



REGIONAL QUEENSLAND INVESTIGATIONS

The CEO's Guide to Queensland's Reportable Conduct Scheme

First steps when an allegation is made

This guide is designed for CEOs, Principals, Boards, HR Managers, Child Safety Leads and heads of reporting entities who need to respond quickly, fairly and defensibly when a reportable conduct concern is raised.

Important: This guide is general information only. It is not legal advice. Organisations should obtain legal advice where required and refer to current Queensland Family and Child Commission guidance.

1. What the Scheme Is

Queensland's Reportable Conduct Scheme creates a framework for certain organisations to report, investigate and respond to allegations or convictions involving worker conduct towards children.

The scheme is intended to strengthen child safety, improve organisational accountability, and ensure concerns about workers are not ignored, minimised or handled informally where a proper investigation is required.

2. First 24 Hours - Stabilise and Triage

When a concern is raised, the organisation should immediately consider child safety, mandatory reporting, whether police notification is required, preservation of evidence, conflicts of interest, and whether an independent investigator should be appointed.

Decisions made early can affect the fairness, safety and evidentiary strength of the entire matter.

3. The Head of Entity Must Stay Focused

The head of the reporting entity is responsible for ensuring appropriate systems exist and that reportable conduct matters are managed properly. This does not mean the head of entity personally conducts the investigation.

In many cases, appointing an independent investigator assists the head of entity to maintain objectivity and demonstrate that the matter has been handled appropriately.

4. Preserve Evidence Early

Relevant records may include emails, rosters, sign-in sheets, CCTV, incident reports, text messages, staff files, complaint records, policies, training records and prior concerns.

Organisations should avoid delay. CCTV may overwrite, witnesses may discuss the matter, and relevant documents may be moved or deleted.

5. Procedural Fairness Matters

A defensible investigation requires fairness to the child, complainant, witnesses and respondent. The respondent should be given sufficient information to understand and respond to the allegation before findings are made.

Findings should be based on evidence, not assumption, workplace rumour, historical dislike or organisational pressure.

6. When to Engage an Independent Investigator

Independent investigators are particularly useful where the allegation is serious, senior staff are involved, the matter may attract regulator or media scrutiny, internal relationships are compromised, or the organisation lacks suitably trained investigators.

An independent investigation can support confidence in the outcome and provide a clear record for boards, legal advisers and regulators.

7. What RQI Can Assist With

RQI can assist with allegation assessment, investigation planning, witness interviews, evidence review, procedural fairness letters, analysis, findings and final reports.

RQI investigators hold appropriate Queensland licensing and Blue Cards and are experienced in sensitive, workplace, regulatory and child-related investigation contexts.

Immediate Response Checklist

- Confirm immediate child safety risks and take protective action where necessary.
- Consider whether QPS or another authority must be notified immediately.
- Identify whether the allegation may fall within reportable conduct.
- Preserve documents, CCTV, digital evidence and incident records.
- Limit internal discussion to those who need to know.
- Check for conflicts of interest or perceived bias.
- Consider independent investigation support early.
- Record each decision and the reason for it.



Need assistance?

Regional Queensland Investigations provides independent reportable conduct investigations across Queensland.

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