



# HSE Child Protection and Welfare Reporting Procedure

This procedure outlines the stages and things to consider when reporting a child protection or welfare concern. It is relevant for all staff. You must follow and consider all stages in the reporting procedure. For further guidance, you should consult The HSE National Child Protection and Welfare Policy.

## Recognise a child protection or welfare concern

Respond to a concern	Essential contacts
<p><b>When there is immediate risk to a child</b> Respond to any immediate safety needs.</p> <p>Contact Tusla without delay. If unavailable, contact An Garda Síochána.</p> <p><b>No immediate risk</b> Where there is no immediate risk but you have reasonable grounds for concern, you should report to Tusla.</p> <p><b>Consult</b> Where necessary, consult with your line manager or most appropriate senior member of staff. If you remain unsure, you can contact your local Tusla Dedicated Contact Point for advice.</p> <p><b>Inform</b> Inform your line manager or most appropriate senior member of staff of any concerns, reports and actions taken.</p> <p><b>Reminder:</b> If you are a <a href="#">mandated person</a>, you are <b>legally required</b> to report a concern that reaches the threshold for a mandated report.</p>	<p><b>Tusla Dedicated Contact Points</b> <a href="https://www.tusla.ie/get-in-touch/duty-social-work-teams/">https://www.tusla.ie/get-in-touch/duty-social-work-teams/</a></p> <p><b>Tusla National out-of-hours mandated persons call:</b> <b>0818 776 315</b></p> <p>6pm to 6am every night, also 9am to 5pm Saturdays, Sundays and Bank Holidays.</p> <p><b>Other professionals call:</b> <b>0818 800 210</b></p> <p>6pm to 7am every night, also 9am to 5pm on Saturdays, Sundays and Bank Holidays.</p>
<p><b>If the person subject of abuse allegations is a member of staff, make sure to follow this reporting procedure and the HSE Trust in Care Policy.</b></p>	

<b>Inform</b>
<p>Inform the service users and/or parents of any child protection or welfare concerns and tell them if a report is being made to Tusla or An Garda Síochána or both.</p> <p>There are <b>exceptions to informing</b> service users and/or parents of a report being made. Always consult your line manager in this situation.</p>
<b>Report</b>
<p><b>If you decide to report</b>, you should submit a report using the Tusla portal: <a href="https://portal.tusla.ie/">https://portal.tusla.ie/</a></p> <p>If the Tusla portal is not available, you may send paper reports by registered post or in person. If you make a verbal report, you must submit a written report to Tusla within three days.</p> <p><b>If you decide not to report</b>, you should consult with your line manager or most appropriate senior member of staff, and/or Tusla to identify possible supports for the child and family to prevent the situation from getting worse.</p>
<p><b>Reminder:</b> You should report a Schedule 1 offence under The <a href="#">Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012</a> to An Garda Síochána using the HSE Notification Form for reporting to An Garda Síochána.</p>
<b>Record</b>
<p>You must record all relevant information in relation to child protection or welfare concerns. This includes concerns that were not reported.</p>
<b>Assist</b>
<p>You must assist Tusla when they ask you to do so, as necessary and proportionate.</p>
<b>Monitor</b>
<p>You must monitor the situation, if possible. Do not assume that a child is safe because a report has been made.</p> <p>You should pay close attention to any ongoing needs of children and families.</p> <p>If there is a new concern or the current concern gets worse, follow this reporting procedure again.</p>



HSE National Child Protection and Welfare Policy at [www.hse.ie/childrenfirst](http://www.hse.ie/childrenfirst) or scan the QR code.