



PROCEDURE

Reporting child abuse, neglect or maltreatment

Approved by:	CEO:	<input type="checkbox"/>
	Director of Services:	<input type="checkbox"/>
	Exec Management Team:	<input type="checkbox"/>
	EMT Services and Practice	<input checked="" type="checkbox"/>
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Previous Versions	Not Applicable	

1. Purpose and scope

The purpose of this procedure is to;

1. Outline Berry Street's expectations in relation to staff, carers and volunteers reporting any concerns they have regarding children and young people who may be at risk of harm, and
2. Ensure staff, carers and volunteers are made aware of mandatory reporting and other processes for reporting issues of child abuse, child neglect, child maltreatment and quality of care concerns including:
 - Notifying DHS or the Police that a child is in need of protection
 - Notifying DHS or Child FIRST that they are concerned about the well-being of a child
 - Reporting that Berry Street has or may have harmed, maltreated or committed a criminal offence against a child
 - Raising a Quality of Care concern regarding the safety, well-being or quality of care being provided for a child or young person in an Out-of-Home Care (OOHC) placement

This is an organisation-wide procedure and it applies to every Berry Street staff member, carer and volunteer.

2. Background and context

Berry Street believes all children should have a good childhood, growing up feeling safe, nurtured and with hope for the future. The organisation is committed to meeting its moral, ethical, professional and legal duty to protect children from the risk of abuse and neglect and to promoting child safety and wellbeing. This commitment includes staff and volunteers intervening so that any child who is currently at risk of significant harm through child abuse, maltreatment or neglect is protected.

Through the course of their work Berry Street staff, carers and volunteers will at times receive information or be exposed to situations indicating that children are at risk of significant harm. This may include a situation where a child has been or is at risk of significant harm from a Berry Street staff member, carer or volunteer.

Making a notification to the Department of Human Services and/or the Police is an important way to intervene when a child is at risk of significant harm.

In Victoria the *Children, Youth and Families Act 2005* (CYFA) sets out how the child protection system functions including;

- when a child is in need of protection (section 162),
- a definition of **significant harm** including harm from physical injury or sexual abuse, emotional or psychological harm or harm to a child's physical development or health (section 162)
- a system for any person to **voluntarily notify** either or both the Department of Human Services or Victoria Police that a child is at risk of significant harm or has suffered significant harm (section 183)
- a **system of mandatory reporting** so that certain professionals **must notify** the Department of Human Services or the Police if on reasonable grounds they believe a child is at risk of significant harm or has already been harmed (section 184)
- that **mandatory reporting** only applies to the Police, teachers, head teachers and school principals, medical practitioners, nurses and midwives, and only if the person forms the view that a child is in need of protection in the course of practising their profession (section 182 a-e)
- a system for any person to voluntarily report a **concern about the well-being** of a child to either the Department of Human Services or to a community-based child and family service, **Child FIRST** (sections 28 and 31)
- that the **identity of a person who makes a notification to the Department of Human Services or Police is protected** and cannot be revealed unless they agree or a Court or Tribunal believes this is essential in order to protect a child (sections 190 and 191)

Mandatory reporting was introduced in Victoria in 1993 after the death of a young boy, Daniel Valerio, who was killed by his mother's de-facto partner. According to the inquest into his death Daniel had been seen by over 20 different professionals in the period leading up to his death. However, his situation was not notified to child protection or the Police by any of these professionals. Mandatory reporting was introduced to ensure that certain professionals must report suspected abuse or neglect with the hope that children in similar circumstances to Daniel Valerio would be protected.

Berry Street promotes a similar responsibility for all its staff, carers and volunteers to ensure the care and protection of vulnerable children.

Berry Street staff, carers or volunteers should make a report to the Department of Human Services (DHS) or to Police where they believe a child is in need of protection or to Child FIRST if they have a more general concern regarding the well-being of a child.

3. Definitions

Carer	Any individual or family providing any element of home based care for Berry Street clients including Foster Care, Kinship Care and Lead Tenancy.
Child or Young Person	Person under the age of 18
Child abuse	Child abuse is the term used to describe different types of maltreatment inflicted on a child or young person. It includes non-accidental physical injury, neglect, emotional abuse, including psychological harm or sexual exploitation of children and young people.
Child FIRST	Child Family Information & Referral and Support Team. Teams are located within a community service organisation in a local area that can receive confidential referrals about a child of concern. Matters are referred to family and other support services who will then try to engage the family to address these concerns. They do not have statutory powers to investigate or remove a child.
Child Protection	A Victorian government agency within the Department of Human Services (DHS) that protects children at risk of significant harm. Child protection has statutory powers to investigate allegations of abuse and neglect and can use these to protect a child.
Duty of Care	A legal duty to take 'reasonable care' to avoid other's being harmed. Reasonably foreseeable refers to the worker's ability to identify likely harmful effects of actions or inactions using their skills, knowledge and experience. The 'test' of reasonableness is whether another person in the same position could have foreseen their action or inaction involved a risk of injury to the injured person.
Mandatory Report	A report to DHS Child Protection or the Police by a mandated reporter (nurse, teacher, school principal, police, medical practitioner, midwife) that is based on a reasonable belief that a child (up to the age of 18 years) is in the need of protection from harm.
Mandated Reporter	A person from a professional occupation that is listed under the Children, Youth and Families Act (2005) and is required to report significant harm to children to child protection or the police
Maltreatment	<p>Berry Street accepts and relies upon the definition of child abuse and neglect and child maltreatment as published by the Australian Institute of Family Studies August 2012, as accessed at: http://www.aifs.gov.au/cfca/pubs/factsheets/a142091/index.html</p> <p>In summary that definition states that child abuse and neglect and child maltreatment include any:</p> <ul style="list-style-type: none"> (a) sexual abuse or sexual misconduct against, with or in the presence of a child; (b) physical abuse;

- (c) neglect;
- (d) emotional maltreatment; and
- (e) witnessing and experiencing family violence.

Quality of Care Concerns	A quality of care concerns relate to children in any form of Out-of-Home-Care (OOHC) including foster care, kinship care, lead tenant and residential care. A quality of care concern is any concern about a child or young person's safety, stability or development within their out-of-home care placement. Quality of care concerns refer to any concern that has the potential to compromise a child or young person's safety, stability and development and may relate to a broad range of issues from minor quality concerns, such as inadequate supervision of a child, through to allegations of possible physical or sexual abuse
Significant Harm	<p>Significant Harm refers to harm as defined by sections 162(c) and 162 (d) of the Children, Youth and Families Act (2005); see below</p> <p>(c) the child has suffered, or is likely to suffer, significant harm as a result of physical injury and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;</p> <p>(d) the child has suffered, or is likely to suffer, significant harm as a result of sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;</p>
Teacher	Refers to any person who is registered as a teacher to teach in a Victorian school, government or independent, under the Education and Training Reform Act.

4. Intervening to protect children's safety and wellbeing

4.1 Responding when children or young people are at risk of Significant Harm

4.1.1 Mandated reporters - reporting to Child Protection or Police

Certain professional groups, known as **mandated reporters**, must make a report to Child Protection or the Police if they form a **reasonable belief** (see 4.1.3) **that a child is in need of protection from significant harm** of the type listed in sections 162(c) and 162 (d) of the Children Youth and Families Act 2005. Please refer to the definition of significant harm in this procedure.

Any Berry Street staff member employed as a nurse, teacher, school principal, medical practitioner or midwife is a mandated reporter under the Children Youth and Families Act 2005.

These staff are required by law to make a report to Child Protection or Police if they form the reasonable belief that a child or young person is in need of protection from significant harm.

4.1.2 Berry Street staff - reporting to Child protection or Police

All Berry Street staff are expected to act to protect children and young people that are at risk of significant harm.

If during the course of your work for Berry Street you form the reasonable belief that a child or young person is at risk of significant harm you should report this to Child Protection and/or the Police and as soon as practicable advise your supervisor or the Senior Manager within your program area.

Berry Street staff are expected to at all times:

- give priority to children's best interests and act to protect their rights, safety and well-being;
- exercise professional judgment when deciding what action to take in regard to a vulnerable child
- consult with your supervisor where you are unsure about what to do and seek the advice of your professional association or union where necessary;

4.1.3 Berry Street carers and volunteers - reporting to Child Protection or Police

All Berry Street carers and volunteers are expected to act to protect children and young people that are at risk of significant harm.

If as part of your role with Berry Street you form the reasonable belief that a child or young person is at risk of significant harm you must as soon as practicable advise your support worker, supervisor or the Senior Manager within the relevant area of Berry Street.

In considering if you will also make a report to child protection Berry Street carers and volunteers should:

- give priority to children's best interests and act to protect their rights, safety and well-being;
- exercise judgment when deciding what action to take in regard to a vulnerable child

- consult with your supervisor or support worker as applicable where you are unsure about what to do.

4.1.4 Forming a reasonable belief

Any person can make a report to Child Protection or the Police if they *form a reasonable belief* that a child or young person is at risk of significant harm.

A reasonable belief is formed when:

- A person has more than a suspicion, and/or
- Is more likely to believe than disbelieve that a child or young person is at risk

This belief may have been informed by matters or disclosures including, but not limited to:

- A child or young person disclosing that they have been physically or sexually abused, or experiencing neglect
- A child or young person stating that they know someone who has been physically or sexually abused, or is experiencing neglect
- Another person stating that they know a child or young person has been physically or sexually abused, or is experiencing neglect
- A child or young person presenting, or showing signs, of being physically or sexually abused, or neglected
- A child or young person becoming aware of family violence or other issues relating to parental capacity (eg. Substance use, mental illness etc.) impacting on the child or young person's safety, stability or development
- A staff member observing indicators of abuse, such as unexplained injuries, persistent neglect, poor care or lack of appropriate supervision
- A child or young person's behaviour placing them at significant risk of harm and their parent(s) being unwilling or unable to protect them

4.2 Reporting a '*Concern for a child or young person's wellbeing*'

The Children, Youth and Families Act 2005 allows **any person** that has a concern about a child or young person's wellbeing to refer this information to the Department of Human Services (DHS) or to Child FIRST.

The act does not provide a definition of 'concern for a child or young person's well-being'. Staff should interpret it to mean being concerned but not at the same level as would require an immediate report to child protection.

Sections 29 and 32 of the Children, Youth and Families Act 2005 stipulate that concern for a child's well-being can include concern for an unborn child and a person may make a report to Child Protection in relation to an unborn child or make a referral to a Child FIRST agency.

Child FIRST agencies can assess the situation of a child and their family and make a judgement about how to proceed. This may include reaching a judgement that the child or young person is at risk of significant harm and deciding to notify child protection.

Where a Berry Street staff member, carer or volunteer has a significant concern for a child's wellbeing they should;

- discuss this with their support worker or supervisor

- where they believe it is in the child's best interests make a referral to Child FIRST
- share relevant information with Child FIRST to help them complete their assessment and determine the best course of action

Where a Berry Street staff member, carer or volunteer makes a referral to Child FIRST they are protected under the Children, Youth and Families Act and are;

- unable to be successfully sued, or suffer formal adverse consequences in your work as this relates to the report to Child FIRST,
- protected from identification unless you consent to its disclosure or if disclosure is required by law.

Please note that, except in very urgent situations, staff should consult with your line manager or Senior Manager before disclosing information about a child or their family without their consent.

4.3 Reporting that a Berry Street staff member, carer or volunteer may have harmed, maltreated or committed a criminal offence against a child

Where staff, carers or volunteers form the reasonable belief that a child or young person is at risk of significant harm from a Berry Street staff member, volunteer or carer, they must do ALL of the following:

- As soon as practicable notify their support worker, Senior Manager or the Director from their Berry Street Region or Group
- Report the matter to Child Protection or the Police

The abuse or serious neglect of a child or young person is a criminal offence. Where staff form the reasonable belief that a child or young person is the victim of a crime, including a crime committed by a Berry Street staff member, volunteer or carer, they must do ALL of the following:

- Immediately notify the Police and Child Protection
- As soon as practicable notify their support worker, Senior Manager or the Director from their Berry Street Region or Group

4.4 Quality of Care Concerns

Where staff, carers or volunteers have a concern regarding the safety, well-being or quality of care being provided to a child or young person in Out-of-Home Care, in addition to any action they take under sections 4.1, 4.2 and 4.3 they should:

- immediately report their concern regarding Quality of Care to their supervisor, support worker or contact staff person at Berry Street
- refer to and act in accordance with
 - the Victorian Department of Human Services *Guidelines for responding to Quality of Care Concerns in out-of-home care*
 - the Victorian Department of Human Services *Critical client incident management instruction*

4.5 Information to be provided to DHS Child Protection (CP) or the Police

The flow of relevant information between agencies is crucial to ensuring an appropriate and timely response, and possible subsequent investigation, to allegations of child abuse/neglect.

Prior to making a call to child protection, other than in urgent situations, staff should liaise with their line manager and/or Senior Manager for the purpose of consultation.

It will be the responsibility of the staff member who has the concerns to call Child Protection to make the report however there may be occasions on which it is more appropriate for their line manager or Senior Manager to do so. It is important to note however that staff do not need permission from their line manager or Senior Manager to make a notification to Child Protection.

Where staff have serious concerns for a child or young person's immediate health or safety they should immediately call Police on 000.

4.6 Information required when making a report

It is not essential that mandated or non-mandated notifiers have full details of a child or young person's circumstance prior to making a report to Child Protection of the police. However, the more information that can be provided, the better informed the response will be to the child of concern.

Key information that will assist child protection and/or the police to respond appropriately includes:

Child's and family's details

- Full name including any other names the child may be known by
- Date of Birth
- Current address and contact details of the child and caregivers
- Ethnicity and any cultural or language needs
- Alleged perpetrators name, relationship to the child, current whereabouts
- Current whereabouts of the child of concern and any other known children who may be at risk
- Any information known about family functioning eg. Family violence, drug and alcohol abuse, health factors, mental health problems, family law proceedings etc.
- Any known services involved with the family

Notifier details

- Full name and job title
- Professional relationship to the child of concern ie, capacity in which the notifier is in contact with or is working with the child
- Frequency of contact with the child of concern and their family

Details of concerns

- Specific details of allegations or concerns
 - If the child disclosed what did he/she say and what was their emotional presentation
 - Who heard or saw, what and when
 - Nature/description of any injuries including size, shape, colour etc.
 - If the child has seen a doctor for the injuries and if so, doctors contact details
- If you have spoken to the parent, their response to your concerns. Describe any caregiver or child's behaviour that may be of concern

4.7 Information sharing with Child Protection

There may be occasions where Child Protection makes contact with Berry Street staff seeking information about a child who is subject to a Protective Order made by the Children's Court. Where there is a Protective Order, Child Protection are responsible for "ensuring the child's safety, stability and development" and may require information on the child's progress and wellbeing.

In these circumstances, staff are authorised to share information with Child Protection without the consent of the child or their caregivers. If you choose not to share information, you can be directed in writing by a Child Protection officer to provide the information that is being sought. Failure to disclose information in these circumstances, where you do not have a reasonable excuse, can lead to prosecution.

If contacted by Child Protection seeking information about a child or young person, staff should:

- seek details from Child Protection regarding the nature of their queries
- where practicable, liaise with your Senior Manager prior to giving any information
- provide a response to Child Protection with consideration to the child's best interests

Sharing information for the purpose of making a report to child protection does not constitute unprofessional conduct or a breach of professional ethics where a reasonable belief of significant harm to a child has been formed. This applies to all child protection notifications made to child protection including those notifications made by mandated reports and notifications made by any other person.

4.8 Client Information and record keeping

Where a notification, report or referral to Child Protection, Police or Child FIRST relates to or involves a Berry Street client staff should keep comprehensive, contemporaneous, dated and signed case notes on the file of all Berry Street clients that are mentioned in a notification or referral.

Case notes should be non-judgemental, factual and encompass:

- the nature and source of these concerns
- liaison and consultation with their line manager and/or Senior Manager and any other staff member that may have been involved
- discussion with Child Protection (CP) or Child FIRST, including the name of the worker, date and time of the report or referral
- other relevant matters

Staff should seek feedback from Child Protection and Child FIRST and document any action taken.

4.9 Staff Training

Senior Managers are responsible for ensuring all staff receive training in relation to their legal obligations and the requirements of this procedure. New staff must be informed of their mandatory reporting responsibilities, where applicable, and Berry Street's procedures, as part of their Induction.

For teaching and education program staff, the Department of Education and Early Childhood Development (DEECD) has developed an eLearning module on mandatory reporting. The module is available for all mandated and non-mandated school based staff to ensure they are aware of

their legislative responsibilities to ensure timely and effective intervention for children who may be at risk. All staff completing the module will be issued with a system-generated certificate.

The Senior Manager Education should liaise with the Department's 'Student Wellbeing and Engagement Division' on (03) 9637 2481 to arrange for access to a system-generated report to track participant details, completion dates and feedback.

The mandatory reporting module is accessible at:
<http://www.elearn.com.au/deecd/mandatoryreporting/external>

Login details: Username: deecd Password: external

4.10 Support for staff that report issues of abuse, neglect or maltreatment

Berry Street recognises the potential emotional impact on a staff member that may occur where a child or young person has disclosed physical and/or sexual abuse and where there has been a subsequent report to Child Protection or police.

It is the immediate task of the line manager to ensure that the physical and emotional needs of staff are met. The line manager is expected to assess whether demobilisation, defusing and/or debriefing may be appropriate in the circumstances. Please refer to Berry Street's Serious Incident Reporting Policy for further details.

5. Authorities and accountabilities

5.1 Regional and Group Directors and Deputy Directors

Directors and Deputy are responsible for taking all reasonable steps for the monitoring and implementation of this procedure within their Region or Group including:

- ensuring all staff, carers and volunteers in their Region/Group are made aware of and can access the procedure
- orientation and induction processes for new staff, carers and volunteers make reference to the procedure, and
- acting upon information referred by staff, carers or volunteers reporting any concerns they have regarding children and young people who may be at risk of harm

5.2 Senior Managers

Senior Managers are responsible for taking all reasonable steps for the monitoring and implementation of this procedure within their Programs including:

- ensuring that staff, carers and volunteer are made aware of and can readily access any related Department of Human Service (DHS) or other government departmental program requirements including requirement in relation to allegations of abuse in care, quality of care concerns and DHS incident reporting, and
- acting upon information referred by staff, carers or volunteers reporting any concerns they have regarding children and young people who may be at risk of harm

5.3 EMT Service and Practice

EMT Service and Practice is responsible for monitoring and implementation of the procedure across Berry Street and periodically reviewing and updating the procedure

5.4 All Berry Street Staff, Carers and Volunteers

All staff, carers and volunteers are responsible for ensuring that they comply with the requirements of this procedure.

6. Specification of related Berry Street and other relevant documentation

6.1 Berry Street policies, procedures and documents

- 6.1.1 Child Safety & Wellbeing Policy
- 6.1.2 Health Promotion Policy
- 6.1.3 Serious Incident Response Policy
- 6.1.4 Risk Management Policy
- 6.1.5 Privacy Policy
- 6.1.6 Foster Carers Charter (2009)
- 6.1.7 Client Behaviour Management Procedures
- 6.1.8 Supervision Policy
- 6.1.9 Document and Records Management Policy

6.2 Federal legislation & frameworks

- 6.2.1 Privacy Act (1988)
- 6.2.2 Freedom of Information Act (1982)

6.3 State legislation and frameworks

- 6.3.1 Children, Youth and Families Act (2005)
- 6.3.2 Child Safety & Wellbeing Act (2005)
- 6.3.3 Charter of Human Rights and Responsibilities Act 2006
- 6.3.4 Information Privacy Act (2000)
- 6.3.5 Aboriginal Child Placement Principle
- 6.3.6 Charter for Children in Out of Home Care
- 6.3.7 Disability Act (2006)
- 6.3.8 Education Act (2007)
- 6.3.9 Registration Standards for Community Service Organisations
- 6.3.10 Victorian Charter of Human Rights and Responsibilities (2007)
- 6.3.11 Working with Children Act (2005) Education and Training Reform Act 2006
- 6.3.12 Education and Training Reform Regulations 2007
- 6.3.13 DEECD School Policy and Advisory Guide

6.4 Other key documents

- Victorian Department of Human Services *Guidelines for responding to Quality of Care Concerns in out-of-home care*
- Victorian Department of Human Services *Critical client incident management instruction*

Available in PDF and Word format at www.dhs.vic.gov.au and www.dhs.vic.gov.au/funded-agency-channel

A step-by-step guide to making a report to Child Protection or Child FIRST

Protective concerns

You are concerned about a child because you have:

- received a disclosure from a child about abuse or neglect
- observed indicators of abuse or neglect
- been made aware of possible harm via your involvement in the community external to your professional role.

At all times remember to:

- record your observations
- follow appropriate protocols
- consult notes and records
- consult with appropriate colleagues if necessary
- consult with other support agencies if necessary

STEP 1	RESPONDING TO CONCERNS	STEP 2	FORMING A BELIEF ON REASONABLE GROUNDS	STEP 3	MAKING A REFERRAL TO Child FIRST	STEP 4	MAKE A REPORT TO CHILD PROTECTION
	<p>1. If your concerns relate to a child in need of immediate protection; or you have formed a belief that a child is at significant risk of harm*.</p> <p>Go to Step 4</p> <p>2. If you have significant concerns that a child and their family need a referral to Child FIRST for family services.</p> <p>Go to Step 3</p> <p>3. In all other situations</p> <p>Go to Step 2.</p> <p>* Refer to Appendix 2: Definitions of child abuse and indicators of harm in the Protocol – <i>Protecting the safety and wellbeing of children and young people</i></p>		<p>1. Consider the level of immediate danger to the child.</p> <p>Ask yourself:</p> <p>a) Have I formed a belief that the child has suffered or is at risk of suffering significant harm? YES / NO and</p> <p>b) Am I in doubt about the child's safety and the parent's ability to protect the child? YES / NO</p> <p>2. If you answered yes to a) or b) Go to Step 4</p> <p>3. If you have significant concerns that a child and their family need a referral to Child FIRST for family services. Go to Step 3</p>		<p>Child Wellbeing Referral</p> <p>1. Contact your local Child FIRST provider.</p> <ul style="list-style-type: none"> • See over for contact list for local Child FIRST phone numbers. <p>2. Have notes ready with your observations and child and family details.</p>		<p>Mandatory/Protective Report*</p> <p>1. Contact your local Child Protection Intake provider immediately.</p> <ul style="list-style-type: none"> • See over for contact list for local Child Protection phone numbers. • For After Hours Child Protection Emergency Services, call 131 278. <p>2. Have notes ready with your observations and child and family details.</p> <p>* <i>Non-mandated staff members who believe on reasonable grounds that a child is in need of protection are able to report their concerns to Child Protection</i></p>

For further information refer to *Protecting the safety and wellbeing of children and young people – A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development, Licensed Children's Services and Victorian Schools*

DEPARTMENT OF HUMAN SERVICES
CHILD PROTECTION KEY CONTACTS

METROPOLITAN REGIONS			
Intake Unit		Regional Office	
Eastern			
Intake Unit	1300 360 391	Box Hill	(03) 9843 6000
Northern and Western			
Intake Unit	1300 664 977	Preston	1300 664 977
		Footscray	1300 360 462
Southern			
Intake Unit	1300 655 795	Dandenong	(03) 9213 2111
RURAL REGIONS			
Intake Unit		Regional Office	
Barwon South Western			
Intake Unit	1800 075 599	Geelong	(03) 5226 4540
Gippsland			
Intake Unit	1800 020 202	Traralgon	(03) 5177 2500
Grampians			
Intake Unit	1800 000 551	Ballarat	(03) 5333 6530
Hume			
Intake Unit	1800 650 227	Wangaratta	(03) 5722 0555
		Wodonga	(02) 6055 7777
Loddon Mallee			
Intake Unit	1800 675 598	Bendigo	(03) 5434 5555
AFTER HOURS CHILD PROTECTION EMERGENCY SERVICES (AHCPE)			
Statewide number for all emergency Child Protection matters outside normal business hours (24 hours, 7 days a week): 131 278			

DEPARTMENT OF HUMAN SERVICES

CHILD FIRST KEY CONTACT NUMBERS

Child FIRST region	Local Catchment Area	Child FIRST contact
Eastern	Yarra Ranges, Knox, Maroondah	1300 369 146
	Monash, Whitehorse, Manningham, Boroondara	1300 762 125
Northern and Western	Nillumbik, Whittlesea, Banyule, Yarra and Darebin	9450 0955
	Brimbank, Melton	1300 138 180
	Hume, Moreland	1300 786 433
	Hobson's Bay, Maribyrnong, Melbourne, Moonee Valley and Wyndham	1300 775 160
Southern	Casey, Cardinia, Greater Dandenong	9705 3939
	Aboriginal children and families (Casey, Cardinia and Great Dandenong)	9794 5973
	Frankston, Mornington Peninsula	1300 721 383
	Kingston, Bayside, Glen Eira, Stonnington, Port Phillip	1300 367 441

Child FIRST region	Local Catchment Area	Child FIRST contact
Barwon South Western	Greater Geelong, Queenscliff, Surf Coast	1300 551 948
	Colac – Otway, Corangamite	5232 5500
	Warrnambool, Moyne, Glenelg, Southern Grampians	1300 889 713
Gippsland	East Gippsland	5152 0052
	Wellington	5144 7777
	La Trobe, Baw Baw	1800 339 100
	South Gippsland, Bass Coast	5662 5150
Grampians	Northern Grampians, West Wimmera, Hindmarsh, Yarrambat, Horsham	1800 195 114
	Ararat, Pyrenees, Hepburn, Ballarat, Golden Plains, Moorabool	1300 783 341
Hume	Wodonga, Towong, Indigo	1800 705 211
	Alpine, Benalla, Mansfield, Wangaratta	1800 705 211
	Greater Shepparton, Strathbogie, Moira	1300 854 944
	Mitchell, Murrindindi	1800 663 107
Loddon Mallee	Greater Bendigo, Campaspe, Central Goldfields, Loddon, Macedon Ranges, Mount Alexander	1800 260 338
	Buloke, Goonawarra, Swan Hill, Mildura	1800 625 533 1800 MALLEE