

Kids Urgent Concern Helpline

If your child is in hospital and you're worried they're getting worse, the Kids Urgent Concern Helpline can help.

It gives an independent assessment of your child's care and works with the hospital to act on your concerns.

It is free, easy to use and available 24/7 via phone or video call.



13 82 45

Available 24/7

Step 1: Ask your nurse or doctor for help. They are there to help you.

Speak to your nurse or doctor:

- if you're worried that your child is getting worse.
- when your child has new symptoms.
- when you have concerns about your child's care.

All hospitals have a process to help you if you're worried that your child is getting worse. We want you to be involved in your child's care. You know your child best.

Step 2: If you're still feeling worried, stay at the hospital and call 13 82 45.

The Kids Urgent Concern Helpline will listen to your concerns and assess your child's needs. They will make a plan with you and stay in contact with you until you feel comfortable with your child's care.

When you call, you'll need to provide:

- your name and relationship to the child
- the child's name and date of birth
- details of your location at the hospital
- your contact number.

When not to use the Kids Urgent Concern Helpline

It is not available when you're at home or if your child is over 18.

It is not available for children whose main reason for being in hospital is related to their mental health.



The Kids Urgent Concern Helpline is a Safer Care for Kids initiative

To receive this document in another format email the Department of Health at
[<emergencycarereform@health.vic.gov.au>](mailto:emergencycarereform@health.vic.gov.au)

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.
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