Child safety quick reference

Mount Tamborine Convention Centre | Reporting contacts verified with MTCC | 28 October 2026

For workers, children, families and guests. You do not need proof to raise a concern. The MTCC form sends an internal report; it does not notify police, Child Safety or QFCC.

Concern about a child or vulnerable person

IMMEDIATE DANGER OR URGENT MEDICAL NEED
Call 000 now. Arrange safe supervision and first aid.

LISTEN AND PROTECT
Stay calm. Thank them for telling you. Take them seriously. Do not promise secrecy, ask leading questions, confront the person concerned or investigate yourself.

REPORT PROMPTLY
Make required external reports and tell the appropriate MTCC contact immediately. Do not wait to complete a form or for a manager's approval.

WRITE AND PRESERVE
Record the person's words, what you saw/heard, date/time, immediate risks, actions and reporting references. Keep evidence secure. Do not forward images of abuse.

Choose a reporting route

Concern	Internal contact
About MTCC staff including the CEO	Bill Vine, Board Chair Use the website reporting form
All other concerns	Ross Dinnar, CEO Use the website reporting form
Contact implicated unavailable or unsafe	Use the other contact, an unconflicted Board member, or an external authority directly.

Online reporting: www.mtcc.org.au/safe/
Use the safeguarding concern form at www.mtcc.org.au/safe/. You may report anonymously, speak to any event leader or ask someone to help. A child never has to use a form or obtain parental permission to speak up.

External contacts

Police: 000 emergency | 131 444 non-emergency
Child Safety South East: 1300 679 849, weekdays 9 am to 5 pm
Child Safety after hours: 1800 177 135
QFCC reporting: www.qfcc.qld.gov.au/report-concern

If you work for MTCC and a reportable allegation or conviction concerns the CEO, report directly to QFCC as soon as practicable. A report to Bill alone does not replace this statutory route. Anyone can report directly to authorities at any time.

Workers and leaders at a glance

Before and during service

- Complete required Safe Ministry training and screening, be inducted, hold and be linked under required Blue Card arrangements, and sign the code. A card held elsewhere does not by itself show MTCC linking.
- Keep children's activities observable and supervised by at least two approved adults under the event plan. No private messages, secret relationships, favouritism, isolated bedroom visits or humiliating discipline. Follow approved collection, overnight, care, image and transport arrangements.
- Listen to children; ask what helps them feel safe. Respect culture, disability and communication needs. Speak up about boundary crossings, peer harm and unsafe situations, as well as abuse.

Your reporting duties

MTCC policy covers all children under 18 and vulnerable adults. Report concerns immediately. Under Criminal Code s 229BC, adults must report to police a reasonable belief, or information that ought reasonably to cause that belief, of a child sexual offence by another adult as soon as reasonably practicable, unless a reasonable excuse applies. Its child-age test is under 16 at the relevant time or a person with an impairment of the mind. Do not assume an internal report fulfils this duty.

Specified professionals also have Child Protection Act reporting duties. Accountable adults with power to reduce known significant institutional sexual-abuse risks must act under s 229BB. Seek advice promptly if unsure; do not delay immediate protection.

Head of Entity and case handler timeline

When	Action
Immediately	Protect children, preserve evidence, report suspected crime, escalate to the head or QFCC for CEO matters, and log awareness time.
Within 3 business days of head awareness	Initial written report to QFCC. Do not wait for proof or a completed investigation.
Within 30 business days of the same awareness date	Interim report, including worker submissions, or completed final report.
As soon as practicable after investigation	Final report with findings, reasons, evidence, actions and system improvements. Fair written opportunity to respond before adverse findings are finalised.

Reportable conduct: child sexual offence; sexual misconduct; ill-treatment; significant neglect; physical violence; or significant emotional/psychological harm. Assess against the Act, including patterns. Off-duty conduct can be covered. Former-worker matters have a statutory connection test. The CEO is the Head of Entity; Bill receiving a report does not automatically transfer that legal role.

Keep case records restricted; never retaliate for a good-faith report. If safe contact details are supplied, MTCC's acknowledgement target is two business days. Urgent action and legal deadlines apply sooner where required.

Sources: Child Safe Organisations Act 2024 ss 26 to 37; Criminal Code ss 229BB to 229BC; QFCC reporting and investigation guidance; Queensland Child Safety reporting contacts. Full links and the proposed policy supplement are available through /safe. This guide gives immediate reporting guidance; proposed additional MTCC operating controls require Board adoption.