

**Four major changes are coming for NSW mandatory reporters who have concerns that a child, young person or unborn child is at risk of harm. These changes are as follows:**

### 1. Registration is required to eReport via ChildStory

From 12 December 2017, anyone with a public health email address *and* with Microsoft® Internet Explorer® 11 or the latest version of Google Chrome™ or Mozilla® Firefox® can register to eReport via a new ChildStory [Reporter Community](#) link. You will be asked to include your name, workplace, role, address, phone number and email when you register to be an eReporter. Some regular health reporters may be advised they have been pre-registered by Family and Community Services (FACS). GPs and other private health professionals can be registered by contacting the ChildStory support team between 8 am & 6 pm weekdays (email & phone below).

### 2. eReporting in ChildStory will be available from 12 December 2017

**Mandatory Reporters will be able to submit on-line child protection or wellbeing reports directly via the ChildStory [Reporter Community](#) link.** Complete the on-line Mandatory Reporter Guide (MRG) first then follow the resulting recommendation.

**For matters that ARE reportable as suspected risk of significant harm to the FACS Child Protection Helpline health workers are to either:**

- Call the Helpline on 13 21 11 (always for imminent matters) **OR**
- Submit an eReport via ChildStory to the Helpline (matters that are not imminent only)

**For matters that ARE NOT reportable to the Helpline health workers can:**

- Consult with or report wellbeing concerns to your NSW Health Child Wellbeing Unit (CWU), where you have access, by calling 1300 480 420 (weekdays 8.30 am to 5pm), **OR** eReporting 24/7 from the MRG decision screen when the outcome is: Report to CWU. The CWU will aim to respond to electronic contacts within one business day.
- Consult locally and continue to provide health services and/or make appropriate referrals when the MRG outcome indicates this approach.

When submitting an eReport, to ensure you have met your mandatory reporter responsibilities and your report is responded to without delay, include all key information you have about the safety, welfare or wellbeing of the child or young person:

- It is important to outline how and why you have formed the belief that your concerns should be reported.
- Clearly articulate any known impacts on the child or young person that may be occurring due to carer or parent issues.
- These may include impacts of capacity due to the use of substances, mental health concerns or the effects of Domestic Violence
- If you are concerned about medical neglect, explain the impact of any missed treatments; be specific, do not use jargon.
- Do not assume that everyone will understand health terminology.
- Provide details about known household members, including information about siblings.

**NSW Health workers are to continue to document all child protection and wellbeing reports planning, actions and outcomes in the child, young person, or parent/carer's medical record.**

### 3. Status updates about your reports will be available through ChildStory

If you register as a ChildStory mandatory reporter you will be notified by email when there is a change in status for one of your reports, such as whether a report has been referred to a Community Services Centre or Joint Investigation Response Team for action and allocation to a caseworker. You will also be able to logon at the [Reporter Community](#) to see the status of all your previous reports.

### 4. The Child Protection Helpline will no longer accept faxed reports

From 12 December 2017, the Child Protection Helpline will no longer accept faxed reports. Instead you will either need to call the Child Protection Helpline on 13 21 11 or register and make an eReport via the [Reporter Community](#).