Safeguarding concern record

MTCC | Operational Forms v1.0 | 28 October 2026 | Restricted once completed

Use for a spoken, written or website report. Do not delay an urgent external report to complete this record. Accept incomplete or anonymous concerns. Never upload a completed record to the public website.

Case reference _____ Received by _____

Date and time first received _____ Method _____

Head of Entity awareness date and time _____

Route [ ] Staff including CEO to Bill [ ] All others to Ross

Does this concern the CEO [ ] Yes [ ] No [ ] Unsure

Reporter name if supplied _____

Safe contact method and time or anonymous _____

Child or adult at risk and immediate location if known _____

Person concerned and role or relationship _____

What was seen heard or disclosed

Use exact words where possible and distinguish facts from opinions.

_____
_____
_____
_____

Date time location and other witnesses _____

Immediate response and reports

Safety and support steps _____
_____

Police Child Safety QFCC or other report date time contact and reference
_____
_____

Evidence preserved and restricted storage location _____

Assigned unconflicted case owner _____

Follow-up or safe acknowledgement due _____

Use the separate case tracker for statutory decisions and deadlines. Preserve this original record; date and attribute later additions rather than overwriting it.

Event and hirer safety record

Complete before every event attended by children, including family events without a separate children's program. Attach the event risk assessment and roster.

Group event dates and venues _____

Event leader mobile and backup _____

MTCC contact and emergency site contact _____

Children ages numbers and additional needs _____

Who supervises each activity and care handover times _____
_____

Check and record evidence

- [ ] Safeguarding policy and reporting contacts supplied to the hirer and workers; children/families told how to get help and give feedback.
- [ ] Worker roster and suitability approvals checked; required Blue Cards current, verified and linked as legally required; any exemptions documented. Own-worker checks are not replaced by hirer assurances.
- [ ] Induction and signed code recorded; two-adult cover, ratios and relief meet the assessed needs. No unchecked last-minute replacements.
- [ ] Supervised/restricted areas, visitor access, group separation and contractor work zones mapped and briefed.
- [ ] Rooms, toilets, changing, night supervision and help routes approved; personal-care or disability support plans agreed where needed.
- [ ] Attendance, headcounts, authorised collection, any independent departure consent and missing-child response ready.
- [ ] First-aid lead, kits, medication/allergy arrangements, evacuation and emergency access checked.
- [ ] Approved transport, photography permissions, communication and online boundaries checked.
- [ ] Cultural safety, disability and language needs considered with children/families; feedback method suitable for them.
- [ ] Risk assessment records initial/residual risk, controls, actual owners, deadlines and verification. Unresolved high/extreme risks addressed before activity.

Controls or actions still required owner and due date _____
_____

Hirer leader confirmation and date _____

MTCC review and approval date _____

This is an operational safety record. Use an authorised booking agreement for contractual acceptance. It does not waive or transfer MTCC's legal duties.

After event feedback issues actions owner and due date _____
_____

Restricted case tracker

Create one restricted record for each matter. Keep sensitive case details separate from de-identified Board reporting.

Case ID and unconflicted owner _____

Entity first receipt time _____ Head awareness time _____

Reportable allegation or conviction assessment and reasons _____
_____

Worker current or former relationship and statutory connection _____

Category or categories _____ Advice sought _____

Immediate safety controls owner and review date _____

External reports and reference numbers _____

Initial QFCC report due _____ Sent _____ Receipt _____

30-business-day report due _____ Sent _____ Receipt _____

Any QFCC agreed extension and evidence _____

Investigator contact competence independence and conflict controls _____

QFCC notified of investigation and contact date _____

If unable to investigate reasons and QFCC notification _____

Police directions on investigation or evidence _____

Written adverse proposed findings notice and response period _____

Worker submissions received and considered _____

Investigation completion date _____ Final report sent _____

Findings reasons evidence and QFCC receipt _____

Risk employment Blue Card insurer and other regulator action _____
_____

Support and safe updates to child family reporter and worker _____

System improvements owner due date and closure evidence _____

Restricted file access list backup and retention hold _____

Count Queensland business days, excluding weekends and applicable public holidays. Both 3 and 30 business-day clocks run from head awareness, not from initial notification or the completion of an internal assessment. Do not rely on an email inbox as the deadline register.

Worker risk and review registers

Worker register fields

Maintain in Safe Ministry, MTCC's training and compliance system. One record per worker: name; role and supervisor; start/end date; identity checked by/date; interview and referees; suitability decision; Blue Card category or documented exemption; authority number/status/expiry; verification and MTCC linking date; delinking; signed code/version/date; induction; training and next refresh; restrictions; review owner/date. Keep necessary supporting documents securely; incident case files stay separately restricted.

Risk and action register fields

One record per risk: event/site/activity; hazard and people affected; likelihood and consequence before controls; controls and named owner; residual risk; additional action; due date; approval; date verified; evidence; next review. Include physical, online, cultural, accessibility, peer, worker, privacy and reporting risks, not only accidents.

Feedback and improvement register fields

Date; source of feedback in de-identified form; issue; Standard affected; action and owner; due date; evidence of completion; communication back to children/families where safe; next review. Use the restricted case process for any safeguarding disclosure within feedback.

Worker acknowledgement to attach to PO04

I have read MTCC's existing SAFE Code of Conduct and SAFE Policy together with SAFE policy update and procedures version 1.0. I agree to the additional commitments on page 7, including reporting concerns and relevant convictions promptly, following safe conduct rules, maintaining required clearance and training, and reporting directly to QFCC when a reportable matter concerns the Head of Entity.

Name _____ Role _____

Signature _____ Date _____

Simple child and family feedback

Ask in a way the child can understand: What helped you feel safe? Was anything uncomfortable or worrying? Who could you go to for help? What should we change next time? Allow spoken, written, visual or assisted answers and a private conversation. Do not promise anonymity if an individual safety response is needed; explain who can help.

Records rule

These blank templates may be public. Completed worker, risk and feedback records belong in appropriate restricted MTCC storage. Case/abuse records are retained under PO06's perpetual-retention commitment and legal holds. Appoint an owner and backup for each register; a blank template is not evidence that a control has been implemented.