

Key Contacts in Child Protection



CHILD PROTECTION INFORMATION SHEET

Child Protection Services

Child Protection Advice and Referral Service (CPAARS)

Telephone: 1300 737 639
Fax: (03) 6230 7821
Email: cpaars@dhhs.tas.gov.au

Child Protection Services (North)

Telephone: (03) 6336 2376
Fax: (03) 6336 2525

Child Protection Services (South)

Telephone: (03) 6230 7650
Fax: (03) 6230 7653

Child Protection Services (North West)

Telephone: (03) 6434 6308
Fax: (03) 6421 7821

In addition to the statutory services in Tasmania, there is a national telephone counselling service for stressed parents and carers available 24 hours a day:-

Child Abuse Prevention Services (CAPS)

Telephone: 1800 688 009

What to these services do?

Child Protection Advice and Referral Service (CPAARS):

This is a central statewide service for Tasmania that does most of its work via the telephone or email. It is not a face-to-face service and staff from CPAARS do not go out and see clients.

CPAARS is the 'entry point' for the statutory child protection service in Tasmania and staff receive enquiries and reports ('notifications') made during business hours Monday to Friday.

Outside normal working hours, calls to the CPAARS number are automatically switched through to Child Protection offices in the North, North West or South. Each local area provides a limited emergency after hours service for urgent child protection notifications or serious issues affecting children in care only.

As the after hours emergency service is limited, it is highly recommended that contact regarding the care and safety of children is made through CPAARS during business hours.

Child Protection Services offices in North, North West and South:

Professional Child Protection Workers in these offices are responsible for following up any of the notifications to CPAARS that require face-to-face discussion, risk assessment and planning. (*About 75% of all notifications are not referred on to the local offices, either because the matter is not serious enough for Child Protection Services to be directly involved, or because the matter is being managed and dealt with by other means.*) Local Child Protection Workers provide the following services:

- **Assessment Services** – teams which receive notifications assessed at CPAARS as requiring face-to-face follow-up and a protective investigation. Staff in Assessment also provide short term protective intervention, which may include application to the Court for legal orders
- **Case Management Services** – where longer-term protective intervention is required, responsibility for a child's case planning is transferred to members of one of the Case Management teams
- **Out of Home Care and Adoptions Services** – provide services to children in need of placement away from their birth family through the recruitment, training and support to carers and collaborative work with the Assessment and Case Management teams.