The following six practice maps are a visual representation of the phases and tasks of child protection intervention.

- Child protection phases
- Intake phase
- Investigation and assessment phase
- Ongoing intervention – Support service case
- Ongoing intervention – Child in need of protection
- Standard of care reviews and harm reports

Legend

Each map contains a legend that identifies the elements represented in each map.

<table>
<thead>
<tr>
<th>Map element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tasks are activities undertaken at defined points in a phase. An example of a task in the intake phase is gathering information.</td>
</tr>
<tr>
<td></td>
<td>A decision point within a phase. An example of a decision would be 'Is this matter a notification? - ‘Yes’ or ‘No’'.</td>
</tr>
<tr>
<td></td>
<td>Documentation of the tasks and decisions that are completed within a phase. An example of documentation at intake is a child concern report.</td>
</tr>
<tr>
<td></td>
<td>An action or outcome from a decision point that may lead to another phase. An example is when a notification is recorded and the response is to proceed to the investigation and assessment phase.</td>
</tr>
<tr>
<td></td>
<td>A structured decision making tool, that guides decision-making. An example is the screening criteria tool.</td>
</tr>
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Child protection phases

**Initial contact**

**INTAKE**
- receive information and child protection concerns
- inform the person providing the information about the role of the department and other relevant service providers
- screen the information to decide the appropriate departmental response and
- determine the appropriate timeframe for responding to a notification.

**INVESTIGATION AND ASSESSMENT**
- commence the investigation and assessment within the designated timeframe
- assess the safety of the child to determine any immediate harm indicators
- assess the harm/risk of harm
- assess the level of future risk of harm, determine whether a child is in need of protection and determine the appropriate type of ongoing intervention.

**ONGOING INTERVENTION**
- case manage intervention with the child and family
- identify and assess the child and parental strengths and needs
- undertake participatory and inclusive case planning
- coordinate and support the implementation of the case plan
- review and evaluate the progress made towards the case plan goal and outcomes until case closure
- develop, implement and review support plans for support service cases.

**PLAN**

**IMPLEMENT**

**ASSESS**

**REVIEW**

**Close**
Intake phase

Initial contact

Receive and gather Information

Child protection concern?

Yes

Response by the department

Screening criteria

Screened out

Screened in

Response priority

No

Are concerns about a child in out-of-home care?

Yes

Refer to matters of concern map

No

Documentation

Safe place movement record

Intake enquiry

Child concern report

Notification

Response

Moving a child to a safe place

Information and advice

Referral to other agencies

Information to police or other state authority

Child concern report response

Notification response

Refer to investigation and assessment map
Ongoing intervention – Support service cases

Assess

INVESTIGATION AND ASSESSMENT

Gather and assess information

Explore service options

Documentation

Case notes

Review

Plan

ASSESS

Prepare

Develop support plan

Distribute support plan to child and family, young person or pregnant woman

Documentation

Support plan

Response

Implement support plan

Improve implementation

Documentation

Support plan

Case notes

Implement

PLAN

Implement Support plan

Undertake case work

Monitor and record progress

Documentation

Case notes

Response

Ongoing intervention

Close
Ongoing intervention – Child in need of protection

(excluding long-term guardianship orders to any party).
Standard of care reviews and harm reports