

	INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY	
	Chapter 3: Hotline Section 01: Receiving Reports of Child Abuse and/or Neglect (CA/N)	
	Effective Date: January 1, 2026	Version: 9

POLICY OVERVIEW

Making a report of suspected Child Abuse or Neglect (CA/N) to the Indiana Department of Child Services (DCS) Child Abuse and Neglect Hotline (Hotline) is a critical first step for DCS to assess the child's safety.

POLICY STATEMENT

The Hotline is available 24 hours per day, seven (7) days per week. The reporter may reach the Hotline:

1. At the toll-free telephone number (1-800-800-5556),
2. By email (DCSHotlineReports@dcs.in.gov), or
3. By fax (317-234-7596 or 317-234-7595).

In Indiana, anyone who suspects CA/N is a mandated reporter. A reporter of CA/N is protected from any civil or criminal liability if the report is made in good faith.

DCS will help anyone make a CA/N report in person. If the reporter is unable or unwilling to call the Hotline, DCS will take the CA/N report and forward the allegations to the Hotline.

LEGAL REFERENCES

- [IC 31-33-5: Chapter 5. Duty to Report Child Abuse or Neglect](#)
- [IC 31-33-5-1: Duty to make report](#)
- [IC 31-33-5-2: Report; notification of individual in charge of institution, school, facility, or agency](#)
- [IC 31-33-5-3: Effect of compliance on individual's own duty to report](#)
- [IC 31-33-7: Chapter 7. Receipt of Reports of Suspected Child Abuse or Neglect](#)
- [IC 31-33-18: Chapter 18. Disclosure of Reports; Confidentiality Requirements](#)