



# Template for Complaints and Allegations

C/2.1.5.4

## Mandatory Reporting

The Mandatory Reporting Process for Ministry Agents and the Mandatory Reporting Process for Lay Workers and Volunteers outlines the steps to take when reporting incidents of suspected abuse, grooming or neglect. This will ensure you are meeting your legal obligations and fulfilling your duty of care to the children involved in your activities. A copy of each of these documents is available on the synod website.

## When to use this form

This form is to be used to record suspicion or knowledge of any concerns, including concerns about conduct within the Church. The information recorded in this document may also be used to provide statements to authorities.

**Complete the relevant sections of this form and retain a copy for your records.**

## 1. Instructions

2. All lay workers, lay preachers and volunteers must follow the **B.C.A.L.M.** process and discuss your concerns with your ministry agent or Church Council Chair, following the Mandatory Reporting Process for Lay Workers and Volunteers.
3. All ministry agents must follow the **R.E.S.P.O.N.D.** process.
4. Complete each section of this document, that is relevant to the concern or incident you are reporting. Some sections will not be relevant.
5. If you are reporting concerns about neglect, abuse, sexual abuse or grooming to a child, you **must** also complete the [Guide for Reporting Child Safety Concerns](#).
6. Please send a copy of all reports, including this completed template, to the Safe Church Assurance and Support Officer at the Synod office – [safechurch@ucaqld.com.au](mailto:safechurch@ucaqld.com.au)

## 2. Safety assessment

Is/was there immediate danger? If so, how was this addressed?

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## 3. Information about children

Are any children involved in the incident?

- ☐ **No, please proceed to section 4.**
- ☐ **Yes, please provide as much of the information below, as possible for each child:**

### Details (if known)

- The child's full name
- The child's approximate age or date of birth (if known)
- The child's address
- Who does the child live with? Provide full details of all parents and include any shared care arrangements.
- What is the child's frequency of attendance at the service/ activity? [*eg child attends Kids Club weekly; or child has not attended previously*]

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- Has the child made any disclosures which cause you to suspect that harm has or is likely to occur? If so, please provide details.
- Has/ does the child display any behaviour/s which cause you to suspect that harm has or is likely to occur? If so, please provide details.
- Any other information?

### 4. Information about adults/ parents

Are any parents/ adults involved in the incident?

- ☐ **No, please proceed to section 6.**
- ☐ **Yes, please provide as much of the information below, as possible for each adult/parent:**

- Each adult/ parent's full name.
- Each adult/parent's approximate age or date of birth (if known)
- Each adult/parent's address (if applicable)
- Has there been any contact with this adult/parent? If so, please describe [*eg attends men's group weekly*]
- Any other information?

### 5. Adult/ Parent's capacity

Use this section to fill in any known information about the adult/s or parent/s behaviour or circumstances (*if applicable*)

- Do any of the adults/parents have any diagnosed conditions which make them more vulnerable, or impact upon their capacity to protect either themselves or parent the child? If yes, please provide specific information.
- Do you suspect that domestic or family violence is present in the home? If so, please provide specific details about your concerns.
- Have there been any recent changes of behaviour by any of the adults/parents which is/has caused you to suspect that they may not be able to parent or protect themselves or the child adequately? If yes, please provide specific information. [*eg parent is a survivor of childhood trauma and has PTSD*]
- Describe any other concerns or observations that you have, which cause you to be concerned about either adult/parent's ability to parent or protect either themselves or the child.

### 6. Information about the incident, or concern

Observations

- What happened?
- What was observed?



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*A detailed and factual statement of what happened. Include what was said, reported or observed including injuries, specific circumstances that supported your decision to complete this statement.*

### Disclosures

- What did the child disclose?
- Has the concern been raised with either parent? If so - what was their response to any discussions about the observed injury, incident or concern?
- What did the adult or parent disclose?
- Has the information been reported to anyone else?

*Provide a detailed and factual statement of what was said, reported or observed including behavioural responses from the child or parent that supported your decision to complete this statement.*

### Other information

- Are there any other details that should be included to provide a fuller picture of the person, child or family's circumstances? If so, provide details.
- Who else was involved and what was their involvement? Provide details about the alleged offender and any witnesses.

## 7. Information about the injury or incident

- Where did the incident or suspected abuse occur? [e.g. in the family home, at a neighbour's home, at the park, etc]
- When did it occur? [eg is this an historical report of abuse from 30 years ago]
- Is there any other information that should be included about the incident/ the harm/ or the risk of harm? If so, please provide information. [eg has there been any medical treatment required? Has anyone been charged?]

## 8. Information about harm or neglect

Does the concern or incident relate to some type of harm to a child?

- ☐ **No, please proceed to section 9.**
- ☐ **Yes, you must also complete the Guide for Reporting Child Safety Concerns**

## 9. Reporting responsibility

Does the information contained in this report require that you make a report to police? [All adults must report suspected sexual abuse and grooming to police]

**YES/ NO**

*If you made a report to police, please include the details in the Reporting Record below.*



### 10. Your details

Name:

Address:

Phone:

Your connection to the events reported:

Signature:

Date:

### 11. Reporting records

Keep good records of the people to whom you reported your concerns, either verbally or in writing, inside the Church or to statutory authorities. Please ensure that you report the matter to the Safe Church Assurance and Support Officer at the Synod office [safechurch@ucaqlld.com.au](mailto:safechurch@ucaqlld.com.au)

*Please include the details of any reports made to police, and Child Safety in the table below.*

Date on which you reported	Name of person to whom you reported	The organisation to which they belong	Their position, rank or ID within that organisation	What they advised you to do

### Information and support

Information and support can be obtained from the Safe Church Assurance and Support Officer on 07 3377 9833 or [safechurch@ucaqlld.com.au](mailto:safechurch@ucaqlld.com.au)

### Your Notes




### Revisions

Document number		C/2.1.5.4			
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
5.0	16.01.2024	Strategic Risk Manager	16.01.2024	Strategic Risk Manager	Safe Church Assurance and Support Officer
Next scheduled review		11.08.2027			