

Complaint/Incident Record Form in Relation to Children & Young People

This form should be used to record a suspicion, allegation or disclosure of child abuse or a complaint of inappropriate behavior and/or misconduct.

Parish [mission/community/chapel]: _____ Incident Date: _____

Your name and position in the Parish [mission/community/chapel]: _____

Name of child or young person involved: _____

Name of person making the complaint: _____

Name of the person who the complaint is made against: _____

Other persons involved: _____

Nature of the complaint/concern – include: times, date, location and what happened (this can include observations of the child's behavior).

Details of any injuries and if the child received medical attention.

Accurately record what the child said when describing what happened.

Details of anyone who witnessed what happened.

Does this complaint indicate the possibility of child abuse, i.e. physical abuse, sexual abuse, or neglect?

Refer to Attachment A for mandatory reporting requirements in your state. Yes/No

If yes, refer to Attachment B for the relevant reporting authority in your state.

Person spoken to: _____ Reference no: _____ Date: _____

If you become concerned that a child or young person known to you is being abused or neglected, or is likely to be abused or neglected, the *policies on Inappropriate Behavior and Child-Safe, Child-Friendly church environment* are resources that can help you make a decision about whether to report. If in doubt, always report.

Immediate action taken:

If no action taken – reason:

If complaint relates to inappropriate behavior, details of internal discipline process followed:
(Make note of any support or counseling that was offered to the person against whom the complaint was made).

Provide details for discipline process:

Any follow-up required? Yes / No –reason:

Reported By : _____

Reported To : _____

Copy sent to Diocese _____ Yes/No Date _____ Time _____

Name _____ Contact Phone: _____

Signature _____ Date _____

**To be held confidentially in the church files and
accessed only by Parish Rector or equivalent.**

Working With Children - Reporting Obligations

You should remember that allegations of child abuse must be handled by professionals. Call the appropriate Department of Community Services if you suspect child abuse.
Reporting Contacts in your State or Territory are listed in attachment B

Attachment A: Mandatory reporting requirements for all Australian jurisdictions

Australian Capital Territory

The Australian Capital Territory's mandatory reporting laws cover an extensive list of professions, and the details of the reporting requirements are provided in the table below.

Legal provisions	Section 356 of the <i>Children and Young People Act 2008</i> (ACT)
Who is mandated to report?	A person who is: a doctor; a dentist; a nurse; an enrolled nurse; a midwife; a psychologist; a teacher at a school; a person authorised to inspect education programs, materials or other records used for home education of a child or young person under the <i>Education Act 2004</i> ; a police officer; a person employed to counsel children or young people at a school; a person caring for a child at a child care centre; a person coordinating or monitoring home-based care for a family day care scheme proprietor; a public servant who, in the course of employment as a public servant, works with, or provides services personally to children and young people or families; the public advocate; an official visitor; a minister of religion, religious leader or member of the clergy of a church or religious denomination; a person who, in the course of the person's employment, has contact with or provides services to children, young people and their families and is prescribed by regulation.
What must be reported?	A belief, on reasonable grounds, that a child or young person has experienced or is experiencing sexual abuse or non-accidental physical injury; and the reasons for the belief arise from information obtained by the person during the course of, or because of, the person's work (whether paid or unpaid)
Abuse and neglect types that must be reported	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse

New South Wales

New South Wales' mandatory reporting laws cover an extensive list of professions, and the details of the reporting requirements are provided in the table below.

Legal provisions	Sections 23 and 27 of the <i>Children and Young Persons (Care and Protection) Act 1998</i> (NSW)
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<p>Who is mandated to report?</p>	<p>A person who, in the course of his or her professional work, or other paid employment, delivers health care, welfare, education, children's services, residential services or law enforcement, wholly or partly, to children.</p> <p>A person who holds a management position in an organisation, the duties of which include direct responsibility for, or direct supervision of, the provision of health care, welfare, education, children's services, residential services or law enforcement, wholly or partly, to children.</p> <p>A person in religious ministry, or a person providing religion-based activities to children.</p> <p>A registered psychologist providing a professional service as a psychologist.</p> <p>Note: Children's services means either or both of the following (subject to the regulations): (a) an education and care service within the meaning of the Children (Education and Care Services) National Law (NSW); (b) a State regulated education and care service within the meaning of the <i>Children (Education and Care Services) Supplementary Provisions Act 2011</i>.</p>
<p>What must be reported?</p>	<p>Suspicion on reasonable grounds, obtained during the course of or from the person's work, that a child is at risk of significant harm because of the presence to a significant extent of circumstances of: neglect, physical abuse, sexual abuse, psychological abuse, risk of harm through exposure to domestic violence, and failure to engage with services after a pre-natal report.</p>
<p>Abuse and neglect types that must be reported</p>	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional/psychological abuse • Neglect • Exposure to domestic violence

Northern Territory

The Northern Territory's mandatory reporting laws apply to any person, with additional provisions covering health practitioners. The details of these reporting requirements are provided in the table below.

<p>Legal provisions</p>	<p>Sections 15, 16 and 26 of the <i>Care and Protection of Children Act 2007</i> (NT)</p>	<p>Section 26(2) of the <i>Care and Protection of Children Act 2007</i> (NT)</p>
<p>Who is mandated to report?</p>	<p>Any person</p>	<p>A health practitioner or someone who performs work of a kind that is prescribed by regulation</p>

What must be reported?	A belief on reasonable grounds that a child has suffered or is likely to suffer harm or exploitation	Reasonable grounds to believe a child aged 14 or 15 years has been or is likely to be a victim of a sexual offence and the age difference between the child and offender is greater than 2 years
Abuse and neglect types that must be reported	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse or other exploitation of the child • Emotional/psychological abuse • Neglect • Exposure to physical violence (e.g. a child witnessing violence between parents at home) 	Sexual abuse

Queensland

Queensland has three separate pieces of mandatory reporting legislation, each covering different occupational groups and having their own reporting requirements. The details of these pieces of legislation are provided in the table below.

Legal provisions	Part 1AA, section 13F of the <i>Child Protection Act 1999</i> (Qld)	Part 1AA, section 13E of the <i>Child Protection Act 1999</i> (Qld)	Sections 364, 365, 365A, 366, 366A of the <i>Education (General Provisions) Act 2006</i> (Qld)
Who is mandated to report?	An authorised officer, a public service employee employed in the department, a person employed in a departmental care service or licensed care service	Doctors; registered nurses; teachers; a police officer who, under a direction given by the commissioner of the police service under the <i>Police Service Administration Act 1990</i> , is responsible for reporting under this section; a person engaged to perform a child advocate function under the <i>Public Guardian Act 2014</i> ; early childhood education and care professionals.	School staff

What must be reported?	A reasonable suspicion that a child in care (a child placed in the care of an entity conducting a departmental care service or a licensee) has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse	A reasonable suspicion that a child has suffered, is suffering or is at an 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	Awareness or reasonable suspicion that a child has been or is likely to be sexually abused; and the suspicion is formed in the course of the person's employment
Abuse and neglect types that must be reported	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse 	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse 	Sexual abuse

South Australia

South Australia's mandatory reporting laws cover an extensive list of professions, and the details of the reporting requirements are provided in the table below.

Legal provisions	Sections 17, 18, 30 and 31 of the <i>Children and Young People (Safety) Act 2017 (SA)</i>
Who is mandated to report?	Medical practitioners; pharmacists; registered or enrolled nurses; dentists; psychologists; police officers; community corrections officers under the <i>Correctional Services Act 1982</i> ; social workers; ministers of religion; employees of, or volunteers in, an organisation formed for religious or spiritual purposes; teachers employed as such in a school (within the meaning of the <i>Education and Early Childhood Services (Registration and Standards) Act 2011</i>) or a preschool or kindergarten; employees of, or volunteers in, an organisation that provides health, welfare, education, sporting or recreational, child care or residential services wholly or partly for children and young people, being a person who - (i) provides such services directly to children and young people; or (ii) holds a management position in the organisation, the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people
What must be reported?	Reasonable grounds to suspect a child or young person is, or may be, at risk; and the suspicion was formed in the course of the person's employment
Abuse and neglect types that must be reported	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Mental or emotional abuse • Neglect

Tasmania

Tasmania's mandatory reporting laws cover an extensive list of professions, and the details of the reporting requirements are provided in the table below.

Legal provisions	Sections 3, 4 and 14 of the <i>Children, Young Persons and Their Families Act 1997</i> (Tas.)
Who is mandated to report?	<p>Medical practitioners; registered or enrolled nurses; persons registered under the Health Practitioner Regulation National Law (Tasmania) in the midwifery, dental (dentists, dental therapist, dental hygienist or oral health therapist) or psychology professions; police officers; probation officers; principals and teachers in any educational institution including kindergartens; persons who provide child care or a child care service for fee or reward; persons concerned in the management of an approved education and care service, within the meaning of the Education and Care Services National Law (Tasmania) or a child care service licensed under the <i>Child Care Act 2001</i>; a member of the clergy of any church or religious denomination; a member of the Parliament of this State; any other person who is employed or engaged as an employee for, of, or in, or who is a volunteer in, a government agency that provides health, welfare, education, child care or residential services wholly or partly for children, and an organisation that receives any funding from the Crown for the provision of such services; and any other person of a class determined by the Minister by notice in the Gazette to be prescribed persons.</p>
What must be reported?	<p>Knowledge, or a belief or suspicion on reasonable grounds that: a child has been or is being 'abused' or 'neglected' or is an affected child within the meaning of the <i>Family Violence Act 2004</i> (a child whose safety, psychological wellbeing or interests are affected or likely to be affected by family violence); or there is a reasonable likelihood of a child being killed or abused or neglected by a person with whom the child resides; or while a woman is pregnant, that there is reasonable likelihood that after the birth of the child: the child will suffer abuse or neglect, or may be killed by a person with whom the child is likely to reside; or that the child will require medical treatment or other intervention as a result of the behaviour of the woman or another person with whom the woman resides or is likely to reside, before the birth of the child.</p> <p>Note on extent of harm required to activate the duty (section 3(1) definition of 'abuse and neglect': for all forms except sexual abuse, reports must be made where: (i) the injured, abused or neglected person has suffered, or is likely to suffer, physical or psychological harm detrimental to the person's wellbeing; or (ii) the injured, abused or neglected person's physical or psychological development is in jeopardy. All instances of suspected sexual abuse must be reported.</p>

Abuse and neglect types that must be reported	<ul style="list-style-type: none"> • Sexual abuse (any) • Physical abuse • Emotional/psychological abuse • Neglect • Exposure to family violence
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Victoria

Victoria's mandatory reporting laws cover an extensive list of professions, and the details of the reporting requirements are provided in the table below.

Legal provisions	Sections 182(1), 184 and 162(1)(c)-(d) of the <i>Children, Youth and Families Act 2005</i> (Vic.)
Who is mandated to report?	Registered medical practitioners, nurses, midwives, a person registered as a teacher or an early childhood teacher under the <i>Education and Training Reform Act 2006</i> or teachers granted permission to teach under that Act; principals of government or non-government schools within the meaning of the <i>Education and Training Reform Act 2006</i> ; police officers, a person in religious ministry, out-of-home care workers (excluding voluntary foster and kinship carers), early childhood workers, youth justice workers and registered psychologists.
What must be reported?	Belief on reasonable grounds that a child is in need of protection on a ground referred to in section 162(1)(c) or 162(1)(d), formed in the course of practising his or her profession or carrying out the duties of his or her office, position or employment as soon as practicable after forming the belief and after each occasion on which he or she becomes aware of any further reasonable grounds for the belief
Abuse and neglect types that must be reported	<ul style="list-style-type: none"> • Physical injury • Sexual abuse <p>Note that technically, under s. 162, the duty is limited to instances of physical injury and sexual abuse where 'the child's parents have not protected, or are unlikely to protect, the child from harm of that type'.</p>

Western Australia

Western Australia has two separate pieces of mandatory reporting legislation, each covering different occupation groups and having their own reporting requirements. The details of these pieces of legislation are provided in the table below.

Legal provisions	Sections 124A and 124B of the <i>Children and Community Services Act 2004</i> (WA)	Sections 5 and 160 of the <i>Family Court Act 1997</i> (WA)
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Who is mandated to report?	Doctors; nurses and midwives; teachers and boarding supervisors; and police officers	The Principal Registrar, a registrar or a deputy registrar; family counsellors; family consultants; family dispute resolution practitioners, arbitrators or legal practitioners independently representing the child's interests
What must be reported?	Belief on reasonable grounds that child sexual abuse has occurred or is occurring, where this belief is formed in the course of the person's work, whether paid or unpaid	Reasonable grounds for suspecting that a child has been: abused, or is at risk of being abused; ill-treated, or is at risk of being ill-treated; or exposed or subjected to behaviour that psychologically harms the child
Abuse and neglect types that must be reported	Sexual abuse	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Neglect • Psychological harm including (but not limited to) harm caused by being subjected or exposed to family violence

Attachment B: Contact details of the reporting authority in each Australian Jurisdiction

Defining child abuse and neglect

Child abuse and neglect refers to any behaviour or treatment by parents, caregivers, other adults or older adolescents that results in the actual and/or likelihood of causing physical or emotional harm to a child or young person. Such behaviours may be intentional or unintentional and can include acts of omission (i.e. neglect) and commission (i.e. abuse).

Child abuse and neglect is commonly divided into five subtypes:

- physical abuse
- emotional abuse
- neglect
- sexual abuse
- exposure to family violence.

Note that you do not need to be absolutely certain that there has been abuse or neglect of a child or young person to contact these authorities. If you suspect a child is at risk of harm, you should call the authority to discuss your concerns, and they will decide whether an investigation is required.

In each state and territory, all serious concerns should be reported by phone rather than online or via email. Serious concerns include when you suspect a child or young person is in imminent or immediate danger of serious harm, serious injury or chronic neglect.

The tables below include the contact details of the reporting authority in each Australian state and territory:

Australian Capital Territory

Reporting authority	Further services/information	Contact details
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<p>Child and Youth Protection Services</p>	<p>Child and Youth Protection Services is responsible for facilitating coordination across government for the care and protection of children and young people in the Australian Capital Territory. If you are concerned about a child and want further information on mandatory reporting, refer to Keeping Children and Young People Safe.</p>	<p>Phone: General public Ph: 1300 556 729 (24 hours) Mandated reporters Ph: 1300 556 728 (24 hours) Online: For less serious concerns, complete an online child concern report. Email: For less serious concerns, contact Child Protection Reports (link sends e-mail)</p>
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New South Wales

Reporting authority	Further services/information	Contact details
<p>Department of Family and Community Services</p>	<p>The Department of Family and Community Services is responsible for handling reports of child abuse and neglect in New South Wales. Information about the process of reporting child welfare concerns can be found on the department's Reporting a Child at Risk webpage. For information about mandatory reporting, refer to the Mandatory reporters webpage.</p>	<p>Phone: Child Protection Helpline Ph: 13 21 11 (24 hours) (TTY/voice calls: 133 677; Speak & Listen: 1300 555 727; SMS: 0423 677 767) Online: Mandatory reporters with less serious concerns can use eReporting.</p>

Northern Territory

Reporting authority	Further services/information	Contact details
<p>Territory Families</p>	<p>In the Northern Territory, every person is required to report suspected child abuse and neglect. For further information about the process of reporting concerns about a child's welfare in the Northern Territory, refer to the Report Child Abuse page of the department's website.</p>	<p>Phone: Child Abuse Hotline Ph: 1800 700 250 (24 hours)</p>

Queensland

Reporting authority	Further services/information	Contact details
Department of Child Safety, Youth and Women	<p>Child Safety is the lead child protection agency in Queensland. For information about the process of reporting concerns about a child's welfare in Queensland, refer to the Protecting Children webpage of the department's website.</p> <p>For more information about mandatory reporting, refer to the Mandatory Reporting in Queensland webpage.</p>	<p>Phone: For a list of contact numbers during business hours, go to: Regional Intake Services. Child Safety After Hours Service Centre Ph: 1800 177 135 or (07) 3235 9999.</p>

South Australia

Reporting authority	Further services/information	Contact details
Department for Child Protection	<p>The Department for Child Protection works to keep South Australia's children safe by protecting them from abuse and neglect. For information about the process of reporting concerns about a child's welfare in South Australia, refer to the department's Report Child Abuse webpage.</p> <p>The Department for Child Protection provides additional information for mandatory reporting, including Mandated Notifiers and Their Role and Preparing to Report Child Abuse.</p>	<p>Phone: Child Abuse Report Line Ph: 13 14 78 (24 hours) Online: Less serious concerns can also be reported online.</p>

Tasmania

Reporting authority	Further services/information	Contact details
Department of Communities Tasmania	<p>The role of the Child Safety Service is to protect children and young people who are at risk of abuse and neglect in Tasmania. For information about the process of reporting concerns about a child's welfare in Tasmania, refer to the department's Child Safety Service webpage.</p> <p>Information about mandatory reporting and making a notification can be found on the department's Child safety notifications webpage.</p>	<p>Phone: Child Safety Service 1800 000 123 (24 hours) Online: Mandatory reporters with less serious concerns can report online.</p>

Victoria

Reporting authority	Further services/information	Contact details
Department of Health and Human Services	<p>The Child Protection Service is specifically targeted to those children and young people at risk of significant harm in Victoria. For information about child protection and mandatory reporting requirements in Victoria, refer to the department's Child Protection webpage.</p>	<p>Phone: For a list of regional and metropolitan phone numbers: Child Protection Contacts After hours child protection emergency service Ph: 13 12 78</p>

Western Australia

Reporting authority	Further services/information	Contact details
Department of Communities, Child Protection and Family Support	<p>The Department of Communities, Child Protection and Family Support offers a range of services to support children and families in Western Australia. For further information about the process of reporting concerns about a child's welfare, refer to the department's If You are Concerned About a Child webpage. Information about mandatory reporting in Western Australia can be found on the department's mandatory reporting information webpage.</p>	<p>Phone: Central Intake Team Ph: 1800 273 889 After hours Ph: (08) 9223 1111 or Country Freecall: 1800 199 008 Online: Mandatory reporters with less serious concerns can use the department's secure Mandatory Reporting Web System</p>