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## INFO SHEET FOR SERVICE PROVIDERS

### Who to ask for help?

You are not alone. If you have a concern but are not sure what to do, talk to your colleagues, your manager, a supervisor, or a Subject Matter Expert.

### Resources to help you

Australian Red Cross [COVID-19 Pandemic](#)

Australian Institute of Family Studies  
[Reporting Child Abuse and Neglect](#)

Australian Institute of Family Studies  
[Coronavirus Response: Resources for families](#)

Australian Childhood Foundation [Staying Connected With Our Children](#)

SNAICC [COVID-19 resources for children, families, communities and services](#)

World Health Organisation [Helping children cope with stress during the 2019-nCoV outbreak](#)

UNICEF [Coronavirus disease \(COVID-19\): Tips and guidance for families](#)

Early Learning Nation [A parent's guide to surviving COVID-19](#)

Department of Social Services [Family Safety Pack](#)

Services Australia [Social and Health Payments and Services](#)

Beyond Blue [Coronavirus Mental Wellbeing Support](#)

## Child Protection in the context of COVID-19

Families and communities are under significant additional stress at the moment. Many are facing financial stress, food insecurity, unemployment, housing instability, health concerns for themselves and loved ones, disrupted routines, children home full time, concerns for their children's education, increasing anxiety and mental health issues, and in some cases increased risk of family and domestic violence. All of these factors can have a negative impact on parenting and may lead to increased child welfare concerns across all parts of our community. For some children, school and childcare are important protective factors, as home is not always safe.

### So what can you do to help?

If you are working with families, or individuals who have responsibilities caring for children, ask them how they are going? How are the kids? How are they planning to get everyone safely through the next few months? What is their plan if things start to get difficult? Who will they ask for support? Do they know about the support and resources available to help them? Who will care for the children if one or both parents/carers become sick and go into quarantine or are hospitalised?

Support families to maintain simple routines and regular opportunities to relieve stress. Offer to assist with referrals, and make a plan to check in regularly to offer support and see if things have changed. Be aware of support available to families, as well as your local child protection processes regarding children left without a carer due to the carer being hospitalised.

### Act on concerns

If you have a concern for a child don't ignore it. At times like this - where people are social distancing and self-isolating, and children have less contact with external supports like schools, childcare and extracurricular activities - there is an increased potential for children at risk will go unnoticed. So don't ignore your concerns. If in doubt make a report, and take appropriate steps to ensure the child is safe. It is important you are clear on your reporting obligations, your organisation's reporting processes and the mechanisms for making a child protection notification in your jurisdiction.