



Feedback to mandatory reporters

It is important that mandatory reporters are informed of the outcome of reports made to the Child Protection Helpline. Feedback to mandatory reporters will ensure that they know their reports have been assessed and whether any action is proposed.

Feedback regarding the outcome of a report to the Child Protection Helpline can assist in guiding the nature and intensity of the mandatory reporter's ongoing intervention or contact with the child or young person.

The feedback will detail:

- whether a report about a child or young person met the statutory threshold
- any action or ongoing involvement Community Services may have with the child and his/her family.

The Child Protection Helpline aims to provide written feedback within 24 hours following screening and assessment processes.

If the report meets the risk of significant harm threshold

Written feedback will be provided to the mandatory reporter so that s/he is aware of Community Services assessment of the report and any ongoing involvement of a Community Services Centre and/or Joint Investigation Response Team with the family.

If the report does not meet the risk of significant harm threshold

The mandatory reporter will receive written feedback from Community Services advising that the report does not meet the required threshold of risk of significant harm.

This feedback is a prompt for mandatory reporters to carry out other necessary tasks such as consulting with another professional, contacting their Child Wellbeing Unit (for relevant government agencies), referring directly to local services, offering alternate support services, seeking additional information under the information exchange protocols or continuing their involvement with the family.

This approach ensures concerns about children and young people, where these are below the statutory threshold, still receive an appropriate response.

If a report does not meet the statutory threshold it may still be forwarded within Community Services such as if it relates to information already known (multiple reports) or Community Services is working with the family under an existing open plan.

In these instances the mandatory reporter will receive written feedback advising that the report has been forwarded within Community Services and provided with relevant contact details.

For further information:

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