



HSE Child Protection and Welfare Reporting Procedure

Staff member **recognises** a Child Protection or Welfare Concern.

Respond to any immediate safety needs.

Consult with your Line Manager or most appropriate senior staff member, where necessary, to determine if there are **reasonable grounds** to report a concern to **Tusla** (Mandated Persons should then determine if the concern meets the threshold of harm for a mandated report). An **informal consultation** may be held at any time in the reporting process with a **Tusla Social Work Contact Point**. Always **inform** your Line Manager of any concerns, reports and related actions taken.

Decision to **report**

Where there is **immediate and serious risk**, ensure the safety of the child and contact the **Tusla Social Work Contact Point** by phone. Where Tusla is unavailable, contact An Garda Síochána.

Complete the appropriate report form on Tusla's reporting portal at www.tusla.ie. Reports may be sent by registered post or in person only where online accessibility is not possible.

Tusla provide an **out-of-hours** service between 6pm and 6am every night, and between 9am and 5pm on Saturdays, Sundays or Bank Holidays. This may be accessed through a restricted professional helpline number available in your service, or through An Garda Síochána. Mandated Persons only may contact the out-of-hours service on 0818 776 315.

Decision **not to report**

Both the staff member and their Line Manager should be in agreement where a concern does not meet with reasonable grounds to report to Tusla.

If there is disagreement, further consultation may be sought from Tusla and/or a report should be made reasonably and in good faith to a **Tusla Social Work Contact Point**. The Line Manager should be Informed if a report is sent to Tusla.

Wherever possible, service users/parents or guardians should be **informed** of any child protection or welfare concerns, or where a report is being made to Tusla or An Garda Síochána, unless to do so would create a risk of harm, or impair Tusla or An Garda Síochána's ability to assess or investigate a concern. Always consult your Line Manager in this situation.

Keep up-to-date **records** of the concern, including contact with the child, parents/guardians, any consultations, decisions and reports, and store in accordance with HSE Child Protection and Welfare Policy.

Assist Tusla where requested.

Continue to **monitor** situation / **no further action** required.