

## **Tusla launches new online portal for reporting child protection and welfare concerns**

To support efficient, safe and secure making of reports of child protection and welfare Concerns, Tusla (The Child and Family Agency) have launched an online web [Portal](https://portal.tusla.ie/) (<https://portal.tusla.ie/>) for making reports of concern. This new portal currently allows Mandated Persons to register and report a concern online.

The facility for all other professionals/persons\* to register to submit reports will be added in the near future. \*[Check schedule 2 of the Children First Act 2015 to find out if you are a Mandated Person.](#)

### **Submitting a Report**

This is now be the main method\* to submit a report of a Child Protection and Welfare Concern to Tusla issues.

The Portal should be used to report all types of child protection and welfare concerns i.e. (a) mandated reports of child harm and (b) reasonable grounds of concern. You cannot currently submit Retrospective Abuse Report Forms (RARFs) using the web portal so please do so through the current existing method\*. All personnel are advised to watch the video guide (<https://youtu.be/9nux91Ce5yM>) for the online portal.

\*The existing method for reporting can be used in the event of any issues with online access or portal <http://www.tusla.ie/children-first/report-a-concern/>

### **How to use the Tusla Portal**

Each individual must first Register as a user on the Portal –the current list of professionals on the portal are those listed as mandated reporters for the purposes of the Children First Act 2015. However, all other professionals can register using the ‘other’ category.

The online report consists of 10 separate screens (through which you will be navigated) where information is inputted. Before commencing an online report it is advised that you gather the relevant information in advance. Once an online report commences the user will have 24hrs to submit to Tusla before data inputted is wiped, in line with data protection best practices. If it is a joint report, the online report has a screen for the reporter to complete the details of another professional.

Once a report is submitted to Tusla the reporter will receive an email within one (1) day confirming the report has been submitted successfully. If you do not receive this email you should consider your report as not received and contact your local Tusla office directly to clarify. For data protection reasons, no personal information (including the name or initials of the child) will be kept on the portal. The portal will only retain a high level record of your submission (Reference Number).

Please note: Where multiple reports are made by an individual, it is advisable to keep a record of the relevant Reference Number provided that is associated to the child for which the report of concern has been made. At present there is no capacity to print a copy of the report form from the online system. Tusla have advised that in the event the reporter wishes to receive a copy of the report submitted then they can contact their local Social Work Office and, using the reference number provided, request one to be posted to them.

This is the first iteration of the Tusla portal and Tusla will be reviewing the portal functions (and have already noted areas e.g. print function for reporters) for development that will be made to the portal in another release, at a later date.

All personnel are reminded to make themselves familiar with the Children First Act 2015 and relevant guidance materials available at [www.hse.ie/childrenfirst](http://www.hse.ie/childrenfirst) and <http://www.tusla.ie/children-first>.