

## Frequently Asked Questions

### Mandatory Reporting – Department of Education OneSchool student protection and reporting module enhancement

#### Child Safety

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#### What is mandatory reporting and why is it required?

The [Child Protection Act 1999 \(PDF\)](#) requires certain professionals, referred to as ‘mandatory reporters’, to make a report to Child Safety if they form 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 them.

Mandatory reporters may also report to Child Safety a reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect.

To find out more, visit:

[Protecting children - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](http://www.cyjma.qld.gov.au).

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#### Who are mandatory reporters?

The [Child Protection Act 1999 \(PDF\)](#) defines mandatory reporters as:

- teachers
- doctors
- registered nurses
- police officers with child protection responsibilities
- a person performing a child advocate function under the [Public Guardian Act 2014 \(PDF\)](#)
- early childhood education and care professionals, from 1 July 2017.

Teachers include approved teachers under the [Education \(Queensland College of Teachers\) Act 2005 \(PDF\)](#), employed at a school.

Doctors and nurses include those employed in both the public and private health sectors.

Child Safety employees and employees of licensed care services are mandated to report a reasonable suspicion that a child in care has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse.

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#### What is OneSchool?

OneSchool is the Department of Education’s (DoE) comprehensive software suite used to run safe, secure, sustainable and consistent reporting and administrative processes. To find out more, visit <https://education.qld.gov.au/parents-and-carers/school-information/oneschool-gparents>

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**Why was an enhancement to the OneSchool Student Protection and Reporting Module needed?**

One of the first opportunities identified for the Unify Program (formerly the ICMS Replacement Program) is for the Department of Child Safety, Youth and Women (DCYJMA) to assist DoE improve the way Student Protection Reports are received from DoE via its OneSchool Student Protection Reporting Module.

DoE and the DCYJMA have streamlined and enhanced student protection processes to be more reliable and user friendly. This is part of the ongoing partnership between DoE and DCYJMA to strengthen student protection reporting processes.

DoE submits mandatory reports using student protection online forms via the OneSchool web application. Approximately 500 reports are submitted by school principals each school week which are then received and managed by DCYJMA Child Safety Officers (CSO) through Genesys, the Regional Intake Services (RIS) email accounts. Depending on the nature of the information in a Student Protection Report, it may be assessed further by RIS staff, and/ or directed to the Queensland Police Service (QPS).

A manual reconciliation process was used to cross-reference reports received and sent between DoE and DCYJMA on a daily basis. This was time-consuming and labour-intensive. An improved delivery mechanism using the more reliable web services API technology now ensures the reconciliation also has the capability to identify any issues.

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**What changes were made?**

**Regional Intake Service (RIS) selection – OneSchool Student Protection Report**

**Previous process**

When a Student Protection Report is being completed and submitted in OneSchool, school principals had to manually select the relevant Child Safety RIS for their area from a drop-down list. Once the Student Protection Report was finalised, it was submitted to the selected RIS via email.

**New process – enhancement**

School principals no longer need to select a relevant RIS from a drop-down list when finalising a Student Protection Report. Once completed, the Student Protection Report is automatically routed to the correct RIS using the student or school residential address, particularly suburb and postcode details.

Additionally, a Child Safety reference number is automatically generated and attached to the report in OneSchool. The sender (i.e. principal) receives an email confirming the report has been received.

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**What did it achieve?**

The enhancement provides increased assurance that secured Student Protection Report information is delivered from DoE to the relevant DCYJMA Child Safety RIS via an efficient delivery mechanism, ensuring the right information is available at the right time.

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**What are the key benefits?**

Key benefits of the enhancement include:

- Increased system reliability.
- Efficient delivery mechanism for mandatory reports, specifically Student Protection Reports.
- The right information available at the right time.

**When did these changes take effect?**

Changes were implemented **from 29 August 2019**.

**Does the enhancement cause an increased workload for RIS staff?**

No. The enhancement maintains existing day-to-day practice for RIS, ensuring DoE Student Protection Reports are directed to the appropriate RIS.

**What support was provided to RIS?**

The Mandatory Reporting team and Information, Innovation and Recovery (IIR) Service Desk will work closely with RIS staff and DoE to make sure the enhancement happens smoothly, including responding to any questions they might have before, during and after it occurs.

**Who can I contact if I need IT assistance?**

For all IT matters, please contact the IIR Service Desk:

**Email:** [UnifySupport@cyjma.qld.gov.au](mailto:UnifySupport@cyjma.qld.gov.au)

**Phone:** 1300 747 435 (select option number 7).

The Unify support team will be proactively monitoring the system to ensure the solution is available and immediate notification of any internal malfunction.

**How can I find out more information?**

**Mandatory Reporting — DoE OneSchool Student Protection and Reporting Module Enhancement:**

For general enquiries about the enhancement email [Unify@cyjma.qld.gov.au](mailto:Unify@cyjma.qld.gov.au)

For I.T support (IIR Service Desk):

**Email:** [UnifySupport@cyjma.qld.gov.au](mailto:UnifySupport@cyjma.qld.gov.au)

For general enquiries about the Unify Program email [Unify@cyjma.qld.gov.au](mailto:Unify@cyjma.qld.gov.au).

