

# A step-by-step guide to making a report to Child Protection or Child FIRST

## Protective concerns

You are concerned about a child because you have:

- received a disclosure from a child about abuse or neglect
- observed indicators of abuse or neglect
- been made aware of possible harm via your involvement in the community external to your professional role.

## At all times remember to:

- record your observations
- follow appropriate protocols
- consult notes and records
- consult with appropriate colleagues if necessary
- consult with other support agencies if necessary

| STEP 1<br>RESPONDING TO CONCERNS   | STEP 2<br>FORMING A BELIEF ON REASONABLE GROUNDS  | STEP 3<br>MAKING A REFERRAL TO Child FIRST   | STEP 4<br>MAKE A REPORT TO CHILD PROTECTION  |
|--|---|--|--|
| <p>1. If your concerns relate to a child in need of immediate protection; or you have formed a belief that a child is at significant risk of harm*.</p> <p><b>Go to Step 4</b></p> <p>2. If you have significant concerns that a child and their family need a referral to Child FIRST for family services.</p> <p><b>Go to Step 3</b></p> <p>3. In all other situations<br/><b>Go to Step 2.</b></p> <p><small>* Refer to Appendix 2: Definitions of child abuse and indicators of harm in the Protocol – <i>Protecting the safety and wellbeing of children and young people</i></small></p> | <p>1. Consider the level of immediate danger to the child.<br/>Ask yourself:</p> <p>a) Have I formed a belief that the child has suffered or is at risk of suffering significant harm?<br/><b>YES / NO</b> and</p> <p>b) Am I in doubt about the child's safety and the parent's ability to protect the child?<br/><b>YES / NO</b></p> <p>2. If you answered yes to a) or b)<br/><b>Go to Step 4</b></p> <p>3. If you have significant concerns that a child and their family need a referral to Child FIRST for family services.<br/><b>Go to Step 3</b></p> | <p><b>Child Wellbeing Referral</b></p> <p>1. Contact your local Child FIRST provider.</p> <ul style="list-style-type: none"> <li>• See over for contact list for local Child FIRST phone numbers.</li> </ul> <p>2. Have notes ready with your observations and child and family details.</p> | <p><b>Mandatory/Protective Report*</b></p> <p>1. Contact your local Child Protection Intake provider immediately.</p> <ul style="list-style-type: none"> <li>• See over for contact list for local Child Protection phone numbers.</li> <li>• For <b>After Hours Child Protection</b> Emergency Services, call <b>131 278</b>.</li> </ul> <p>2. Have notes ready with your observations and child and family details.</p> <p><small>* Non-mandated staff members who believe on reasonable grounds that a child is in need of protection are able to report their concerns to Child Protection</small></p> |

## The new Child Protection East Division Intake contact details are

| DHHS  | Local Government Areas   | Child FIRST catchments   | Child Protection Intake  |
|---|--|--|--|
| EAST DIVISION   | Alpine, Benalla, Wangaratta, Mansfield<br>Indigo, Towong, Wodonga, Mitchell, Murrumbidgee, Strathbogie, Moira, Greater Shepparton, Manningsham, Monash, Whitehorse, Borroondara, Yarra Ranges, Maroondah, Knox | Central Hume, Upper Hume, Lower Hume, Goulburn, Inner East, Outer East | <p style="text-align: center;"><b>PHONE</b></p> <p style="text-align: center;"><b>1300 360 391 or</b><br/><b>03 9843 6000</b></p> <p style="text-align: center;"><b>FAX</b></p> <p style="text-align: center;"><b>03 9843 6300</b></p> |
| <p>Locked Bag 2015, Box Hill, Victoria 3128</p> <p>883 Whitehorse Road, Box Hill, Victoria 3128</p> |  |  |  |