

## Referral pathways for complaints, concerns and disclosures of abuse

This factsheet is to be used as a guide to direct staff to provide the appropriate referrals if they receive complaints or concerns regarding child safety or wellbeing or reports that child abuse has occurred or is occurring.

### Child Abuse

If a child is at immediate risk, you should contact WA Police on **000**.

If you receive a disclosure that child abuse has occurred, but there is no immediate risk to children or young people you should contact WA Police on **131 444** and request to speak to the Child Abuse Squad. There are legal protections for reporters of child abuse who make reports in good faith.

If you are a mandatory reporter, you are legally required to report any reasonable belief that a child has been, or is being, sexually abused. To place a report, contact the Department of Communities Mandatory Reporting Service on **1800 708 704** or complete an online form using the [MRWeb](#) form.

### Child Protection

If you have concerns about the safety and wellbeing of a child in their home, you should contact the Department of Communities Central Intake Team **1800 273 889** during business hours or Crisis Care on **1800 199 008** after hours.

### Family and domestic violence

The Women's Domestic Violence Helpline can provide counselling, guidance for safety planning and refuge referrals if necessary, call **1800 007 339**. The Men's Domestic Violence Helpline can provide counselling and referrals for male perpetrators, as well as male victims of family and domestic violence, call **1800 000 599**.

### Complaints and concerns about employees

Complaints made to a local government about the actions or behaviour of its employees that do not meet the threshold of child abuse should be processed through their respective complaints handling process. This may include making a notification to the Ombudsman Western Australia as part of the **Reportable Conduct Scheme**. Complaints concerning the safety and wellbeing of a child should be prioritised and an immediate evaluation to determine ongoing risk to children and young people should be performed to determine appropriate risk mitigation actions, this may include removing the employee from contact with children and young people.