What is Helpline eReporting?
Helpline eReporting is an online system for making child protection reports to Community Services if you have current concerns about the safety, welfare or wellbeing of a child or young person.

eReports are made via a secure website, DoCS Connect. eReports are delivered automatically to the Child Protection Helpline for assessment.

Helpline eReporting provides an additional option to the existing ways of making reports to the Child Protection Helpline, either by phone 133 627 (13 DOCS) or by fax 9633 7666.

Helpline eReporting must only be used for non-imminent suspected risk of significant harm reports. ALL urgent reports must still be made by phone to the Helpline on 133 627 (13 DOCS).

Who can use Helpline eReporting?
Helpline eReporting is only for use by mandatory reporters. A mandatory reporter is any person who delivers health care, welfare, education, children's services, residential services or law enforcement to children (aged under 16) as part of their paid work and includes any person who directly manages or supervises such work.

Mandatory reporters with concerns that a child aged under 16 years is at risk of significant harm are required to make a report to Community Services. This is a legal obligation.

If you are unsure about whether or not you are a mandatory reporter, or what constitutes a risk of significant harm, you can find more information on the Community Services website: www.community.nsw.gov.au or www.keepthemsafe.nsw.gov.au.

Why should mandatory reporters use Helpline eReporting?
Helpline eReporting allows mandatory reporters within NSW schools to make non-imminent risk of significant harm reports quickly and conveniently.

The DoCS Connect website and eReport form have been designed to make it easier for you to complete your report, with drop-down menus and detailed information on any points you may be unsure about.

Helpline eReporting provides you with an instant receipt as well as a copy of the full transcript of the eReport you sent to Community Services.

Helpline eReporting also allows you to review the information before submitting it, to ensure you have covered everything that you intended. You are also able to partially complete and save the eReport, then reopen and complete it at a later stage.
Using the eReport form

The eReport form is structured into four sections:
1. eReporter details and report information
2. Details about the subject (either children/young persons or expectant mother for prenatal reports)
3. Details about the parents/carers/other siblings
4. Details about the report.

Each section of the eReport must be completed sequentially. You cannot open the next section of the report until all the required information has been provided in the previous section.

Once the eReport form is complete, click the send button at the end of the form. This then submits the eReport to the Child Protection Helpline.

The eReport form can be saved at any time even if it has not been completed. All data entered up to that point will be saved. This allows you to continue working on the form at a later time before the expiry period of seven days.

You can also cancel an eReport form at any time. If the form has not been previously saved, then all the information entered is deleted permanently. You will be asked to confirm before this happens. If the form was saved previously, then all changes made since the last save will be lost.

Remember: the information contained in your eReport is of a sensitive and confidential nature. Disclosing the eReport or its contents to any other person may constitute a criminal offence. Please take all reasonable measures to ensure that your Helpline eReports are kept securely and not copied or distributed unnecessarily.

Managing your eReports

The main screen for Helpline eReporting is called My eReports. From this screen you can view your list of saved and sent eReports and open a new, saved or recently sent eReport.

Saved eReports can only be reactivated within seven days of the last time the form was saved. If the eReport is not resaved or sent within that time, the report will expire and the partially completed form cannot be opened. If you still wish to make an eReport you will need to create a new one.

You can view the contents of your sent eReports for seven days following their submission to the Child Protection Helpline. After seven days, the eReport will be archived and the form cannot be opened.

You can cancel a saved eReport at any time by clicking on the dustbin icon in the Cancel Form column.

Maintaining your details

You can directly update your telephone, fax and email details to ensure that these details are always current.

You can also manage your own list of workplaces. Workplace refers to the school on whose behalf you make eReports. From the My Workplaces page, you can add a new workplace, update your job title, or make a workplace no longer current.

Feedback

There is a Contact Us link on the DoCS Connect home page that allows you to provide feedback about the DoCS Connect website. Please let us know if you have any comments or suggestions about Helpline eReporting.