

# Online Child Abuse Reporting New Users Instructions



Government  
of South Australia

## To register and prepare to use the system

### 1. Create Account

- Go to <http://www.reportchildabuse.families.sa.gov.au/>
- Bookmark or add to Favourites
- Click "Create an account"

Families SA

Government of South Australia  
Department for Education and Child Development

[Home](#) [Create an account](#) [Forgot my password](#)

Email Address

Password

I have read, understood and agree to the [Terms and Conditions](#).  
I have read and understood the [Privacy Policy](#).  
I understand that it is an offence to access this system without proper authorisation and that individuals attempting unauthorised access will be recorded and may be prosecuted.

Please un-tick this box to continue.

Child Abuse Report Line - call 13 14 78 Copyright [sa.gov.au](#)  
Find what you're looking for

- Fill in registration form (remember to un-tick the last box) and submit.

I have read, understood and agree to the Terms, Conditions and Privacy Policy:

Given Name: \*

Surname: \*

Email: \*

Confirm Email: \*

Phone: \*

Organisation or Team:  ie: WACH CPS or Norwood Primary School

Agency or Department:  ie: Health Department or DECD

Please un-tick this box to continue:

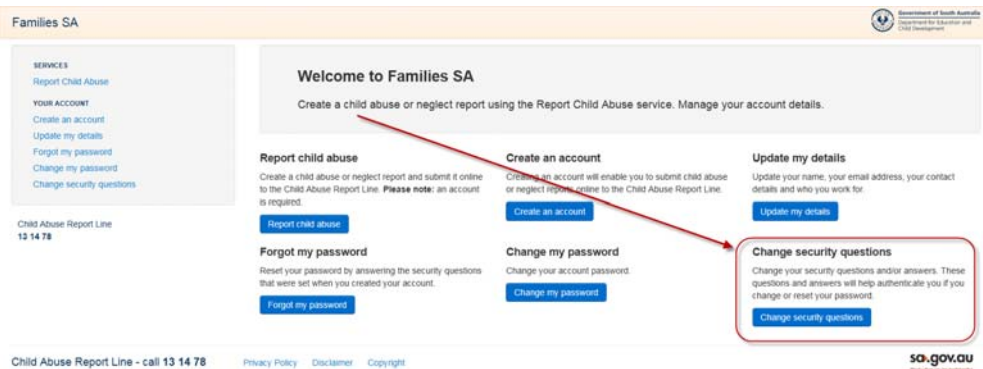
Note: Upon submitting this form, an email will be sent to you containing your password and other relevant information.

## 2. Check your email to get your password

For security reasons your password will be complex. It is recommended that you copy and paste it into the Password field on the login screen.

## 3. Set your security questions

Follow the link in the email or click the link on the home page to set your security questions. This is a very important step because it is the only way you will be able to reset your password if you ever need to in the future.

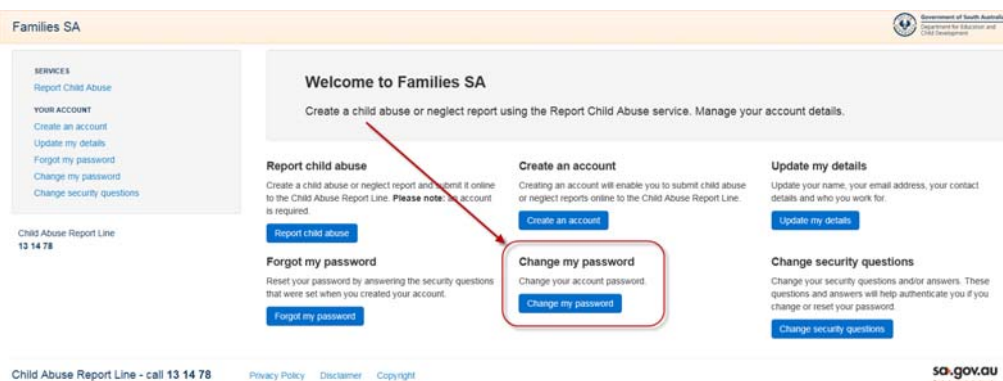


The steps are as follows:

- Click link
- Log in
- Set questions and answers
- Submit (you will be redirected back to the home page).

## 4. Change password

Follow the link in the email or click on the link on the home page to change your password. If you have not yet set your security questions you will need to set them first and then change your password.



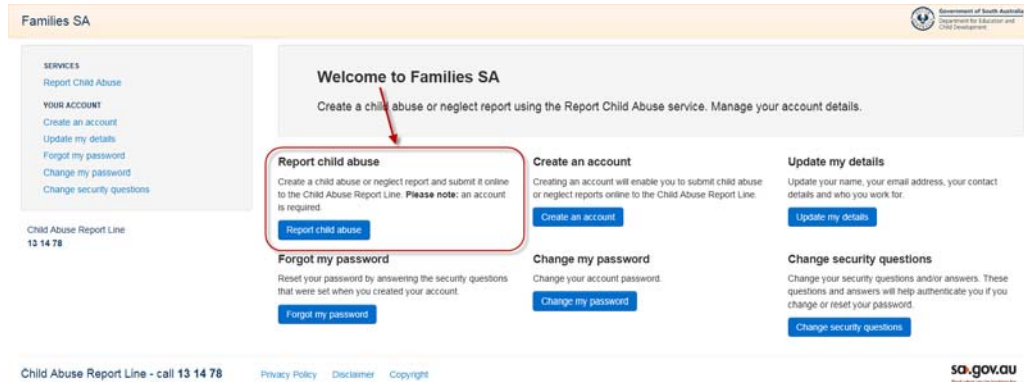
The steps are as follows:

- Click link
- Log in
- Set new password

- d. Submit (you will be redirected back to the home page).

## 5. Log on to Report Child Abuse

In this step you will need to firstly view the Induction Package. You can then confirm your details "Role/Profession", add any additional phone numbers and your preferred contact time.



The screenshot shows the Families SA website interface. At the top, there is a navigation bar with the Families SA logo and the Government of South Australia Department for Education and Child Development. Below this is a main content area with a 'Welcome to Families SA' message. A red box highlights the 'Report child abuse' button, which is located under the 'Report child abuse' section. Other sections include 'Create an account', 'Update my details', 'Forgot my password', and 'Change my password'. The footer contains contact information for the Child Abuse Report Line (13 14 78) and links to Privacy Policy, Disclaimer, and Copyright.

The steps are as follows:

- a. Click Induction (either PDF or PowerPoint) –



**It is mandatory to read and understand the content of the Induction Package!  
It will help you make a good report!**

- b. Set Role/Profession
- c. Add an address
- d. Click "Add Phone" to add any additional numbers
- e. Set preferred contact time
- f. Tick that you have read and understood the induction
- g. Confirm.

# To make a child protection report

1. Go to <http://www.reportchildabuse.families.sa.gov.au/>

You may have bookmarked this already. If not, you can bookmark it now.

2. Login

3. Confirm your details

The steps are as follows:

- a. Update any relevant details
- b. Tick that you have read and understood the induction
- c. Click Confirm.

4. Click "Create Report"

5. Answer all the questions on the first page

**Remember online reporting is not for high risk cases!**

6. Add who is involved

The steps are as follows:

- a. Click "Add Child"
- b. Record all known information about this child
- c. Schools and addresses will auto populate a list as you type
- d. **Save before** you click Add child for the next child or Add adult.

*Tip: you can copy addresses after you have recorded them once. Look for the copy address button.*

*Remember: we need to know about all the family members not just the child*

The screenshot shows the 'Report Child Abuse' web application. The top navigation bar includes 'Report Child Abuse', 'Create Report', 'Drafts', 'Submitted', and 'Logout'. A secondary navigation bar contains 'Who is involved', 'Cultural & Linguistic Background', 'When, Where & What Happened', and 'Responses & Services'. The main content area is titled 'Who is involved' and features two sections: 'Children' with an 'Add Child' button, and 'Adults' with an 'Add Adult' button. A right-hand sidebar provides instructions: 'Who Is Involved', 'Children & Adults: To add a child or adult to your notification, please click the "Add Child" or "Add Adult" button. Please save each person once you have added them and entered their details. You will have the option of adding additional children/adults after you have selected the saved first one.'

## 7. Cultural & Linguistic Background

- a. Aboriginal or Torres Strait Islander is mandatory

## 8. When, Where & What Happened

- a. Answer all questions with as much detail as possible
- b. There must be at least one child of concern

### When, Where & What Happened

| Alleged Perpetrator                      | Child of Concern         |
|--|--------------------------|
| Testing Smith ▾ <input type="checkbox"/> | <input type="checkbox"/> |

When did the abuse or neglect occur?

- ▾ / - ▾ /  or

Where did it occur?

What happened?

### When, Where & What Happened

We want as many details as possible about what happened. It is important you provide the best detailed descriptions as you can so that we can assess and respond to your concerns in the most appropriate way.

Each person has a button labelled with their name. If you click on this button, a dropdown list is displayed of their relationships to the other people in this report.

**Alleged perpetrator:** Please select who is alleged to have abused and/or neglected the child/ren you are concerned about. You may choose

## 9. Responses & Services

- a. Answer all questions
- b. Where you answer "Yes" you will need to provide more information


*Remember to tell us about what you have done in response to the issues and about all other agencies or services involved.*

## 10. Save

This is what you will see if some mandatory information is missing:

### This report is incomplete. ✕

This report is incomplete. You have two options:



- 1. Return to this report** - choose this option if you wish to complete this report now. A list of required actions will be displayed at the top of the page. Once you have completed these actions you will be able to submit the report to the Child Abuse Report Line for assessment.
- 2. Save and Close** - choose this option if you wish to return to this report and complete it at a later time. You will be able to edit it via the  **Drafts** link at the top of the page. Please note: a draft report is your "work in progress". It will not be sent to the Child Abuse Report Line for assessment until it is completed and marked as submitted.

[Return to this report](#) [Save and Close](#)

This is what you will see if you can submit

### This report can now be submitted. ✕

There is sufficient information in this report for you to submit it to the Child Abuse Report Line. You now have three options:

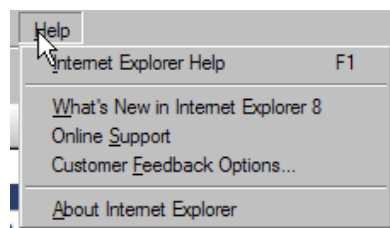
- 1. Submit this report** - choose this option if you have finished the report and wish to submit it to the Child Abuse Report Line for assessment. Once the report is submitted you cannot change it. You will be able to view it via the  **Submitted** link at the top of the page but no further changes can be made to it.  
  
If at a later time you wish to add more information to this report, you will need to create a new report.
- 2. Save this report as a draft** - choose this option if you wish to continue working on this report at a later time. You will be able to edit it via the  **Drafts** link at the top of the page. Please note: draft reports will not be sent to the Child Abuse Report Line for assessment until they are saved and submitted as per option 1.
- 3. Return to this report** - You can continue working on this report. Any changes you have made have not been saved.

[Submit this report](#) [Save this report as a draft](#) [Return to this report](#)

## Troubleshooting

### **Problem – I can register but when I try to make a report the page will not load.**

This problem is most often seen when you are using an old version of Internet Explorer (version 7 or earlier). Online child abuse reporting is not supported on Internet Explorer 7 or earlier versions. You can check which Internet Explorer you are using by clicking on “Help” in the internet tool bar and then “About Internet Explorer”.



#### **Solution:**

If you are using Internet Explorer 7 or earlier you will need to talk to your IT department to have it up-graded.

### **Problem – No submit button**

You can see the box that pops up when you click save but cannot see the buttons at the bottom of the box. This happens when your screen settings have increased the size of the box so the end of the box drops off the screen and you cannot see them.

#### **Solution:**

Zoom out. Try holding down the "Ctrl" button on your keyboard while at the same time scrolling with the "scroll wheel" on your mouse. This will increase or decrease (depending on the direction you scroll) the internet page so that you can see the buttons.

### **Problem – Strange technical looking script errors**

When you try to save a script error message displays on your screen. This happens when you have been working on a report for over 120 minutes or if you leave it and come back without saving it as a draft. You are timed out of the system after 120 mins. There is no warning message to tell you that you have been logged out and the screen looks the same however when you save you will get the script error.

#### **Solution:**

Avoid this error by regularly saving your work by clicking the bottom of the page. If you are currently seeing this error you will need to copy/paste the text out of your report into another document and log out and start over.

## What if I'm stuck or there is a problem not listed?

You can log technical issues at:

[Feedback.carl@sa.gov.au](mailto:Feedback.carl@sa.gov.au)

If you are unable to lodge your report online please make your report over the phone by calling:

**Child Abuse Report Line on 13 14 78**

Please advise the worker you speak to that you were trying to use the online system but had problems and the nature of those problems. They will note the details and alert the technical team.