Transcript of video

[Background music]

[**On screen:** Title appears on the screen: CARE Services Help-‘Tips for reporting a concern’]

Here are some tips for reporting a concern about a child or young person using CARE Services.

[**On screen:** The title screen fades out and a person icon for a Care services account appears.

To complete any form in CARE Services, you need a CARE Services account.

[**On screen:** The person icon fades out and a CARE Services help video ‘Register through my account’ appears with the person icon included]

If you do not have a CARE Services account, check out the video "Register through my account".

[**On screen:** The Care Services Register start screen fades and the Get Help using Care Services web page appears.]

There are more videos on the CARE Services help pages that may be useful.

[**On screen:** The ‘Get Help using Care Services’ web page screen fades and 4 video titles are presented. The screen zooms into the ‘Login to CARE Services’ title.]

If you already have a CARE Services account, you can start the reporting process by first logging into your account.

[**On screen:** The ‘Login to CARE Services’ video screen disappears and the CARE Services home screen is displayed zooming in to show the CARE Services URL being typed.]

Go to careservices.nt.gov.au

[**On screen:** The screen zooms out to display the navigation. The cursor moves to ‘My Account’. The CARE services login page is displayed.]

Select my account and login to your account.

[**On screen:** The CARE Services homepage is displayed again. The image of someone holding a mobile phone, labelled ‘Report a concern’ on the left of the screen is highlighted.]

Once you log in, go to the home page and select report a concern.

## Section 1: Before you start

[**On screen:** The home page fades out and the ‘Report a concern’, ‘before you start’ screen is displayed. 7 sections are listed on the left side of the screen. The first section is highlighted to the part of the form is displayed. Important information is highlighted in a box at the top of the screen.]

The report has seven sections.

[**On screen:** The 7 sections are highlighted.]

You will need to work through each of these sections.

[**On screen:** The highlight disappears and the sections that include mandatory questions are highlighted.]

Each section has some mandatory questions.

Make sure you complete these before moving to the next section.

[**On screen:** The screen scrolls down to display all content in the first question of the form. The print, save for later and create pfd buttons are highlighted at the end of the display]

As you work through the form, you can print, save your work or view as PDF.

[**On screen:** The cursor moves to the next button above the page controls on the right of the screen]

Scroll to the end of the page to find these controls.

## Section 2: Who you are

 [**On screen:** Section 2 ‘Who you are’ screen is displayed. The section is highlighted in the left menu. The content is in the middle of the screen.]

The second section, "Who you are",

[**On screen:** The first part of the ‘Who you are’ screen is highlighted focusing on the first compulsory question and the cursor clicks the ‘professional’ option.]

asks you to indicate if you are a member of the public or a professional completing the form.

[**On screen:** The cursor moves out of the way and displays the completed compulsory question.]

This is a compulsory question.

Questions for professional reporters are slightly different to questions for members of the public.

[**On screen:** The screen scrolls down to the next compulsory question in this section of the form. The name of a child is entered into the boxes provided]

In this section, you are required to provide details of the child or children who you are reporting your concerns about.

[**On screen:** The cursor goes to the plus button on the right side of the screen and clicks it. Another box is displayed for the name of another child to be entered. The ‘add’ icon is highlighted. A name of a second child in the same family is entered.]

If there is more than one child in the same family, you can include all children by clicking the add icon.

[**On screen:** The cursor moves to the confirm button.]

Click confirm when the children are listed.

[**On screen:** The screen scrolls up and down showing the response to clicking confirm. The names of both children are now displayed for most questions. You need to indicate if you are answering for one or both children in the questions]

You will notice that both children are now listed in all questions.

This enables you to provide the same information for both children or customise the information for specific children.

[**On screen:** The screen scrolls to the top of section 2 and selects the option to answer for both children]

Scroll up to the top of the page to begin this process.

[**On screen:** The screen scrolls down to the last part of the section labelled ‘acknowledgement’.]

The last compulsory item on this page is the acknowledgement.

[**On screen:** The cursor moves to the button in front of the acknowledgement statement and clicks it. The cursor then moves to the bottom right of the screen and selects the ‘next’ button.]

Ensure you acknowledge that in specific legal circumstances your identity may be shared.

## Section 3: Reporter details

 [**On screen:** The section 2 screen fades away and the section 3 screen labelled ‘Reporter details’ is displayed. At the top of the screen is information in a coloured box. Under the box is the ‘Login or Register’ button.]

In Section 3, "Reporter details"

If you have logged in, you need to provide appropriate responses.

If you have not yet registered or logged in, you can do this now.

[**On screen:** The cursor moves to the ‘login or register’ button which changes colour.]

Select login or register.

[**On screen:** ‘The screen changes. ‘Your details’ with a number of details required to be completed is displayed at the top of Section 3. The ‘your details’ are highlighted.]

The details for professional reporters include your role, organisation and contact details.

[**On screen:** The empty details screen fades and a ‘your details’ page with completed information is displayed. The screen scrolls down showing the details.]

If you have an existing account, when you log in, your details will display in this section.

[**On screen:** The ‘professional details section is highlighted.]

Professional reporters will need to indicate where they work.

[**On screen:** The information in this section is then entered.]

Please complete your details using the options provided.

[**On screen:** Details entered include the professional work area: police; the appropriate NTG department available from drop down lists.]

If you already have an account, your professional details will be displayed.

[**On screen:** The screen scrolls down section 3 of the form to show what needs to be completed with the cursor clicking on a range of information presented.]

Reporters from the general public need to complete all compulsory items.

[**On screen:** Various questions in the form are being completed. When the details are completed, the cursor moves to the ‘next button’ on the bottom right of the screen.]

Continue working through the details on this page so that follow-up contact is possible if required.

[**On screen:** The completed details for the section 3 page are displayed. The next button is then clicked]

If you have not logged in at Section 3, you will not be able to progress any further in this form.

## Section 4: Child’s Details

[**On screen:** The section 3 screen fades away and the section 4 screen labelled ‘Child’s details’ is displayed. This section is highlighted in the left hand menu.]

Section 4 focuses on the child's details.

[**On screen:** The screen scrolls down to the first section’ Who is this information about?’. The cursor appears at the drop down list available for answering this question displaying the list of possible responses.]

In the first section, "Who is this information about?" Your answer to the question will be determined by the type of report you are making.

[**On screen:** The cursor moves down the list of possible responses to choose ‘as a service provider/professional’ which is then highlighted.]

If you are a professional making the report, answer the first question, "I am submitting information" by selecting "As a service provider/professional". This will display automatically if you have registered as a professional.

[**On screen:** The cursor changes to a different item in the drop down menu and highlights ‘About a child/young person I have concerns about’.]

If you are a member of the public, select, "About a child/young person I have concerns about”

[**On screen:** The screen fades and the next question is the focus. The content is completed and ‘copy to all’ is clicked.]

You can click copy to all if you wish to copy this response for all children.

[**On screen:** The screen scrolls through the rest of the content to be completed in this section and various boxes have details entered.]

You will need to include either the date of birth, if known, or an approximate age. This is required.

Next, record the child's gender and indicate the indigenous status, if known.

[**On screen:** The ‘Address’ section of the screen is displayed. Important information that is needed is highlighted using a large asterisk]

Complete the address details of the children. You will need to complete all fields, not just the mandatory fields.

[**On screen:** Address details begin to be completed. The ‘find address’ button is then selected.]

If you are not sure about the complete address details of the children, you can search for the addresses by providing as many details as possible. Click find address.

[**On screen:** The screen changes to display a ‘select an address’ drop down menu. The list of addresses are displayed.]

You will see the address option.

[**On screen:** An address is chosen and an address is displayed. The outcome is highlighted.]

Choose the one that relates to the children's address.

[**On screen:** The screen scrolls down to information details for the second child.]

Once complete, If you are reporting concerns for more than one child now, complete the relevant information.

[**On screen:** A second address box appears and ‘copy address from previous person’ is selected. The same address is displayed.]

You can copy the address for the next child by clicking copy address from previous person.

[**On screen:** The screen scrolls down to show more details being entered.]

If you have additional details about the child's language, background, schooling, and any other details, please include this information.

[**On screen:** At the bottom of the screen the final section is displayed ‘Reference details’. The yes box is selected and more details to be included are displayed and then highlighted.]

If you are a professional, ensure you provide the appropriate reference or ID.

[**On screen:** The cursor moves to the first box to be completed ‘reference number’ and a drop down menu is displayed. The ‘Promis’ value is selected. The cursor then moves to the next button at the bottom right of the page ]

For professional reporters, there are a range of values that can be included such as Promis

ID, patient number, student number, etc.

## Section 5: Worries and what’s working

[**On screen:** The section 4 screen fades away and the section 5screen labelled ‘Worries and what’s working’ is displayed. This section is highlighted in the left hand menu. .]

Section 5, "Worries and what's working", asks you to list your concerns.

[**On screen:** The cursor moves through the section ticking answers to questions as required. Dates are chosen from a calendar tool, ‘unknown’ is entered into a text box.]

If you don't know the answer to these questions, respond with unknown.

[**On screen:** The screen scrolls down through all the questions displayed on the page. Each question has an option to respond for both children. At the end of the section, the next button is selected.]

Provide as much information as possible. Ensure you complete the mandatory fields.

## Section 6: Parents or carers

[**On screen:** The section 5 screen fades away and the section 6 screen labelled ‘Parent/carer details’ is displayed. This section is highlighted in the left hand menu. The cursor moves to the top of the screen and selects one indicating that the details for one parent/carer will be provided.]

Section 6 requires information about the child's parents or carers.

[**On screen:** The screen scrolls down through the information required for one parent or carer stopping at the last of the questions.]

Complete the details for at least one parent or carer.

[**On screen:** The next button at the end of the screen is then selected.]

Ensure the two compulsory questions on this page are answered.

## Section 7: Submit and Acknowledge

[**On screen:** The section 6 screen fades away and the section 7 screen labelled ‘Privacy notice and submit’ is displayed. This section is highlighted in the left hand menu. .]

Section 7 is where you submit your notification.

[**On screen:** The cursor moves to tick the boxes for the two compulsory questions. The screen scrolls to the bottom of the section to show the ‘submit notification’ button.]

Ensure you complete the compulsory acknowledgements before selecting submit notification.

[**On screen:** The button is ticked and then a ‘Submit notification’ box is displayed over the section’]

You will be given an opportunity to review your answers.

[**On screen:** Cursor moves to the submit button which changes colour and the box disappears.]

Click submit to finalise the notification.

[**On screen:** A thank you screen is displayed. The screen contains a unique reference number highlighted at the end of the thank you message.]

After submitting your notification, you will receive a thank you message with a unique reference number.

You may wish to save the reference number as you may be contacted by the central intake team to follow up the notification.

[Background music begins]

[**On screen:** The CARE Services Help and NTG branding appears.]