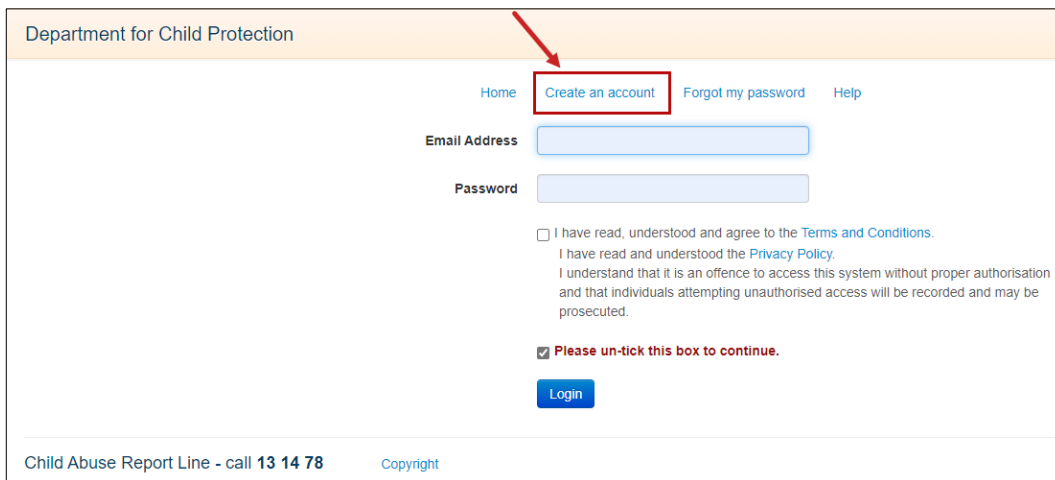


Online Child Abuse Reporting

Instructions for registering and using the online reporting system

1. Create Account

- Go to www.reportchildabuse.families.sa.gov.au
- Bookmark or add this page to Favourites in your internet browser. This will make it quicker to find in the future.
- Click 'Create an account'.



Department for Child Protection

Home **Create an account** Forgot my password Help

Email Address

Password

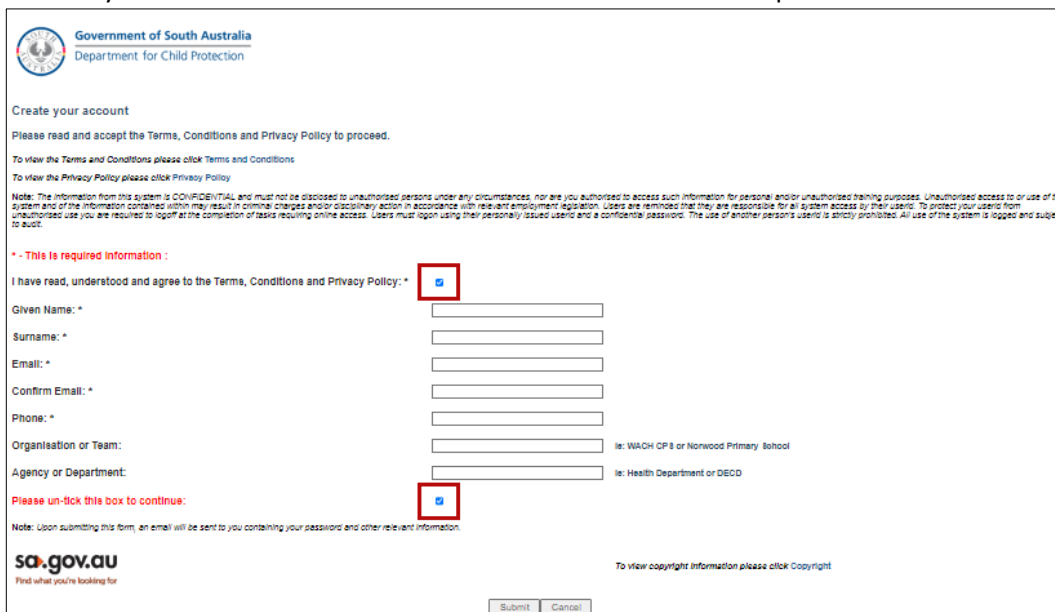
I have read, understood and agree to the [Terms and Conditions](#).
I have read and understood the [Privacy Policy](#).
I understand that it is an offence to access this system without proper authorisation and that individuals attempting unauthorised access will be recorded and may be prosecuted.

Please un-tick this box to continue.

Login

Child Abuse Report Line - call 13 14 78 Copyright

- Enter your details and click submit. Remember to read and respond to the check boxes.



Government of South Australia
Department for Child Protection

Create your account

Please read and accept the Terms, Conditions and Privacy Policy to proceed.

To view the Terms and Conditions please click [Terms and Conditions](#)

To view the Privacy Policy please click [Privacy Policy](#)

Note: The information from this system is CONFIDENTIAL and must not be disclosed to unauthorised persons under any circumstances, nor are you authorised to access such information for personal and/or unauthorised training purposes. Unauthorised access to or use of this system and of the information contained within may result in criminal charges and/or disciplinary action in accordance with relevant employment legislation. Users are reminded that they are responsible for all system access by their users. To protect your users from unauthorised use you are required to logoff at the completion of tasks requiring online access. Users must login using their personally issued users' and a confidential password. The use of another person's users' is strictly prohibited. All use of the system is logged and subject to audit.

* - This is required information :

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

Given Name: *

Surname: *

Email: *

Confirm Email: *

Phone: *

Organisation or Team: Is: WACH CP 8 or Norwood Primary School

Agency or Department: Is: 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.

sa.gov.au
Find what you're looking for

To view copyright information please click [Copyright](#)

Submit Cancel

2. Check your email for your password

- A password will be sent to the email address that you used to create your account. For security reasons, this password is complex so it is recommended that you copy and paste it into the password field on the login screen.
- Return to <http://www.reportchildabuse.families.sa.gov.au/> and login.



3. Change your password

Click “change my password”. You will need to change your password to be something that you will remember. Given the nature of the information you will be recording in eCARL, your new password should be complex ie include special characters, numbers, upper and lower case to make it difficult for someone else to misuse. Your password must have a minimum of 8 characters.

Welcome to the Department for Child Protection

Create a child abuse or neglect report using the Report Child Abuse service. Manage your account details.

Report child abuse
Create a child abuse or neglect report and submit it online to the Child Abuse Report Line. **Please note:** an account is required.
[Report child abuse](#)

Forgot my password
Reset your password by entering your email address. You will be sent a verification code and then a new temporary password.
[Forgot my password](#)

Create an account
Creating an account will enable you to submit child abuse or neglect reports online to the Child Abuse Report Line.
[Create an account](#)

Update my details
Update your name, your email address, your contact details and who you work for.
[Update my details](#)

Change my password
Change your account password.
[Change my password](#)

4. Begin your report

Click ‘Report Child Abuse’.

Welcome to the Department for Child Protection

Create a child abuse or neglect report using the Report Child Abuse service. Manage your account details.

SERVICES
[Report Child Abuse](#)

YOUR ACCOUNT
[Create an account](#)
[Update my details](#)
[Forgot my password](#)
[Change my password](#)

Child Abuse Report Line
13 14 78

Report child abuse
Create a child abuse or neglect report and submit it online to the Child Abuse Report Line. **Please note:** an account is required.
[Report child abuse](#)

Forgot my password
Reset your password by entering your email address. You will be sent a verification code and then a new temporary password.
[Forgot my password](#)

Create an account
Creating an account will enable you to submit child abuse or neglect reports online to the Child Abuse Report Line.
[Create an account](#)

Change my password
Change your account password.
[Change my password](#)

Child Abuse Report Line - call 13 14 78 [Privacy Policy](#) [Disclaimer](#) [Copyright](#)

5. Read the induction resources

Please ensure you read the induction training guides before recording an eCARL. This will ensure you understand the importance of providing as much information as you can and what information you should try to have on hand to assist you to record your report.

Report Child Abuse Create Report Drafts Submitted Logout

Government of South Australia
Department for Child Protection

What you can do

- [Create a report](#)
- [View draft reports](#)
- [View submitted reports](#)

Training Guides

- [Induction \(PDF\)](#)
- [Induction \(PowerPoint\)](#)
- [Help for new users \(PDF\)](#)

Your Department for Child Protection Account

- [Update your details](#)

Submit child abuse or neglect reports online to the Child Abuse Report Line

- your details

[Create Report](#) [Drafts](#) [Submitted](#)

6. Responding to the Initial and High-Risk Questions

- High Risk cases cannot be reported online. This is because high risk situations will need to be assessed as soon as possible.
- If you are instructed to call either SAPOL or the Child Abuse Report Line 131478, you must end the online report, and do so immediately.

7. Record the details of the report

- Add children and adults to the report by using the buttons on the left.
- Instructions for each question are on the right-hand side of the screen.

8. Continue and complete all questions

- Include as much information as possible when answering the questions as the information you provide will be used to assess the level of risk to a child or young person's safety.

- If you do not complete all sections of the report page, your report is considered incomplete and this message will appear:



This report is incomplete.

This report is incomplete. You have three options:

- 1. Save & 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.
- 2. Save & Return** - choose this option if you wish to continue working on this report now. The work you have done so far will be saved. 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.
- 3. Cancel** - choose this option if you wish to return immediately to the report. Any current changes to the report have not been saved.

Save & Close

Save & Return

Cancel

c. The details or questions you need to complete can be found at the top of the page.

Please make the following changes

- Please provide details about what happened.
- Please answer the background information question.
- Please answer the intervention orders question.
- Please answer the Family Court orders question.
- Please answer the worker safety question.

10. Review, Save and Submit

Once you have completed all the required fields, you will get the following message. Please read the information provided to ensure you choose the correct action. If you select either save option, your report will not be submitted however it will be available in the draft section for you to submit when ready.

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 & Close** - 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: **a draft report is your "work in progress"**. It will not be sent to the Child Abuse Report Line for assessment until the report is submitted as per option 1.
- 3. Save & Return** - choose this option if you wish to continue working on this report now. The work you have done so far will be saved.
- 4. Cancel** - choose this option if you wish to return immediately to the report. Any current changes to the report will not be saved.

Submit

Save & Close

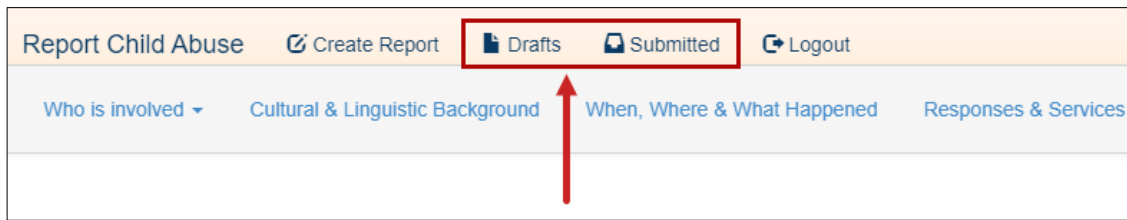
Save & Return

Cancel



11. Your drafts and Submitted reports

- a. You can review drafts and access submitted reports from the links at the top of the screen when you log in again.



Technical difficulties

If you are experiencing issues with accessing your account or submitting a report, please email:

feedback.carl@sa.gov.au

If you are unable to submit your report, please contact the Child Abuse Report Line on **131478** to submit your notification. Please advise the worker that you were unable to submit your report online and whether you have lodged a technical issue report via the feedback email above.

Version Control	
No.	2.0
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