

Information required by the Child Protection Helpline

The information you provide via the Helpline is critical to making an accurate assessment of suspected 'risk of significant harm' (ROSH).

At times it can be difficult to determine what information to provide in the report. The points below cover information needed by the Helpline caseworkers and will help you determine what to include in your report.

Note:

- The information you gather will also assist you in applying the Mandatory Reporter Guide (MRG). The information in this factsheet does not replace the use of the MRG.
- The word 'child' is used throughout to denote 'child and/or young person'.

When providing information to the Helpline, you will be required to give personal details about the child as well as the parents, carers and other household members.

Child or young person

- Name
- Date of birth or age
- Address
- Phone numbers
- Cultural identity or Aboriginality
- Language barriers
- Disabilities
- School details
- Care arrangements/legal status

Parents, carers or other household members

- Name
- Date of birth or age
- Address
- Phone numbers
- Cultural identity or Aboriginality
- Language barriers
- Disabilities

The next page has details of the information required for each category of harm.

For all categories, make sure you provide information about when the person of interest will next have contact with the child (if known).

Harm category	Information required
Physical abuse	<ul style="list-style-type: none"> ▪ Description of injuries – type of injury and location on body. ▪ Who caused the harm? ▪ Medical treatment required and/or administered? ▪ How did the injury occur? ▪ Are the circumstances suspicious? Why? ▪ Details of any excessive discipline used. ▪ Did the injury result from domestic violence? ▪ Does the child fear for their life or safety or the safety of the non-offending parent? ▪ Do credible threats to kill or injure the child exist? ▪ Is the parent or carer's behaviour violent and/or out of control?
At risk behaviour	<ul style="list-style-type: none"> ▪ Homelessness – What are the current living arrangements? What are the risk factors? ▪ Are the whereabouts of the parents or carers known? Are they behaving protectively? How? ▪ Are the parents or carers able and willing to address the risk taking or serious self-harming behaviour?
Sexual abuse	<ul style="list-style-type: none"> ▪ Provide details of disclosure in the child's own words. ▪ When did the alleged abuse occur? ▪ What was the context of the disclosure? ▪ Is there a witness? ▪ Is there medical evidence? ▪ Information on the alleged offender (age, name, etc) ▪ Is the language and/or behaviour of the child extremely sexualised? Is this uncharacteristic of their age? ▪ Are the sexual behaviours reflective of the age group? ▪ Does a highly suspected perpetrator of sexual abuse have access to the child? ▪ Does the child require immediate medical treatment and was this administered? ▪ Is the child extremely fearful of being in the home? ▪ Does the non-offending parent believe the child and are they supportive?
Pre-natal	<ul style="list-style-type: none"> ▪ Are there any parental risk factors (substance abuse, mental health, disability, homelessness, etc.)? ▪ Are the parent or carer behaviours likely to seriously impact the child once it is born? ▪ Is there a birth alert with NSW Health? ▪ Is the anticipated due date within 14 days?
Neglect	<ul style="list-style-type: none"> ▪ Has the child suffered an injury or illness as a direct result of neglectful behaviour by the parent or carer? ▪ Has the parent or carer failed to provide adequate supervision? ▪ Detailed description of child's appearance. ▪ Did hazardous conditions in the home result in the injury or illness? ▪ Describe any relevant household conditions and/or state of the home ▪ Did parent or carer fail to obtain necessary medical and/or mental health care? ▪ Was the child diagnosed with malnutrition? ▪ Are the parents or carers behaviours a factor in the child not attending school (educational neglect)? What actions has the school taken? ▪ Is there a substance exposed new born? Have the parents made preparations for the infant? ▪ Is there a severe condition or pattern of parent or carer behaviour that presents an imminent risk?
Psychological harm	<ul style="list-style-type: none"> ▪ Detailed information on the child's emotional state. What have you observed? ▪ Do the child's symptoms relate to a persistent pattern of parent or carer behaviour, e.g. domestic violence? ▪ How does the parent or carer behave towards the child?