



Paddle Queensland

What happens after a concern is raised?

Family friendly guide for children, young people, parents and carers

Plain-language summary

When a child safety concern is raised, Paddle Queensland or the relevant affiliated club should first:

- ✓ check safety
- ✓ listen respectfully
- ✓ record the concern
- ✓ decide the right pathway
- ✓ make any required external reports
- ✓ take action to reduce risk.

Families should be told what can be shared, what happens next and who to contact.

Document	Family Friendly Guide: What Happens After a Concern is Raised
Prepared for	Paddle Queensland
Prepared by	ChildSafe AUS
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This guide is a plain-language summary. It should be read together with Paddle Queensland's Child Safety Policy, Child Safe Code of Conduct, Complaints and Reporting Policy and Procedure, Family Friendly Complaints and Reporting Guide, and any Paddle Australia or Sport Integrity Australia process that applies.

1. Why this guide exists

This guide explains what should happen after someone raises a child safety concern, complaint or report connected with Paddle Queensland, an affiliated club, a junior paddling program, training, event, camp, online space, travel arrangement or paddling activity.

It is written for families and children so the process is easier to understand. It does not replace urgent action, police reporting, Child Safety reporting, Sport Integrity Australia reporting, Paddle Australia processes or legal obligations.

The most important rule

A child's safety comes first.

If a child is in immediate danger, call 000 before starting any Paddle Queensland or club process.

2. The process at a glance

Stage	What Paddle QLD or the club should do	What families can expect
1. Make safe	Check whether the child or any other child is in immediate danger and take urgent protective action.	Immediate risk should be acted on straight away. This may include calling 000.
2. Listen and record	Listen respectfully, avoid blame, record facts and avoid asking the child to repeat the story unnecessarily.	The child should be heard, believed enough to act, and supported.
3. Triage	Decide whether the concern is a club matter, Paddle QLD matter, Paddle Australia integrity matter, Sport Integrity Australia matter, police matter, Child Safety matter or QFCC matter if applicable.	You may be asked for further details so the right pathway can be chosen.
4. Report externally	Make external reports where required. Internal processes must not delay police, Child Safety or other urgent reporting.	Serious concerns may be reported outside Paddle Queensland or the club.
5. Manage risk	Put immediate controls in place while the matter is assessed or investigated.	This may include changes to supervision, contact, access, coaching or participation arrangements.
6. Assess or investigate	Gather information fairly, keep records and decide whether policies or laws have been breached.	Families should be told what can be shared and when updates can be expected.
7. Outcome and learning	Decide actions, close the matter appropriately and review whether improvements are needed.	You should be told the outcome to the extent it can lawfully and safely be shared.

3. First response: safety, listening and respect

When a concern is raised, the first response should be calm, respectful and child-focused.

The person receiving the concern should not dismiss it, minimise it, blame the child or family, or tell the child to keep it secret.

Safety check Is the child safe now? Are other children at risk? Does anyone need police, ambulance, medical care or immediate protective action?	Support check Does the child need a parent, carer, trusted adult, cultural support, interpreter, disability support or wellbeing support?
Pathway check Is this a club matter, Paddle QLD matter, Paddle Australia or Sport Integrity matter, criminal matter, Child Safety matter or QFCC matter if applicable?	Conflict check Is the person receiving or managing the report involved in the concern? If yes, it should be escalated to someone else.

4. If the concern may involve harm, abuse or criminal behaviour

External reporting may be required	Some concerns must be reported outside Paddle Queensland or the club. This includes: ✓ immediate danger ✓ suspected criminal conduct ✓ child abuse ✓ neglect ✓ grooming ✓ sexual abuse ✓ online exploitation ✓ a concern that a child is at risk of significant harm
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The person receiving the concern should **NOT investigate first to decide whether the child is telling the truth.**

The role of Paddle Queensland or the club is to **act on the concern, protect the child, preserve information and use the correct reporting pathway.**

- Call 000 if a child is in immediate danger or needs urgent help.
- Contact Queensland Police through Policelink on 131 444 for non-urgent police matters.
- Contact Queensland Child Safety if a child may be experiencing harm, is at risk of harm or is being neglected.
- Report child safeguarding or discrimination matters through Sport Integrity Australia where the National Integrity Framework pathway applies.
- Contact QFCC where the Reportable Conduct Scheme applies or advice is needed about a reporting entity matter.

5. How Paddle Queensland or a club may manage risk while the concern is considered

Risk controls are not a finding that someone has done something wrong. They are temporary or ongoing steps to keep children safe while the concern is assessed, reported or investigated.

Supervision changes Changing coach, volunteer, instructor, official or parent supervision arrangements.	Contact limits Stopping one-on-one contact, private messaging, transport or unsupervised contact while the matter is considered.
Activity changes Changing training groups, event roles, access to sheds, camp arrangements, travel arrangements or on-water supervision.	Standing aside A worker, volunteer, coach, official or contractor may be temporarily stood aside from child-related duties if needed to manage risk.
External advice Seeking advice from police, Child Safety, QFCC, Paddle Australia, Sport Integrity Australia, insurers or legal advisers.	Support plan Arranging support for the child, family, reporter, other children or affected volunteers and staff.

6. What families can expect

Families should be treated respectfully and given clear information about the process. Not every detail can always be shared, especially where police, Child Safety, QFCC, Sport Integrity Australia, employment, volunteer management or privacy obligations apply.

- ✓ Your concern should be taken seriously and recorded.
- ✓ You should be told who is managing the matter, where this can be shared safely.
- ✓ You should be told if urgent external reporting is needed, unless this cannot be shared for safety or legal reasons.
- ✓ You should be given reasonable updates, especially where the matter takes time.
- ✓ You should be told what support is available for the child or young person.
- ✓ You should be told the outcome as far as it can lawfully and safely be shared.
- ✓ You should be told how to escalate the concern if you believe it has not been managed properly.

7. What may not be able to be shared

Families often want full information. Paddle Queensland or the club should be as clear as possible, but some information may be limited for safety, privacy, procedural fairness or legal reasons.

- Details about another child or family.
- Private employment, volunteer management or disciplinary information.
- Information that may compromise a police, Child Safety, QFCC, Sport Integrity Australia or other external process.
- Personal information that is not necessary for the family to know.
- Details that may place a child or another person at risk.

Clear communication still matters

Even where details cannot be shared, families should be given a plain explanation of the process, likely timing, safety steps, support options and who to contact with questions.

8. If an investigation or formal review is needed

Some concerns can be resolved quickly through support, clarification, coaching, supervision changes or local action. Other concerns need a more formal assessment or investigation.

An investigation or formal review may include gathering records, speaking with relevant people, considering Paddle Queensland, Paddle Australia and Sport Integrity Australia policies, assessing risk, making findings where appropriate and deciding what action is required.

A child safe investigation should

- ✓ keep the child's safety and wellbeing central
- ✓ avoid making the child repeat their story unnecessarily
- ✓ be fair to all people involved
- ✓ be managed by someone who is not conflicted
- ✓ record evidence and decisions clearly
- ✓ consider whether external reporting or advice is required
- ✓ lead to clear actions and learning where concerns are substantiated or risks are identified

9. Reportable Conduct Scheme in plain language

Queensland sport and recreation organisations are not automatically reporting entities under the Queensland Reportable Conduct Scheme. Paddle Queensland and affiliated clubs must assess whether the scheme applies, including whether they supervise or exercise authority over children and provide overnight camps or excursions as part of their primary functions. If the scheme applies, the Head of Entity or authorised delegate must comply with QFCC notification, investigation, interim reporting, final reporting, recordkeeping and follow-up requirements. If the scheme does not apply, Paddle Queensland still expects unsafe conduct towards children by staff, volunteers, coaches, instructors, officials or contractors to be managed through a Reportable Conduct-aligned internal process.

10. Possible outcomes

The outcome will depend on the type and seriousness of the concern, what information is available, what external agencies require and what action is needed to keep children safe.

Support Support for the child, family, reporter, other children, volunteers or staff.	Safety controls Changes to supervision, access, contact, transport, online communication, training or event arrangements.
Education Additional guidance, training, mentoring, expectations or supervision for workers, volunteers or club officials.	Disciplinary action Volunteer, employment, membership, coaching, official or contractor action where a breach is found.
External process Referral or reporting to police, Child Safety, QFCC, Sport Integrity Australia, Paddle Australia, eSafety or ACCCE.	Policy improvement Updates to risk controls, procedures, forms, training, signage, reporting pathways or club practices.

11. If you are unhappy with the response

If you believe a concern has not been handled safely, fairly or clearly, you can ask for it to be reviewed or escalated.

If the concern involves immediate danger, criminal conduct or risk of harm, contact police or Child Safety directly.

- Ask the club child safe contact, president or secretary for a review if it is safe to do so.
- Raise the matter with Paddle Queensland if the issue involves a Paddle Queensland activity, state pathway, event, club response concern or unresolved child safety risk.
- Raise integrity or safeguarding concerns through Paddle Australia Integrity or Sport Integrity Australia where the National Integrity Framework pathway applies.
- Contact QFCC where the Reportable Conduct Scheme applies or you need advice about a reporting entity matter.
- Contact Queensland Police or Child Safety directly where there may be criminal conduct, abuse, neglect or risk of harm.

12. Quick contact guide

Need	Contact	Details
Immediate danger	Triple Zero	Call 000 for police, ambulance or fire if a child is in immediate danger or needs urgent help.
Non-urgent police matter	Queensland Police Policelink	Phone: 131 444. Use where police help is needed but it is not an emergency.
Child abuse, neglect or risk of harm	Queensland Child Safety	Business hours: contact the relevant Regional Intake Service. After hours and weekends: 1800 177 135.
Paddle Queensland matter	Paddle Queensland	Email: qld@paddle.org.au . Add the nominated Paddle Queensland Child Safe Contact when confirmed.
Paddle Australia integrity matter	Paddle Australia Integrity	Email: integrity@paddle.org.au . Phone: 0426 363 302 for general integrity-related enquiries.
Sport safeguarding or discrimination	Sport Integrity Australia	Safe Sport Hotline: 1800 161 361. Email: contactus@sportintegrity.gov.au .
Reportable Conduct Scheme advice	QFCC	General enquiries: (07) 3900 6000. Applies where the organisation is a reporting entity or advice is needed.
Child or young person support	Kids Helpline	Phone: 1800 55 1800. Free, private and confidential counselling for young people aged 5 to 25.
Historical institutional child sexual abuse	National Redress Scheme	Phone: 1800 737 377. The Scheme provides access to redress options for eligible survivors.

Queensland Child Safety Regional Intake numbers

Region	Phone
Brisbane and Moreton Bay	1300 682 254
Far North Queensland	1300 684 062
North Queensland	1300 706 147
South East, Logan, Gold Coast and Bayside	1300 679 849
South West, Darling Downs	1300 683 390
South West, West Moreton	1800 316 855
Sunshine Coast and Central Queensland	1300 703 762
After hours and weekends	1800 177 135

After a Concern is Raised

Family checklist

This checklist may help families keep track of what has happened.

It is optional and is not a formal reporting form.

Item	Notes
Concern reported to	
Date and time reported	
Who received the concern	
Immediate safety action taken	
External reports made, if any	Police / Child Safety / SIA / QFCC / eSafety / ACCCE / Other
Who will contact the family	
Expected next update	
Support offered	
Questions the family wants answered	
Outcome or next steps recorded	
Important	Do not delay emergency action or external reporting to complete this checklist. Do not investigate yourself. Do not ask a child to repeat the same story to multiple people unless required by the proper process. Do not send, forward or share anything that may be evidence with other people. This includes messages, screenshots, photos, videos, links or other material. Keep it where it is if safe to do so, write down what you saw or received, and use this reporting guide to contact the right authority or reporting pathway.

Keeping this guide current: Paddle Queensland should review this guide regularly against current Queensland Police, Queensland Child Safety, QFCC, Sport Integrity Australia, Paddle Australia, National Redress Scheme and support service contact information.