



## Determining a response time for a report of risk of significant harm

### What is a response time?

Once the Child Protection Helpline has determined that a report does meet the threshold for risk of significant harm the report is considered to be 'screened in'.

The next step is to allocate a response priority time. This is the time within which investigation, assessment or other action on the report needs to be taken.

Determining a response time assists Community Services Centres and Joint Investigation Response Teams in prioritising and allocating reports having regard for the urgency of the situation.

### How is a report allocated a response time?

The Child Protection Helpline applies a *Structured decision making (SDM) response priority tool* as well as professional expertise to assess how quickly a response is needed.

The *SDM response priority tool* consists of a decision-making flow chart with standardised definitions to help caseworkers determine an appropriate response time after a matter has been screened in as risk of significant harm. It assists caseworkers to determine the response priority that should be allocated to the reported matter.

Response time options are:

- within 24 hours (< 24 hours)
- within 3 days (< 72 hours)
- within 10 days (< 10 days).

### For further information:

- Visit Community Services website: [www.community.nsw.gov.au](http://www.community.nsw.gov.au)
- Visit *Keep Them Safe* website: [www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)
- Call the Child Protection Helpline: 132 111 or 133 627 (mandatory reporters)

*Keep Them Safe*

A shared approach  
to child wellbeing