



Thank you for contacting our Advice and Information service. When contacting us by email, please include the information requested in this document. It is worth taking the extra few minutes to provide this information, as enquiries that do not provide sufficient information may not be able to be progressed.

Required information for email enquiries

About your concern:

1. What is your name?
2. Who is the concern about? If it's not you, what is the person's name?
3. If this is about a child or young person, what is their date of birth? If you do not know this, please give the age of the child or young person.
4. Is this about a group of children or young people?
5. What is the main issue you are worried about?

What is happening now:

6. Is this something that is happening now (i.e. ongoing) or something that has already happened (i.e. in the past)?
7. Is anyone worried about a child's immediate safety or wellbeing right now?

Context and responsibility:

8. Which organisation or service (if any) is involved?
9. Have you already raised this concern with that organisation?

Child's perspective and desired outcome:

10. What would you like to change or be different as a result of raising this concern?
11. If you are contacting us on behalf of a child or young person, do they know you are getting in touch?

Contact and consent:

12. How would you prefer us to contact you? (Please ensure that these contact details are included in your email.)
13. Do you consent to our office storing and, where appropriate, sharing this information to help consider your concern?
14. If the child or young person is old enough to understand the information provided to them, do they also consent?