

Child Wellbeing Unit Operating Guidelines



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6.4.1 Purpose of requesting information from Community Services

Requesting information from CS can assist Assessment Officers to:

- Confirm the identifying details of a child or young person
- Inform the level of risk for a child or young person and whether a report to the Child Protection Helpline is required
- Determine what advice might be provided to a mandatory reporter to assist in supporting a family or taking follow up action in relation to safety, welfare or wellbeing concerns
- Assess the family's needs and determine what service referral(s) may be most appropriate
- Identify who else might be or has been involved with the family to facilitate a coordinated service response.

6.4.2 When should information be requested from Community Services?

Not every contact received by a CWU in relation to safety, welfare and wellbeing concerns for a child or young person will result in a request for information from CS. At a minimum, Assessment Officers should consider requesting information from Community Services when:

- CS has an open plan for a child, young person or their siblings
- WellNet, a mandatory reporter or other service provider indicates there is a known CS child protection history for the family
- CS has initiated service involvement or referrals for the child, young person or family and can provide information, advice or clarification about engagement and service history
- Multiple events have been recorded on WellNet indicating generational or an extensive history of concern that would be known to CS
- A family member, other adult household member or someone with significant contact to a child or young person is known to have been previously investigated or is currently being investigated by CS as a person causing harm to children or young people
- There is a known death of a sibling or other child or young person residing in the home under suspicious circumstances
- CS has previously removed a child or young person from the care of a parent, other adult household member or someone with significant contact to a child or young person
- The reason a person is secured on WellNet suggests CS has information relevant to assessing the level of risk. Examples may include CS securing a person due to a recent critical incident or significant event that is not known to the CWU, a reportable death, or recent media interest that is not known to the CWU.