Reporting Concerns of Harm and Abuse Policy

Document number	LDA.COH.001	Version	1.00
Date of last review	Aug 2026	Date of next review	Aug 2028
Sponsor	Executive Director		
Approving authority	Board	Approval date	Sep 2026
Signature	Peter Seldon		

1. DEFINITIONS

Child - is an individual under 18 years.

Child in need of protection, as per s10 of the *Child Protection Act 1999*, – is 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.

Client(s) – a child or young person supported by any Business Unit of Language Disorder Australia, other than Mancel College (see student).

Employees – those employed by Language Disorder Australia in any capacity, including contractors, volunteers, directors as well as persons undertaking work experience or vocational placement.

Harm - as per s 9 of the *Child Protection Act 1999*, to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing:

- it is immaterial how the harm is caused.
- harm can be caused by:
  (a) physical, psychological or emotional abuse or neglect; or
  (b) sexual abuse or exploitation.
- harm can be caused by:
  (a) a single act, omission or circumstance; or
  (b) a series or combination of acts, omissions or circumstances.

Reportable suspicion – a 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.

Sexual abuse, as per s364 of the *Education (General Provisions) Act 2006*, – in relation to a relevant person, includes sexual behaviour involving the relevant person and another person in the following circumstances:

- the other person bribes, coerces, exploits, threatens or is violent toward the relevant person
- the relevant person has less power than the other person
- there is a significant disparity between the relevant person and the other person in intellectual capacity or maturity.

Student – child or young person enrolled at Mancel College.

2. PURPOSE

Language Disorder Australia, including Mancel College, seeks to provide a safe environment for its students and young people and has written processes about:

- how the organisation aims to protect and care for children and young people;
- how the organisation will respond to harm or allegations of harm, to students and young people under 18 years; and
- the appropriate conduct of parents/carers, students, clients, employees, contractors, volunteers and directors.

These written processes will comply with all legislative and accreditation requirements.

3. SCOPE

This Policy applies to students, parents/carers, clients, employees, contractors, volunteers, directors as well as persons undertaking work experience or vocational placements and covers information about the reporting of harm and abuse at the following workplaces:

- Mancel College
- School Support Services
- Bright Door
- Corporate Office and
- Any other place where work is being undertaken.

4. RELATED INTERNAL DOCUMENTS AND EXTERNAL REFERENCES

4.1 Legislation:

- *Child Protection Act 1999 (Qld)*
- *Child Protection Regulation 2023 (Qld)*
- *Child Safe Organisations Act 2024 (Qld)*
- *Criminal Code Act 1899 (Qld) sections 229BB and 229BC*
- *Education (Accreditation of Non-State Schools) Act 2017 (Qld)*
- *Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)*
- *Education (Queensland College of Teachers) Act 2005 (Qld)*
- *Education (General Provisions) Act 2006 (Qld)*
- *Education (General Provisions) Regulation 2017 (Qld)*
- *National Disability Insurance Scheme Act 2013 (Cth)*
- *National Disability Insurance Scheme (Code of Conduct) Rules 2018*
- *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*
- *National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018*
- *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*
- *Work Health and Safety Act 2011 (Qld)*
- *Working with Children Check Act 2000 (Qld)*

4.2 Related Policies and Documents:

- Language Disorder Australia Blue Card Policy
- Language Disorder Australia Child Safety Reporting Form
- Language Disorder Australia Complaints Resolution Policy
- Mancel College Complaints Handling Policy & Procedure
- Language Disorder Australia Incident Management Procedure
- Language Disorder Australia Work Health and Safety Policy.

5. POLICY

5.1 Our Commitment to Child Safety

Language Disorder Australia is committed to complying with the universal principle and 10 child safe standards in accordance with the *Child Safe Organisations Act 2024 (QLD)*, including by:

- promoting the safety, wellbeing and best interests of all children and young people
- taking all reasonable steps to prevent, detect and respond to incidents of harm to children and young people
- ensuring clear, child-focused policies, processes and procedures are made available and reflect measures taken to ensure child safety as far as practical
- embedding, promoting and upholding child and cultural safety across our organisational governance, leadership and everyday practices
- employees and workers receive ongoing child safety-related training and professional development; and
- regular review of compliance and identification of opportunities for improvement.

Policies, procedures and forms relating to the safeguarding of children and young people can be accessed on SharePoint. These include notification of a reportable allegation or conviction.

5.2 Health and Safety

Language Disorder Australia has written processes in place to enable it to comply with the requirements of the *Child Safe Organisations Act 2024 (Qld),* the *Work Health and Safety Act 2011 (Qld)* and *the Working with Children Check Act 2000 (Qld)*.

5.3 Conduct

All employees of Language Disorder Australia must ensure that their behaviour towards and relationships with students, children and young people reflect proper standards of care. Employees, contractors and volunteers must not cause harm to students, children and young people.

5.4 When to Report Inappropriate Behaviour

If a Mancel College student or parent/carer considers the behaviour of an employee to be inappropriate, they should report the behaviour to the:

- Head of College,
- Deputy Head of College or
- Coordinator of Student Engagement and Wellbeing (Junior School / Senior School).

If a Language Disorder Australia client or employee considers the behaviour of an employee to be inappropriate, they should report the behaviour to management.

Websites for Language Disorder Australia's networks of support include information and links to contact the organisation's safeguarding lead on the feedback page.

5.5 Dealing with a Report of Inappropriate Behaviour

An employee working at Mancel College who receives a report of inappropriate behaviour must report it to the Head of College. Where the Head of College is the subject of the report of inappropriate behaviour, the employee must inform a member of the Language Disorder Australia Board. Reports will be dealt with under Language Disorder Australia's Complaints Handling Policy.

5.5.1 Mancel College

The Head of College (or authorised delegate) will submit reports in accordance with this policy and appropriate legislation.

5.5.2 All Other Business Units of Language Disorder Australia

The Executive Director (ED) (or authorised delegate) of Language Disorder Australia will submit reports in accordance with this policy and appropriate legislation..

5.6 Reportable Conduct Scheme Obligations

The school will comply with its obligations under 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 Queensland Family and Child Commission within required statutory timeframes, and appropriately investigated and reported as required under the Act.

An initial report under this section must include the following particulars:

a) Details of the reportable allegation or reportable conviction;

b) The name, including any former name or alias, of the worker the subject of the reportable allegation or reportable conviction;

c) The date of birth of the worker, if known;

d) The name of the head of the reporting entity;

e) Whether the sector regulator for the reporting entity or the police service has been contacted about the reportable allegation or reportable conviction;

f) The reporting entity's contact details, including its name, address and telephone number;

g) If the worker currently performs work for the reporting entity – any action, including risk management action, taken in response to the reportable allegation or reportable conviction, including, for example –

   a. Immediate steps taken to prevent the worker from having contact with children; and

   b. Any disciplinary action taken, or proposed to be taken, against the worker;

h) Any other matter prescribed by the regulation.

5.7 Queensland College of Teachers Obligations

The school will comply with its obligations under the *Education (Queensland College of Teachers) Act 2005 (Qld)* by notifying the Queensland College of Teachers as soon as practicable when the school begins dealing with an allegation of harm to a child involving a teacher, and again as soon as practicable once the school's dealings with the allegation are concluded.

A notice when the school begins dealing with an allegation of harm to a child involving a teacher must include the following particulars:

a) the name of the employing authority and, if the name of the authority is different to the name of the prescribed school, the name of the prescribed school;

b) the name of the relevant teacher;

c) the day the employing authority started dealing with the allegation;

d) the allegation, particulars of the allegation and any other relevant information;

e) details about what actions the employing authority has taken to deal with the allegation.

5.8 Reporting Sexual Abuse

5.8.1 Mancel College

Section 366 of the *Education (General Provisions) Act 2006* states that if an employee working in Mancel College becomes aware, or reasonably suspects, in the course of their role at Mancel College, that any of the following has been sexually abused by another person:

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

Then the employee must give a written report about the abuse or suspected abuse to the Head of College or to the Chair of the Board immediately.

The Head of College or the Chair of the Board (or their authorised delegate) must immediately give a copy of the report
to a police officer.

Under s366B of the *Education (General Provisions) Act 2006* the directors of Language Disorder Australia delegate the directors' function under s366 to the Chair of the Board of Language Disorder Australia.

If the first person who becomes aware or reasonably suspects sexual abuse is the Head of College, they must give a written report about the abuse, or suspected abuse to a police officer immediately and must also provide a copy to the Chair of the Board immediately.

5.8.2 All Other Business Units of Language Disorder Australia

If an employee working in any other Business Unit becomes aware, or reasonably suspects, in the course of their employment that any of the following have been sexually abused by another person:

- a child or young person under 18 years
- a person with a disability who is being provided with special education at a school

Then the employee must give a written report about the abuse or suspected abuse to the Executive Director who shall also advise the Chair of the Board.

The Executive Director (or their authorised delegate) must immediately give a copy of the report to a police officer. If the first person who becomes aware or reasonably suspects sexual abuse is the Executive Director they 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 the Chair of the Board.

5.8.3 What Information is to be Reported

A report under this section must include the following particulars:

- the name of the person giving the report (the ***first person***)
- the student, child or young person's name and sex descriptor
- details of the basis for the first person becoming aware, or reasonably suspecting, that the student, child or young person has been sexually abused by another person
- details of the abuse or suspected abuse; and
- any of the following information of which the first person is aware:
  (a) the student, child or young person's age
  (b) the identity of the person who has abused, or is suspected to have abused, the student, child or young person
  (c) the identity of anyone else who may have information about the abuse or suspected abuse.

5.9 Reporting Likely Sexual Abuse

5.9.1 Mancel College

Section 366 of the *Education (General Provisions) Act 2006* states that if an employee working in Mancel College reasonably suspects, in the course of their role at Mancel College, that any of the following has been sexually abused by another person:

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

Then the employee must give a written report about the suspicion to the Head of College or to the Chair of the Board immediately.

The Head of College or the Chair of the Board (or their authorised delegate) must immediately give a copy of the report to a police officer.

Under s366B of the *Education (General Provisions) Act 2006* the directors of Language Disorder Australia delegate the directors' function under s366 to the Chair of the Board of Language Disorder Australia.

If the first person who reasonably suspects sexual abuse is the Head of College, they must give a written report about the suspicion to a police officer immediately and must also provide a copy to the Chair of the Board immediately.

5.9.2 All Other Business Units of Language Disorder Australia

If an employee working in any other Business Unit becomes aware, or reasonably suspects, in the course of their employment that any of the following have been sexually abused by another person:

- a child or young person under 18 years
- a person with a disability who is being provided with special education at a school

Then the employee must give a written report about the abuse or suspected abuse to the Executive Director who shall also advise the Chair of the Board.

The Executive Director (or their authorised delegate) must immediately give a copy of the

report to a police officer. If the first person who becomes aware or reasonably suspects sexual abuse is the Executive Director they 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 the Chair of the Board.

5.9.3 What Information is to be Reported

A report under this section must include the following particulars:

- the name of the person giving the report (the ***first person***)
- the student, child or young person's name and sex descriptor
- details of the basis for the first person becoming aware, or reasonably suspecting, that the student, child or young person has been sexually abused by another person
- details of the abuse or suspected abuse; and
- any of the following information of which the first person is aware:
  - (a) the student, child or young person's age
  - (b) the identity of the person who has abused, or is suspected to have abused, the student, child or young person
  - (c) the identity of anyone else who may have information about the abuse or suspected abuse.

5.10 Responding to Harm

Harm caused by physical or sexual abuse

5.10.1 Mancel College

Under Section 13E(3) of the *Child Protection Act 1999*, if a doctor, registered nurse, 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.

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 harm.

The doctor, nurse, teacher or early childhood education and care professional must, in consultation with the Head of College, give a written report to the Chief Executive of the Department of Child Safety, Seniors and Disability Services (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 Head of College.

5.10.2 All Other Business Units of Language Disorder Australia

It is the expectation of all other employees that they report any reasonable suspicion to the Executive Director who will give a copy of the report to the Chair of the Board.

5.10.3 What Information is to be Reported

A report under this section must include the following particulars:

- the basis on which the person has formed the reportable suspicion
- the student's, child's or young person's name and sex
- the student's, child's or young person's age;
- details of how to contact the student, child or young person
- details of the harm to which the reportable suspicion relates
- particulars of the identity of the person suspected of causing the student or child to have suffered, suffer, or be at risk of suffering, the harm to which the reportable suspicion relates

- particulars of the identity of any other person who may be able to give information about the harm to which the reportable suspicion relates.

5.10.4 Where to Forward Report

Mancel College: Child Safety Regional Intake Service contact details for Brisbane and Moreton Bay are 1300 682 254 (from 9am to 5pm Monday to Friday). Outside of these hours, contact the Child Safety After Hours Service Centre on 1800 177 135.

All Other Business Units of Language Disorder Australia: contact details for the Regional Intake Service is 1300 682 254 (from 9am to 5pm Monday to Friday). Outside of these hours, contact the Child Safety After Hours Service Centre on 1800 177 135.

Harm caused by psychological or emotional abuse or neglect

When the school receives any information alleging 'harm' 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 it reasonably can, this may include reporting through the Head of College to Child Safety. If the harm is not at a level that is otherwise reportable to Child Safety, the matter should be referred to the Head of College, who may then refer the matter to Family and Child Connect.

5.11 NDIS Reportable Incident

Employees working within the Bright Door Business Unit will undertake a reportable incident in conjunction with the Executive Director, as outlined in the Language Disorder Australia Incident Management Procedure to the NDIS Commission.

5.12 Responsibilities under the *Criminal Code Act 1899 (Qld)*

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.

5.12.1 Failure to Report

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 who are 18 years and older, parents/ carers and employees. A reasonable excuse not to make a report under the Code 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.

5.12.2 Failure to Protect

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. This section applies to all employees.

5.13 Students over the Age of 18 Years

Where a student has reached the age of 18 years whilst being enrolled at Mancel College, employees need to notify the Head of College of any suspicions they may have regarding the sexual or physical abuse of the student. The Head of College will consult with the relevant Executive Leadership Team members to address the concern.

5.14 Awareness

Language Disorder Australia will inform employees, students, parents/carers and clients of its processes relating to the health, safety and conduct of employees, students and clients in communications to them and it will publish these policies on its websites and will be

available on request from reception or corporate services.

Awareness is raised through Professional Learning, employee onboarding, meetings, assemblies, House pastoral structure, College intranet, enrolment interviews and accompanying documentation.

5.15 Training

Language Disorder Australia will ensure all its employees complete Child Protection online training on their onboarding and will refresh training annually. Training attendance will be recorded and monitored through the Language Disorder Australia's Human Resources Information System. Visitors and contractors will be made aware of processes relating to the health, safety and conduct expectations through the sign in process.

5.16 Implementing the Processes

Language Disorder Australia will ensure it is implementing processes relating to the health, safety and conduct of employees, students and clients by auditing compliance with the processes annually.

5.17 Complaints Procedure

Suggestions of non-compliance with Language Disorder Australia processes may be submitted as a complaint under the Complaints Resolution Policy.

6. REVIEW

This Policy is to be reviewed every two (2) years or as legislation updates.

7. VERSION CONTROL

Version	Date updated	Summary of change/s	Approver
V1	9 September 2026	Supersede Child Protection Policy & Child Risk Management Strategy	Leanne McKay (Head of HR)

8. Appendix

Summary of Reporting

Who	What abuse	Test	Report to	Legislation
All staff	Sexual	Awareness or suspicion Sexually abused or likely to be sexually abused	Head of College or to a director of the governing body, through to police immediately	EGPA sections 366 and 366A
Head of College if 'first person'	Sexual	Awareness or suspicion Sexually abused or likely to be sexually abused	A director of the governing body and police immediately	EGPA sections 366 and 366A
Teacher and registered nurse	Sexual and physical	Significant harm; and Parent may not be willing and able	Confer with Head of College, report to Child Safety	CPA sections 13E and 13G
All staff	Physical, psychological, emotional, neglect, exploitation	Significant harm, and Parent may not be willing and able	Head of College, through to Child Safety	Accreditation Regulation section 16
All staff	Any	Not a level that is otherwise reportable to Child Safety	Family and Child Connect, may refer with consent or Head of College, through to Family and Child Connect	CPA sections 13B and 159M
Head of College	Any	Not a level that is otherwise reportable to Child Safety	Family and Child Connect, may refer without consent	CPA Sections 13B and 159M
Employing authority (Head of College/Board)	Harm or likely harm due to the conduct of a teacher	When you start to deal with an allegation, and When you finish dealing with an allegation	Queensland College of Teachers	QCT sections 76 and 77
Any member of the public	Any	Significant harm, and Parent may not be willing and able	Child Safety	CPA section 13A
Any adult including students 18 years or older, parents/guardians and volunteers	A child sexual offence against a child by an adult	Gains information that causes the adult to believe on reasonable grounds, or ought reasonably to cause the adult to believe, that a child sexual offence is being or has been committed and (b) at the relevant time, the child is or was— (i) under 16 years; or	Police as soon as reasonably practicable after the belief is, or ought reasonably to have been, formed	Criminal Code section 229BC

Who	What abuse	Test	Report to	Legislation
		(ii) a person with an impairment of the mind.		
All workers	Reportable allegation or reportable conviction by a worker	Reasonable belief that a worker has committed— reportable conduct; or misconduct that may involve reportable conduct. It is irrelevant whether or not the conduct or misconduct is alleged to have occurred in the course of the worker performing work for the school (entity).	Head of Entity or their delegate, as soon as practicable. Where the allegations involve the Head of Entity, the notification must be made to the QFCC. May also go to a director of the governing body.	CSO Act section 33
Head of the Reporting Entity (Head of Entity) or their delegate	Reportable allegation or reportable conviction by a worker	Reasonable belief that a worker has committed— reportable conduct; or misconduct that may involve reportable conduct. It is irrelevant whether or not the conduct or misconduct is alleged to have occurred in the course of the worker performing work for the school (entity).	QFCC initial notification within 3 business days. QFCC either interim or final report, within 30 business days.	CSO Act sections 34, and 30(1)(c)
Any person	Reportable allegation or reportable conviction by any worker	Reasonable belief that any worker has committed— reportable conduct; or misconduct that may involve reportable conduct. It is irrelevant whether or not the conduct or misconduct is alleged to have occurred in the course of the worker performing work for the school (entity) or any other entity.	May report to QFCC at any time.	CSO Act section 33(4)