When must I make a report?

You must make a report to Community Services when you have current concerns about the safety, welfare and wellbeing of a child for any of the following reasons:

- the basic physical or psychological needs of the child or young person are not being met (neglect)
- the parents or caregivers have not arranged necessary medical care (unwilling or unable to do so)
- risk of physical or sexual abuse or ill-treatment (physical or sexual abuse)
- parent or caregiver’s behaviour towards the child causes or risks psychological harm (emotional abuse)
- incidents of domestic violence and as a consequence a child is at risk of serious physical or psychological harm (domestic or family violence).

Keep Them Safe Support Line

- A support line has been established to assist mandatory reporters with the changes under Keep Them Safe (KTS) - specifically with the introduction of the new reporting threshold.
- It is called the KTS Support Line and is a transitional service for the first six months of the new system.
- It will provide assistance in using the new Mandatory Reporter Guide, in determining whether a matter meets the threshold for risk of significant harm and in understanding the changes under KTS.
- It will also assist NGO mandatory reporters with referral pathways for cases that fall below the threshold.
- Ring the KTS Support line on 1800 772 479 (8am to 5pm, Monday to Friday, excluding public holidays).
- The Support line will also provide information about how to access HSNET, the Human Services Network Service Link Directory, and details for referral services.

How do I make a report?

To make a report you need to call the Child Protection Helpline on 13 3627.

- If you are a mandatory reporter employed in a Government agency that has a Child Wellbeing Unit (CWU) - call your CWU for help in identifying whether a case meets the new threshold of risk of significant harm.
- If you are a mandatory reporter employed by a non-government organisation or a Government agency without a CWU - report matters where you believe a child is at risk of significant harm to the Community Services Helpline on 13 3627.
You can use the Mandatory Reporter Guide for help in identifying whether a case meets the new threshold of risk of significant harm.


**Information needed for a report**

Helpful information for Community Services includes:

- full name, date of birth (or approximate age), address and phone number of the child/ren you are concerned about
- full name (including any known aliases), approximate age, address and phone number of the parents or carers
- a description of the child and their current whereabouts
- why you suspect the child is at risk of significant harm (what you have seen, heard or been told)
- whether a language or sign interpreter may be required, whether support is required for a person with a disability or an Aboriginal agency is involved
- your name and contact details.

Sometimes you may not have all of this information. As a minimum, Community Services needs to be able to identify and locate the child. Information that assists this, such as the child’s school or child care centre, is also helpful.

**What happens when I make a report?**

Reports made to Community Services are confidential and the reporter’s identity is generally protected by law. From 24 January 2010 a new provision will allow NSW Police access to the identity of the reporter if this is needed in connection with the investigation of a serious offence against a child or young person.

Safeguards to protect the reporter have been introduced. The request must come from a senior NSW Police officer and the reporter must be informed that their identity is to be released – unless informing them of the disclosure will prejudice the investigation.

When Community Services receives your report, we are required by law to make an assessment and determination whether the child is actually at risk of significant harm.

The information you provide in a report will inform what further action is needed. Other considerations include the child or family history held by Community Services.

We assess all reports to determine the most appropriate action to ensure the safety, welfare and wellbeing of the child. This might involve talking to the child, their family or other important people in the child’s life (such as relatives, teachers or child carers), or talking to people who work with the child or their family (such as counsellors, health professionals or family support workers).

Not all reports will lead to further assessment or investigation. This may be because there is insufficient information or reason to believe that the child or young person is at risk of harm.

As a reporter, you will be informed about the type of action that will be taken, based on your report.

The Child Protection Helpline will inform you in writing whether the report you made meets the threshold of significant harm or not.