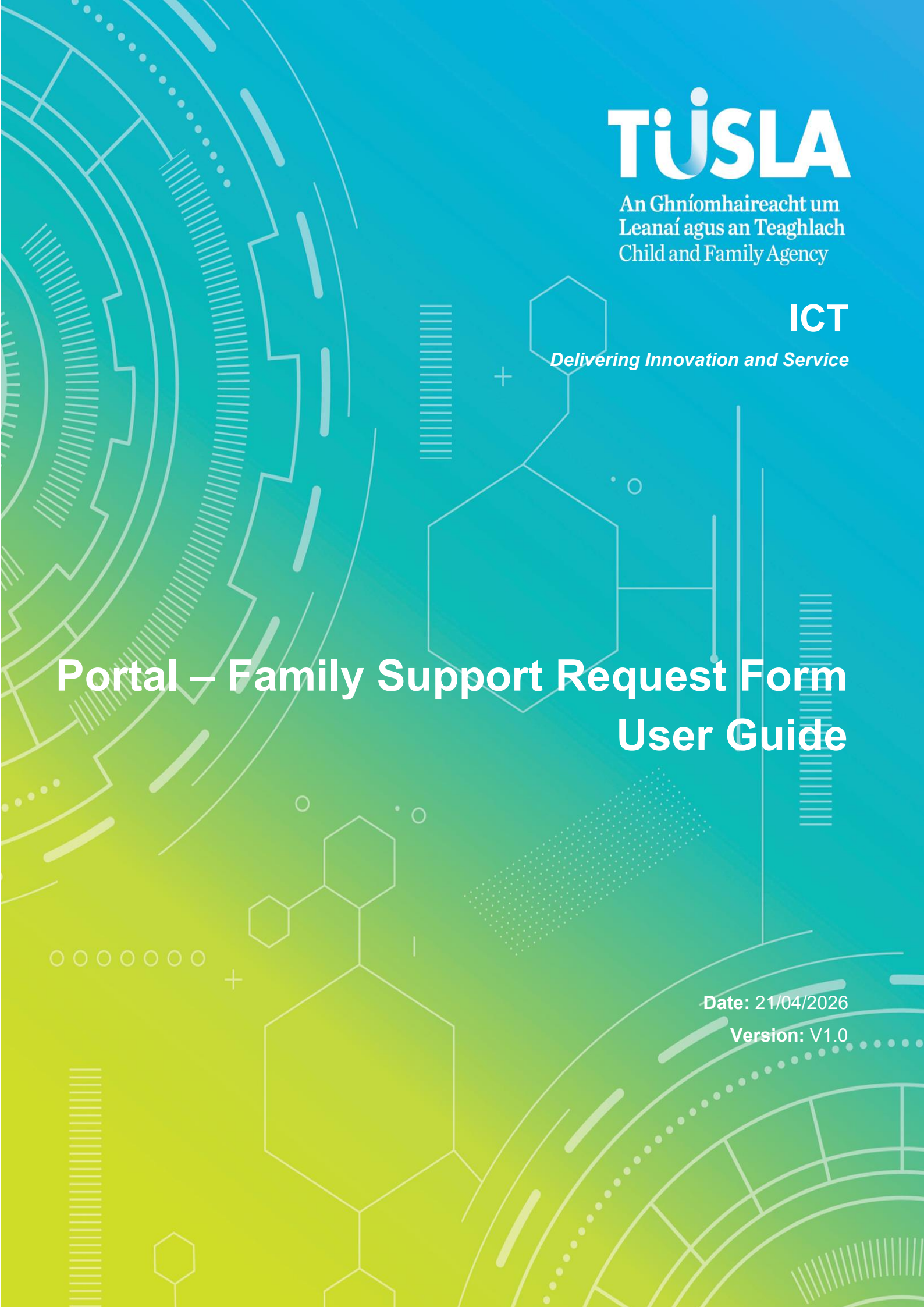




TÚSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

ICT

Delivering Innovation and Service

Portal – Family Support Request Form User Guide

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1. Introduction

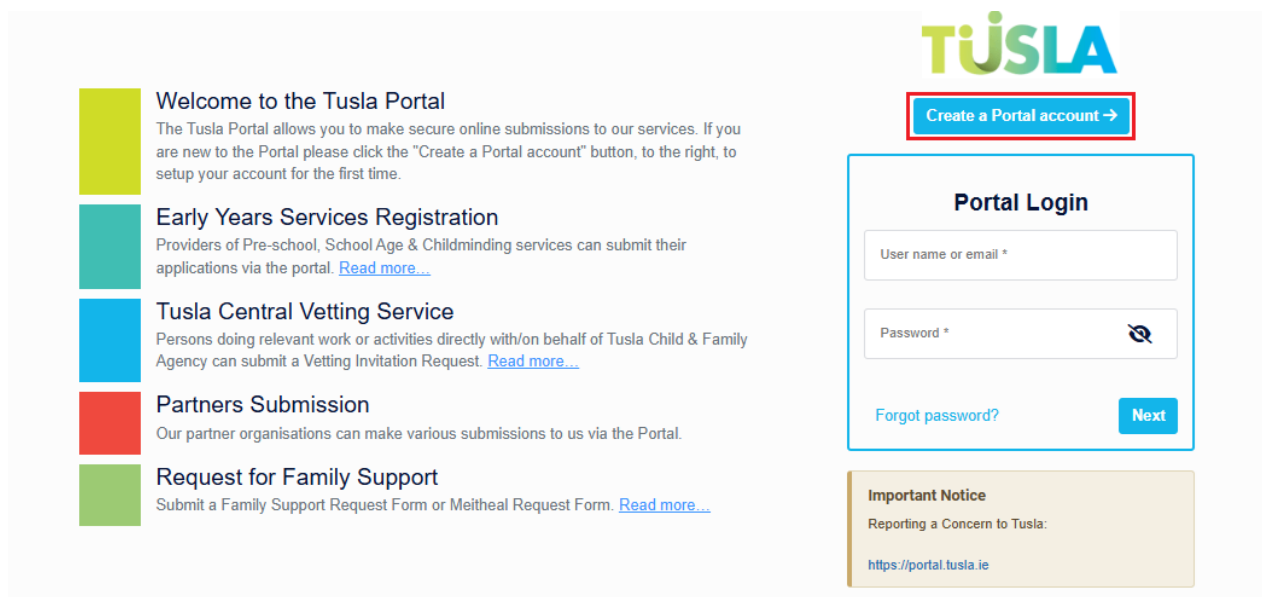
Family Support facilitates the provision of one service at any one time so that children and families can be effectively supported. The **Family Support Request Form** has been developed by Tusla to enable parties connected to a child, e.g. parents, carers, teachers to request Family Support.

2. Getting Started

To use the Family Support Request Form, you will need to register as a user. This will only need to be done once.

2.1. Registering as a User

To register for an account, go to <https://submissions.tusla.ie> and click on ‘**Create a Portal Account**’.



The screenshot displays the Tusla Portal homepage. On the left, there is a list of services with corresponding colored squares: a yellow square for 'Welcome to the Tusla Portal', a teal square for 'Early Years Services Registration', a blue square for 'Tusla Central Vetting Service', a red square for 'Partners Submission', and a green square for 'Request for Family Support'. Each service has a brief description and a 'Read more...' link. On the right, the 'TUSLA' logo is at the top, followed by a red-bordered button that says 'Create a Portal account →'. Below this is a 'Portal Login' section with input fields for 'User name or email *' and 'Password *', a 'Forgot password?' link, and a blue 'Next' button. At the bottom right, there is an 'Important Notice' box with the text 'Reporting a Concern to Tusla:' and the URL 'https://portal.tusla.ie'.

STEP 1 – Consent

Once you have read and agree to consent to the content of this section, click on the ‘I Consent’ checkbox. Then click on ‘**Next**’.



Create a Portal account

Step 1 - Consent

Step 2 - Personal

Step 3 - Verification

As a user of the Tusla Portal please confirm by ticking the box below that you consent to Tusla processing your personal and/or sensitive personal data in compliance with current applicable data protection legislation as per the [Tusla web portal data privacy statement](#).

As a Tusla Portal user you have a responsibility to submit valid and truthful data. For Child Protection reports, if it transpires that a report you submit is false, malicious, vexatious, or frivolous, Tusla reserves the right to deny you access to the Portal and may be required to make a complaint to An Garda Síochána under section 5 of the Protections For Persons Reporting Child Abuse Act, 1998.

☐ I Consent

Back

Next

STEP 2 – Personal

Enter the contact details. Please note that fields marked with * must be completed.

Email addresses and passwords will need to be entered twice for confirmation.

The following is guidance on password creation:

Your password must include:

- ⊗ Passwords must have at least one digit ('0'-'9').
- ⊗ Passwords must have at least one lowercase ('a'-'z').
- ⊗ Passwords must have at least one uppercase ('A'-'Z').
- ⊗ Passwords must have at least one non-alphanumeric character.
- ⊗ Passwords must be at least 8 characters.

Then click on 'Next'.



Create a Portal account

Step 1 - Consent

Step 2 - Personal

Step 3 - Verification

Email Address and Password

Email address *

Confirm email address *

Password *

Confirm password *

Name and Work Address

First Name *

Last Name *

This field is required.

Work Address line 1 *

Work Address line 2

Town / City *

Select County *



Eircode

Landline telephone

Previous

Next

STEP 3 – Verification

Mobile phone verification is used for initial registration and for whenever you log on to the Portal. Enter the mobile phone you wish to use for verification. Then click on 'Send'.



Create a Portal account

Step 1 - Consent

Step 2 - Personal

Step 3 - Verification

Mobile Verification

The Portal uses mobile phone verification to help ensure that our users are legitimate (just like online banking).

This means you will receive a code to your mobile phone each time you log in to the Portal.

This safeguards your security on the Portal.

IE +353

Mobile number *

Send

Previous

Tick the 'I'm not a robot' checkbox and enter the code which you receive on your mobile. Then click on 'Verify'.



Create a Portal account

Step 1 - Consent

Step 2 - Personal

Step 3 - Verification

Mobile Verification

The Portal uses mobile phone verification to help ensure that our users are legitimate (just like online banking).

This means you will receive a code to your mobile phone each time you log in to the Portal.

This safeguards your security on the Portal.

IE +353

861111111

Resend



I'm not a robot



We've sent you a code.

Enter Code *

Verify

Previous

To complete registration, click 'Register', then click OK in the 'Successfully registered' dialog box. A confirmation email will be sent to the email address you provided. Open the email and click on the link and you will then be able to log in to the Portal and make submissions.

Click the **Register** button to create your Portal account.

Previous

Register



Successfully registered

You will now receive an email to your registered email address with a validation link – you must verify that you have access to the email address before you can login to the Tusla Portal.

Ok

2.2. Logging In

Once you have successfully registered, you can return to <https://submissions.tusla.ie> and log in.

Enter your email address and password previously registered and click on '**Next**'.

(You only need to register once so from this point on, you can access the Portal by logging on using your email address and password.)

Portal Login

User name or email *

Password * 

[Forgot password?](#) **Next**

A code will be automatically sent to your mobile phone in a text message. The screen below is then displayed. Enter the code and click '**Continue**' to complete the Login process.



We have sent a code to your mobile number *****

Remaining time: 286 sec. [Continue](#)

2.3. Navigating The Portal

2.3.1. Accessing the Family Support Request Form

Once logged into the Portal, click on 'Family Support Request Form'.


[Home](#)
[My Forms](#)
[My Messages \(0\)](#)
[Contact Us](#)


Welcome to the

TUSLA PORTAL

The Tusla Portal allows members of the public, service users, professional persons, partners, schools, childminders and early years providers to securely interact with Tusla. All information entered on the Portal is safely and securely managed.

Please click the link in the Forms Panel below for the form you wish to submit to TUSLA.

 Please DO NOT INCLUDE PERSONAL DATA in an email other than your contact information.

Early Years Forms



[Childminding Application Form](#)

[Pre-School or School Age Application Form](#)

Family Support



[Family Support Request Form](#)

[Meitheal Request Form](#)

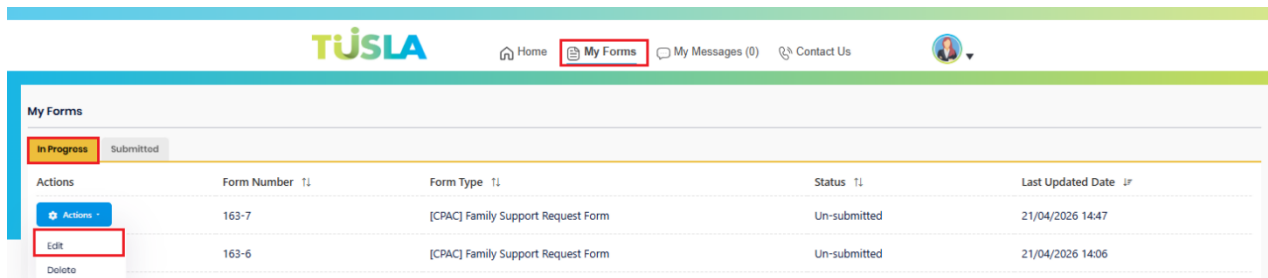
Other Forms



[Garda Vetting Form](#)

2.3.2. Accessing 'In Progress' Forms

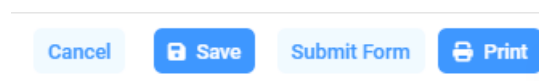
Any saved forms that have not been submitted, can be accessed in My Forms -> In Progress. To edit these, go to Actions - Edit.



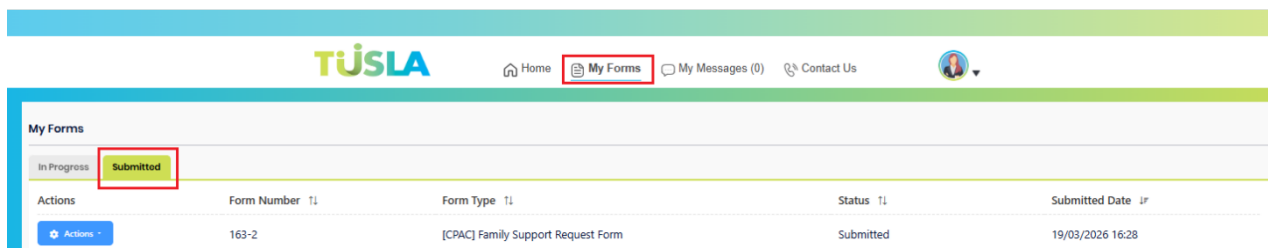
3. Completing the Form

3.1. General

3.1.1. Controls



- The form will auto save on completion of each section but can be saved manually at any stage by clicking '**Save**' at the bottom of the screen.
- To print a copy of the form for your records, click '**Print**'.
- Click '**Submit Form**' to submit the completed form.
 - A popup will be displayed confirming successful submission.
 - An email should be received within 1 day confirming the form has been successfully received by Tusla. If this email is not received, contact the relevant Tusla person directly.
 - The form will be available under My Forms → Submitted for 4 days after submission.



A form can have any one of the following Status types:

- Un-submitted - The form has been saved but not submitted.
- Submitted - The form has been submitted and is queued for processing.
- Accepted - The form has been accepted on Tusla's internal system.
- Rejected - If a form has the Rejected Status, Tusla will contact you.

3.1.2. Validation

Fields marked with * are required to be completed before the form can be submitted.

When all mandatory fields within a section have been completed,  will be displayed beside the Section heading.

All sections except Instructions and Finish must have this tick to successfully submit the form.

Where mandatory fields remain to be completed or fields do not meet the required validation, on submitting, the section containing the fields with issues will be highlighted in red and the text '* This field is required' will appear below the field.

4. Details of Child/Young Person requiring a Family Support Service

First Name *

* This field is required
0 of 100

Last Name *

* This field is required
0 of 100

Alias (also known as)

0 of 100

Do you know the date of birth? *

☐ Yes
☐ No
☐ Unborn

* This field is required

Gender *

Select

* This field is required

3.1.3. Expanding and Collapsing Sections

All sections in the form can be expanded and collapsed.

Family Support Request Form: [163-5]

Expand All Sections

3.2. Completing The Form Sections

3.2.1. Instructions

The first section is the ‘Instructions’ section which contains general guidance on completing the form.

3.2.2. Relationship

If you are the child/young person’s parent/current carer, then select ‘Yes’ in this field and select your relationship to the child/young person from the dropdown list.

1. Relationship

Are you the child/young person's parent/current carer? *

☒ Yes
☐ No

Relationship to child/young person *

Select

Select

Father

Mother

Guardian

Relative

Foster Carer

2. Tusla Network Details

3. Details of Submitter

If you are not the child/young person’s parent/current carer, then select ‘No’ in this field and, if a parent/carers has agreed to this request and is willing to be contacted by a Tusla member of staff, then tick this box. It will not be possible to proceed with completing the form unless this box is ticked. When the box is ticked, select the relationship from the dropdown list between the person who has agreed to the Family Support request and the child/young person.

1. Relationship

Are you the child/young person's parent/current carer? *

☐ Yes
☒ No

☒ Please confirm that a parent/carers has agreed to this request and is willing to be contacted by a Tusla member of staff *

Please indicate the relationship between this person and the child/young person *

Select

Select

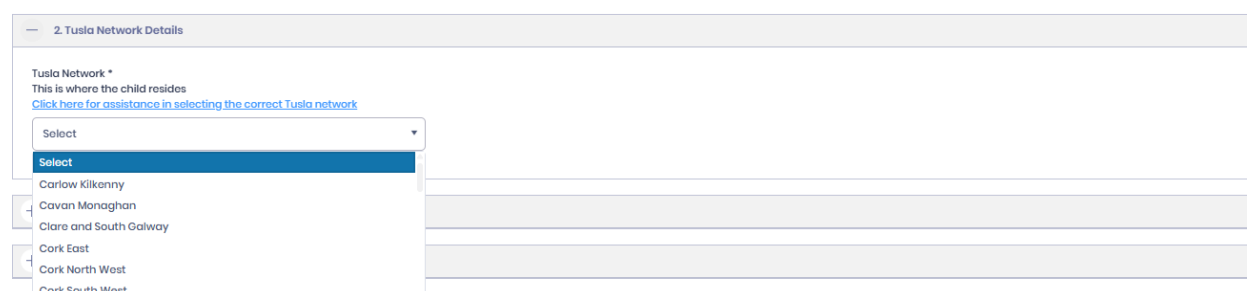
Parent

Carer

Guardian

3.2.3. Tusla Network Details

The Tusla Network is the network within which the child resides. There is a link to the Tusla website which provides guidance in identifying the correct Tusla network.



3.2.4. Details of Submitter

If 'Yes' has been selected to the question 'Are you the child/young person's parent/current carer?', then the fields in this section will not be displayed as the information will be captured under 5. Family/Household Composition.

If 'No' has been selected to the question 'Are you the child/young person's parent/current carer?', then the following fields are displayed and are populated from your user profile (if completed):

- First name
- Last name
- Email
- Mobile
- Telephone
- Organisation
- Position held
- Address fields

If the details in these fields are changed then your user profile will also be updated once the form is submitted.

3.2.5. Details of Child/Young Person requiring a Family Support Service

Enter the child/young person's First Name, Last Name and Alias if they have one.

If you know the date of birth, select 'Yes' to this question and enter the date of birth.

If you do not know the date of birth, select 'No' to this question and enter an estimated age.

If the child is unborn, select this option and, if known, enter the expected due date. (Non-mandatory)

Select gender from the dropdown list.

If the child's address is within the Republic of Ireland, select 'Yes' to this question.

Type the address or Eircode into the address box. If the address is not found, an option to add address manually will be displayed for selection.

If the child's address is not within the Republic of Ireland, select 'No' to this question. Enter the address into the address fields that are displayed.

If known, enter the pre-school, school or other education centre. (Non-mandatory)

If the address of the pre-school, school or other education centre is known, select whether it is within the Republic of Ireland and enter the address. (Non-mandatory)

If it is known that the child/young person or parent/carer needs an interpreter and/or requires signing, tick the checkboxes as appropriate. (Non-mandatory)

3.2.6. Family/Household Composition

In the Family/Household Composition section, a row each for the Mother and for the Father of the child is automatically displayed.

Scenario 1: If 'Yes' has been selected to the question 'Are you the child/young person's parent/current carer?' and 'Mother' or 'Father' is selected under 'Relationship to child/young person', then the 'First Name', 'Last Name' and 'Mobile/Telephone' fields are automatically populated from your user profile in the Mother or Father row as appropriate.

5. Family/Household Composition

As these fields are mandatory, if mother or father's name are not provided, please enter one of the following options: Unknown/Not provided/Not applicable in the relevant field/s

First Name *	Last Name *	Relationship *	Household Member	Date of Birth / Estimated Age	Deceased	Mobile / Telephone	Who Agreed to the Request? *	Actions
MotherFirstName	MotherLastName	Mother	☐		☐	+353861111111	☐	
		Father	☐		☐		☐	

+ Add Family/Household Member

Scenario 2: If 'Yes' has been selected to the question 'Are you the child/young person's parent/current carer?' and an option other than 'Mother' or 'Father' is selected under 'Relationship to child/young person', then a row is added to the Family/Household Composition grid and the 'First Name', 'Last Name' and 'Mobile / Telephone' fields in this row are automatically populated from your user profile.

5. Family/Household Composition

As these fields are mandatory, if mother or father's name are not provided, please enter one of the following options: Unknown/Not provided/Not applicable in the relevant field/s

First Name *	Last Name *	Relationship *	Household Member	Date of Birth / Estimated Age	Deceased	Mobile / Telephone	Who Agreed to the Request? *	Actions
		Mother	☐		☐		☐	
		Father	☐		☐		☐	
GuardianFirstName	GuardianLastName	Guardian	☐		☐	+353862222222	☐	

+ Add Family/Household Member

Scenario 3: If 'No' has been selected to the question 'Are you the child/young person's parent/current carer?', then the 'Mother' and 'Father' rows are displayed with blank fields.

5. Family/Household Composition

As these fields are mandatory, if mother or father's name are not provided, please enter one of the following options: Unknown/Not provided/Not applicable in the relevant field/s

First Name *	Last Name *	Relationship *	Household Member	Date of Birth / Estimated Age	Deceased	Mobile / Telephone	Who Agreed to the Request? *	Actions
		Mother	☐		☐		☐	
		Father	☐		☐		☐	

+ Add Family/Household Member

For each of the rows, enter First Name and Last Name. If the mother's or father's name is not provided, enter one of the following options as appropriate into those fields: Unknown/Not provided/Not applicable.

If the field has not been automatically populated, select the Relationship to the child/young person from the dropdown list.

If it is known that the person is a Household Member, tick the relevant box. (Non-mandatory)

Click on the 'Edit' symbol to enter the date of birth/estimated age. If you know the date of birth, click 'Yes', enter the date of birth and click on 'Save'. If you do not know the date of birth, click 'No', enter an estimated age and click on 'Save'.

If it is known that the person is deceased, tick the relevant box. (Non-mandatory)

If known, enter their Mobile/Telephone number. (Non-mandatory)

Enter a tick beside the person who agreed to the request. The tick should be entered for one parent/carers.

Click on '+ Add Family/Household Member' to add additional people.

To delete a row that has been added, click on the following Delete symbol:



It is not possible to delete the 'Mother' or 'Father' rows.

If known, select 'Yes' or 'No' to the question 'Does this request relate to any other children in the family/household?' (Non-mandatory)

3.2.7. Reason(s) for Request

Under the Reason(s) for Request section, one primary reason (and no more than one) must be selected for the Family Support Request.

Click on '+ Add Reason' to add Secondary Reasons for the Request.

The Primary Reason may be amended by selecting a different Reason from the dropdown field.

The Secondary Reasons may be deleted by clicking on the Delete symbol.

6. Reason(s) for Request		
Reason *	Primary/Secondary	Actions
Educational Issues	Primary	
Emotional Wellbeing	Secondary	
+ Add Reason		

3.2.8. Details of Family Support

Enter the main need, issue or concern related to the request. Enter as much relevant information as possible. (A minimum of 50 characters must be entered.)

Enter what change or outcome you would like to see for the child and family. (A minimum of 50 characters must be entered.)

Enter what is working well for the child and family and enter the strengths of the family. (A minimum of 50 characters must be entered.)

3.2.9. Other Organisations, Personnel or Agencies known to be previously or currently involved with the family

If there are any other Organisations, Personnel or Agencies known to be previously or currently involved with the family, click on the '+ Add Service' button to add them. (Non-mandatory)

This will add a row to the grid. Once the row is added, it is mandatory to select the Service Type from the dropdown list.

If known, the Name of Service and Contact Person should be entered. (Non-mandatory)

Rows may be deleted by clicking on the Delete symbol.

Service Type *	Name of Service	Contact Person	Actions
Select			
Select			
Community Services			
EWO			
Gardai			
GP			
Hospital			
HSE Addiction Services			

3.2.10. Any Other Relevant Information

If there is any additional information that may help in supporting the family, it should be entered into this section. (Non-mandatory)

3.2.11. Finish

The Finish section contains general guidance.

3.2.12. 'Close'

"Cancel" will close the form without saving any changes since the last Save was actioned.

"Submit Form" will submit a fully validated form to Tusla.

4. Support

For technical queries or assistance relating to the Tusla Portal Family Support Request Form, please email portalsupport@tusla.ie with the subject line 'Family Support Request Form'

Please DO NOT INCLUDE PERSONAL DATA in an email other than your contact information.



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