



Improvements to e-CARL

Factsheet

What is e-CARL?

e-CARL is the online reporting system mandated notifiers use to report non-urgent child abuse or neglect notifications.

Why are we updating e-CARL?

We're improving the usability, reliability, and security of e-CARL.

What's changing?

- From the 25th of November all users must re-register for the new e-CARL.
- The old e-CARL will not be accessible after 25th November.
- Reports submitted in the old e-CARL system will not be accessible in the new system.
- Reports that are in draft in the old system at go-live will NOT be brought over to the new system.
- Government users log in via departmental credentials.
- Non-government users log in using the Australian Governments Digital ID app, [myID](#).

What's not changing?

- The reporting process for mandated notifiers remains unchanged. The DCP Call Centre will review and refer notifications in the same way they always have.
- Serious concerns still need to be reported via CARL. Visit the [DCP website](#) for more information.
- Mandated notifiers must register to submit an e-CARL notifications.

FAQs

What happens to my notifications from the old system?

All previously submitted notifications are maintained in our system. If you require access to your historical reports, you will need to [contact us](#).

What is myID?

myID is the Australian Government's Digital ID app and is part of the [Australian Government Digital ID System](#).

Why are we using myID?

Using Digital ID to validate your identity within e-CARL strengthens the security of the data of mandated notifiers and children and young people at risk in South Australia.

What if I don't have a myID?

If you do not have a myID already, visit [myID](#) to find out more and to set up your Digital ID.

What myID identity strength do I need to access e-CARL?

To access e-CARL, you will require a myID with a minimum identity strength of **Basic**.

Is data shared between e-CARL and myID?

Data is **NOT** shared between e-CARL and myID. myID is only used to access e-CARL and the myID service does not track where the login request is being used. All notification data remains in e-CARL and DCP's case management system. No information is shared back from e-CARL to the myID service.

myID uses my personal email address. Can I update my email address in e-CARL to my work email?

When registering for e-CARL, you may choose to nominate a 'contact email address' (like your work email address) to receive notification correspondence. This email address may be different to the email address associated with your myID.

Who do I contact for support?

For support setting up a myID visit [myID](#)

For support submitting an e-CARL notification contact Child Abuse Report Line (CARL) on 13 14 78.

For technical support with e-CARL, or to provide feedback contact feedback.carl@sa.gov.au

Updated support guides are available within e-CARL and via the [DCP website](#)