

Townsville HHS Reportable Conduct System

Carer Information

About the Reportable Conduct Scheme

The Qld Reportable Conduct Scheme helps organisations like Townsville HHS protect children. It makes sure concerns about how a worker behaves around and towards children are looked into carefully.

If there is a concern about child abuse or inappropriate behaviour by one of our workers, we will investigate what happened. We keep a record of what we find and what actions are taken. This information can be shared with other organisations and will help stop children from being harmed, even if the concern does not need police involvement.

The Scheme also helps services across Qld share important information so risks to children can be identified and managed early.

What is reportable conduct?

Reportable conduct means certain serious or harmful behaviours by adults towards children under 18 years of age. There are six types of reportable conduct:

- a sexual offence involving a child
- sexual misconduct involving or in the presence of a child
- ill-treatment of a child
- serious neglect of a child
- physical violence involving or in the presence of a child
- behaviour that causes serious emotional or psychological harm to a child

Reportable conduct can happen once or more than once over time. It does not have to happen at work - behaviour that happens outside of work hours can still be reported.

If you know a worker has a conviction for reportable conduct you can also report that.

What is not reportable conduct?

Not all concerns will be reportable conduct. Reportable conduct may not include:

- reasonable and appropriate actions taken by a worker while caring for your child
- everyday decisions made by a worker to keep your child safe
- concerns that a worker is not listening to you, such as when your child is unwell or you feel their condition is getting worse or not improving

These concerns are still important and should be raised through our hospital feedback or complaints processes.

Who can a report be made about?

A concern can be raised about any worker at Townsville Hospital & Health Service. This includes employees, volunteers, board and executive members, contractors, consultants, trainees, and students.

What Townsville Hospital & Health Service must do

We have systems in place to help keep children safe. This includes following the Child Safe Standards, making it easy for people to raise concerns, and having clear processes to investigate reportable conduct.

What happens when we receive a report?

If we receive a report about reportable conduct:

- we notify the Queensland Family and Child Commission
- we begin an investigation
- we take appropriate action once the investigation is complete
- we provide a final report to the Commission

Sometimes we also need to report concerns to other organisations, such as the Queensland Police Service, Child Safety, or other regulators. The Reportable Conduct Scheme does not replace these other reporting duties.

What you can do

If you have a concern about the behaviour of a Townsville Hospital & Health Service worker, it is important to speak up and report it.

Raising a concern helps keep children safe, and you will be supported for doing so.

How can you make a report

You can make a confidential report directly to:

Executive Director People, Strategy and Governance

Mail: Townsville Hospital & Health Service
Executive Office, Level 3,
PO Box 670,
Townsville QLD 4810

Telephone: (07) 4433 0087

Email: THHS_EDPSG@health.qld.gov.au