DCP Call Centre flowchart

Government of South Australia
Department for Child Protection

OFFICIAL

DCP Call Centre worker receives a notification via the CARL
- Engage the notifier using positive communication skills
- use an interpreter or translator (where required)
- Gather information from the notifier

DCP Call Centre worker receives a notification by other means (including email, letter, video file or fax)
This may include (but is not limited to):
- the Federal Circuit and Family Court of Australia
- Notifications from interstate
- Requests to raise a notification from a DCP office
- Requests to raise a notification from the DCP Redress Team
- Requests to raise a notification relating to an adoption matter.

DCP Call Centre worker receives a notification via e-CARL
Process the e-CARL in accordance with the C3MS Guide: Child protection notifications - Processing in C3MS (Call Centre)

DCP Call Centre worker records the notification on the Electronic Log Sheet
Ensure notifications involving DCP employees are flagged as 'sensitive' and the DCP Call Centre Manager is advised.

Reported concerns unable to be recorded as an intake → **DCP Call Centre worker records the notification as 'Log Sheet Only'**
Consult and seek approval to record as 'Log sheet Only'

DCP Call Centre worker seeks further information (if required)
- Re-contact the notifier
- Contact other parties
- Request child protection information from other jurisdictions.

DCP Call Centre worker determines the recording type

DCP Call Centre worker records an Intake report
The reported concerns relate to alleged harm to the child or young person and the alleged perpetrator is a parent, caregiver or guardian Use the Intake report to record Notice of Risk, notifications received from interstate or notifications to initiate an Adoptions Team response. Request an interstate alert or notification (where required).

DCP Call Centre worker reviews child protection history and assesses cumulative harm
Review child protection history to identify patterns of concerns or behaviours (for the child or young person, other children and young people in the household, and the parent, guardian or caregiver's other children who may reside outside of the household.

DCP Call Centre worker completes the Structured Decision Making® Screening assessment
- Identify which households to assess, apply professional judgement, apply relevant screening considerations, screen for qualifying offences
- Consider whether to apply policy/discretionary overrides
- Seek cultural input.

Screening grounds not met → **DCP Call Centre worker closes the intake**

Screening grounds met → **DCP Call Centre worker considers the appropriate report type**

DCP Call Centre worker selects the No Grounds for Intervention (NGI) report type
Matter meets the screening criteria and:
- matter has been dealt with by DCP or another agency
- matter is currently being dealt with by DCP or another agency
- harm was caused by a person who no longer has contact with child or young person and the parents/guardians/ caregivers are protective.

→ **DCP Call Centre worker closes the intake**

DCP Call Centre worker selects the Child Protection (CP) report type
The reported concerns are assessed as meeting the screening criteria and the alleged perpetrator of harm is a parent or guardian, relative, household member with responsibility for care and supervision of the child or young person

DCP Call Centre worker completes the SDM® Response Priority Assessment
Assign a response priority of:
- Within 24 Hours
- Within 10 Days.

DCP Call Centre worker completes the CP intake report
Ensure that the rationale provides a clear summary of how the child or young person's circumstances were assessed, including whether the matter meets the screening threshold, whether child protection history indicates a pattern of concerns or evidence of cumulative harm and whether the child or young person is particularly vulnerable (for example, due to age or disability).

'Within 24 Hours' notifications relating to suspected criminal offences → **DCP Call Centre worker forwards 'Within 24 hours' notifications relating to suspected criminal offences to the State Crime Assessment Centre.**

DCP Call Centre worker records a Report on Unborn (ROU)/Unborn Child Concern (UCC)
Concerns relate to an unborn child of 12 weeks' gestation (or longer). It may also be appropriate to record a ROU/UCC for:
- unborn children under 12 weeks' gestation
- still born children where child protection concerns are identified.

DCP Call Centre worker assesses risk factors likely to be present at birth
Refer to the DCP Assessment Framework for guidance about assessing risk and protective factors for infants. Consider previous ROU/UCC reports, siblings' child protection history and parents' child protection history.

DCP Call Centre worker assesses whether to refer the matter to a DCP office
Consider child protection history, confidence that the mother is pregnant, the viability of the pregnancy, presence and severity of risk factors, presence of protective factors.

Allocation not appropriate → **DCP Call Centre worker closes the intake**

Allocation appropriate → **DCP Call Centre worker allocates or refers the intake to the appropriate DCP office**
Reallocate as required. Consider specific requirements for allocating matters related to a DCP staff member.

DCP Call Centre worker records a Care Concern
The concerns relate to a reasonable suspicion of harm or risk of harm to a child or young person in care (or was in care at the time of the allegation) and the concerns relate to the care provided by their carer, a household member, a residential care staff member or other DCP employee providing direct care.

DCP Call Centre worker assesses whether the matter is a DCP Care Concern or a DHS Care Concern

DCP care concern → **DCP Call Centre worker allocates the DCP care concern**
Refer to C3MS Guide: Recording a Care Concern Referral

DHS care concern → **DCP Call Centre worker refers the DHS care concern to the DHS Care Concerns Unit for their assessment**

Matter is a significant incident or adverse event → **DCP Call Centre worker refers the matter to the Significant Incident Reporting Unit**

AND/OR

DCP Call Centre worker reports the matter to the Adverse Events program

Matter is a significant incident or an adverse event → **DCP Call Centre worker closes the intake**

DCP Call Centre worker records an Extra-familial (EXF) report
A notification is recorded as an Extra-familial (EXF) report when alleged harm toward a child or young person has been caused and the alleged perpetrator of harm is a friend, visitor, stranger or household member who does not have responsibility for providing care, or a person providing care as part of their employment (such as a teacher or child care worker).

DCP Call Centre worker assesses the nature of the concerns Consider whether the matter should also be referred to another agency with investigative provisions

DCP Call Centre worker refers the matter to SAPOL and, where appropriate, other agency with investigative provisions

DCP Call Centre worker records the intake as Notifier Concern (NC)
Concerns are assessed as not meeting the screening threshold.

DCP Call Centre worker records the intake as General Practice (GP)
A notification may be GP if it does not meet the criteria for CP, AR, or EXF but the information may assist in future assessments.

DCP Call Centre worker records the intake as Adolescent at risk (AR)
Concerns are about behaviours placing a young person at risk which are not connected to acts or omissions by their parents, guardians or caregivers.

To be read in conjunction with the DCP Call Centre chapter of the Manual of Practice