



PROCEDURE TITLE:	Mandatory Reporting Procedure
PROCEDURE NUMBER:	OS_PCD001_2019
Associated Policy:	OS_POL002_2019 Mandatory Reporting and Child Protection Policy
Program:	Open Support
Classification:	Compliance
Approved By:	Open Support Committee
Responsible Manager:	Operations Manager
Date Published:	March 2019
Date for Review:	March 2022

1. Purpose and Scope

Under the Children and Young Person's (Care and Protection) Act 1998 (NSW), paid workers of the Open Support are to report children at risk of significant harm to the Secretary, NSW Department of Family and Community Services (**FACS**).

This procedure outlines the steps that must be taken in the event that a mandatory report is required. For further information about the obligations and definitions under the legislation, refer to the Open Support Mandatory Reporting and Child Protection Policy (OS_POL002_2019).

2. Procedure

When mandatory reporters have concerns about the safety, welfare or wellbeing of a child or young person they are to use the Mandatory Reporter Guide - <https://reporter.childstory.nsw.gov.au/s/mrg> (MRG) in deciding whether to report their concerns to the Child Protection Helpline or identify what alternative response and supports should be provided.

It is recommended that mandatory reporters complete the MRG on each occasion they have risk concerns, regardless of their level of experience or expertise. Each circumstance is different and every child and young person is unique.

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2.1 Step 1 – Gather Information

Gather the essential details including:

- Child or young person’s details (name, address, DOB, siblings)
- Incident details (date, type of risk, person’s causing or contributing to harm)
- Impact of the incident on the child or young person
- Network of support available to child or young person

2.2 Step 2 – Decide What to Do

Use all of the information available to appraise the risk, needs and strengths of the family. Discuss with the Service Coordinator, Quality Manager and other colleagues.

2.3 Step 3 – Use the Mandatory Reporting Guide (MRG)

To use the MRG, select the concern which most closely resembles the reason you were prompted to make the report. Click on the arrow down button beside each concern for a definition of the concern options.

Once you have nominated your most serious concern, you will be guided through a decision tree in the form of a series of questions. At the end of the series of questions you will be provided with a MRG final decision highlighting the recommended action to take.

If the outcome of the MRG is “Immediate Report to the Child Protection Helpline” or “Report to the Child Protection Helpline” contact the **Helpline** on **132 111** and have available the details from Step 1 and the outcome of the MRG. You should also make an eReport as per 2.4.5 below.

If the outcome of the MRG is “Contact your CWU” or “Continue to monitor and support” go to Step 4.

2.4 Step 4 – Find Local Help

Consider what additional steps should be taken, including:

- Who is best placed to discuss your concerns with the family
- What additional interventions or changes to current interventions can be made to address the risk factors
- What other appropriate support services for the child/young person and their family should be explored

The following services can be contacted to assist with locating and determining appropriate external support services:

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- Family Referral Service - <http://www.familyreferralservice.com.au/>
- Human Services Network (HSNet) - <http://www.familyreferralservice.com.au/>
- NSW Family Services Inc. (FamS) - <https://www.fams.asn.au/>

2.5 eReports

Open Support is registered for eReporting with the Child Story Reporter Community - <https://reporter.childstory.nsw.gov.au/s/> . This means that staff who are mandatory reporters can sign up to the Reporter Community and submit eReports.

Once submitted, the reporter will be notified about the type of action that will be taken based on the report. Notifications and status updates will be sent via the notification preference you select as part of your profile.

If you are signing up for the first time

- From the home page, click on the Login icon in the top right
- Next click the 'Not a member' link in the bottom right hand corner of the login screen.
- Enter your first name, last name and email into the corresponding fields and then click the 'Sign up' button.
- You will be sent an email which will allow you to complete the signup process.
- If you get an error, please email childstory.support@facs.nsw.gov.au with a screenshot and description of the error.

To log in, click on the “Log In” button in the top right hand corner of the Home Page - <https://reporter.childstory.nsw.gov.au/s/>

Log In with your email and password and start the MRG.

If the MRG final decision is “**Immediate Report to the Child Protection Helpline**” or “**Report to the Child Protection Helpline**” you will have the option to create an eReport.

To create an eReport, click on the green ‘Create eReport’ button located in the top right hand corner of the page. You will have 48 hours to complete and submit the eReport, after which the eReport will expire and you will need to run the MRG again to create a new eReport.

When making the eReport provide as much information and detail as possible. When completing “details of your concerns” section be mindful not to include any identifying information about yourself, your profession, your

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location, or anyone who works with you which could be used to determine your identity.

For further information about how to complete an eReport refer to the “How to Create an eReport in Reporter Community” webpage

<https://reporter.childstory.nsw.gov.au/s/article/How-to-create-an-eReport-in-the-Reporter-Community>

3. References

- Children and Young Person’s (Care and Protection) Act 1998 (NSW)
- ChildStory Reporter, viewed online 12/6/2018, <https://reporter.childstory.nsw.gov.au/s/>

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