



The Department of Communities & Justice (DCJ) have upgraded their mandatory reporter guide and electronic database. ChildStory is an information technology system which places each child supported by the child protection system at the centre of their story with a network of family, carers, caseworkers and other service providers around them.

The ChildStory Reporter website is the new portal for mandatory reports to be made to DCJ. This portal will provide mandatory reporters with a single location to:

- run the MRG and then directly submit the report to the Child Protection Helpline if this is the outcome
- access support resources
- access status updates on previously submitted reports.

Mandatory reporters can now register to submit a child protection report (eReport) directly through this website. Once registered, mandatory reporters:

- [Can create eReports after running the MRG](#)
- Will be notified by email when there is a change of status for one of their reports
- Can log in to the ChildStory Reporter Community website to see the status of any previous reports they have submitted.

Mandatory reporters are encouraged to register for the new Reporter Community. You can register by [following this link](#) or [learn more about it here](#).

If you have technical issues when signing up, please email childstory.support@facfs.nsw.gov.au or call them on [1300 356 696](tel:1300356696) with any technical queries. Please note, this team is a technical support team only and you will not be able to make a report to them.

If you have any further questions please contact the Office for Safeguarding on 7256 221.