

Frequently asked questions

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

Child Safety

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:

<https://www.csyw.qld.gov.au/child-family/protecting-children/about-child-protection/mandatory-reporting>.

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.

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-qparents>

Why is 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 (DCSYW) to assist DoE improve the way Student Protection Reports are received from DoE via its OneSchool Student Protection Reporting Module.

DoE and the DCSYW have been working together to streamline and enhance student protection processes to be more reliable and user friendly. This step is part of the ongoing partnership between DoE and DCSYW to strengthen student protection reporting processes.

DoE Protection Report, it may be assessed further by RIS staff, and/ or directed to the Queensland Police Service (QPS).

A manual reconciliation process currently cross-references reports received and sent between DoE and DCSYW on a daily basis. This is time-consuming and labour- intensive. An improved delivery mechanism using the more reliable web services API technology will ensure the reconciliation also has the capability to identify any issues.

What changes are being made?

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

Current process

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

New process – enhancement

School principals will 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 will be automatically routed to the correct RIS using the student or school residential address, particularly suburb and postcode details.

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

Click here to view a [factsheet](#) explaining this process in more detail.

What does it aim to achieve?

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



What are the key benefits?	<p>Key benefits of the enhancement include:</p> <ul style="list-style-type: none"> • Increased system reliability. • Efficient delivery mechanism for mandatory reports, specifically Student Protection Reports. • The right information available at the right time.
When will these changes take effect?	<p>Changes will take effect from 29 August 2019, after business hours and in alignment with DoE readiness.</p>
What work has been completed to date?	<p>The Mandatory Reporting (Unify Program) team have been working closely with key stakeholders from DCSYW and DoE and engaging with Child Safety Regional Intake staff to get a better understanding of the activities relating to Student Protection Reports being processed and received from DoE. Their openness and willingness to share their thoughts and learnings has been invaluable.</p> <p>We will continue to keep you updated as the project progresses and appreciate further input from DoE and DCSYW staff where required.</p>
Will the enhancement cause an increased workload for RIS staff?	<p>No. The enhancement aims to maintain existing day-to-day practice for RIS, ensuring DoE Student Protection Reports are directed to the appropriate RIS.</p>
What support will be provided to RIS?	<p>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.</p>
Who can I contact if I need IT assistance?	<p>For all IT matters, please contact the IIR Service Desk: Email: UnifySupport@csyw.qld.gov.au Phone: 1300 747 435 (select option number 7).</p> <p>The Unify support team will be proactively monitoring the system to ensure the solution is available and immediate notification of any internal malfunction.</p>
How can I find out more information?	<p>Mandatory Reporting — DoE OneSchool Student Protection and Reporting Module Enhancement:</p> <ul style="list-style-type: none"> • For general enquiries about the enhancement email Unify@csyw.qld.gov.au • For I.T support (IIR Service Desk): <ul style="list-style-type: none"> - Email: UnifySupport@csyw.qld.gov.au - Phone: 1300 747 435 (select Option 7). <p>Unify Program:</p> <ul style="list-style-type: none"> • For general enquiries about the Unify Program email Unify@csyw.qld.gov.au.

