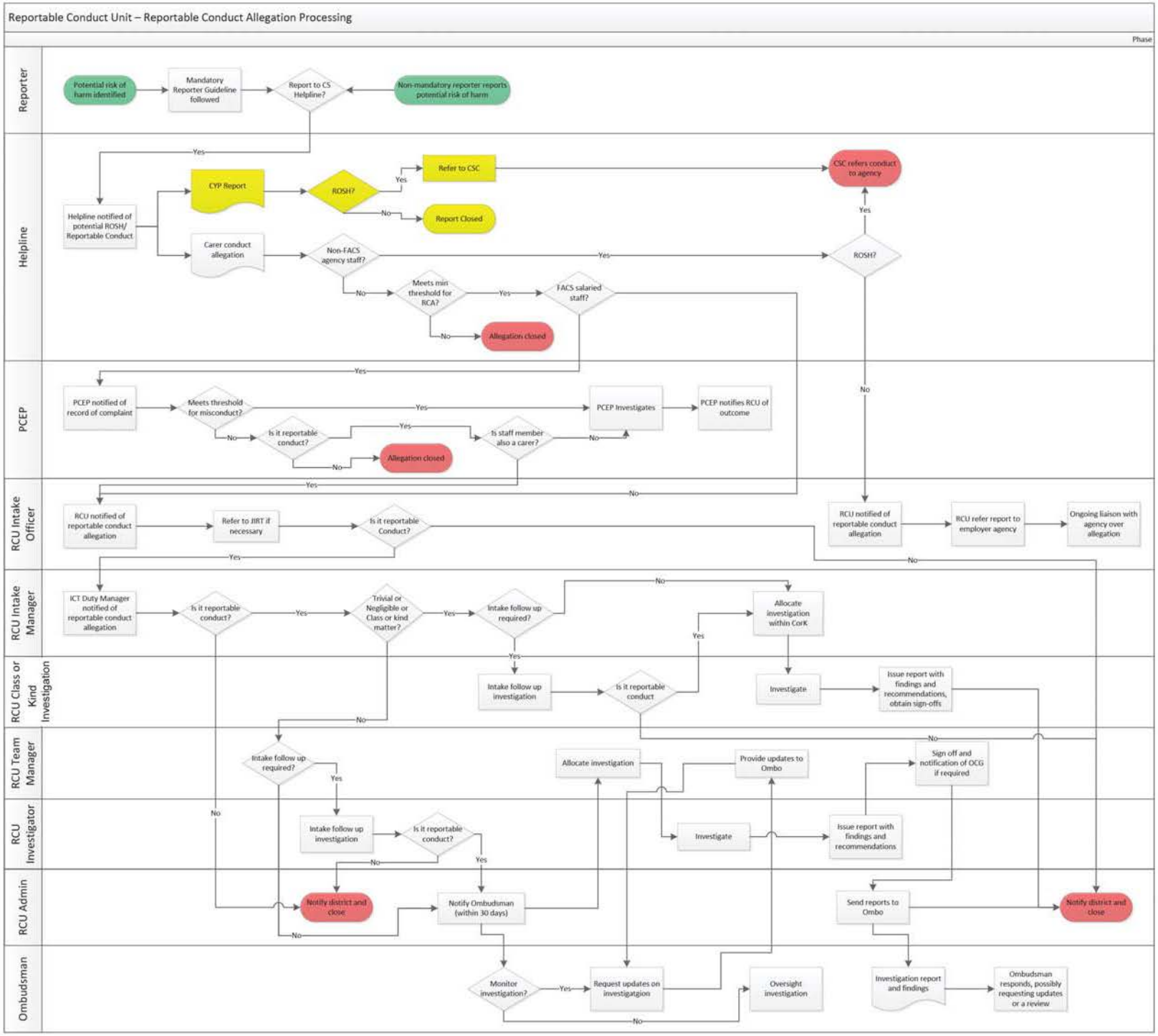
Reportable Conduct Unit – Reportable Conduct Allegation Processing
Phase
Reporter
Helpline
PCEP
RCU Intake Officer
RCU Intake Manager
RCU Class or Kind Investigation
RCU Team Manager
RCU Investigator
RCU Admin
Ombudsman
Potential risk of harm identified
Mandatory Reporter Guideline followed
Report to CS Helpline?
Non-mandatory reporter reports potential risk of harm
Yes
Helpline notified of potential ROSH/ Reportable Conduct
CYP Report
ROSH?
Yes
Refer to CSC
CSC refers conduct to agency
No
Report Closed
Carer conduct allegation
Non-FACS agency staff?
Yes
ROSH?
Yes
No
Meets min threshold for RCA?
Yes
FACS salaried staff?
No
Allegation closed
Yes
No
PCEP notified of record of complaint
Meets threshold for misconduct?
Yes
PCEP Investigates
PCEP notifies RCU of outcome
No
Is it reportable conduct?
Yes
Is staff member also a carer?
No
No
Allegation closed
Yes
No
RCU notified of reportable conduct allegation
Refer to JIRT if necessary
Is it reportable Conduct?
RCU notified of reportable conduct allegation
RCU refer report to employer agency
Ongoing liaison with agency over allegation
Yes
No
ICT Duty Manager notified of reportable conduct allegation
Is it reportable conduct?
Yes
Trivial or Negligible or Class or kind matter?
Yes
Intake follow up required?
No
Allocate investigation within CoK
Yes
Yes
Intake follow up investigation
Is it reportable conduct
Investigate
Issue report with findings and recommendations, obtain sign-offs
No
No
Intake follow up required?
Yes
Allocate investigation
Provide updates to Ombo
Sign off and notification of OCG if required
No
Intake follow up investigation
Is it reportable conduct?
Investigate
Issue report with findings and recommendations
No
Yes
Notify district and close
Notify Ombudsman (within 30 days)
Send reports to Ombo
Notify district and close
No
Monitor investigation?
Yes
Request updates on investigatgion
Oversight investigation
Investigation report and findings
Ombudsman responds, possibly requesting updates or a review
No