

Contact details for NSW, SA, Victoria and WA

The tables below include the contact details of the reporting authority in each Australian state where Rosa Veritas has a presence.

Please note that **you do not need to be absolutely certain** that there has been abuse or neglect of a child or young person to contact these authorities. If you suspect a child is at risk of harm, you should call the authority to discuss your concerns, and they will decide whether an investigation is required. In each state and territory, **all serious concerns should be reported by phone** rather than online or via email. Serious concerns include when you suspect a child or young person is in imminent or immediate danger of serious harm, serious injury or chronic neglect.

State	Reporting authority	Further services/information	Contact details
NSW	Department of Communities and Justice	The Department of Communities and Justice is responsible for handling reports of child abuse and neglect in NSW. Information about reporting child welfare concerns can be found on the department's Reporting a Child at Risk webpage. For information about mandatory reporting, refer to the Mandatory Reporters webpage.	Phone: If you think a child or young person is at risk of harm from abuse or neglect, call the Child Protection Helpline on 13 21 11 (24 hours, 7 days a week). Online Mandatory reporters can also use eReporting .
SA	Department for Child Protection	The Department for Child Protection works to keep South Australia's children safe by protecting them from abuse and neglect. For information about the process of reporting concerns about a child's welfare in South Australia as a member of the public, refer to the Reporting child abuse webpage. For more information about mandatory reporting, refer to Mandated Notifiers and Their Role and Preparing to Report Child Abuse .	Phone In an emergency, call 000. If you have a reasonable suspicion that the child or young person is, or may be, at risk of harm, call the Child Abuse Report Line 13 14 78 (24 hours, 7 days a week). Online For mandatory reporters, less serious concerns can be reported online .

State	Reporting authority	Further services/information	Contact details
VIC	Department of Families, Fairness and Housing	The Child Protection Service is specifically targeted to help children and young people at risk of significant harm in Victoria. For information about child protection and mandatory reporting requirements in Victoria, refer to the department's Child Protection webpage. For information about mandatory reporting, refer to the department's Mandatory Reporting webpage.	<p>Phone</p> <p>For life threatening concerns, call 000</p> <p>If you have concerns that a child is at risk of significant harm as a result of abuse or neglect, contact the service that covers the area where the child lives.</p> <p>Their hours are 8:45 am – 5:00 pm (Mon–Fri): North Division Intake – 1300 664 977 South Division Intake – 1300 655 795 East Division Intake – 1300 360 391 West Division Intake – rural and regional only – 1800 075 599 West Division Intake – metropolitan only – 1300 664 977.</p> <p>For after hours assistance contact: After Hours Child Protection Emergency Service 13 12 78 (5:00 pm – 9:00 am Mon–Fri, 24 hours on weekends and public holidays).</p> <p>If you have a significant concern for the wellbeing of a child but do not believe they are at risk of significant harm and the immediate safety of the child will not be compromised, contact The Orange Door</p>

WA

[Department of Communities](#)

The Department of Communities offers a range of services to support children and families in Western Australia. For further information about the process of reporting concerns about a child's welfare, refer to the department's [Child Protection](#) webpage. For information about mandatory reporting in Western Australia refer to the department's [mandatory reporting information](#) webpage.

Phone

For life-threatening concerns, call 000. If you are concerned about a child's wellbeing, contact the Central Intake Team 1800 273 889. After hours Crisis Care 1800 199 008, text on 0477 131 114.

Online

Professionals can report a concern about a child using [this form](#). Mandatory reporters with less serious concerns can use the department's secure [Mandatory Reporting Web System](#).

AS AT AUGUST 2023

Source: Australian Government

Australian Institute of Family Studies

<https://aifs.gov.au/resources/resource-sheets>