

St John's Heidelberg internal school process for Mandatory Reporting - Flow Chart

Making a report

This process outlines how to make a mandatory report, to report child abuse or child protection concerns.

1. In case of emergency or if a child is in immediate danger contact Triple Zero (000) or the local police station.

Alternatively, to report concerns about the immediate safety of a child within their family unit to DHS Child Protection, call the Child Protection Crisis Line on 13 12 78 (24 hours 7 days, toll free)

2. Keep comprehensive notes that are dated and include the following information:

- a description of the concerns (e.g. physical injuries, student behaviour)
- the source of those concerns (e.g. observation, report from child or another person)
- the actions taken as a result of the concerns (e.g. consultation with principal, report to DHS Child Protection etc.).

3 Discuss any concerns about the safety and wellbeing of students with the Principal or a member of the school leadership team. The individual staff member should then make their own assessment about whether they should make a report about the child or young person and to whom the report should be made.

4 Gather the relevant information necessary to make the report. This should include the following information:

- full name, date of birth, and residential address of the child or young person
- the details of the concerns and the reasons for those concerns
- the individual staff member's involvement with the child and young person
- details of any other agencies who may be involved with the child or young person.

5 Make a report to the relevant agency

To report concerns that are life threatening phone 000 or the local police station.

To find the nearest Victoria Police Sexual Offences and Child Abuse Investigation Team contact your local police station or [click here](#)

To report concerns about the immediate safety of a child within their family unit to DHS Child Protection, call the Child Protection Crisis Line on 13 12 78 (24 hrs 7 days, toll free)

To report concerns to DHS Child Protection, contact your local child protection office

6 Make a written record of the report which includes the following information:

- the date and time of the report and a summary of what was reported
- the name and position of the person who made the report and the person who received the report.

7 Notify relevant staff and/or Department staff of a report to DHS Child Protection or Child FIRST. Staff should advise the Principal (or a member of the leadership team in the absence of the Principal) if they have made a report.

In the case of international students, the Principal must notify the Department's International Education Division on (03) 9637 2990 to ensure that appropriate support is arranged for the student.

In the case of Koorie students, the Principal must notify the Regional Office to ensure that the regional Koorie support officer can arrange appropriate support for the student.