



Media Release

Minister for Education and Minister for Tourism, Major
Events, Small Business and the Commonwealth Games
The Honourable Kate Jones MP

6 August 2015

Statement from Minister Kate Jones

Today the Acting Deputy Director-General, Corporate Services, of the Department of Education and Training has voluntarily stood down as investigations into the failed implementation of the OneSchool Student Protection Reporting module continue.

It was confirmed today that after a manual check of all 3,822 OneSchool reports to child safety and police it was found 27 reports of suspected child abuse that should have been provided to Child Safety had not been received due to an IT failure in the Department of Education and Training.

All 27 reports are now with Child Safety.

I have directed the Director-General of the Department to broaden Deloitte's independent investigation to examine all issues relating to the online student protection reporting system since its introduction in September 2013.

The safety and wellbeing of Queensland's students is my number one priority and I am committed to ensuring the systems we have in place to report suspected child abuse protect our children.

Media contact: Minister Jones' Office 3719 7530



Media Release

Minister for Education and Minister for Tourism, Major Events, Small Business and the Commonwealth Games
The Honourable Kate Jones MP

Deloitte to investigate Department of Education IT failures

Deloitte Australia will undertake an independent investigation of the Department of Education's failed implementation of a OneSchool update that resulted in suspected cases of child abuse not being reported to police.

Education Minister Kate Jones said Deloitte will examine the decisions, procedures and accountability systems in place which led to the IT failure in January.

"The January 2015 OneSchool update was developed as part of the Department's implementation of the former Government's response to the 2013 Carmody Report," Ms Jones said.

"The update was designed to allow principals to report suspected child abuse directly to Child Safety and Queensland Police.

"Since the update was rolled out, reports sent singularly to Child Safety and simultaneously to Child Safety and QPS were received by the agencies however, where reports were intended to be delivered to QPS only, an IT error has occurred and the reports were never received by the agency.

"Since the error was discovered, Departmental officers have been working with QPS to assess the 644 cases.

"Action was immediately taken to fix OneSchool and the technical problem has been resolved.

"An investigation by the Department has found that the OneSchool system update was never tested properly when it was implemented. This is a serious error that has resulted in 644 cases not being reported to QPS.

"I immediately directed the Department to undertake an internal review of their policies and procedures and two Departmental officers have been stood aside as a result of this unacceptable failure.

"I also ordered an external investigation which will be undertaken by Deloitte Australia and will look into the decisions that led up to the failed implementation of the OneSchool update in January," Ms Jones said.

The Terms of Reference for the investigation are:

- Review the Department's response to the recommendations resulting from the Queensland Child Protection Commission of Inquiry (1 July 2013) including recent legislative requirements (mandatory reporting under the Child Protection Act 1999 (CPA), from 19 January 2015)

- Provide recommendations to strengthen the notification and reporting to external agencies (QPS, Child Safety) and options for improving the confirmation / reporting from external agencies back to School Principals / Department.
- Audit the current incident and provide a report on the factors that led to the failure of the Student Protection Reporting module in OneSchool
- Review the department's application testing and quality assurance framework for all software releases
- Review the process for business requirements gathering and the creation of software code to ensure alignment with industry best practice
- Review the department's approvals for IT system upgrades including change management and software release management
- Provide recommendations for strengthening procedures and practices for IT system development

Ms Jones said Deloitte's investigation will commence on 3 August and is expected to be completed within eight weeks.

Media contact: Minister Jones' Office 3719 7530

Don Wilson

From: O'HAGAN, David <David.O'HAGAN@dete.qld.gov.au>
Sent: Friday, 31 July 2015 4:46 PM
To: Emma Smith; Don Wilson
Cc: WATTERSTON, Jim; WALTON, Patrea; REYNOLDS, Paul; BRENNAN, Bevan; STEVENSON, Hayley; SPRINGER, Kristy
Subject: Confidential OneSchool Incident - Student Breakdown

Number of Cases	644
Number of Students	621
Primary Students	259
Secondary Students	351
Special School Students	11
	621

David O'Hagan : A/Deputy Director-General
Corporate Services Division - Department of Education and Training
Level 22 Education House, 30 Mary Street | Brisbane Qld 4000
T 07 3034 4771 | [Email: David.O'Hagan@dete.qld.gov.au](mailto:David.O'Hagan@dete.qld.gov.au)

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Cheryl Packer

Subject: Meeting - DG Education, DETE Staff, Acting Deputy Police Commissioner, Ministerial Staff
Location: Ministers Office
Start: Fri 31/07/2015 10:00 AM
End: Fri 31/07/2015 2:00 PM
Recurrence: (none)
Organizer: Kate Jones
Categories: Blue Category

Cheryl Packer

Subject: Meeting - Premier, DG DPC, DG Education, Acting Assistant Police Commissioner, Ministerial Staff

Start: Sat 1/08/2015 11:00 AM

End: Sat 1/08/2015 12:00 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Ashanthi Jayasekera

Subject: Meeting – DG Education, President QUT, Ministerial Staff

Start: Sun 2/08/2015 12:00 PM

End: Sun 2/08/2015 12:30 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Ashanthi Jayasekera

Subject: DG Education, Stakeholders, Ministerial Staff
Location: Boardroom, Level 22

Start: Mon 3/08/2015 12:00 PM
End: Mon 3/08/2015 1:00 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category



Stakeholder
briefing agenda....

Agenda

Stakeholder briefing

Date:	Monday 3 August 2015
Time:	12.00pm – 1.00pm
Location:	Boardroom, Floor 22, Education House
Participants/Guests:	Andrew Pierpoint, Michael Fay, Roselynn Anderson, Geoff Latta, Margaret Black, Andrew Pegler, Kevin Bates, Jeneane Wright, Gary Bullock, Alex Scott, Mark Cridland
Apologies	

Item	Agenda Item	Presenter
1	Welcome	Jim Watterston
2	Overview of the system fault and remedial action	David O'Hagan
3	Status of student protection reports and ongoing support	Patrea Walton
4	Future action	David O'Hagan
5	Questions and close	Jim Watterston

Ashanthi Jayasekera

Subject: DG Education, Ministerial Staff

Start: Tue 4/08/2015 5:00 PM

End: Tue 4/08/2015 5:30 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Cheryl Packer

Subject: Telephone - DG Education

Start: Wed 5/08/2015 4:00 PM

End: Wed 5/08/2015 4:30 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Cheryl Packer

Subject: Telephone - DG Education

Start: Thu 6/08/2015 1:30 PM

End: Thu 6/08/2015 2:00 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Cheryl Packer

Subject: Telephone - DG Education

Start: Fri 7/08/2015 7:30 PM

End: Fri 7/08/2015 8:00 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Cheryl Packer

Subject: DG Education, Ministerial Staff

Start: Mon 10/08/2015 5:00 PM

End: Mon 10/08/2015 5:30 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Ashanthi Jayasekera

Subject: Ministerial Issue Briefs Education
Location: Ministers office

Start: Tue 11/08/2015 9:00 AM
End: Tue 11/08/2015 10:00 AM

Recurrence: (none)

Meeting Status: Meeting organizer

Organizer: Kate Jones
Required Attendees: Verena McCarthy; Don Wilson; Jane Austen; 'WATTERSTON, Jim';
'danielle.mcallister@det.qld.gov.au'

Categories: Blue Category, Yellow Category

Cheryl Packer

Subject: Telephone - DG Education

Start: Thu 13/08/2015 6:00 PM

End: Thu 13/08/2015 6:30 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Cheryl Packer

Subject: telephone - DG Education

Start: Mon 17/08/2015 5:00 PM

End: Mon 17/08/2015 5:30 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Ashanthi Jayasekera

Subject: Qld Govt Chief Information Officer
Location: Ministers office

Start: Tue 18/08/2015 8:15 AM
End: Tue 18/08/2015 8:45 AM

Recurrence: (none)

Meeting Status: Meeting organizer

Organizer: Kate Jones
Required Attendees: Verena McCarthy, andrew.mills@ggciq.qld.gov.au

Cheryl Packer

Subject: Telephone – DG Education, Ministerial Staff

Start: Wed 19/08/2015 6:00 PM

End: Wed 19/08/2015 6:15 PM

Recurrence: (none)

Organizer: Kate Jones

Categories: Blue Category

Cheryl Packer

From: WATTERSTON, Jim <Jim.WATTERSTON@det.qld.gov.au>
Sent: Saturday, 1 August 2015 2:41 PM
To: Kate Jones
Cc: Emma Smith
Subject: FW: OneSchool

fyi

Regards



Jim Watterston
Director-General
Department of Education and Training
Queensland Government

P: 07 303 44752 | F: 07 303 44769 | E: jim.watterston@det.qld.gov.au | <http://det.qld.gov.au>
Level 22 | Education House | 30 Mary Street | Brisbane QLD 4000
PO Box 150333 | City East Q | D 4002

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From: WALTON, Patrea
Sent: Saturday, 1 August 2015 2:34 PM
To: DL - Regional Directors
Cc: WATTERSTON, Jim
Subject: OneSchool

Dear Regional Directors

As you know I forwarded to you this morning the email sent to all principals by the Director-General and the email sent from me to principals of schools where the QPS reports were not transmitted. My apologies for not forwarding these to you last night. Staff from the Child Safety team have been working closely with officers at Police Headquarters to assist them with these reports from Thursday evening and will continue right through the weekend and into next week.

The emails I shared indicated there has been a system failure with student protection reporting mechanisms within OneSchool. This issue has been rectified and tests have been undertaken to ensure the reporting function is working successfully. These additional checks will be continued until further notice.

As this is a high priority a dedicated team has been established within the State Schools Division and officers from this team will follow up with principals of the schools where the transmission of reports did not occur personally on Monday. Bevan's mobile number will be given by QPS officers to parents once the investigations of the cases begin, to assist parents with any further questions and also so there is a 'single point of contact'.

Jim has made a commitment that contact will be made with all principals of the unaffected schools on Monday to reassure them that the OneSchool issues have been fixed and reaffirm with principals the integrity of the OneSchool system, in particular its Student Protection reporting functionality. So would you please assign ARDs and senior staff members to phone principals to convey this important message.

Stakeholders have been invited to a meeting on Monday at 12 noon to receive an update from the Department on actions to date, our next steps, as well as answer any questions they may have.

Please do not hesitate to contact me should you require further information.

Warm regards
Patrea

Patrea Walton | Deputy Director-General, State Schools
Department of Education and Training
Queensland Government
Level 22 | Education House | 30 Mary Street | Brisbane Qld 4000
PO Box 15033 | City East Qld 4002
T 303 44762 | E Patrea.Walton@det.qld.gov.au | <http://det.qld.gov.au/>

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Patrea Walton | Deputy Director-General, State Schools
Department of Education and Training
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Cheryl Packer

From: WATTERSTON, Jim <Jim.WATTERSTON@dete.qld.gov.au>
Sent: Friday, 31 July 2015 3:33 PM
To: Kate Jones
Cc: Verena McCarthy; Don Wilson
Subject: FW: Confidential: OneSchool Incident - Confirmation Student Protection Reporting Fixed

Fyi

Regards



Jim Watterston
Director-General
Department of Education and Training
Queensland Government

P: 07 303 44752 | F: 07 303 44769 | E: jim.watterston@dete.qld.gov.au | <http://dete.qld.gov.au>
Level 22 | Education House | 30 Mary Street | Brisbane QLD 4000
PO Box 15033 | City East Qld 4002

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From: O'HAGAN, David
Sent: Friday, 31 July 2015 3:17 PM
To: WALTON, Patrea; WATTERSTON, Jim
Cc: STEVENSON, Hayley; BRENNAN, Bevan; REYNOLDS, Paul; LOCKHART, John; MACLEAN, Michael
Subject: Confidential: OneSchool Incident - Confirmation Student Protection Reporting Fixed

Jim / Patrea,

Confirmation below that all the Student Protection Concerns raised today have been sent to schools and the Police.

We have been able to confirm in every case that an email was both generated and delivered to the Police CPIU.

We are continuing to follow up with Principals and in the cases where we were able to contact the Principal they had also received the cc of the email to the police CPIU.

David O'Hagan | A/Deputy Director-General
Corporate Services Division | Department of Education and Training
Level 22 Education House, 30 Mary Street | Brisbane Qld 4000
T 07 3034 4771 | david.ohagan@dete.qld.gov.au

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Concern_ID	Ctr_Cd	Centre_Name	Name	Email	Se
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Section 47 (2)(c) of the RTI Act - contrary to public interest

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Cheryl Packer

From: WATTERSTON, Jim <Jim.WATTERSTON@dete.qld.gov.au>
Sent: Friday, 31 July 2015 6:22 AM
To: Kate Jones
Subject: Fwd: CONFIDENTIAL: OneSchool Incident Report 3

Sent from my iPhone

Begin forwarded message:

From: "WALTON, Patrea" <Patrea.WALTON@dete.qld.gov.au<mailto:Patrea.WALTON@dete.qld.gov.au>>
Date: 30 July 2015 10:44:57 pm AEST
To: "WATTERSTON, Jim" <Jim.WATTERSTON@dete.qld.gov.au<mailto:Jim.WATTERSTON@dete.qld.gov.au>>, "O'HAGAN, David" <David.O'HAGAN@dete.qld.gov.au<mailto:David.O'HAGAN@dete.qld.gov.au>>, "BRENNAN, Bevan" <Bevan.BRENNAN@dete.qld.gov.au<mailto:Bevan.BRENNAN@dete.qld.gov.au>>
Cc: "STEVENSON, Hayley" <Hayley.STEVENSON@dete.qld.gov.au<mailto:Hayley.STEVENSON@dete.qld.gov.au>>, "SEELEY, Nick" <Nick.SEELEY@dete.qld.gov.au<mailto:Nick.SEELEY@dete.qld.gov.au>>, "SPRINGER, Kristy" <Kristy.SPRINGER@dete.qld.gov.au<mailto:Kristy.SPRINGER@dete.qld.gov.au>>
Subject: CONFIDENTIAL: OneSchool Incident Report 3

Report 3

Bevan Brennan and the remaining DET staff left Police Headquarters after 10pm. Approximately 300 files/reports have been processed and of the 300, 60 cases were already known to QPS.

Bevan Brennan and one other DET staff member will return to Police Headquarters at 7am tomorrow to assist with processing the remaining reports.

Bevan has advised that early indications from QPS staff suggest that the majority of the reports will require police follow up.

Next report will be provided in the morning.

Regards
Patrea

Patrea Walton | Deputy Director-General, State Schools Department of Education, Training and Employment
Queensland Government Level 22 | Education House | 30 Mary Street<x-apple-data-detectors://0> | <x-apple-data-detectors://0> Brisbane Qld 4000<x-apple-data-detectors://0> PO Box 15033<x-apple-data-detectors://1/0> | <x-apple-data-detectors://1/0> City East Qld 4002<x-apple-data-detectors://1/0>
T 303 44762<tel:303%2044762> | E Patrea.Walton@dete.qld.gov.au<mailto:Patrea.Walton@dete.qld.gov.au> |
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Cheryl Packer

From: WATTERSTON, Jim <Jim.WATTERSTON@dete.qld.gov.au>
Sent: Thursday, 30 July 2015 9:37 PM
To: Kate Jones
Subject: Fwd: CONFIDENTIAL: OneSchool Incident Report 2

Sent from my iPad

Jim Watterston
Director-General
Department of Education, Training and Employment

Begin forwarded message:

From: "WALTON, Patrea" <Patrea.WALTON@dete.qld.gov.au<mailto:Patrea.WALTON@dete.qld.gov.au>>
Date: 30 July 2015 8:40:37 pm AEST
To: "WATTERSTON, Jim" <Jim.WATTERSTON@dete.qld.gov.au<mailto:Jim.WATTERSTON@dete.qld.gov.au>>, "O'HAGAN, David" <David.O'HAGAN@dete.qld.gov.au<mailto:David.O'HAGAN@dete.qld.gov.au>>
Cc: "BRENNAN, Bevan" <Bevan.BRENNAN@dete.qld.gov.au<mailto:Bevan.BRENNAN@dete.qld.gov.au>>, "STEVENSON, Hayley" <Hayley.STEVENSON@dete.qld.gov.au<mailto:Hayley.STEVENSON@dete.qld.gov.au>>, "SEELEY, Nick" <Nick.SEELEY@dete.qld.gov.au<mailto:Nick.SEELEY@dete.qld.gov.au>>, "SPRINGER, Kristy" <Kristy.SPRINGER@dete.qld.gov.au<mailto:Kristy.SPRINGER@dete.qld.gov.au>>
Subject: CONFIDENTIAL: OneSchool Incident Report 2

Report 2

QPS have deployed a team of 6 police staff to enter hard copy files provided by DET into their data system. A team of 4 from DET (including ADG Bevan Brennan) are assisting with this work at Police Headquarters. At the time of this report, about one-third of the files have been entered. The DET team will remain till 10pm and have been asked by QPS to return to Police Headquarters in the morning.

Of the one-third entered, approximately 10 have already been identified as having already been reported by the school to QPS either via email or fax (outside the OneSchool reporting process).

A full assessment will be undertaken by QPS in the morning and QPS will advise DET how many case files will require an immediate QPS response. QPS intend to notify respective Superintendents across the state to prioritise these reports when they are received.

QPS have briefed the Police Commissioner.

QPS are keen to work in a co-ordinated manner with DET regarding media and believe that their response to any media enquiries will centre around two areas:

1. Schools are not the only source for child safety reporting as reports come in from other agencies.
2. Child protection reports of this nature have been made after an assessment by the school that the parents are acting protectively of the student.

OneSchool has deployed the fix to the reporting system at 7:40 this evening.

A dummy report will be created tomorrow to test and confirm the email notification to QPS and Child Safety.

A further report will be provided shortly after 10pm this evening.

Regards
Patrea

Patrea Walton | Deputy Director-General, State Schools Department of Education, Training and Employment
Queensland Government Level 22 | Education House | 30 Mary Street<x-apple-data-detectors://0> | <x-apple-data-detectors://0> Brisbane Qld 4000<x-apple-data-detectors://0> PO Box 15033<x-apple-data-detectors://1/0> | <x-apple-data-detectors://1/0> City East Qld 4002<x-apple-data-detectors://1/0>
T 303 44762<tel:303%2044762> | E Patrea.Walton@dete.qld.gov.au<mailto:Patrea.Walton@dete.qld.gov.au> |
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Cheryl Packer

From: WATTERSTON, Jim <Jim.WATTERSTON@dete.qld.gov.au>
Sent: Thursday, 30 July 2015 9:37 PM
To: Kate Jones
Subject: Fwd: Confidential : OneSchool incident
Attachments: OneSchool QPS Notification.docx; ATT00001.htm

Kate FYI

Sent from my iPad

Jim Watterston
Director-General
Department of Education, Training and Employment

Begin forwarded message:

From: "O'HAGAN, David" <David.O'HAGAN@dete.qld.gov.au<mailto:David.O'HAGAN@dete.qld.gov.au>>
Date: 30 July 2015 6:52:08 pm AEST
To: "WATTERSTON, Jim" <Jim.WATTERSTON@dete.qld.gov.au<mailto:Jim.WATTERSTON@dete.qld.gov.au>>, "WALTON, Patrea" <Patrea.WALTON@dete.qld.gov.au<mailto:Patrea.WALTON@dete.qld.gov.au>>, "BRENNAN, Bevan" <Bevan.BRENNAN@dete.qld.gov.au<mailto:Bevan.BRENNAN@dete.qld.gov.au>>, "O'HAGAN, David" <David.O'HAGAN@dete.qld.gov.au<mailto:David.O'HAGAN@dete.qld.gov.au>>
Cc: "STEVENSON, Hayley" <Hayley.STEVENSON@dete.qld.gov.au<mailto:Hayley.STEVENSON@dete.qld.gov.au>>, "SPRINGER, Kristy" <Kristy.SPRINGER@dete.qld.gov.au<mailto:Kristy.SPRINGER@dete.qld.gov.au>>, "SEELEY, Nick" <Nick.SEELEY@dete.qld.gov.au<mailto:Nick.SEELEY@dete.qld.gov.au>>, "LOCKHART, John" <John.LOCKHART@dete.qld.gov.au<mailto:John.LOCKHART@dete.qld.gov.au>>
Subject: Confidential : OneSchool incident

All

Please note the attached initial information regarding the OneSchool incident identified today.

Next report expected at 8:30pm this evening.

Regards

David O'Hagan | A/Deputy Director-General Corporate Services Division | Department of Education and Training
Level 22 Education House, 30 Mary Street | Brisbane Qld 4000 T 07 3034 4771 | M of the R (H) Act - ordinary E
david.ohagan@dete.qld.gov.au<mailto:david.ohagan@dete.qld.gov.au>

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OneSchool QPS Notification

Background

- Legislative changes in Student Protection for 2015 resulted in the requirement for schools to notify Queensland Police Service (QPS) and/or Child Safety.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety Only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.

Incident

- At 2pm on 30 July 2015 it was identified there was a system error in OneSchool's student protection reporting that prevented notifications being sent to QPS only (Scenario C – see above).
- On reviewing the OneSchool system, Student Protection reports in Scenarios A and B, have been sent as expected.
- Since the changes were implemented in the system in 28 January 2015, prior to the start of the school year, as at 2pm, 30 July 2015, a total of 3822 student protection reports have been entered into the system which required notification to either the QPS and/or Child Safety.
- OneSchool have confirmed that 2839 cases have been sent to Child Safety, and a further 339 cases have been sent to QPS and Child Safety.
- The remaining 644 cases across 325 schools, which were required to be sent to the QPS only, have not been sent.
- The following types of Student Protection reports have not been sent from OneSchool as a result of this error:
 - Harm Type is Sexual Abuse and No other harm types indicated
 - Harm Type is Sexual Abuse, another harm type is indicated (Physical, Emotional or Neglect) and school has indicated that a parent may be able to protect the child

Note: When Harm Type is Sexual Abuse and another harm type is indicated and school has indicated that a parent may **not** be able to protect the child – these emails are being sent to both QPS and Child Safety.

- A fix has been identified and will be released tonight (30 July 2015) following testing.
- At 4:30pm, 30 July 2015, the QPS was contacted.
- At 4:30pm 30 July 2015 the DG and the Minister for Education were briefed on the information to hand at the time.
- Cameron Harsley, Detective Superintendent Child Safety and Sexual Crime Group, State Crime Command, QPS met with DDG Corporate Services, DDG State Schools and ADG State Schools- Operations at 5:30 on 30 July 2015.
- 644 cases across 325 schools have been handed to the QPS for review and cross checking with the QPS QPrime System to identify, in the first instance, any serious cases where the QPS have not yet been notified, for which the QPS will provide an immediate response.
- Following advice received from QPS regarding the safety of students identified through the checking process, the Principal will be notified by the ADG State Schools- Operations.
- ADG State Schools-Operations, staff from the Department of Education and Training's Child Safety Unit and QPS are working through the 644 cases on the evening of 30 July 2015 to identify those cases for immediate action.
- Next update expected at 8:30pm 30 July 2015.

- Paul Reynolds, the Department of Education and Training's Senior Media Advisor has been notified.

Remedial Actions

1. The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.
2. A new consolidated summary report, identifying the number of cases entered into the system on each day reconciled with the number of emails sent to agencies, will be provided daily to the Child Safety Team in State Schools Division.
3. The Department of Education and Training will work with the QPS to design a process to confirm the notifications have been received and entered into the QPS system. For example, through the exchange of a QPrime case number back to the OneSchool system.
4. A review into the testing regime used by OneSchool prior to the release of the new student protection reporting requirements will be conducted by an external IT company specialising in software testing.

Verena McCarthy

From: Verena McCarthy
Sent: Monday, 10 August 2015 9:09 PM
To: 'tim.mander@parliament.qld.gov.au'
Subject: Child Safety in Queensland State Schools briefing

The following email is from Minister Kate Jones:

Dear Tim,

Thank you for emailing my office today requesting a briefing about the implementation issues concerning the *OneSchool* Child Protection Reporting module following its introduction in September 2013 and the failed update to the system, to implement the Carmody recommendations, in January this year.

I would be happy to arrange this briefing.

Please contact my Chief of Staff Verena McCarthy on 3719 7541 to arrange a suitable time for the briefing at your earliest convenience.

Thanks

Kate



Verena McCarthy

Chief of Staff

Office of the Hon. Kate Jones MP

Minister for Education and Minister for Tourism, Major Events

Small Business and the Commonwealth Games

Education Building, Level 22, 30 Mary Street, Brisbane QLD 4000 PO Box 15033 City East QLD 4002

Verena McCarthy

From: WATTERSTON, Jim <Jim.WATTERSTON@dete.qld.gov.au>
Sent: Friday, 31 July 2015 3:33 PM
To: Kate Jones
Cc: Verena McCarthy; Don Wilson
Subject: FW: Confidential: OneSchool Incident - Confirmation Student Protection Reporting Fixed

fyi

Regards



Jim Watterston

Director-General
Department of Education and Training
Queensland Government

P: 07 303 44752 | F: 07 303 44769 | E: jim.watterston@dete.qld.gov.au | <http://dete.qld.gov.au>
Level 22 | Education House | 30 Mary Street | Brisbane QLD 4000
PO Box 15033 | City East QLD 4002

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Please consider the environment before printing this email.

From: O'HAGAN, David
Sent: Friday, 31 July 2015 3:17 PM
To: WALTON, Patrea; WATTERSTON, Jim
Cc: STEVENSON, Hayley; BRENNAN, Bevan; REYNOLDS, Paul; LOCKHART, John; MACLEAN, Michael
Subject: Confidential: OneSchool Incident - Confirmation Student Protection Reporting Fixed

Jim / Patrea,

Confirmation below that all the Student Protection Concerns raised today have been sent to schools and the Police.

We have been able to confirm in every case that an email was both generated and delivered to the Police CPIU.

We are continuing to follow up with Principals and in the cases where we were able to contact the Principal they had also received the cc of the email to the police CPIU.

David O'Hagan | A/Deputy Director-General
Corporate Services Division | Department of Education and Training
Level 22 Education House, 30 Mary Street | Brisbane Qld 4000
T 07 3034 4771 | M [07 3034 4771](tel:0730344771) | E david.ohagan@dete.qld.gov.au

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Concern_ID	Ctr_Cd	Centre_Name	Name	Email	Sen
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Section 47 (3)(b) of the RTI Act - contrary to public interest

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Verena McCarthy

From: MCMaster, Lorna <Lorna.MCMaster@det.qld.gov.au> on behalf of WATTERSTON, Jim <Jim.WATTERSTON@det.qld.gov.au>
Sent: Friday, 31 July 2015 9:39 AM
To: SEILER, Robert; Verena McCarthy
Subject: FW: Confidential : OneSchool incident
Attachments: OneSchool QPS Notification.docx; ATT00001.htm

As requested.

Lorna McMaster

Executive Officer to the Director-General
Department of Education and Training

P: 07 303 44752 | F: 07 303 44769 | M: 07 303 44769 | E: lorna.mcmaster@det.qld.gov.au | <http://det.qld.gov.au>

From: WATTERSTON, Jim
Sent: Thursday, 30 July 2015 9:37 PM
To: Kate Jones
Subject: Fwd: Confidential : OneSchool incident

Kate FYI

Sent from my iPad

Jim Watterston
Director-General
Department of Education, Training and Employment

Begin forwarded message:

From: "O'HAGAN, David" <David.O'HAGAN@det.qld.gov.au>
Date: 30 July 2015 6:52:08 pm AEST
To: "WATTERSTON, Jim" <Jim.WATTERSTON@det.qld.gov.au>, "WALTON, Patrea" <Patrea.WALTON@det.qld.gov.au>, "BRENNAN, Bevan" <Bevan.BRENNAN@det.qld.gov.au>, "O'HAGAN, David" <David.O'HAGAN@det.qld.gov.au>
Cc: "STEVENSON, Hayley" <Hayley.STEVENSON@det.qld.gov.au>, "SPRINGER, Kristy" <Kristy.SPRINGER@det.qld.gov.au>, "SEELEY, Nick" <Nick.SEELEY@det.qld.gov.au>, "LOCKHART, John" <John.LOCKHART@det.qld.gov.au>
Subject: Confidential : OneSchool incident

All

Please note the attached initial information regarding the OneSchool incident identified today.

Next report expected at 8:30pm this evening.

Regards

David O'Hagan | A/Deputy Director-General
Corporate Services Division | Department of Education and Training
Level 22 Education House, 30 Mary Street | Brisbane Qld 4000
T 07 3034 4771 | M: 07 3034 4771 | E: david.ohagan@det.qld.gov.au

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OneSchool QPS Notification

Background

- Legislative changes in Student Protection for 2015 resulted in the requirement for schools to notify Queensland Police Service (QPS) and/or Child Safety.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety Only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.

Incident

- At 2pm on 30 July 2015 it was identified there was a system error in OneSchool's student protection reporting that prevented notifications being sent to QPS only (Scenario C – see above).
- On reviewing the OneSchool system, Student Protection reports in Scenarios A and B, have been sent as expected.
- Since the changes were implemented in the system in 28 January 2015, prior to the start of the school year, as at 2pm, 30 July 2015, a total of 3822 student protection reports have been entered into the system which required notification to either the QPS and/or Child Safety.
- OneSchool have confirmed that 2839 cases have been sent to Child Safety, and a further 339 cases have been sent to QPS and Child Safety.
- The remaining 644 cases across 325 schools, which were required to be sent to the QPS only, have not been sent.
- The following types of Student Protection reports have not been sent from OneSchool as a result of this error:
 - Harm Type is Sexual Abuse and No other harm types indicated
 - Harm Type is Sexual Abuse, another harm type is indicated (Physical, Emotional or Neglect) and school has indicated that a parent may be able to protect the child

Note: When Harm Type is Sexual Abuse and another harm type is indicated and school has indicated that a parent may **not** be able to protect the child – these emails are being sent to both QPS and Child Safety.

- A fix has been identified and will be released tonight (30 July 2015) following testing.
- At 4:30pm, 30 July 2015, the QPS was contacted.
- At 4:30pm 30 July 2015 the DG and the Minister for Education were briefed on the information to hand at the time.
- Cameron Harsley, Detective Superintendent Child Safety and Sexual Crime Group, State Crime Command, QPS met with DDG Corporate Services, DDG State Schools and ADG State Schools- Operations at 5:30 on 30 July 2015.
- 644 cases across 325 schools have been handed to the QPS for review and cross checking with the QPS QPrime System to identify, in the first instance, any serious cases where the QPS have not yet been notified, for which the QPS will provide an immediate response.
- Following advice received from QPS regarding the safety of students identified through the checking process, the Principal will be notified by the ADG State Schools- Operations.
- ADG State Schools-Operations, staff from the Department of Education and Training's Child Safety Unit and QPS are working through the 644 cases on the evening of 30 July 2015 to identify those cases for immediate action.
- Next update expected at 8:30pm 30 July 2015.

- Paul Reynolds, the Department of Education and Training's Senior Media Advisor has been notified.

Remedial Actions

1. The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.
2. A new consolidated summary report, identifying the number of cases entered into the system on each day reconciled with the number of emails sent to agencies, will be provided daily to the Child Safety Team in State Schools Division.
3. The Department of Education and Training will work with the QPS to design a process to confirm the notifications have been received and entered into the QPS system. For example, through the exchange of a QPrime case number back to the OneSchool system.
4. A review into the testing regime used by OneSchool prior to the release of the new student protection reporting requirements will be conducted by an external IT company specialising in software testing.

Verena McCarthy

From: WATTERSTON, Jim <Jim.WATTERSTON@dete.qld.gov.au>
Sent: Saturday, 1 August 2015 8:47 AM
To: Kate Jones; Dave.stewart@premiers.qld.gov.au
Cc: Verena McCarthy; Don Wilson; O'HAGAN, David
Subject: FW: SPR hot issues brief - 8.30am
Attachments: HotissuesbriefStudentProtectionReporting1.08.15 830hours.docx

Hi Kate and Dave.....update as discussed.

Regards

Jim Watterston
Director-General
Department of Education and Training
Queensland Government

P: 07 303 44752 | F: 07 303 44769 | E: jim.watterston@dete.qld.gov.au | <http://dete.qld.gov.au> Level 22 |
Education House | 30 Mary Street | Brisbane QLD 4000 PO Box 15033 | City East QLD 4002

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-----Original Message-----

From: STEVENSON, Hayley
Sent: Saturday, 1 August 2015 8:26 AM
To: WATTERSTON, Jim
Cc: WALTON, Patrea
Subject: SPR hot issues brief - 8.30am

Hi Jim

Here is the latest brief. There's not a lot of new information but Bevan is at police headquarters and has just gone into a briefing. He will contact me when that's finished and I will update the brief with any new info.

Hayley

>

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Department of Education and Training

STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 8.30am 1 August 2015

- At 7pm on 31 July 2015 the Director-General, Department of Education and Training sent an email to all Queensland state school principals to advise them of the situation.
- An email from the Deputy Director-General, State Schools Division was also sent to all principals who had submitted reports affected by the system failure.
 - Given the importance of the email messages and time of sending, a follow up text message was sent to all principals alerting them to the email/s.
 - A small number of principals have made contact with the Department as a result of the communications. The principals have been responded to individually.
- The Department has established a dedicated team of senior officers to respond to any enquiries from principals or other school staff over the weekend. The team will also be contacted all affected school principals by phone on Monday.
- The Department has also deployed staff to work along QPS staff at QPS headquarters throughout the weekend to review the affected reports.
- All reports affected by the system failure have now been entered into the QPS database.

- The Department has engaged Deloitte Australia to undertake an external investigation into the failure of the Student Protection Reporting module in the OneSchool system. The review will commence on Monday 3 Aug 2015.
- The investigation will focus on 5 key areas:
 - Audit the current incident and provide a report on the factors that led to the failure of the Student Protection Reporting module
 - Review the department's application testing and quality assurance framework for all software releases
 - Review the process for business requirements gathering and the creation of software code to ensure alignment with industry best practice
 - Review the department's approvals for IT system upgrades including change management and software release management
 - Provide recommendations for strengthening procedures and practices for IT system development

DETAILS OF SYSTEM FAILURE

- At 2pm on 30 July 2015 it was identified there was a system error in the Department of Education and Training's online (OneSchool) student protection reporting process.
- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these cases have been sent to Child Safety, and a further 339 cases have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).

Contact:	Branch:	EMB Member:	Ministerial Advisor:
Phone:	Current as at: 22/05/2015	Phone:	
Mobile:		Mobile:	

- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Senior Officers from Queensland Police Service have been working with the ADG State Schools- Operations since 5:30pm 30 July 2015 to review all the affected reports and determine case by case responses.
- 644 cases across 325 schools have been handed to the QPS for review and cross checking with the QPS QPrime System to identify, in the first instance, any serious cases where the QPS have not yet been notified, for which the QPS will provide an immediate response.
- Following advice received from QPS regarding the safety of students identified through the checking process, the Principal will be notified by the ADG State Schools- Operations.
- ADG State Schools-Operations, staff from the Department of Education and Training's Child Safety Unit and QPS have been working through the 644 cases to identify those cases for immediate action.
- As at 1830 hours on 31 July, all 644 cases had been the QPS database.
- QPS officers are working double shifts to review all the cases over the weekend. They are being supported by the Assistant Director-General, State Schools Division and the A/Director, Child Safety who will also be in attendance at QPS headquarters.

Remedial Actions

- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.
- The Department has engaged Deloitte Australia to undertake an external investigation into the failure of the Student Protection Reporting module in the OneSchool system.

Contact:	Branch:	EMB Member:	Ministerial Advisor:
Phone:	Current as at: 22/05/2015	Phone:	
Mobile:		Mobile:	

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements the OneSchool reporting process was amended on 22 January 2015.
- Legislative changes in Student Protection for 2015 resulted in the requirement for schools to notify Queensland Police Service (QPS) and/or Child Safety.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety Only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.

Contact:	Branch:	EMB Member:	Ministerial Advisor:
Phone:	Current as at: 22/05/2015	Phone:	
Mobile:		Mobile:	

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Monday, 3 August 2015 12:02 PM
To: WATTERSTON, Jim; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Kate Jones; Verena McCarthy
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 03.08.15 midday.docx
Attachments: Hot issues brief Student Protection Reporting as at 03.08.15 midday.docx

Good afternoon everyone,

Please find attached the 12pm update regarding Student Protection Reporting. A further update will be provided at COB today.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at midday Monday 3 August 2015

- All 644 reports have now been assessed by the Queensland Police Service (QPS) and assigned a priority.

Communication and stakeholder briefings

- As at 11.50am over 90% of all Queensland state school principals have been telephoned by a senior officer within the Department of Education and Training (DET) and advised that:
 - the safety and wellbeing of students is the number one priority
 - the OneSchool Student Reporting system error has been rectified, and
 - reporting should continue as per usual processes.
- As at 11.55am, 290 of the 325 principals who had submitted reports affected by the OneSchool system error were also advised that they do not need to re-submit the reports and that all reports have been assessed by QPS and are being responded to as a matter of priority.
- All remaining principals will be telephoned by the end of the day.
- A stakeholder briefing chaired by the Director-General will be held at midday today with representatives from principal associations, union bodies, parent associations, Guidance Officer association and Business Service Managers association.
- The briefing will assure stakeholders of the integrity of the Student Protection Reporting system and outline the future actions that will be undertaken.
- As QPS staff make contact with parents regarding the affected student protection reports, they will provide parents with the mobile phone number of Mr Bevan Brennan, Assistant Director-General (ADG), State Schools – Operations, with advice to contact him should they have any concerns.

External investigation

- Today Deloitte Australia commenced an external investigation into the failure of the Student Protection Reporting module in the OneSchool system.
- The investigation will focus on 5 key areas:

1. Audit the current incident and provide a report on the factors that led to the failure of the Student Protection Reporting module
2. Review the department's application testing and quality assurance framework for all software releases
3. Review the process for business requirements gathering and the creation of software code to ensure alignment with industry best practice
4. Review the department's approvals for IT system upgrades including change management and software release management
5. Provide recommendations for strengthening procedures and practices for IT system development.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.
- At 2pm on 30 July 2015 it was identified there was a system error in the Department of Education and Training's online (OneSchool) student protection reporting process.
- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these reports have been sent to Child Safety, and a further 339 reports have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Monday, 3 August 2015 6:30 PM
To: Dave Stewart (Dave.Stewart@premiers.qld.gov.au); WATTERSTON, Jim; Kate Jones; Verena McCarthy; Emma Smith
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 03.08.15.docx
Attachments: Hot issues brief Student Protection Reporting as at 6pm 03.08.15.docx

Good evening everyone,

Please find attached the Student Protection Reporting update as at 6pm this evening.

I will provide a further update at 12pm tomorrow.

Regards

Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: s) of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 5.30pm Monday 3 August 2015

Principal communication

- As at 5.30pm, 98.5% of principals who submitted reports that were affected by the OneSchool system error were contacted by telephone today. Five principals were unavailable and messages were left at the school for them.
- 95% of all remaining Queensland state schools principals have been personally spoken to by a senior officer within the Department of Education and Training (DET). The remaining 48 principals could not be spoken to at the time (e.g. because the principal was on class, camp, or out of the school).
- The remaining principals will be followed up again tomorrow.
- Feedback from the senior officers making the calls has been that principals were appreciative of the level of communication from the Department, and were understanding of the issue.
- The Director-General briefed the Executive Management Board this morning outlining the Department's response plan:
 - Patrea Walton, Deputy Director-General State Schools Division will coordinate the Department's response to student protection issues
 - Jeff Hunt, Deputy Director-General will commence an internal review of the Department's IT projects, governance and assurance processes.
- A stakeholder briefing was held between the Minister for Education, Director-General and representatives from principal associations, union bodies, parent associations, Queensland Guidance and Counselling Association and Business Service Managers Association.
- The briefing assured stakeholders of the integrity of the Student Protection Reporting system and outlined the future actions, such as the internal and external reviews, that will be undertaken.
- Since Friday 31 July 2015, DET officers have been manually confirming with the QPS that every report raised has been received – this practice will continue until further notice.

- The Director-General visited the OneSchool team and met with all managers to outline the approach and scope of the Deloitte Australia investigation.
- A OneSchool response team dedicated to Student Protection Reporting quality assurance has been enacted and phone support staff have been advised to escalate student protection reporting enquiries to OneSchool Directors.

External investigation

- The Deloitte Australia team attended the formal briefing this morning with Director-General.
- Deloitte is working on an approach to execute the objectives and scope and will provide to DET Procurement a budget estimate and resourcing plan tomorrow.
- Deloitte has a team on site at OneSchool focussed on assessing whether the fix of the report transmission failure to QPS is now effective (also focussed on ensuring reports are being dispatched to Communities 100% of the time).
- The investigation will focus on 5 key areas and with a final report to be delivered within 8 weeks:
 1. Audit the current incident and provide a report on the factors that led to the failure of the Student Protection Reporting module
 2. Review the department's application testing and quality assurance framework for all software releases
 3. Review the process for business requirements gathering and the creation of software code to ensure alignment with industry best practice
 4. Review the department's approvals for IT system upgrades including change management and software release management
 5. Provide recommendations for strengthening procedures and practices for IT system development.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.
- At 2pm on 30 July 2015 it was identified there was a system error in the Department of Education and Training's online (OneSchool) student protection reporting process.
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- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these reports have been sent to Child Safety, and a further 339 reports have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

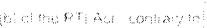
Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Tuesday, 4 August 2015 2:17 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); WATTERSTON, Jim; Verena McCarthy; Emma Smith
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 1pm 4.08.15.docx
Attachments: Hot issues brief Student Protection Reporting as at 1pm 4.08.15.docx

Good afternoon everyone,

Please find attached the update as at 1pm today.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: 

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 1.00pm Tuesday 4 August 2015

Principal communication

- As at 12.15pm, 100% of principals who submitted reports that were affected by the OneSchool system error have been contacted by telephone.
- 95% of all remaining Queensland state schools principals have been personally spoken to by a senior officer within the Department of Education and Training (DET). The remaining 48 principals could not be spoken to at the time (e.g. because the principal was on class, camp, or out of the school). These principals are being followed up today.

Status of reports

- All 644 student protection reports are now lodged with the appropriate CPIU throughout the state.
- Matters that were a 'high priority' are now returning downgraded to lower priorities as they have been addressed by QPS.
- Assessments are being undertaken to determine if additional officers will need to be despatched to high need areas e.g. Townsville and Warwick.
- The Assistant Director-General, State Schools and the acting Director, Child Safety will attend QPS taskforce meetings at 8.00 am and 3.00pm each day for the foreseeable future to enable efficient and effective communication and liaison.

External Investigation

- The Deloitte team has provided a delivery plan based on the following two broad work streams:
 - Stream A: Investigation to answer the question "how did this happen?"
 - Stream B: Forward looking tech advisory, risk and assurance work to test whether "it can happen again?"
- Deloitte is developing a resource and budget plan and anticipate this will be provided to DET tomorrow. They will also provide a daily report to the Director-General during the first fortnight of the review.

OneSchool ongoing support

- The OneSchool Service Centre is filtering all calls regarding Child Protection issue and forwarding immediately to the Director, OneSchool.
- A dedicated team of three OneSchool staff has been established to follow up and confirm correct transmission of all reports and confirmations for All QPS only reports and QPS/Child Safety reports.
- All Student Protection Reporting support material - including user guides and other online support material reviewed and updated.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

Background:

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- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Tuesday, 4 August 2015 6:31 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 4.08.15.docx
Attachments: Hot issues brief Student Protection Reporting as at 6pm 4.08.15.docx

Good evening everyone,

Please find attached the 6pm Student Protection Reporting update.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [REDACTED] (in the RTI Act - contrary to a)

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Tuesday 4 August 2015

Principal communication

- As at 12.15pm, 100% of principals who submitted reports that were affected by the OneSchool system error have been contacted by telephone.
- 100% of all remaining Queensland state schools principals or their delegate have been personally spoken to by a senior officer within the Department of Education and Training (DET).

Ongoing OneSchool response

- The OneSchool Service Centre is filtering all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- The dedicated team of three OneSchool staff confirming the Student Protection reports logged today, advise the following jobs have been finalised today:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	4	2	2	N/A	N/A	3	1
Child Safety Only	24	N/A	N/A	11	13	10	13*
Police and Child Safety	2	2	0	2	0	2	0

- Telephone messages have been left with the QPS to follow up on the two that have been unconfirmed to date.

External Investigation

- Deloitte has committed to providing an estimated cost for the investigation this evening.
- In relation to the fix for 'Police only' reports, the Deloitte team reports that based on preliminary review only it appears that an appropriate change

was made to the code to handle the 'Police only' scenario. Further testing will be undertaken to ensure all generated reports have been sent to the intended recipients. Once additional data is received, Deloitte aims to analyse system data to determine if the number of reports created aligns with the email messages sent.

Contact with contractors

- The Deputy Director-General, Corporate Services (DDG CS) met with representatives from two contracting companies Section 47 (3)(b) of the RTI Act - contrary to public interest involved with the development and testing of the OneSchool Student Protection Reporting module.
Section 47 (3)(b) of the RTI Act - contrary to public interest
- He briefed both companies on the incident and subsequent investigation requesting cooperation and reiterating the confidentiality agreements signed with each.
- The DDG CS offered contractors working for both companies access to the Department's Employee Assistance Program.
- The DDG CS confirmed with the RTI Act - contrary to public interest that the contractor had been stood aside pending the outcomes of the investigation.

Name of contractor

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

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- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.

Contact:
Phone:
Mobile:

Branch:
Current as at:

EMB Member:
Phone:
Mobile:

Ministerial Advisor:

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Wednesday, 5 August 2015 1:38 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 1pm 05.08.15 (3) (2).docx
Attachments: Hot issues brief Student Protection Reporting as at 1pm 05.08.15 (3) (2).docx

Good afternoon everyone,

Please find attached an update as at 1pm on the Student Protection Reporting matter.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [REDACTED] (on of the RTI Act - contrary to [REDACTED])

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 1.00pm Wednesday 5 August 2015

Principal communication

- All principals who submitted reports that were affected by the OneSchool system error have been contacted by telephone with any concerns followed up.
- 100% of all remaining Queensland state schools principals have been contacted by a senior officer within the Department of Education and Training (DET).
- Further communication with all principals will be included in the next edition of the State Schools Update on Monday 10 August 2015. The communication will explain the new interim process of OneSchool staff confirming the transmission of student protection reports by telephoning principals, Child Safety and Queensland Police Service.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- The dedicated team of three OneSchool staff who are confirming the Student Protection reports logged, advise the following jobs have been finalised today:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	1	0	1	N/A	N/A	0	1
Child Safety Only	2	N/A	N/A	2	0	2	0
Police and Child Safety	2	2	0	0	2	1	1

Future mitigation strategies

- The Assistant Director-General, State Schools – Operations discussed future mitigation strategies with QPS senior officers. QPS officers provided initial in-principle support to establish a process whereby electronic delivery receipts could be sent from QPS directly to the principal's email address and where principals could telephone QPS directly to confirm receipt of report. These conversations will continue.

External Investigation by Deloitte

- Deloitte have provided an estimated cost, based on a team of approximately 5 staff with close direction from 2 partners working intensely through 6 weeks at b6 RTI Act - conf (excluding GST and other expenses).
- The Director-General will be meeting with Deloitte on Friday 7 August to negotiate and finalise the contract in conjunction with DET procurement staff.
- The manual process the team are following to validate the receipt for new reports submitted 'post fix' appears to be working based on manual checks re-performed to date.
 - Based on preliminary review only it appears that an appropriate change was made to the code to handle the 'Police only' scenario. Further testing needs to be undertaken for us to be confident that all generated reports have been sent to the intended recipients. Subject to receiving the usable data we have requested, this aims to analyse system data to determine if the number of reports created aligns with the email messages sent.

Background:

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- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Wednesday, 5 August 2015 6:12 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 05.08.15 (3).docx
Attachments: Hot issues brief Student Protection Reporting as at 6pm 05.08.15 (3).docx

Good evening everyone,

Please find attached the 6pm Student Protection Report update.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: out of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Wednesday 5 August 2015

Principal and regional communication

- A dedicated centralised email address has been established whereby principals and regions can forward any concerns regarding the Student Protection Reporting error.
- The email address will be monitored by the acting Director, Child Safety with all enquiries and responses logged and reconciled daily.
- An officer within the Child Safety Team has been allocated to respond to any principals who wish to confirm their affected reports have now been progressed to QPS. The Child Safety officer reconciles the unique student ID against the list of 644 reports progressed and triaged by QPS. Principals have found this process very helpful.
- An email will be sent from the Deputy Director-General, State Schools to all Regional Directors, advising them of the dedicated email address and reiterating the importance of confidentiality of student protection reporting information.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- The dedicated team of three OneSchool staff who are confirming the Student Protection reports logged, advise the following jobs have been logged and followed up today:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
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Child Safety Only	27	N/A	N/A	16	11	13	14
Police and Child Safety	3	2	1	2	1	2	1

- Reports that have been logged and followed up since 4 August 2015:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	8	8	0	N/A	N/A	8	0
Child Safety Only	24	N/A	N/A	21	3	20	4
Police and Child Safety	3	3	0	3	0	3	0

Future mitigation strategies

- The Assistant Director-General, State Schools – Operations discussed future mitigation strategies with QPS senior officers. QPS officers provided initial in-principle support to establish a process whereby electronic delivery receipts could be sent from QPS directly to the principal's email address and where principals could telephone QPS directly to confirm receipt of report. These conversations will continue.

External Investigation by Deloitte

- The manual process the team are following to validate the receipt for new reports submitted 'post fix' appears to be working based on manual checks re-performed to date.

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- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Thursday, 6 August 2015 2:43 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 1pm 06.08.15 (3).docx
Attachments: Hot issues brief Student Protection Reporting as at 1pm 06.08.15 (3).docx

Good afternoon everyone,

Please find attached the 1pm SITREP on the Student Protection Reporting matter.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [\[REDACTED\]](#)

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 1.00pm Thursday 6 August 2015

- This morning the acting Deputy Director-General, Corporate Services, David O'Hagan provided a letter to the Director-General advising that he was standing aside from the position while the investigation by Deloitte is being undertaken.
- Jeff Hunt, Deputy Director-General will step into the role.
- As a result of checking if reports through all streams had been received, DET's IT Operations Team have confirmed that six (6) cases not received by Child Safety were emailed from the OneSchool Student Protection Reporting module as designed and were processed by the internal mail system.
- Three of these cases are known by Child Safety but there is no matching case identified to date for the other three cases. Two of the cases were to be sent to both Police and Child Safety. One of these cases did not necessarily have to be reported to Police but, given the gravity of the alleged concerns, the SSO Student Protection Team made a decision to provide it to the Police Taskforce.
- The Operations Team have traced the emails from the OneSchool system to the email filtering system (Symantec - BrightMail) which defends against email spam, phishing and viruses. The Brightmail logs indicate that the emails were not passed from the filtering system to Child Safety.
- A hard copy of the 6 cases has been provided to Child Safety and two of these 6 cases have been provided to Police to re-check.
- A OneSchool team is in place to check that every case to QPS and/or Communities is being sent as designed. A point of contact (3)(b) of the RTI Act - contrary to pub has been established in Communities to confirm all cases are being received.
- A Symantec - BrightMail specialist will review the filtering system and confirm the findings and recommendations as a matter of urgency.
- We have tasked Deloitte as part of their investigation to provide recommendations to strengthen the notification and reporting to external agencies and options for improving the confirmation / reporting from external agencies back to DET / Principals.

Principal and regional communication

- A dedicated centralised email address is now active whereby principals and regions can forward any concerns regarding the Student Protection Reporting error.
- The email address will be monitored by the acting Director, Child Safety with all enquiries and responses logged and reconciled daily.
- Yesterday evening an email was sent from the Deputy Director-General, State Schools to all Regional Directors advising them of the dedicated email address and reiterating the importance of confidentiality of student protection reporting information.

Ongoing contact between DET and QPS

- The Assistant Director-General, State Schools – Operations (ADG SSO) advised QPS that DET plans to analyse student protection reports sent from the OneSchool system dating back to October, 2013. He requested appropriate QPS officer contacts to facilitate this action.
- Further discussion was focussed on improving the integrity of the reporting system but noting that return emails utilising Microsoft Outlook was not an option due to security reasons.
- Briefings will continue every morning at Police Headquarters and these will be attended by the acting Director, Child Safety and the ADG SSO.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- The dedicated team of three OneSchool staff who are confirming the Student Protection reports logged, advise the following jobs have been logged and followed up today:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	3	3	0	N/A	N/A	2	1
Child Safety Only	6	N/A	N/A	1	5	0	6

				3				
Police and Child Safety	3	1	2	1	2	1	2	

- Senior officers from DET are liaising with Senior Officers from QPS and Department of Communities, Child Safety and Disability Services (DCCSDS) to develop a process that streamlines the follow up calls to minimise the impact on DCCSDS and QPS officers.

External Investigation by Deloitte

- The manual process the team are following to validate the receipt for new reports submitted 'post fix' appears to be working based on manual checks re-performed to date.

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- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Thursday, 6 August 2015 6:41 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim; HUNT, Jeff
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 06.08.15 (3) (3).docx
Attachments: Hot issues brief Student Protection Reporting as at 1pm 06.08.15 (3) (3).docx

Good evening everyone,

Please find attached the 6pm Student Protection Reporting update.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [REDACTED] of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Thursday 6 August 2015

- Further investigations have been undertaken to ensure that all notifications had been received by Child Safety since the new module went live in January 2015.
- It has been confirmed with Child Safety that there were 27 **emails** (this is an update from advice earlier today advising of 6 **cases**, following cross checking between the CIO DET and the CIO DoC) that did not get delivered due to the BrightMail system detecting these outbound messages as spam and quarantining them since going live in January 2015.
- Manual monitoring of the mail platform is now being undertaken to provide notification of any mail items that are identified as Spam. This is being reviewed at regular intervals to ensure that no further notifications are quarantined.
- Senior Officers from Child Safety, State Schooling and ITB met this afternoon to commence reviewing the student notifications that were sent since the system was implemented 25 September 2013.
- A OneSchool team is in place to check that every case to QPS and/or Child Safety is being sent as designed. A point of contact (31(b) of the RTI Act - contrary to pub) has been established in Child Safety to confirm all cases are being received.
- A Symantec - BrightMail specialist has reviewed the filtering system and will confirm the findings and recommendations as a matter of urgency.
- We have tasked Deloitte as part of their investigation to provide recommendations to strengthen the notification and reporting to external agencies and options for improving the confirmation / reporting from external agencies back to DET / Principals.
- The Director-General has requested Deloitte's to broaden their independent investigation to examine all issues relating to the online student protection reporting system since its introduction in September 2013. The Director-General is meeting with Deloitte's tomorrow to further discuss the scope of their investigation.

Principal and regional communication

- A dedicated centralised email address is now active whereby principals and regions can forward any concerns regarding the Student Protection Reporting error.
- The email address will be monitored by the acting Director, Child Safety with all enquiries and responses logged and reconciled daily.
- Yesterday evening an email was sent from the Deputy Director-General, State Schools to all Regional Directors advising them of the dedicated email address and reiterating the importance of confidentiality of student protection reporting information.

Ongoing contact between DET and QPS

- The Assistant Director-General, State Schools – Operations (ADG SSO) advised QPS that DET plans to analyse student protection reports sent from the OneSchool system dating back to October, 2013. He requested appropriate QPS officer contacts to facilitate this action.
- Further discussion was focussed on improving the integrity of the reporting system but noting that return emails utilising Microsoft Outlook was not an option due to security reasons.
- Briefings will continue every morning at Police Headquarters and these will be attended by the acting Director, Child Safety and the ADG SSO.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- Dedicated team of 3 OneSchool staff continue to confirm Student Protection reports logged today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	7	7	0	N/A	N/A	3	4
Child Safety Only	32	N/A	N/A	6	26	1	31
Police and Child Safety	8	6	2	4	4	2	6

- Senior officers from DET are liaising with Senior Officers from QPS and Department of Communities, Child Safety and Disability Services

(DCCSDS) to develop a process that streamlines the follow up calls to minimise the impact on DCCSDS and QPS officers.

- This morning the acting Deputy Director-General, Corporate Services, David O'Hagan provided a letter to the Director-General advising that he was standing aside from the position while the investigation by Deloitte is being undertaken.
- Jeff Hunt, Deputy Director-General will step into the role.

External Investigation by Deloitte

- The manual process the team are following to validate the receipt for new reports submitted 'post fix' appears to be working based on manual checks re-performed to date.

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.
- At 2pm on 30 July 2015 it was identified there was a system error in the Department of Education and Training's online (OneSchool) student protection reporting process.
- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these reports have been sent to Child Safety, and a further 339 reports have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Friday, 7 August 2015 1:37 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 1pm 07.08.15.docx
Attachments: Hot issues brief Student Protection Reporting as at 1pm 07.08.15.docx

Good afternoon,

Please find attached the Student Protection Reporting update as at 1pm.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [REDACTED] of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 1.00pm Friday 7 August 2015

- Further investigations have been undertaken to ensure that all notifications had been received by Child Safety since the new module went live in January 2015.
- It has been confirmed with Child Safety that there were 27 **reports** that did not get delivered due to the BrightMail system detecting these outbound messages as spam and quarantining them since going live in January 2015.
- Manual monitoring of the mail platform is now being undertaken to provide notification of any mail items that are identified as Spam. This is being reviewed at regular intervals to ensure that no further notifications are quarantined.
- Senior Officers from Child Safety, State Schooling and ITB will continue to meet to review the student notifications that were sent since the system was implemented 25 September 2013.
- A OneSchool team is in place to check that every case to QPS and/or Child Safety is being sent as designed. A point of contact (3)(b) of the RTI Act - contrary to put has been established in Child Safety to confirm all cases are being received.
- A Symantec - BrightMail specialist has reviewed the filtering system and will confirm the findings and recommendations as a matter of urgency.
- We have tasked Deloitte as part of their investigation to provide recommendations to strengthen the notification and reporting to external agencies and options for improving the confirmation / reporting from external agencies back to DET / Principals.
- The Director-General has requested Deloitte's broaden their independent investigation to examine all issues relating to the online student protection reporting system since its introduction in September 2013. The Director-General is meeting with Deloitte's at 4pm today.

Principal and regional communication

- A dedicated centralised email address is now active whereby principals and regions can forward any concerns regarding the Student Protection Reporting error.

- The email address will be monitored by the acting Director, Child Safety with all enquiries and responses logged and reconciled daily.

Ongoing contact between DET and QPS

- The Assistant Director-General, State Schools – Operations (ADG SSO) advised QPS that DET plans to analyse student protection reports sent from the OneSchool system dating back to October, 2013. He requested appropriate QPS officer contacts to facilitate this action.
- Briefings will continue every morning at Police Headquarters and these will be attended by the acting Director, Child Safety and the ADG SSO. There are no planned briefings scheduled for the weekend.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- Dedicated team of three OneSchool staff continue to confirm Student Protection reports logged today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	3	3	0	N/A	N/A	1	2
Child Safety Only	5	N/A	N/A	1	4	0	5
Police and Child Safety	0						

- Senior officers from DET are liaising with Senior Officers from QPS and Department of Communities, Child Safety and Disability Services (DCCSDS) to develop a process that streamlines the follow up calls to minimise the impact on DCCSDS and QPS officers.

External Investigation by Deloitte

- The manual process the team are following to validate the receipt for new reports submitted 'post fix' appears to be working based on manual checks re-performed to date.

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.
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- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these reports have been sent to Child Safety, and a further 339 reports have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Friday, 7 August 2015 6:11 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Emma Smith; Verena McCarthy; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 07.08.15 (3).docx
Attachments: Hot issues brief Student Protection Reporting as at 6pm 07.08.15 (3).docx

Good evening everyone,

Please find attached the Student Protection Reporting update as at 6pm today.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob:
h) of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Friday 7 August 2015

- Further investigations have been undertaken to ensure that all notifications had been received by Child Safety since the new module went live in January 2015.
- It has been confirmed with Child Safety that there were 27 **reports** that did not get delivered due to the BrightMail system detecting these outbound messages as spam and blocking their transmission since going live in January 2015.
- Manual monitoring of the mail platform is now being undertaken to provide notification of any mail items that are identified as spam.
- Senior Officers from Child Safety, State Schooling and Information Technology Branch will continue to meet to review the student notifications that were sent since the system was implemented 25 September 2013.
- A OneSchool team is in place to check that every case to QPS and/or Child Safety is being sent as designed. A point of contact 7 (3)(b) of the RTI Act - contrary to public interest has been established in Child Safety to confirm all cases are being received.
- We have tasked Deloitte as part of their investigation to provide recommendations to strengthen the notification and reporting to external agencies and options for improving the confirmation / reporting from external agencies back to DET / Principals.
- The Director-General met with Deloitte's at 4pm today and discussed with them the broadening of their independent investigation to include examination of all issues relating to the online student protection reporting system since its introduction in September 2013. He also discussed Communication Protocols and a range of allied issues.

Department and stakeholder communication

- An email from the Director-General to all DET staff was sent today advising staff of the ongoing assurance processes in place and that the A/DDG Corporate Services had voluntarily stood aside while the external investigation was being conducted.
- The DET Executive team met this morning to receive an information and review update, to discuss communication and internal messaging, next

steps, collaboration with other agencies and staff welfare. The team will continue to meet each Monday, Wednesday and Friday until further notice.

- A stakeholder briefing involving principal associations, industry bodies, parent representatives, Queensland Guidance Counselling Association and the School Business Services Managers' Association will be held on Monday 10 August 2015 at 12.00 noon.
- A dedicated centralised email address is now active whereby regions can forward any concerns regarding the Student Protection Reporting error.
- The email address will be monitored by the Assistant Director-General, State Schools – Operations with all enquiries and responses logged and reconciled daily.

Ongoing contact between DET and QPS

- There are no briefings planned at Police Headquarters over the weekend, however QPS officers will verbally brief the ADG SSO by telephone as required.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- Dedicated team of three OneSchool staff continue to confirm Student Protection reports logged today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	4	4	0	N/A	N/A	4	0
Child Safety Only	13	N/A	N/A	11	2	8	5
Police and Child Safety	0						

- Senior officers from DET are liaising with Senior Officers from QPS and Department of Communities, Child Safety and Disability Services (DCCSDS) to develop a process that streamlines the follow up calls to minimise the impact on DCCSDS and QPS officers.

External Investigation by Deloitte

- The manual process the team are following to validate the receipt for new reports submitted 'post fix' appears to be working based on manual checks re-performed to date.

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.
- At 2pm on 30 July 2015 it was identified there was a system error in the Department of Education and Training's online (OneSchool) student protection reporting process.
- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these reports have been sent to Child Safety, and a further 339 reports have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Monday, 10 August 2015 6:00 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Emma Smith; Verena McCarthy; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 10.08.15.docx
Attachments: Hot issues brief Student Protection Reporting as at 6pm 10.08.15.docx

Good evening everyone,

Please find attached the 10 August 2015 update on the Student Protection Reporting matter.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [REDACTED] of the RTI Act - contrary to [REDACTED]

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Monday 10 August 2015

- Manual monitoring of the mail platform is continuing to ensure no further reports are incorrectly identified as spam.
- A OneSchool team is in place to check that every case to Queensland Police Service (QPS) and/or Child Safety is being sent as designed. A point of contact (s)(b) of the RTI Act - contrary to public interest has been established in Child Safety to confirm all cases are being received.
- Deloitte will expand their investigation to provide recommendations to strengthen the notification and reporting to external agencies and options for improving the confirmation / reporting from external agencies back to DET / Principals.
- Deloitte will also provide a quality assurance oversight over the ongoing data matching process occurring with Department of Communities, Child Safety and Disability Services (DCCSDS).

Department and stakeholder communication

- A stakeholder briefing involving principal associations, industry bodies, parent representatives, Queensland Guidance Counselling Association and the School Business Services Managers' Association was held today. Stakeholders were provided with an update on the checking and review processes in place.
- It is anticipated another stakeholder briefing will be held when Deloitte releases any interim findings.
- A dedicated centralised email address is now active whereby regions can forward any concerns regarding the Student Protection Reporting error.
- The email address will be monitored by the Assistant Director-General, State Schools – Operations with all enquiries and responses logged and reconciled daily.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.

- Dedicated team of three OneSchool staff continue to confirm Student Protection reports logged today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	1	0	1	N/A	N/A	0	1
Child Safety Only	14	N/A	N/A	9	5	4	10
Police and Child Safety	0						

- Senior Officers from DCCSDS and State Schools and ITB are currently reviewing the student notifications that were sent since the system was implemented 25 September 2013.

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
 - C) Queensland Police Service only.
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- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- Since 22 January (when changes were made to the OneSchool system) a total of 3822 student protection reports have been made - 2839 of these reports have been sent to Child Safety, and a further 339 reports have been sent to QPS and Child Safety, as required. It is only the reports that were required to go only to QPS that were affected (644).
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Tuesday, 11 August 2015 5:57 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Emma Smith; Verena McCarthy; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: SITREP 6pm 11 August 2015
Attachments: Hot issues brief Student Protection Reporting as at 6pm 11.08.15.docx

Good evening everyone,

Please find attached the 11 August 2015 update regarding Student Protection Reporting.

Regards
Nick

Nick Seeley
Executive Director
Office of the Director-General
Department of Education and Training
Ph: (07) 3034 4750
Mob: [REDACTED] (in contravention of the RTI Act)

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Tuesday 11 August 2015

- Manual monitoring of the mail platform is continuing to ensure no further reports are incorrectly identified as spam.
- A OneSchool team is in place to check that every case to Queensland Police Service (QPS) and/or Child Safety is being sent as designed.
- Deloitte will expand their investigation to provide recommendations to strengthen the notification and reporting to external agencies and options for improving the confirmation / reporting from external agencies back to DET / Principals.
- Deloitte will also provide a quality assurance oversight over the ongoing data matching process occurring with Department of Communities, Child Safety and Disability Services (DCCSDS).

Department and stakeholder communication

- Further stakeholder consultation was conducted with Principal Association representatives today, and the QTU yesterday, regarding any future amendments to the Student Protection Policy and Guidelines.
- Representatives were supportive of the current approach identifying that despite the OneSchool issues, principals have confidence in the system and would generally follow-up with either Child Safety or QPS after submitting a student protection report.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- Dedicated team of three OneSchool staff continue to confirm Student Protection reports logged today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	2	2	0	N/A	N/A	2	0
Child Safety Only	23	N/A	N/A	17	6	7	16

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police and Child Safety	4	1	3	3	1	2	2

- Senior Officers from DCCSDS and State Schools and ITB are currently reviewing the student notifications that were sent since the system was implemented 25 September 2013.
- On Brisbane Show Holiday, there will be two staff at OneSchool continuing to confirm Student Protection reports that are logged on 12/08/15

Background:

- As a result of legislative amendments to the *Child Protection Reform Amendment Act 2014 (CPRAA)* that consolidated existing child protection reporting requirements, the OneSchool reporting process was amended on 22 January 2015.
- Depending on the nature of the incident, and whether the parent was considered to be acting protectively of the child, a student protection report from the OneSchool System was intended to be sent to:
 - A) Child Safety only; or
 - B) Queensland Police Service and Child Safety; or
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- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Thursday, 13 August 2015 6:30 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Emma Smith; Verena McCarthy; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 6pm 13.08.15.docx
Attachments: Hot issues brief Student Protection Reporting as at 6pm 13.08.15.docx

Good evening everyone,

Please find attached the Student Protection Report update for 13 August 2015.

Regards
Nick

Nick Seeley
Executive Director
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Mob: [REDACTED] of the RTI Act - contrary to

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 6.00pm Thursday 13 August 2015

- Manual monitoring of the mail platform is continuing to ensure no further reports are incorrectly identified as spam.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter all calls regarding Child Protection issue to be forwarded immediately to the Director OneSchool - there have been none today.
- Dedicated team of three OneSchool staff continue to confirm Student Protection reports logged today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	2	2	0	N/A	N/A	2	0
Child Safety Only	23	N/A	N/A	16	7	17	6
Police and Child Safety	1	1	0	1	0	0	1

- Senior Officers from DCCSDS and State Schools and ITB are currently reviewing the student notifications that were sent since the system was implemented 25 September 2013.

Background:

- At 2pm on 30 July 2015 it was identified there was a system error in the Department of Education and Training's online (OneSchool) student protection reporting process.
- The error resulted in 644 student protection reports, from 325 schools, not being emailed to the Queensland Police Service as required.
- The reports cover a time period from 22 January 2015 to 30 July 2015.
- All affected reports relate to suspected sexual abuse, where the parent is willing and able to protect the child from any future harm.
- At 4:30pm, 30 July 2015, the Queensland Police Service was contacted and the Director-General of Education and Training and the Minister for Education were briefed.
- Officers from DET contacted the Queensland Police Service regarding the system error at 5:21pm, 30 July 2015.
- The OneSchool Student Reporting system has now been rectified.
- All 644 reports have now been entered into QPS database and have been triaged.

Verena McCarthy

From: SEELEY, Nick <Nick.SEELEY@dete.qld.gov.au>
Sent: Friday, 14 August 2015 5:12 PM
To: Kate Jones; Dave Stewart (Dave.Stewart@premiers.qld.gov.au); Verena McCarthy; Emma Smith; WATTERSTON, Jim
Cc: Sarah.buckler@premiers.qld.gov.au
Subject: Hot issues brief Student Protection Reporting as at 5pm 14.08.15 (3).docx
Attachments: Hot issues brief Student Protection Reporting as at 5pm 14.08.15 (3).docx

Good afternoon everyone,

Please find attached the Student Protection Reporting update for 14 August 2015.

Regards
Nick

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STUDENT PROTECTION REPORTING SYSTEM ERROR

KEY POINTS:

Update at 5.00pm Friday 14 August 2015

- Manual monitoring of the email platform and follow-up phone calls are continuing to ensure all reports are progressed as intended.

Ongoing OneSchool response

- The OneSchool Service Centre continues to filter and forward all calls regarding Child Protection issue immediately to the Director OneSchool - there have been none today.
- Dedicated team of three OneSchool staff continue to confirm Student Protection reports today. Reports that have been logged and followed up today are as follows:

Student Protection Types	Total Finalised	Confirmed by Police	Not Yet Confirmed by Police	Confirmed by Child Safety	Not Yet Confirmed by Child Safety	Confirmed by Principal	Not Yet Confirmed by Principal
Police Only	8	4	4	N/A	N/A	4	4
Child Safety Only	30	N/A	N/A	16	14	13	17
Police and Child Safety	0						

Consultation and communication

- A further meeting of the Department's Student Welfare Executive team was held today to ensure a coordinated approach across all areas of the Department in response to student protection reporting and support.
- The Director-General, Deputy Director-General, Corporate Services and Assistant Director-General, State Schools – Operations met with the Director-General and senior executive members of the Department of Communities, Child Safety and Disability Services to discuss the ongoing cross-matching student protection reports since 25 September 2013.
- The Director-General met with Deloitte's earlier today to discuss the on-going investigation including the revised scope of work to include all reports back to September 2013.

- The Assistant Director-General, State School Operations, Media Advisor, Office of the Minister for Education and the Executive Director, Office of the DG met with Tim Mander MP, Shadow Minister for Education and Training late yesterday (13/8/15) to provide a general overview briefing of the matter.
- The Director-General attended the Extraordinary Child Protection Reform Leaders' Group meeting this morning and provided a verbal update on the Student Protection Reporting issue.

Background:

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