



CHILD SAFEGUARDING AND THE LAW

REPORTING TO THE CHILD PROTECTION HELPLINE

Fact Sheet
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Child
Safeguard

INTRODUCTION

This fact sheet contains information about reporting to the NSW Child Protection Helpline.

This document covers the following areas:

1. How to report
2. What is ROSH?
3. Tips for quality reporting



**Communities
& Justice**

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1. HOW TO MAKE A REPORT

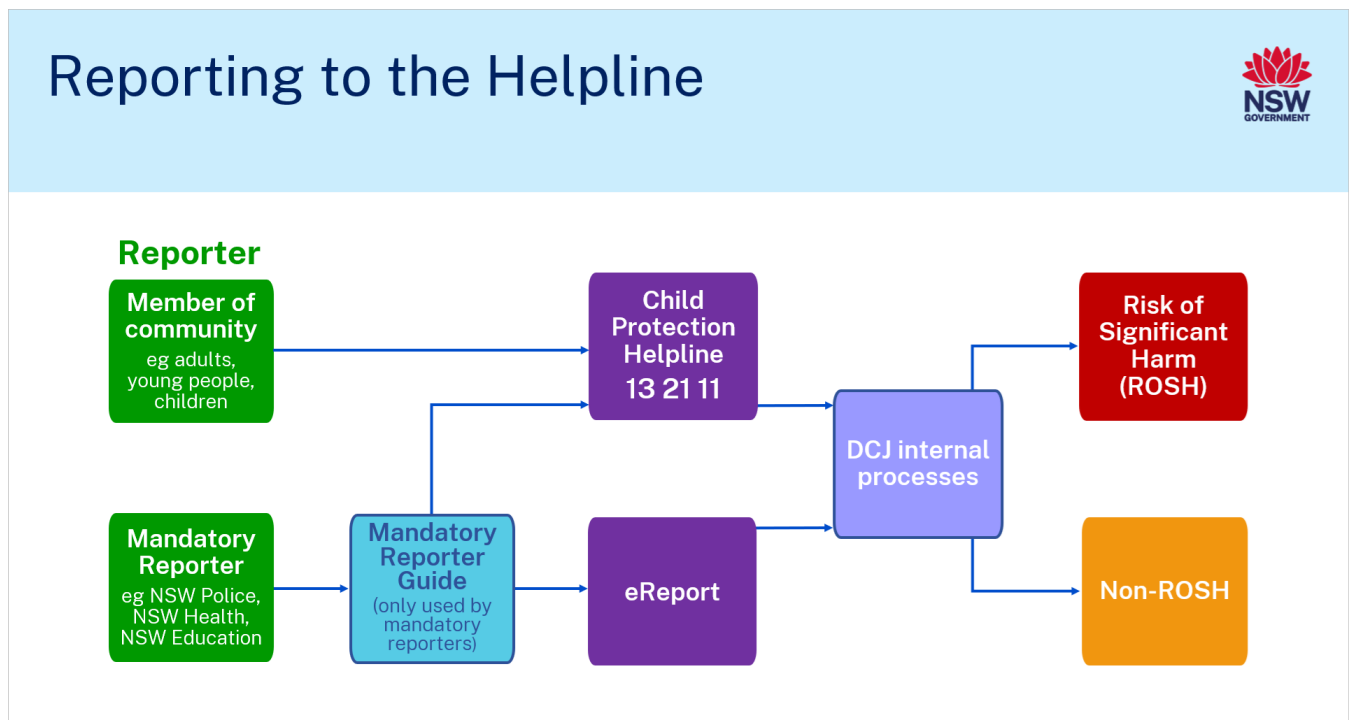
Any member of the community who suspects, on reasonable grounds, that a child or young person is at risk of significant harm should report their concerns to the Child Protection Helpline **(13 21 11)**.

The Child Protection Helpline is a 24-hour state-wide contact centre which receives calls relating to the suspected abuse and neglect of children and young people.

Reports may be made to the Helpline by the **general public** and **mandatory reporters**.



The diagram below outlines the Reporting Process.



2. RISK OF SIGNIFICANT HARM

What is Risk of Significant Harm (ROSH)?

- Significant harm - serious enough to require a response by a statutory authority regardless of a family's consent.
- Harm that is likely to cause a substantial negative impact of the child or young person's safety, welfare and wellbeing.
- It may be the result of a single incident or accumulation of these.

For more information about ROSH, (and potentially reporting a child at risk) refer to the link below:

www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk/should-i-call



3. TIPS FOR QUALITY REPORTING

Quality reporting keeps children safe and supported. We provide the following guidance on how to make a quality report to the Child Protection Helpline:

1. Ensure you have all of the identifying details
2. Provide an outline of the details of the incident
3. Describe the impact on the child or young person
4. Use simple language
5. Don't assume the Helpline caseworker already knows the information
6. Provide direct quotes.



Child Protection Helpline Contact Details



**Child Protection Helpline &
Mandatory Reporting**

13 21 11



Website

www.facs.com.au



**Remember - in an emergency, where
there are urgent concerns for a
child's health or life, call the police
using the emergency line **dial 000****