

Happiness Hangout – Complaints & Allegations Record Form

Unit 5, 1645 Ipswich Road, Rocklea QLD 4106
Aligned with Queensland Child Safe Standards (June 2025)

Purpose of this Form

This form is used to record any **concern, suspicion, allegation, disclosure, or complaint** involving harm, risk of harm, or unacceptable behaviour toward a child or young person engaged with Happiness Hangout.

It supports compliance with the **Queensland Child Safe Standards**, particularly:

- **Standard 1:** Child-centred culture
- **Standard 3:** Managing risks of harm
- **Standard 6:** Responding to harm
- **Standard 7:** Reporting obligations and record keeping

This form must be completed **as soon as practicable** after becoming aware of the concern.

1. Staff Member Completing This Form

Name:

Position:

Date & Time of Completing Form:

Contact Details:

2. Details of Child or Young Person

Name:

Age:

Gender (if relevant):

Cultural considerations (e.g., Aboriginal, Torres Strait Islander, CALD):
Additional needs (if relevant):

3. Person Making the Complaint or Disclosure

Name:

Relationship to Child:

Contact Details:

4. Person the Complaint or Allegation Is About

Name:

Role/Relationship to Organisation:

Contact Details (if known):

5. Nature of the Complaint or Allegation

Provide detailed, factual information including:

- Date and time of incident
- Location
- What happened
- Who was involved
- Observations of the child's behaviour
- Any physical or emotional indicators

As your original document states: "Accurately record what the child said when describing what happened – use their exact words –".

If the concern is based on **indirect disclosure**, describe the drawing, behaviour, or other indicators.

6. Details of Injuries or Medical Attention

Describe any visible injuries:

Was medical attention provided? Yes / No

If yes, by whom and where:

7. Witnesses

List anyone who saw or heard the incident or disclosure.

Name(s):

Contact details:

Summary of what they reported:

8. Does This Matter Indicate Possible Harm or Abuse?

(As defined under the *Child Protection Act 1999 (Qld)* and QLD Child Safe Standards)

Tick all that apply:

- Physical harm
 - Emotional or psychological harm
 - Sexual abuse or grooming
 - Neglect
 - Exposure to domestic violence
 - Inappropriate or unsafe behaviour by an adult or peer
 - Breach of organisational code of conduct
 - Other (describe):
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9. Reporting Actions Taken

Record who you notified and when.

(Queensland pathways differ from NSW, so these have been updated.)

Did you report to:

- **Queensland Police Service (QPS)**
 - Officer name / station:
 - QP number (if provided):

- Date/time reported:
 - **Child Safety – Regional Intake Service (RIS)**
 - Phone: 1300 682 254
 - Date/time reported:
 - **Child Safety – After Hours Service Centre**
 - Phone: 1800 177 135
 - Date/time reported:
 - **eSafety Commissioner** (if online harm involved)
 - Date/time reported:
 - **Blue Card Services – Reportable Conduct Scheme**
 - Date/time reported:
 - **Internal Reporting (Happiness Hangout)**
 - Name/role of person notified:
 - Date/time reported:
 - **Other (e.g., parent/guardian, external agency):**
 - Details:
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10. People Spoken To About the Matter

List all individuals consulted and the reason for contact.
Include:

- Police officers
- Child Safety staff
- Blue Card Services staff
- eSafety staff
- Internal management
- Witnesses
- Parents/guardians (if appropriate and safe)

Names, roles, and reasons for contact:

Dates of conversations:

11. Immediate Safety Actions Taken

Describe any steps taken to protect the child or others, such as:

- Removing a staff member from duties
 - Adjusting supervision
 - Providing support to the child
 - Contacting emergency services
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12. Follow-Up Actions Required

List any ongoing actions, including:

- Internal review
 - Support services for the child
 - Communication with family (if appropriate)
 - Risk management adjustments
 - Staff training or supervision changes
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13. Completed By

Name:

Signature:

Date:

Reviewed by (Manager/Child Safety Officer):

Signature:

Date:

Document Information

Document Title: Happiness Hangout - Complaints and Allegations Record Form

Organisation: Happiness Hangout

Version: 1.0

Review Date: May 2027

Aligned With: Queensland Child Safe Standards & Child Safe Organisations Act 2024 (Qld)
([QFCC](#))

