

Appendix E – Reportable Conduct Scheme

This document is to be read in conjunction with *HSQF User Guide – Certification – Version 11.0*.

Appendix E outlines how organisations required to comply with the Reportable Conduct Scheme (RCS), referred to as ‘reporting entities’ within this document, can demonstrate their alignment with its requirements. This includes the policy and procedural requirements organisations can use to demonstrate compliance with the Human Services Quality Standards (HSQS) Indicator 1.1, where applicable.

Not all organisations implementing the Child Safe Standards, will be required to comply with the RCS¹. The scheme applies only to ‘reporting entities’ that are listed in Schedule 2 of the *Child Safe Organisations Act 2024* and which care for, supervise or exercise authority over children.

Reportable Conduct Scheme

The RCS improves the way reporting entities manage complaints about inappropriate behaviour towards children. It requires reporting entities to take all concerns seriously and respond appropriately.

The RCS requires reporting entities to complete an investigation in response to concerns about an employee’s behaviour towards children and record the outcomes in a way that can be shared with other organisations to prevent harm to children. This plays a critical role in identifying behaviour that is concerning but doesn’t reach the threshold for a police response.

The RCS is designed to connect information across organisations, regulators and sectors to identify people who present a risk to the safety of children.

¹ Organisations can read more on the QFCC webpage [Reportable Conduct Scheme](#).

Application

Reporting entities required to comply with the RCS are expected to implement it at an organisational level and integrate it into their practices. This means all staff should understand their responsibilities to report reportable conduct, and relevant staff are aware of their obligations under the scheme.

Demonstration

Reporting entities must establish clear and robust systems to ensure compliance with the RCS requirements. This requirement applies to all reporting entities required to comply with the RCS, regardless of whether they fall under the Human Services Quality Framework (HSQF) or not.

For reporting entities under HSQF, during their audit, the auditor will look for evidence to suggest compliance with the RCS, by confirming with the organisation that they:

- Have systems in place:
 - to prevent reportable conduct by workers in the workplace, enacted through the Child Safe Standards
 - that enable anyone to report concerns of reportable conduct to the head of the organisation and to the QFCC when an allegation is about the head of the organisation
 - to respond to concerns and investigate reportable conduct
 - that ensure learnings from reportable conduct outcomes are included in future reviews and updates of child safeguarding systems
 - that allow for reportable conduct to be reported by the organisation to the QFCC from 1 July 2026.

Provide training and information to staff, including information to ensure that relevant staff are aware of any specific obligations they have under the Scheme. Training and information would cover the following areas:

- what is reportable conduct
- recognising and reporting concerns about inappropriate behaviour towards children
- staff members responsibilities to report reportable conduct, including to whom within the organisation
- what happens with a reportable conduct report and what must go into it
- risk management actions when a report is made
- investigating the reportable conduct
- interim and final reporting of the reportable conduct to the QFCC.

Examples of evidence may include:

- The head of the organisation or their delegate understands the role they are required to take to fulfil RCS obligations, and has implemented processes to fulfill these responsibilities, including ways in which to:
 - notify the QFCC² of a reportable allegation or reportable conviction within three business days
 - provide the QFCC with an interim report within 30 business days
 - provide the QFCC with a final report including the investigation findings and any actions taken as soon as practicable.
- Staff have undertaken RCS related training and understand who the RCS applies to, what needs to be reported and how
- Evidence that the head of entity understands the consequences for failing to report or comply with the Act. This could be expressed in a policy or in a written statement or acknowledgement
- A system may include, for example, a policy, practice or procedure. Such documents could be standalone for the RCS or RCS system processes could be built into existing policies, practices or procedures.

Organisations should note that existing requirements to report to other regulators, police, or other bodies remain unchanged.

Version Control

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² Reports are to be made to QFCC utilising the reporting mechanisms specified by the QFCC