

Contact details for each state and territory

The tables below include the contact details of the reporting authority in each Australian state and territory:

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

Please note that **you do not need to be absolutely certain** that there has been abuse or neglect of a child or young person to contact these authorities. If you suspect a child is at risk of harm, you should call the authority to discuss your concerns, and they will decide whether an investigation is required.

In each state and territory, **all serious concerns should be reported by phone** rather than online or via email. Serious concerns include when you suspect a child or young person is in imminent or immediate danger of serious harm, serious injury or chronic neglect.

Australian Capital Territory

[Child and Youth Protection Services](#)

[Child and Youth Protection Services](#) are responsible for facilitating coordination across government for the care and protection of children and young people in the Australian Capital Territory.

Phone:

General public
Ph: 1300 556 729
(24 hours)

Mandated reporters

Australian Capital Territory

If you are concerned about a child and want further information on mandatory reporting, refer to [Keeping Children and Young People Safe](#).

Ph: 1300 556 728
(24 hours)

Online:

For less serious concerns, [complete an online child concern report](#).

Email:

For less serious concerns, [contact Child Protection Reports](#)(link sends e-mail).

New South Wales

[Department of Communities and Justice](#)

The [Department of Communities and Justice](#) is responsible for handling reports of child abuse and neglect in New South Wales. Information about the process of reporting child welfare concerns can be found on the department's [Reporting a Child at Risk](#) webpage.

For information about mandatory reporting, refer to the [Mandatory reporters](#) webpage.

Phone:

Child Protection Helpline
Ph: 13 21 11
(24 hours)
(TTY/voice calls: 133 677; Speak & Listen: 1300 555 727; SMS: 0423 677 767)

Online:

Mandatory reporters with

New South Wales

less serious concerns can use [eReporting](#).

Northern Territory

[Territory Families, Housing and Communities](#)

In the Northern Territory, every person is required to report suspected child abuse and neglect.

For further information about the process of reporting concerns about a child's welfare in the Northern Territory, refer to the [Report Child Abuse](#) page of the department's website.

Phone:

Child Abuse Hotline
Ph: 1800 700 250 (24 hours)

Queensland

[Department of Children, Youth Justice and Multicultural Affairs](#)

Child Safety is the lead child protection agency in Queensland. For information about the process of reporting concerns about a child's welfare in Queensland, refer to the [Protecting Children](#) webpage of the department's website.

Phone:

For a list of contact numbers during business hours, go to: [Regional Intake Services](#) or call the Child Protection

Queensland

For more information about mandatory reporting, refer to the [Mandatory Reporting in Queensland](#) webpage.

General
Enquiries line Ph:
1800 811 810

Child Safety After
Hours Service
Centre Ph: 1800
177 135

South Australia

[Department for Child Protection](#)

The [Department for Child Protection](#) works to keep South Australia's children safe by protecting them from abuse and neglect.

For information about the process of reporting concerns about a child's welfare in South Australia, refer to the department's [Report Child Abuse](#) webpage.

The Department for Child Protection provides additional information for mandatory reporting, including [Mandated Notifiers and Their Role](#) and [Preparing to Report Child Abuse](#).

Phone:

Child Abuse
Report Line
Ph: 13 14 78 (24
hours)

Online:

Less serious
concerns can also
be [reported
online](#).

Tasmania

[Department of Communities Tasmania](#)

The role of the Child Safety Service is to protect children and young people who are at risk of abuse and neglect in Tasmania.

For information about the process of reporting concerns about a child's welfare in Tasmania, refer to the department's [Child Safety Service](#) webpage.

Information about mandatory reporting and making a notification can be found on the department's [Child safety notifications](#) webpage.

Phone:

Child Safety Service
1800 000 123 (24 hours)

Online:

Mandatory reporters with less serious concerns can [report online](#).

Victoria

[Department of Families, Fairness and Housing](#)

The Child Protection Service is specifically targeted to those children and young people at risk of significant harm in Victoria.

For information about child protection and mandatory reporting requirements in Victoria, refer to the department's [Child Protection](#) webpage.

Phone:

For a list of regional and metropolitan phone numbers: [Child Protection Contacts](#)

After hours child protection emergency service
Ph: 13 12 78

Western Australia

[Department of
Communities, Child
Protection and
Family Support](#)

The Department of Communities, Child Protection and Family Support offers a range of services to support children and families in Western Australia.

For further information about the process of reporting concerns about a child's welfare, refer to the department's [If You are Concerned About a Child](#) webpage.

Information about mandatory reporting in Western Australia can be found on the department's [mandatory reporting information](#) webpage.

Phone:

Central Intake Team
Ph: 1800 273 889

After hours
Ph: (08) 9223 1111
or Country Freecall:
1800 199 008

Online:

Mandatory reporters with less serious concerns can use the department's secure [Mandatory Reporting Web System](#).
