

## SPRINGER, Kristy

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**From:** O'HAGAN, David  
**Sent:** Thursday, 30 July 2015 6:52 PM  
**To:** WATTERSTON, Jim; WALTON, Patrea; BRENNAN, Bevan; O'HAGAN, David  
**Cc:** STEVENSON, Hayley; SPRINGER, Kristy; SEELEY, Nick; LOCKHART, John  
**Subject:** Confidential : OneSchool incident  
**Attachments:** OneSchool QPS Notification.docx

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 he RTI Act - contrary 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.

**SPRINGER, Kristy**

---

**From:** WALTON, Patrea  
**Sent:** Thursday, 30 July 2015 8:41 PM  
**To:** WATTERSTON, Jim; O'HAGAN, David  
**Cc:** BRENNAN, Bevan; STEVENSON, Hayley; SEELEY, Nick; SPRINGER, Kristy  
**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 | Brisbane Qld 4000

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**SPRINGER, Kristy**

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**From:** WALTON, Patrea  
**Sent:** Thursday, 30 July 2015 10:45 PM  
**To:** WATTERSTON, Jim; O'HAGAN, David; BRENNAN, Bevan  
**Cc:** STEVENSON, Hayley; SEELEY, Nick; SPRINGER, Kristy  
**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  
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**From:** O'HAGAN, David  
**Sent:** Friday, 31 July 2015 12:03 PM  
**To:** WATTERSTON, Jim; WALTON, Patrea; BRENNAN, Bevan  
**Cc:** STEVENSON, Hayley; SPRINGER, Kristy; SEELEY, Nick; LOCKHART, John  
**Subject:** RE: Confidential : OneSchool incident  
**Attachments:** OneSchool Incident - Child Protection Reporting.docx

All,

Attached information to date on the causes of the OneSchool incident.

**David O'Hagan** | A/Deputy Director-General  
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## OneSchool Incident – Student Protection Reporting Module

In October 2013, Child Protection Reporting was changed from a paper / fax based system to an online system developed in the OneSchool program used by every state school in Queensland.

The online system generates emails to notify suspected child protect concerns to both QPS and Child Safety.

On 22 January 2015, the OneSchool system was updated to meet the Legislative changes in Student Protection which required 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.

Initial investigation by OneSchool technical staff has identified an issue with the software code used to generate the emails, resulting in:-

- The email generation to Child Safety only was working as designed.
- The email to both Child Safety and QPS was working as designed.
- **The email generation to the QPS only was not working as designed.**

The January 2015 update to OneSchool was tested prior to release.

Initial investigation by OneSchool confirms that the test plan included the Student Protection Module and specific test cases for the email notification reports.

In January the three email notification cases were tested;

- Emails to Child Safety only were successfully created and confirmed
- Emails to both Child Safety and Police were successfully created and confirmed
- Email to Police only test cases were passed as successful because an email confirmation was generated **however the actual email to the Police was not generated.**

The software code in error was developed by a contractor engaged by OneSchool.

The contractor has been stood aside from any further development in the Student Protection Reporting Module pending an external investigation into the software development practices and procedures.

The test plan was developed and supervised by the OneSchool Test Manager (public servant).

The Manager has been stood aside pending an external investigation into the testing practices and procedures.

## **STUDENT PROTECTION REPORTING SYSTEM ERROR**

### **KEY POINTS:**

- 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 means that 644 student protection reports, from 325 schools, have not been emailed to the Queensland Police Service as required.
- The reports cover a time period from 28 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 28 changes (when changes were made to the OenSchool 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).
- 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 on the evening of 30 July 2015 to identify those cases for immediate action.
- The latest update from officers working through the reports is that approximately 300 files have been processed and of the 300, 60 cases were already known to QPS.

- Early indications from QPS staff suggest that the majority of the reports will require police follow up.

**Remedial Actions**

- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.
- 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.
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Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

Background:

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## STEVENSON, Hayley

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**From:** STEVENSON, Hayley  
**Sent:** Friday, 31 July 2015 12:43 PM  
**To:** WATTERSTON, Jim; WALTON, Patrea  
**Subject:** Hot issues brief.docx  
**Attachments:** Hot issues brief.docx

Here is the hot issues brief.

Hayley



Hayley Stevenson  
**Director, Office of the Deputy Director-General**  
State Schools Division  
Department of Education and Training

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## STEVENSON, Hayley

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**From:** STEVENSON, Hayley  
**Sent:** Friday, 31 July 2015 1:22 PM  
**To:** WATTERSTON, Jim  
**Cc:** MCMASTER, Lorna; WALTON, Patrea  
**Subject:** Hot issues brief update  
**Attachments:** Hot issues brief Student Protection Reporting.docx

Updated with typos fixed and latest from Bevan.

Hayley



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Hayley Stevenson  
**Director, Office of the Deputy Director-General**  
State Schools Division  
Department of Education and Training

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**Sent:** Friday, 31 July 2015 2:02 PM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea; MCMASTER, Lorna  
**Subject:** Latest updated hot issues brief  
**Attachments:** Hot issues brief Student Protection Reporting as at 1300.docx

As at 1300 hours.



**Queensland**  
Government

Hayley Stevenson  
**Director, Office of the Deputy Director-General**  
State Schools Division  
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- 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).
- 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 1300 hours on 31 July, the latest update from officers advises:
- Total Number of Files – Subject to Review: 644

- Total Number of Files Reviewed [Reconciled Against Q Prime]: **513** [102 recorded against Q Prime]
- Total Number of Files Assessed [Assigned Priority]: **17**
- Breakdown of Files into sub-categories:
  - Category 1/2 [Urgent/Requiring immediate action/attention] **8**
  - Category 3 [Routine/Non-urgent]: **6**
  - Category 4 [Finalised / Subject of ongoing investigation] **3**

### **Remedial Actions**

- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.
- 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.
- 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.
- 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

Contact:  
Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

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 28 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:  
Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

## STEVENSON, Hayley

---

**From:** STEVENSON, Hayley  
**Sent:** Friday, 31 July 2015 3:37 PM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** Hot issues brief Student Protection Reporting as at 1530.docx  
**Attachments:** Hot issues brief Student Protection Reporting as at 1530.docx

Hayley



**Queensland**  
Government

Hayley Stevenson  
**Director, Office of the Deputy Director-General**  
State Schools Division  
Department of Education and Training

P: 07 303 44760 | E: [hayley.stevenson@dete.qld.gov.au](mailto:hayley.stevenson@dete.qld.gov.au) | M: the RTI Act - contrary  
Level 22 | Education House | 30 Mary Street | Brisbane QLD 4000  
PO Box 15033 | City East QLD 4002

**Inspiring minds. Creating opportunities. Shaping Queensland's future.**  
Please consider the environment before printing this email.

## STUDENT PROTECTION REPORTING SYSTEM ERROR

### KEY POINTS:

- 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 means that 644 student protection reports, from 325 schools, have not been 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).
- 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 1300 hours on 31 July, the latest update from officers advises:
- Total Number of Files – Subject to Review: **644**

- Total Number of Files Reviewed [Reconciled Against Q Prime]: **513** [102 recorded against Q Prime]
- Total Number of Files Assessed [Assigned Priority]: **17**
- Breakdown of Files into sub-categories:
  - Category 1/2 [Urgent/Requiring immediate action/attention] **8**
  - Category 3 [Routine/Non-urgent]: **6**
  - Category 4 [Finalised / Subject of ongoing investigation] **3**

### **Remedial Actions**

- As at 3.30pm, 31 July 2015, Deloitte's has been appointed to conduct an external review of the system failure.
- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.
- 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.
- 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.
- 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

Contact:  
Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

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 28 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:  
Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

## STEVENSON, Hayley

---

**From:** STEVENSON, Hayley  
**Sent:** Friday, 31 July 2015 7:09 PM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea; O'HAGAN, David  
**Subject:** Hot issues brief as at 7pm  
**Attachments:** Hot issues brief Student Protection Reporting as at 1900.docx

Updated with Deloittes and principal communication information.

Hayley



**Queensland**  
Government

Hayley Stevenson  
**Director, Office of the Deputy Director-General**  
State Schools Division  
Department of Education and Training

**P:** 07 303 44760 | **E:** [hayley.stevenson@dete.qld.gov.au](mailto:hayley.stevenson@dete.qld.gov.au) | **M:** the RTI Act - contrary to  
Level 22 | Education House | 30 Mary Street | Brisbane QLD 4000  
PO Box 15033 | City East QLD 4002

Inspiring minds. Creating opportunities. Shaping Queensland's future.  
Please consider the environment before printing this email.

## **STUDENT PROTECTION REPORTING SYSTEM ERROR**

### **KEY POINTS:**

#### **Update at 7.00pm 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 sent to all principals who had submitted reports affected by the system failure. The email advised principals that a dedicated team had been established centrally to respond to any of their concerns and that a senior officer of the Department would make personal contact with them on Monday.
- **•** Given the importance of the message and time of sending, a follow up text message was sent to all principals alerting them to the email/s.
- **•** The Department has engaged Deloitte Australia to undertake an external investigation into the failure of the Student Protection Reporting module in the OneSchool system commencing 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

### **PREVIOUS KEY POINTS:**

- **•** 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 means that 644 student protection reports, from 325 schools, have not been 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).
- 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 cases have been placed on the QPS database.
- Officers from both the Department of Education and Training and the Queensland Police Service will be working over the week-end to review all reports.

### 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:  
Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

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 28 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:  
Phone:  
Mobile:

Branch:  
Current as at: 22/05/2015

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

## STEVENSON, Hayley

---

**From:** STEVENSON, Hayley  
**Sent:** Saturday, 1 August 2015 8:26 AM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** SPR hot issues brief - 8.30am  
**Attachments:** HotissuesbriefStudentProtectionReporting1.08.15 830hours.docx

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

>

## **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:	

## STEVENSON, Hayley

---

**From:** STEVENSON, Hayley  
**Sent:** Saturday, 1 August 2015 8:44 AM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** Re: SPR hot issues brief - 8.30am

Hi Jim

Just received advice from Bevan that there is nothing further to update as a result of this morning's briefing. Next briefing at 2pm. I will update brief then if we have any new information.

Hayley

Hayley Stevenson

of the RTI Act - contrary to th

Sent from my iPhone

> On 1 Aug 2015, at 08:26, STEVENSON, Hayley <[Hayley.STEVENSON@dete.qld.gov.au](mailto:Hayley.STEVENSON@dete.qld.gov.au)> wrote:

>

> 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

> <HotissuesbriefStudentProtectionReporting1.08.15 830hours.docx>

## STEVENSON, Hayley

---

**From:** STEVENSON, Hayley  
**Sent:** Saturday, 1 August 2015 7:02 PM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** Student Reporting system failure SITREP  
**Attachments:** Hot issues brief Student Protection Reporting as at 1.08.15 1900hours.docx

Hi Jim

Please find attached the latest briefing. This includes an update of the figures provided verbally by Bevan.

Hayley

of the RTI Act - contrary to t

## **STUDENT PROTECTION REPORTING SYSTEM ERROR**

### **KEY POINTS:**

**Update at 2.30pm 1 August 2015**

#### **Communication and stakeholder briefings**

- All principals have been contacted regarding the system error and further contact is planned for Monday 3 August.
- 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 on Friday evening to all principals who had submitted reports affected by the system failure.
- On Monday affected principals will be telephoned by a member of dedicated team of senior officers from Central Office. These principals will be advised that there is no need to re-submit the affected student protection reports and provided an opportunity to seek any further information.
- All other principals will be also be telephoned on Monday, by a senior officer within the region.
- All principals will be assured that the OneSchool Student Protection Reporting system error has been rectified and to continue to submit all reports through this process.
- A stakeholder briefing has been scheduled for Monday 3 August 2015 at midday. The briefing will assure stakeholders of the integrity of the student protection reporting system and outline the future actions that will be undertaken.
- As Queensland Police Service (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.
- All reports affected by the system failure have now been entered into the QPS database.
- The ADG State Schools – Operations, staff from the Department of Education and Training's Child Safety Unit and QPS have been working at

the QPS Headquarters reviewing the 644 cases to identify those cases for immediate action.

- As at 5.45pm, 1 August 2015:
  - 151 cases were identified as known to police
  - 493 cases remained to be triaged
  - Of the 493, 107 cases had been triaged by 5.45pm
  - Of these 107, 27 cases have been finalised
- As at 5.45pm the Department of Education and Training are only aware of 8 cases that have been assessed as a priority.
- 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.

### External investigation

- 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 August 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 the 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.

Contact:	Branch:	EMB Member:	Ministerial Advisor:
Phone:	Current as at:	Phone:	
Mobile:		Mobile:	

- 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).
- 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.

**Remedial Actions**

- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.

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.
- 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:  
Phone:  
Mobile:

Branch:  
Current as at:

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

## STEVENSON, Hayley

---

**From:** STEVENSON, Hayley  
**Sent:** Sunday, 2 August 2015 10:08 AM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** SITREP Student Protection Reporting

My apologies for the format of the SITREP but Section 47(3)(b) of the RTI Act - contrary to the public interest I will update in brief format as soon as RTI Act - contrary (approx 11am).

This has been updated with figures provided by Bevan this morning.

Cheers

Hayley

b) of the RTI Act - contrary to the

## STUDENT PROTECTION REPORTING SYSTEM ERROR

### KEY POINTS:

#### Update at 10.00am 2 August 2015

#### Communication and stakeholder briefings

- All principals have been contacted regarding the system error and further contact is planned for Monday 3 August.
- 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 on Friday evening to all principals who had submitted reports affected by the system failure.
- On Monday affected principals will be telephoned by a member of dedicated team of senior officers from Central Office. These principals will be advised that there is no need to re-submit the affected student protection reports and provided an opportunity to seek any further information.
- All other principals will be also be telephoned on Monday, by a senior officer within the region.
- All principals will be assured that the OneSchool Student Protection Reporting system error has been rectified and to continue to submit all reports through this process.

- A stakeholder briefing has been scheduled for Monday 3 August 2015 at midday. The briefing will assure stakeholders of the integrity of the student protection reporting system and outline the future actions that will be undertaken.
- As Queensland Police Service (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.
- All reports affected by the system failure have now been entered into the QPS database.
- The ADG State Schools – Operations, staff from the Department of Education and Training's Child Safety Unit and QPS have been working at the QPS Headquarters reviewing the 644 cases to identify those cases for immediate action.
- As at 10am, 2 August 2015:
  - 151 cases were identified as known to police
  - 493 cases remained to be triaged
  - Of the 493, 219 cases had been triaged by 10.00am 2 August
  - Of these 219, 62 cases have now been finalised

priority.

- As at 10.00am the Department of Education and Training have only been advised of 8 cases that have been assessed as a priority. QPS is responding immediately to all priority 1 cases.
- 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.

### **External investigation**

- 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 August 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 the 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).
- • 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.

### **Remedial Actions**

- • The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.

### 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.

Hayley Stevenson

b) of the RTI Act - contrary to the

Sent from my iPhone

## STEVENSON, Hayley

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**From:** STEVENSON, Hayley  
**Sent:** Sunday, 2 August 2015 1:39 PM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** SITREP Student Protection Reporting 1330hours  
**Attachments:** Hot issues brief Student Protection Reporting as at 2.08.15 1330hours.docx

Please find attached the latest SITREP.

Kind regards  
Hayley

(b) of the RTI Act - contrary to the p

## **STUDENT PROTECTION REPORTING SYSTEM ERROR**

### **KEY POINTS:**

**Update at 1.30pm 2 August 2015**

#### **Communication and stakeholder briefings**

- All principals have been contacted regarding the system error and further contact is planned for Monday 3 August.
- 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 on Friday evening to all principals who had submitted reports affected by the system failure.
- On Monday affected principals will be telephoned by a member of dedicated team of senior officers from Central Office. These principals will be advised that there is no need to re-submit the affected student protection reports and provided an opportunity to seek any further information.
- All other principals will be also be telephoned on Monday, by a senior officer within the region.
- All principals will be assured that the OneSchool Student Protection Reporting system error has been rectified and to continue to submit all reports through this process.
- A stakeholder briefing has been scheduled for Monday 3 August 2015 at midday. The briefing will assure stakeholders of the integrity of the student protection reporting system and outline the future actions that will be undertaken.
- As Queensland Police Service (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.
- All reports affected by the system failure have now been entered into the QPS database.
- The ADG State Schools – Operations, staff from the Department of Education and Training's Child Safety Unit and QPS have been working at

the QPS Headquarters reviewing the 644 cases to identify those cases for immediate action.

- As at 10.00am, 2 August 2015:
  - 151 cases were identified as known to police
  - 219 cases have been triaged and passed onto the relevant Child Protection and Investigation Unit (CPIU)
  - 274 remain to be triaged
  - Of the 219 triaged cases, 69 have been finalised
- The above details were released at a QPS press conference at 11.30am on Sunday 2 August 2015.
- As at 10.00am the Department of Education and Training are only aware of 8 cases that have been assessed as a priority.
- QPS officers are responding immediately to priority 1 cases.
- 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.

### External investigation

- 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 August 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 the 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.

Contact:  
Phone:  
Mobile:

Branch:  
Current as at:

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

- 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).
- 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.

### **Remedial Actions**

- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.

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.
- 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:
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Phone:  
Mobile:

Branch:  
Current as at:

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Mobile:

Ministerial Advisor:

**STEVENSON, Hayley**

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**From:** STEVENSON, Hayley  
**Sent:** Sunday, 2 August 2015 7:33 PM  
**To:** WATTERSTON, Jim  
**Cc:** WALTON, Patrea  
**Subject:** SITREP Student Protection Reporting  
**Attachments:** Hot issues brief Student Protection Reporting as at 2.08.15 1930hours.docx

Hi Jim  
Please find attached the latest SITREP - new data included.

Hayley

of the RTI Act - contrary to e

## **STUDENT PROTECTION REPORTING SYSTEM ERROR**

### **KEY POINTS:**

**Update at 7.00pm 2 August 2015**

#### **Case reviews**

- The ADG State Schools – Operations, staff from the Department of Education and Training’s Child Safety Unit and Queensland Police Service (QPS) staff have been working at the QPS Headquarters reviewing the 644 cases to identify those cases for immediate action.
- As at 7pm, 2 August 2015:
  - Of the 644 cases, 151 cases were already known to police
  - 414 cases have been triaged and passed onto the relevant Child Protection and Investigation Unit (CPIU)
  - 79 cases remain to be triaged
  - Of the 414 triaged cases, 119 have been finalised
- QPS officers are responding immediately to priority 1 cases.

#### **Communication and stakeholder briefings**

- All principals have been contacted regarding the system error and further contact is planned for tomorrow, Monday 3 August.
- 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 on Friday evening to all principals who had submitted reports affected by the system failure.
- Tomorrow affected principals will be telephoned by a member of dedicated team of senior officers from Central Office. These principals will be advised that there is no need to re-submit the affected student protection reports and provided an opportunity to seek any further information.
- All other principals will also be telephoned tomorrow, by a senior officer within the region.
- All principals will be assured that the OneSchool Student Protection Reporting system error has been rectified and to continue to submit all reports through this process.

- A stakeholder briefing has been scheduled for tomorrow at midday. The briefing will assure stakeholders of the integrity of the student protection reporting system and outline the future actions that will be undertaken.
- As Queensland Police Service (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

- 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 August 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 the 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).

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Branch:  
Current as at:

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Ministerial Advisor:

- 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.

**Remedial Actions**

- The OneSchool system has been rectified to ensure all reporting occurs to the appropriate agency.

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Phone:	Current as at:	Phone:	
Mobile:		Mobile:	

Background:

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Current as at:

EMB Member:  
Phone:  
Mobile:

Ministerial Advisor:

## STEVENSON, Hayley

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**From:** STEVENSON, Hayley on behalf of WALTON, Patrea  
**Sent:** Tuesday, 4 August 2015 8:32 AM  
**To:** WATTERSTON, Jim  
**Cc:** SEELEY, Nick  
**Subject:** FW: A big thank you

FYI – another message in line that supports what we have heard from others in the field.

Hayley Stevenson  
**Director, Office of the Deputy Director-General, State Schools**

T: 07 303 44760 | E: [hayley.stevenson@dete.qld.gov.au](mailto:hayley.stevenson@dete.qld.gov.au) | The RTI Act - contrary

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**From:** BAILEY, Ross  
**Sent:** Tuesday, 4 August 2015 8:18 AM  
**To:** WALTON, Patrea  
**Subject:** RE: A big thank you

Hi Patrea

Thank you for your email.

I just thought you should hear that the overwhelming sentiment from the Principals that I called yesterday was gratitude for the way in which the communication was handled.

Many of them expressed their thanks for the emails, SMS messages and calls they received late last week and yesterday from both central and regional offices.

Regards

Ross Bailey

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**From:** WALTON, Patrea  
**Sent:** Monday, 3 August 2015 9:28 PM  
**To:** COGHLAN, Dion; BUTTON, Selwyn; NIXON, Leanne; HOWES, Karen; ROSENGRAVE, Robyn; GALLAGHER, Terry; RAWLINS, Noel; FISHER, Debbie; LASSIG, Christopher; BOULT, Fiona; PELLOW, Louise; KEMBER, Deb; [brett.weedon@dete.qld.gov.au](mailto:brett.weedon@dete.qld.gov.au), [ross.bailey@dete.qld.gov.au](mailto:ross.bailey@dete.qld.gov.au); BAILEY, Ross; BEAUMONT, Glenn  
**Cc:** MULLINS, Sharon; BRENNAN, Bevan  
**Subject:** A big thank you

Dear colleagues

I am writing to thank you for the role that you played today in ensuring that phone calls were made to each of the 325 schools that were affected by the IT System error transmitting reports to Queensland Police - all at a moment's notice.

Tonight, all schools Principals who had reports that weren't initially transmitted have been contacted, with only five school Principals who could not be contacted, and who have not yet returned their phone messages. An email response has been sent to every school that had a query.

The role schools play in keeping students safe is a fundamental responsibility. I know I take it very seriously, and so do our Principals. So I was very keen to make sure that we made contact with every school that was affected by the IT system error. You played a pivotal role today in supporting our schools. A big thank you to Sharon Mullins for organising all this today. Thank you.

Patrea

Pages 63 through 114 redacted for the following reasons:  
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Section 78B(2) of the RTI Act