

End to end pathway for Mandatory Reporters to create and submit an eReport using the Reporter Community. Select the icon to access steps on how to complete each process

eReports assist the Child Protection Helpline or the Child Wellbeing Unit (CWU) assess suspected Risk of Significant Harm (ROSH)

## 1 Complete the NSW Mandatory Reporter Guide (MRG)

### 2 Review MRG Decision Report Outcomes

Immediate Report to Child Protection Helpline (DCJ)

Report to Child Protection Helpline (DCJ)

Refer to Child Wellbeing Unit (CWU)

You can either make an eReport or call the Child Protection Helpline or Child Wellbeing Unit (CWU)

**Outcomes requiring other actions**

- ◆ Consult with a Professional/Service
- ◆ Referral
- ◆ Document & continue relationship/monitor
- ◆ Contact your education peak-body association
- ◆ Inform local Department of Education
- ◆ Inform the school where the C/YP is enrolled & collaborate
- ◆ Consult with Education CWU
- ◆ No Action Required for this Decision Tree

Note: If you are making a **Class of Children only** report you will need to call the Helpline

## 3 Generate and Save the MRG Decision Report

### 4

Phone Helpline on 132 111

Process end

Gain Access or Login to the Reporter Community

eReports

Complete an eReport in the Reporter Community

Create & Complete the eReport	eReport Status is <b>Draft</b>
Add Notes & Attachments (if needed)	e.g. photos or additional info
Review & Submit the eReport	eReport Status is <b>Submitted</b>

An email is sent notifying you that the eReport has been successfully submitted.

Use your Decision Report Outcomes to guide your next actions

Monitor / Process end

## 5 Monitor the Progress of your eReport in the Reporter Community

### Report Submitted to the Child Protection Helpline

Report assessed and screened | eReport Status is **Under Review**

Outcome

ROSH

You receive an email that Helpline's assessment is complete

Forward to DCJ Business Unit for further assessment

eReport Status is **Active**

Non-ROSH

Close at Helpline

Don't allocate to DCJ Caseworker

Allocate to DCJ Caseworker

A Case is opened with DCJ.

e.g. current open Case with DCJ

### Report Submitted to the Child Wellbeing Unit (CWU)

Report appraised | eReport Status is **Under Review**

Not allocated/Close

Process Complete | eReport Status is **Closed**

Close Case

The **status** of your eReport shows you what actions are being taken