Person at a child care service or an education and care service has a child wellbeing concern.

Are there indicators of abuse to the child and/or risk of harm and concerns about the parents’ ability to care for the child safely, including the protecting them from harm?

**Referral is made to a community service organisation parenting support service:**
- North East Metro – Shire of Mundaring (Midvale Hub)
- North West and Inner Metro – Ngala Community Services
- South East Metro – Communicare Inc
- South West Metro – Meerlinga Young Children’s Services
- Gascoyne – Ngala Community Services
- Goldfields/Esperance – Anglicare WA
- Great Southern – Anglicare WA
- Kimberley – Anglicare WA
- Peel – Anglicare WA
- Mid-West – Ngala Community Services
- South West – Anglicare WA
- Wheatbelt – Anglicare WA (Wanslea Family Services Lead)
- Pilbara – Empowering People in Community


The duty officer may clarify information with the referrer, check department records, and contact the person with parental responsibility where appropriate.

**Metropolitan**
Contact the Department of Communities (Communities) via the Central Intake Team on 1800 273 889 during business hours, or the Crisis Care Unit after hours on 9223 1111. You can also email the Central Intake Team on CPDUTY@communities.wa.gov.au

**Country**
Contact the Communities local district office to report concerns. After hours, contact Crisis Care on (08) 9223 1111 or country free call 1800 199 008.


A teacher at an education and care service has formed a belief on reasonable grounds in the course of their work (paid or unpaid) that a child has been the subject of sexual abuse or is subject to ongoing sexual abuse.


Crisis Care Unit can be contacted after hours.

The Mandatory Reporting Service makes an initial assessment to determine if Communities has a clear role.

**Initial Inquiries**
The purpose of conducting initial inquiries is to determine whether Communities has a clear ongoing role and if action should be taken to safeguard or promote a child’s wellbeing.

This decision is based on clarifying information with relevant stakeholders such as the school, child health nurse, or agencies who are working with the family and referrer or parent.

**Communities undertakes a Child Safety Investigation (CSI) and/or refers to Intensive Family Support.**

* As per the Children and Community Services Act 2004, Mandatory Reporters are teachers, police officers, doctors, nurses, midwives and boarding facility supervisors.