

Child Protection Contacts.

An information sheet for the public.

DISABILITY, CHILD, YOUTH AND FAMILY SERVICES

Key Contacts in protecting Tasmanian children

Child Protection Intake (Statewide) Telephone: 1300 737 639, Fax: (03) 6230 7821, Email: cpaars@dhhs.tas.gov.au	
Child Protection Services (North West) Telephone: (03) 6434 6246 Fax: (03) 6421 7821 Email: CPInorthwest@dhhs.tas.gov.au	Child Protection Services (North) Telephone: (03) 6336 2376 Fax: (03) 6336 2525 Email: CPInorth@dhhs.tas.gov.au
Child Protection Services (South West) Telephone: (03) 6230 7650 Fax: (03) 6230 7653 Email: CPIsouthwest@dhhs.tas.gov.au	Child Protection Services (South East) Telephone: (03) 6230 7833 Fax: (03) 6230 7653 Email: CPIsoutheast@dhhs.tas.gov.au

You can also speak to a Gateway service to discuss any difficulties you may be having, or any concerns that you might feel towards the well-being of a child you know.

Contact number for Gateway Services: 1800 171 233 From 9am-5pm Monday – Friday, this number will divert you to your regional Gateway Services office.	
North West Gateway is run by Mission Australia	Northern Gateway is run by Baptistcare
South West Gateway is run by Baptistcare	South East Gateway is run by Mission Australia

See below for details of what these services do.

In addition, there is a national telephone counselling service for stressed parents and carers available 24 hours a day:-

Child Abuse Prevention Services (CAPS) - Telephone: 1800 688 009

What to these services do?

Child Protection Services

Intake Services

Intake practitioners do most of their work via the telephone or email. It is not a face-to-face service and staff from Intake do not go out and see clients.

Intake is the 'entry point' for the statutory child protection service in Tasmania and staff receive enquiries and reports ('notifications') made during business hours Monday to Friday.

Outside normal working hours, calls to the Intake number are automatically switched through to a limited emergency after hours service for urgent child protection notifications or serious issues affecting children in care only. As the after hours emergency service is limited, it is highly recommended that contact regarding the care and safety of children is made through Intake during business hours.

Response Services

Response teams receive notifications assessed at Intake as requiring face-to-face follow-up and an investigation. Staff in Response also provide short term protective intervention, which may include application to the Court for legal orders where necessary.

Case Management Services

Where longer-term protective intervention is required, responsibility for planning to meet the best interests of the child is transferred to members of one of the Case Management teams.

Out of Home Care and Adoptions Services

These services provide support to children in need of placement away from their birth family through the recruitment, training and support to carers and collaborative work with the Response and Case Management teams.