Child Safety, Seniors and Disability Services 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 (Gaythorne)	
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 Centre18 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