

Reporting child protection concerns

INFORMATION FOR EARLY CHILDHOOD EDUCATION AND CARE PROFESSIONALS

Are you concerned about a child?

If you have formed a reasonable suspicion that a child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent willing and able to protect the child from harm, you must report your concern to Child Safety.

You can report your concern online or by calling Child Safety's Regional Intake Services.

Regional Intake Services

Regional Intake Services (RIS) are part of the Department of Community, Child Safety and Disability Services, and receive information about child protection concerns from community members, government and non-government agencies.

You can call RIS during business hours from 9am to 5pm, Monday to Friday.

When you call RIS to report your concern, your details will be kept confidential and your identity is protected by law.

Brisbane and Moreton Bay: 1300 682 254

South East Queensland: 1300 679 849

South West Queensland (Darling Downs): 1300 683 390

South West Queensland (West Moreton): 1880 316 855

North Queensland: 1300 706 147

Sunshine Coast and Central Queensland: 1300 703 762

Far North Queensland: 1300 684 062

Child Safety After Hours Service Centre: 1800 177 135 or 3235 9999

Child Safety After Hours Service Centre

If you need to report a child protection concern outside business hours, call the [Child Safety After Hours Service Centre](#) for any critical matter that requires a response after hours.

Call **1800 177 135** or **3235 9999**



Family and Child Connect

If you are concerned about a child, but you do not believe your concern meets the threshold for reporting to Child Safety, you can refer the child's family to Family and Child Connect (FaCC). The family must give their consent to be referred to FaCC for help.

Anyone can contact FaCC for general advice and information, including parents, family members, young people and community members.

A Child Safety Principal Child Protection Practitioner is located in each FaCC to assist with identifying and responding to more serious concerns that may require statutory intervention. A specialist domestic and family violence practitioner also works with each FaCC to advise on domestic and family violence matters.

Call **13FAMILY** or **13 32 64**.

Online reporting and the Child Protection Guide

The Child Protection Guide is an online tool to help you decide who to call if you are concerned about a child's safety or wellbeing. It is designed to support your professional judgment, expertise and critical thinking. It should be applied within your organisation's policies and procedures for managing child protection concerns and making referrals to support services.

The guide can be found on the Department of Child Safety, Seniors and Disability Services website: <http://www.dcssds.qld.gov.au/our-work/child-safety/about-child-protection/child-protection-guide>

More information

More information can be found on the 'Mandatory reporting' section on the Department of Child Safety, Seniors and Disability Services website: www.dcssds.qld.gov.au/our-work/child-safety/about-child-protection/mandatory-reporting

You can also discuss any concerns you have about a child with your work colleagues to determine if they are at unacceptable risk of harm and do not have a parent willing and able to protect them.

Ask Izzy is an easily accessible directory of local community services that families can contact for some help. Go to <https://askizzy.org.au/>