

Business affairs

2. The failure of departmental staff to respond to information requests from the OPG

With no specific examples provided, it is difficult to adequately address this concern and provide a tailored response. However, departmental staff are fully aware of the provisions of the Memorandum of Understanding between the department and the OPG and will continue to share information within the MOU guidelines.

In order to ensure there are no further concerns in this regard, we ask that, in the event information or documents are not provided in a timely manner, the request be provided in writing to the relevant CSSC Manager for follow up.

3. Lack of appropriate response by the department to significant concerns [redacted] in particular a response by [redacted] Name [redacted] STL to the Community Visitor

[redacted] Personal affairs

In terms of departmental policy, [redacted] clarified internally the use of a reactive response was permitted as a last resort behaviour management technique to prevent significant harm to a child or another person.

As discussed above in Part 2 (1), policy enhancements are being undertaken so as to better clarify the use of reactive responses.

4. Lack of assessment or monitoring by the department of the use of force, restraint or containment against young people [redacted] Business affairs

As outlined above in Part 1 (7), the department closely considers all incident reports and makes decisions in the best interests of the children based on the individual facts and circumstances of each incident and within the SOC framework.

Further, the department has taken steps to seek additional training in the recognition and understanding of restrictive practices and reactive responses for departmental staff, as well as arranging specific training and support to officers in relation to the interpretation of critical incidents with a focus on the practices used by service providers.

[redacted]

6. Lack of appropriate records currently available to OPG which indicate young people received medical treatment after the incidents of restraint

In all relevant incidents, children were assessed and medical treatment offered where necessary and/or required.

Personal affairs

7. Details of action taken by the department in response to the formal notice [redacted] which includes substantiated claims [redacted]

I direct you to the response provided in Part 1 (2) above.

Business affairs

The department intends to develop an immediate and robust action plan with [redacted] relating to the outcomes from the [redacted] substantiated SOC matters [redacted]

[redacted] This will entail the department working closely with [redacted] to ensure all findings from the internal SOC review, the Specialist Services Team's identified opportunities for policy enhancement, and any additional requirements from the existing matters are immediately actioned. These enhancements in policy will be overseen by the Investment and Partnership team in [redacted]

8. Young people left in unsafe locations at [redacted] placements without an appropriate level of support or scrutiny

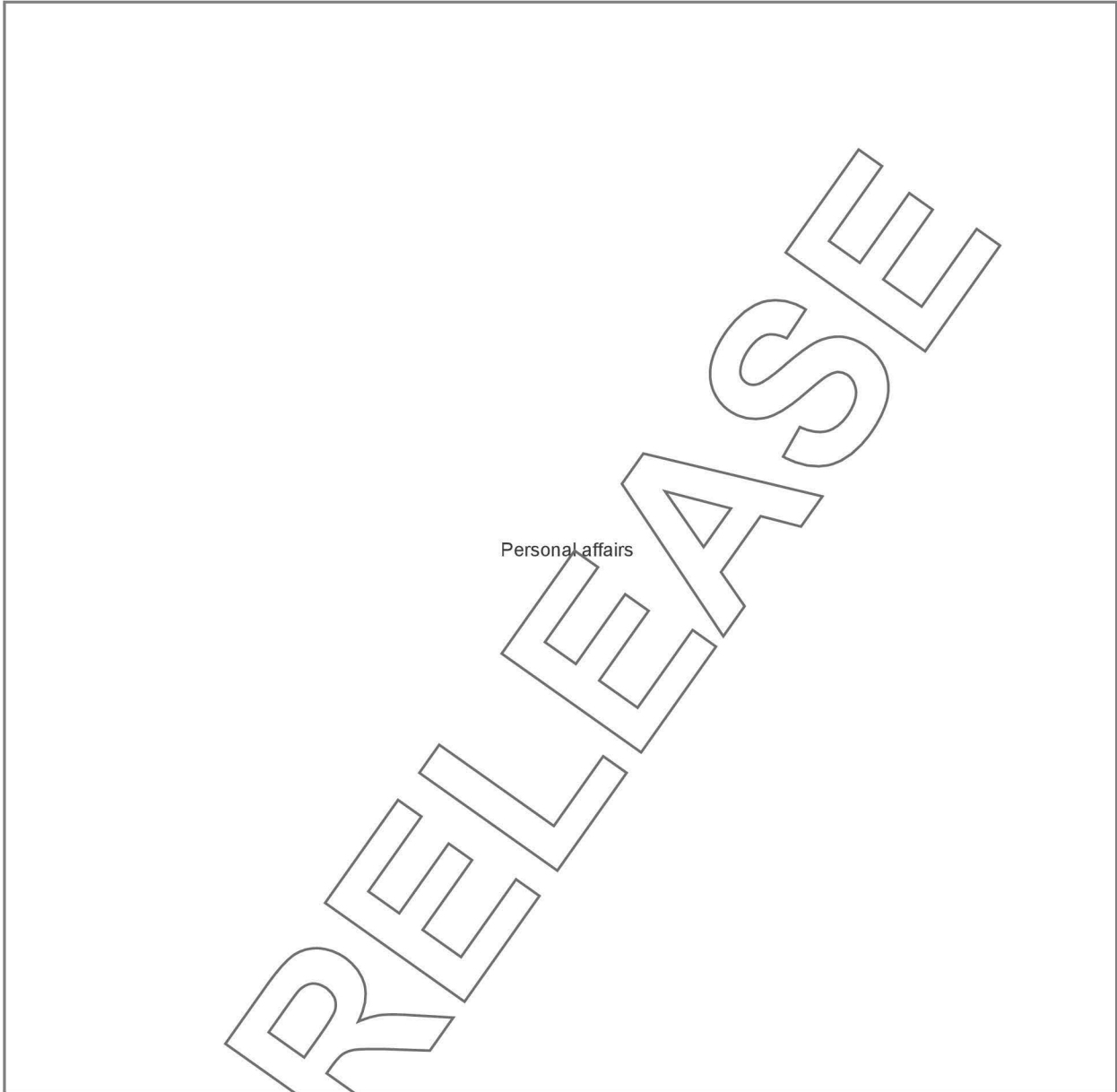
There are no concerns held as to the safety and wellbeing of children and young people placed with [redacted], and the department continues to monitor each child and young person to ensure appropriate supports are in place.

9. Detail of therapeutic supports that have been provided to the young people after they have been subjected to the restraint or as a result of investigations substantiating harm and trauma.

Please see above at Part 1 (3).

Additional Information

[redacted]



Personal affairs

If you have any further questions or concerns regarding this matter I look forward to working through these issues with you in in January 2020.

Yours sincerely

Name

**Deputy Director-General/Chief Operating Officer
Service Delivery**

R

Reference No: C19-2342/M19-2549



25 November 2019

Department of
**Child Safety, Youth
and Women**

Senior Practice Officer (Complaints)
Office of the Public Guardian
Level 16, State Law Building
50 Ann Street
BRISBANE QLD 4000

Dear Senior Practice Officer (Complaints)

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women on 29 October 2019. The matter was referred to the Northern Region for investigation and response.

In the management of this complaint the Region undertook a number of actions, which included:

- Reviewing departmental records and files
- Seeking information from relevant departmental officers
- Seeking information from relevant external stakeholders
- Reviewing information including emails, case notes and and telephone conversations

Following the analysis of the information obtained and in accordance with the department's *Complaints Management Policy and Procedure* we would like to provide you with an opportunity to provide comment and/or feedback on the preliminary findings, which are outlined in Attachment 1.

Any information that you provide will be considered before the Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before 23 December 2019 via email to nqr_corro@csyw.qld.gov.au or write to P.O. Box 4626, Cairns QLD 4870.

If you have any questions or require clarification on any aspect of this matter, or you are unable to meet the timeframe indicated please do not hesitate to contact Senior Advisor on 4255 7154.

Yours sincerely

Name

Regional Director, Northern Region

Enc: Attachment 1 - Preliminary findings

[CU/Region/Service Centre]
[postal address]
Telephone:
Email:

R

R

Attachment 1

Complaint

You allege that, between June 2018 and 9 October 2019 Department of Child Safety Youth and Women (DCSYW) failed to provide supporting diagnostic information [redacted] [redacted] Personal affairs [redacted] to support [redacted] National Disability Insurance Scheme (NDIS) application process. [redacted]

Outcome

Written notice of outcome of the complaint, action taken to address the complaint, or details of decision not to investigate

Analysis

[redacted]

RTI RELEASE

Personal affairs

Finding

On the basis of the above information, there is no evidence that DCSYW failed to provide supporting diagnostic information [redacted] Personal affairs [redacted] to support [redacted] National Disability Insurance Scheme (NDIS) application process. Additionally, it appears that the matter was followed up on a regular basis and that the delay in this respect can be attributed to matters outside the control of DCSYW.

RTI RELEASE

Our reference: C19-2356

Private and confidential



Queensland Government

22 November 2019

Department of Child Safety, Youth and Women

Attention: Senior Practice Officer [Complaints]
Office of the Public Guardian
complaintreferral@publicguardian.qld.gov.au

Dear [Name]

[Personal affairs]

On 13 June 2019 the Office of the Public Guardian referred a complaint on behalf of [Name] to the Complaints Unit [CU], Department of Child Safety, Youth and Women [the department]. Due to human error this complaint was not managed in a timely manner and the CU apologises for this oversight.

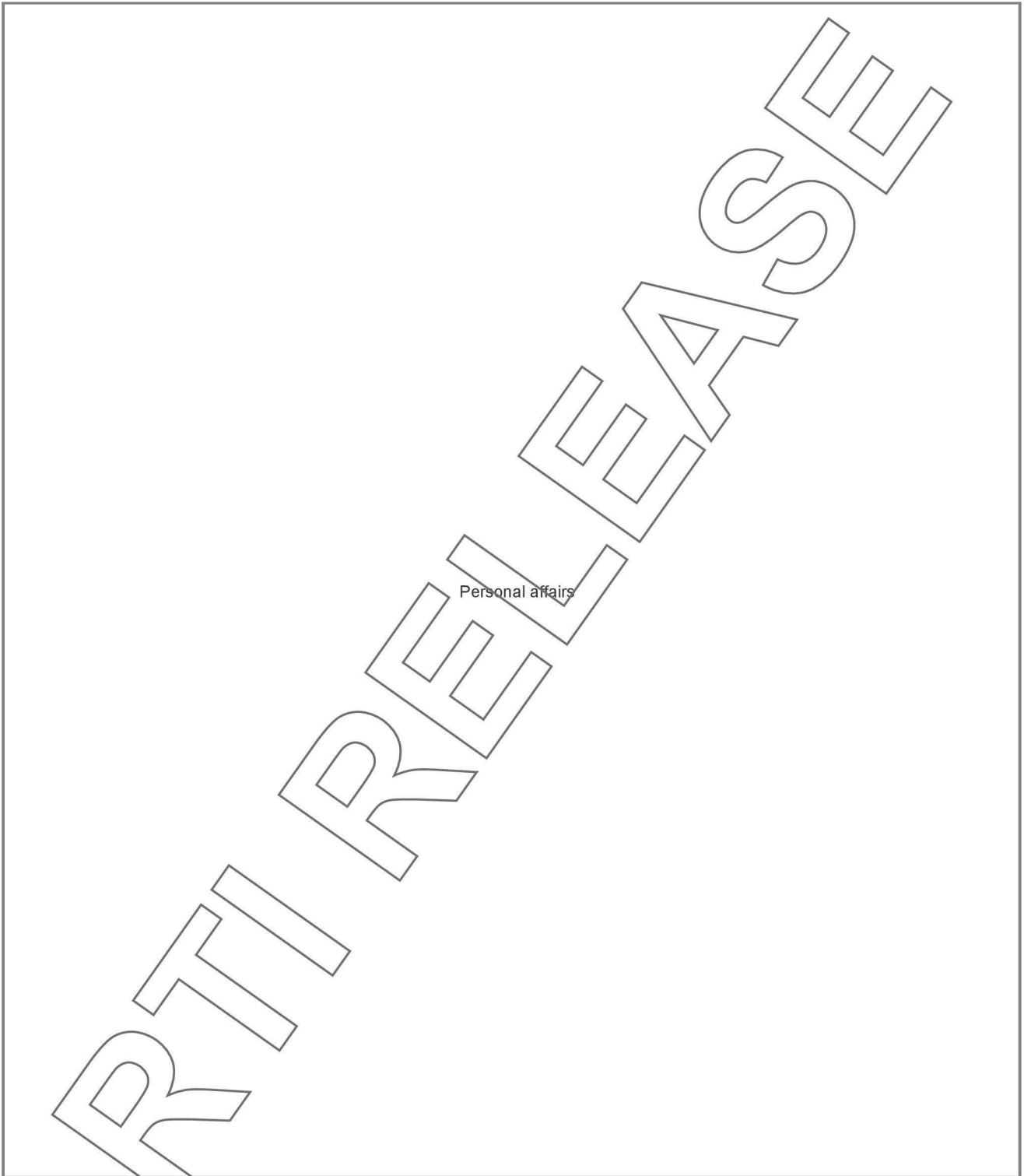
This matter was referred to the Moreton Region who have provided a response to the complaints raised:

[Redacted content]

Personal affairs

Complaints Unit
Locked Bag 3405
Brisbane QLD 4001
Telephone: 1800 080 464
Email: feedback@communities.qld.gov.au

R



In accordance with the department's Complaints Management Policy and Procedure you have the opportunity to provide comment and /or feedback to the above response. Should you wish take advantage of this, please ensure your comments and/or feedback is received on or before 7 December 2019.

R

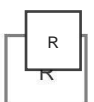
If you require any other information, please do not hesitate to contact,
Senior Review Officer, Complaints Unit, t: 07 3097 5201 or email
feedback@csyw.qld.gov.au.

Yours sincerely

Name

Senior Review Officer
Complaints
Department of Child Safety, Youth and Women

RTI RELEASES



Reference No: C19-2362/M19-2795



26 February 2020

Department of
**Child Safety, Youth
and Women**

Name

Senior Practice Officer (Complaints)
Office of the Public Guardian
BRISBANE QLD 4000

Dear

Re: Preliminary Outcome letter

I refer to your complaint lodged with the Complaints Unit (CU), Department of Child Safety, Youth and women on 31 October 2019.

In the management of this complaint the CU undertook a number of actions, which included:

- Seeking a response and obtaining documentation from the CSSC Child Safety Service Centre
- Reviewing information recorded in the Integrated Client Management System (ICMS)
- Reviewing information documented in the Child Safety Practice Manual (CSPM)

Following the analysis of the information obtained and in accordance with the department's *Complaints Management Policy and Procedure* we would like to provide you with an opportunity to feedback on these preliminary outcomes which is Attachment 1.

Any information that you provide will be considered before the CU makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your feedback is received on or before 4 March 2020 via email to: feedback@csyw.qld.gov.au or write to Locked bag 3405, Brisbane Qld 4001.

If you have any questions or require clarification on any aspect of this matter, or you are unable to meet the timeframe indicated please do not hesitate to contact Name Principal Review Officer, Complaints Unit on 3097 5201, via email to feedback@csyw.qld.gov.au or write to Locked bag 3405, Brisbane Qld 4001.

Yours sincerely

Principal Review Officer

Enc: Attachment 1 - Preliminary outcome

Complaints Unit
Locked bag 3405
Brisbane Qld 4001
Telephone: 3097 5201
Email: feedback@csyw.qld.gov.au

R

ATTACHMENT 1

COMPLAINT ALLEGATIONS

On 31 October 2019, [Name] Director, Community Visiting and Advocacy, Office of the Public Guardian wrote to [Name], Director, Office of Regulatory Services and raised the following concerns in relation to [Name]

[Redacted]

Personal affairs

[Redacted] OPG would like to raise the following complaints regarding the potential lack of due diligence provided by DCSYW in making this placement:

1. In placing [Name] with [Redacted] it appears DCSYW employees may have failed to apply appropriate processes and decision making. Thus, DCSYW employees may not have met their legal obligations to ensure the safety and wellbeing of [Redacted] under the associated legislation and in accordance with [Redacted] human rights.

a. Specifically, s82 Child Protection Act 1999 provides that the Chief Executive of Child Safety may place a child in the care of an approved kinship carer, an approved foster carer, provisionally approved foster carer or a residential service. [Redacted]

Personal affairs

[Redacted]

b. DCSYW policy and procedural guidance indicate that prior to placing a child at a location, a DCSYW employee must ensure that the individuals delivering the carer (i.e. [Name] have undertaken an assessment process. This process is to establish the appropriateness of the carer, and the home, in providing services that will ensure the safety and wellbeing of the child.

c. Further, s14 of Working with Children (Risk Management Screening) Act 2000 requires that all persons engaged in providing care for a child must hold a positive blue card notice, including provisionally approved foster carers. [Redacted]

Personal affairs

It is considered that the serious concerns outlined above may constitute maladministration on behalf of DCSYW employees.

2. OPG also wish to complain that despite being advised on 27/9/2019 that [Redacted] [Redacted] DCSYW failed to undertake any further action to ensure the safety of [Name] until 11/10/2019. [Redacted]

Personal affairs

[Redacted]

OUTCOMES SOUGHT

The Public Guardian requests *information about the outcome of the complaint, any action taken to address the complaint, a decision not to investigate the complaint and the reasons for the decision.*

METHODOLOGY

In responding to the OPGs complaint, on 2 December 2019 a decision was made to conduct an Alternative Response. This methodology included undertaking research of ICMS records including iDocs, Child Safety Practice Manual (CSPM) and liaison with the [redacted] CSSC Child Safety Service Centre (CSSC) to provide a response to the complaint allegations made.

SUMMARY OF ACTIONS/ASSESSMENT

The following sources of information were used:

- [redacted] CSSC
- ICMS including iDocs
- CSPM

ALTERNATIVE RESPONSE – DETERMINATION MADE

In responding to the allegations raised by the OPG, the Complaints Officer considered the following:

1. In placing [redacted] Name with [redacted] it appears DCSYW employees may have failed to apply appropriate processes and decision making. Thus, DCSYW employees may not have met their legal obligations to ensure the safety and wellbeing of [redacted] under the associated legislation and in accordance with [redacted] human rights.

a. Specifically, s82 Child Protection Act 1999 provides that the Chief Executive of Child Safety may place a child in the care of an approved kinship carer, an approved foster carer, provisionally approved foster carer or a residential service. [redacted] Personal affairs

b. DCSYW policy and procedural guidance indicate that prior to placing a child at a location, a DCSYW employee must ensure that the individuals' delivering the care (i.e. [redacted] Name) have undertaken an assessment process. This process is to establish the appropriateness of the carer, and the home, in providing services that will ensure the safety and wellbeing of the child.

c. Further, s14 of Working with Children (Risk Management Screening) Act 2000 requires that all persons engaged in providing care for a child must hold a positive blue card notice, including provisionally approved foster carers. [redacted] Personal affairs

It is considered that the serious concerns outlined above may constitute maladministration on behalf of DCSYW employees.

RESPONSE

Information gathered from ICMS

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Personal affairs

Information gathered from CSPM

The Practice Guide, *Provisional Approval Assessment Guidelines* advises that *a person who is assessed as suitable can be provisionally approved*. This ensures that they can provide care to a child or young person who is either family or usually well-known to them to enable an immediate placement to be made. The person *must first apply to become a foster or kinship carer* and while their application to be to be kinship carer is assessed. The following steps need to be completed:

1. Complete an Application for Approval Form
2. Complete a blue card application
3. Domestic violence, traffic, child protection and criminal history checks
4. Assessment of the physical safety of the home environment
5. Brief assessment

This is an assessment of the applicant's ability to provide care in accordance with the Statement of Standards outlined in the Child Protection Act 1999.

The above steps will ensure that the process has commenced to be assessed as a kinship carer, blue card application has commenced, criminal and child protection history checks have been conducted, the home environment is physically safe for the child or young person and that they are assessed to be able to provide care that meets the standards as set out in the act.

Therefore, a provisionally approved kinship carer does not need to hold a blue card, however, they do need to have commenced the process by applying to be an approved kinship carer. This includes an application for a blue card which will show as in progress once the application is properly made which includes step 2 in the process outlined above.

ANALYSIS: [Name] was never placed with [] and therefore there was no risk to []

Personal affairs

R

Personal affairs

DETERMINATION: As such it is confirmed that [Name] was never placed with [redacted] No further action to taken in relation to this allegation.

2. OPG also wish to complain that despite being advised on 27/9/2019 that [redacted] DCSYW failed to undertake any further action to ensure the safety of [Name] until 11/10/2019. [redacted]

Information from by the [redacted] CSSCO CSSC

[redacted] Personal affairs

ANALYSIS: [redacted]

The department has not placed [Name] anywhere and therefore, there has been no risk to [redacted] due to any placement decisions by the department.

[redacted] Personal affairs

DETERMINATION: The delay was not as a result of the inaction of the department. Therefore, no further action to be taken in relation to this.

[Name] was and has never been placed anywhere by the department.

REDACTED



Our ref: C19-2759
Your ref: iss-170654-R4S7L2

Department of
**Child Safety, Youth
and Women**

31 January 2020

Name

Director, Community Visiting and Advocacy
Office of the Public Guardian

VIA EMAIL: complaintreferral@publicguardian.qld.gov.au

Dear [redacted]

RE: Complaint – [redacted] siblings

I refer to your formal complaint lodged with the Complaints Unit (CU), Department of Child Safety, Youth and Women (the department) on 17 December 2019 and additional information provided by [redacted] Practice Officer, on 19 December 2019 concerning sibling contact.

In accordance with the department's *Complaints Management Policy and Procedure* and the *Memorandum of Understanding (MOU) concerning management of complaints between the department and The Office of the Public Guardian (OPG)*, the following is a summary of your complaint and our response.

Complaint 1

There has been a lack of sibling contact for the following siblings:

[redacted]
Personal affairs

Concerns are held that the children are not being encouraged to maintain family relationships through regular available contact being organised for them by the department as obligated.

The following was alleged:

R

- That the OPG's advocacy to date around sibling contact has been ongoing for the past 18 months and that the OPG issues had been closed on the undertaking provided by the department.

- [Redacted]
- [Redacted]

Personal affairs

Response

Departmental records reveal on 19 June 2019, [Redacted] Name [Redacted] Manager, [Redacted] cssc Child Safety Service Centre, informed [Redacted] Name [Redacted] and [Redacted] OPG, by email that arranging and facilitating sibling contact for all siblings had been challenging for a myriad of reasons including [Redacted] Personal affairs [Redacted]

[Redacted] Further, that notwithstanding the challenges presented, family contact was occurring and the department was willing to support sibling contact for all siblings via a youth worker, departmental worker or carer support worker.

[Redacted]

Personal affairs

If you wish to provide feedback to this complaints management process, please do so in writing to NQR_Corro@csyw.qld.gov.au by close of business 7 February 2020.

If you are unhappy with the way your complaint was managed, you are entitled to request an internal review. Please note that requests for an internal review must be made within 12 months of the completion date of the complaint management process. Requests for an internal review should be accompanied by a statement of reasons to support your request. An internal review can be sought by contacting the Complaints Unit on 1800 080 464, by emailing feedback@csyw.qld.gov.au or by writing to Complaints Unit, Department of Child Safety, Youth and Women, Locked Bag 3405, Brisbane Qld 4001.

Alternatively, you may seek an external review by contacting the Queensland Ombudsman on 1800 068 908 or by email to ombudsman@ombudsman.qld.gov.au.

Yours sincerely

Name

Director

Office of the Regional Director
Northern Region
Department of Child Safety, Youth and Women

RTI REVIEW



Ref No: C19-2800

Name

PO BOX 13554
George Street
BRISBANE QLD 4003
Email: [redacted]@publicguardian.qld.gov.au

Department of
**Child Safety, Youth
and Women**

Dear [redacted]

I refer to your letter dated 18 December 2019 regarding your complaint about the Department of Child Safety, Youth and Women (the department) with respect to [redacted]
[redacted]

Please see below my response in relation to the concerns you have raised.

[Large redacted area containing the main body of the letter response]

Personal affairs

RTI RELEASE

CSSC [R]

Standard of Care Review (SOCR)

On 4 November 2019 the Department recorded a SOCR following the receipt of worries regarding [Name] placement [Personal affairs]

[Redacted]

On 25 October 2019 [Name] placement concluded with [Personal affairs]

The SOCR was finalised on 3 January 2020 with the outcome that there had been a breach of the Standards of Care (SOC) in relation to [Name] specifically, the standard the child will receive dental, medical and therapeutic services necessary to meet [Redacted] needs. This outcome was communicated to [Business affairs] on 24 December 2020 and the OPG on 28 January 2020.

I can assure you that decisions made by the Department are made with [Name] best interest as the paramount consideration.

Thank you for bringing your concerns to the attention of the department.

Yours sincerely,

[Redacted Signature]

[Redacted] Manager

[Redacted] CSSC

RECEIVED
RTI



Queensland
Government

Your ref: iss-169380-N2G2N5
Our ref: C19-2804

Department of
**Child Safety, Youth
and Women**

4 March 2020

Name

Director, Community Visiting and Advocacy
Office of the Public Guardian

@publicguardian.qld.gov.au

Dear

I refer to your letter of 20 December 2019 regarding concerns for
during foster care placement in 2012 with
Your enquiry was referred to me for attention and response.

Personal affairs

Name

Personal affairs

Level 2, Icon Building
117 Brisbane St, Ipswich
Queensland 4305 Australia

PO Box 65, Ipswich
Queensland 4305 Australia

Telephone +61 7 3432 1400
Website www.communities.qld.gov.au
ABN 75 563 721 098

Personal affairs

I trust the above information is of assistance. Please do not hesitate to call me if you have any questions.

Yours sincerely

Name

Acting Regional Director (Darling Downs)
Child and Family Services
South West Region

RTI RELEASE



Reference No: C20-0003

Department of
**Child Safety, Youth
and Women**

21 July 2020

Senior Practice Officer (Complaints)

Name [redacted] @publicguardian.qld.gov.au

Dear [redacted]

I am writing to you following concerns raised by the Office of the Public Guardian (OPG) regarding young person [redacted] Name

Specifically the complaint was regarding the Department of Child Safety, Youth and Women (the department) failing to ensure the provision of appropriate therapeutic supports to [redacted] in a timely manner.

On 2 January 2020, the department's Central Complaints Unit referred your concerns to the South East Region for appropriate action and advice. I apologise for the delay in providing you with an outcome to this matter.

A review has been undertaken in consultation with [redacted] Acting Manager and [redacted] Senior Team Leader of the [redacted] CSSC Child Safety Service Centre (CSSC). Further sources of evidence included:

- Departmental records
- Child Safety Practice Manual
- Child Safety Legislation
- *Child Protection Act 1999*

Complaint 1

On 1 April 2019, departmental staff undertook to provide [redacted] Name with therapeutic supports that would assist [redacted] to understand [redacted] family history. Despite repeated advocacy this support has not been provided.

I am aware that [redacted] Name OPG Regional Visiting Manager (Gold Coast Region), met with [redacted] Senior Practitioner and [redacted] on 22 January 2020, in relation to the OPG's concerns in relation to [redacted] advised that the information provided to the department in the letter from the OPG does not accurately outline the concerns that had been raised. During a meeting that was held at the end of 2019, where discussions were held in relation to Life Story Work for [redacted] advised that the issue had been resolved as she had observed the Life Story Book. [redacted]

[redacted] Personal affairs

[redacted] R

Personal affairs

Complaint 2

The OPG is disappointed that [Name] Child Safety Officer, is not following through with the plan agreed at the stakeholder meeting whereby Life Story work would be completed by [Redacted]

[Redacted]

[Redacted]

In response to the OPG's concerns that the department have failed to provide [Name] with an appropriate standard of care as outlined in s122 of the *Child Protection Act 1999*, it is my determination from the review that the department are providing [Redacted] with appropriate standards of care.

[Redacted]

I would like to take this opportunity to thank you for bringing this concern to my attention and again I apologise for the delay in providing you with the outcome.

Should you wish to provide feedback to this complaints management process, please do so in writing to the Executive Services team, either via post (PO Box 1170, Beenleigh, QLD 4207) or email (SER.Complaints@csyw.qld.gov.au) by close of business seven days from the date of this letter. Should no comment or feedback be received within the allocated timeframe, this matter will be closed. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

R

If you remain dissatisfied with how your complaint was managed, you are entitled to request an internal review. Please note that an internal review does not constitute a reinvestigation of the complaint you raised. An internal review provides the Complaints Unit with an opportunity to assess whether the process offered to you in the management of your complaint was managed in accordance with the department's complaints management policy and procedure.

Your request should be accompanied by a statement of reasons and be within 12 months of this closure correspondence. Should you wish to request the conduct of an internal review, please make your statement of reasons to the Complaints Unit on 1800 080 464, or by emailing feedback@csyw.qld.gov.au, or by writing to Locked Bag 3405, Brisbane, QLD, 4001.

Yours sincerely

Name

Regional Director
South East Regional Office

RTI RELEASE

R

R

Your ref: iss-175690-N5T3S1
Our ref: C20-0520



23 April 2020

Name

Director, Community Visiting and Advocacy
Office of the Public Guardian

@publicguardian.qld.gov.au

Department of
**Child Safety, Youth
and Women**

Dear

I refer to your letter dated 20 March 2020 regarding your concerns for
and placement

Personal affairs

Your concerns were referred to me for investigation and response:

RTI RELEASE

CSSC

R

Personal affairs

At the request of the OPG, any incident report that Business affairs at Medium or higher, is forwarded onto [redacted] Name

[redacted] Business affairs has not yet received concerns that the support strategies put into place were insufficient. There were multiple daily conversations between [redacted] and Child Safety to ensure that each stakeholder was in agreeance with each action moving forward.

Consequently, there were some support strategies required to ensure the placement could work. There were no unmanageable concerns noted.

RTI RELEASED
Personal affairs

Your ref: iss-176231-Z8F6YO
Our ref: C20-0522



16 April 2020

Department of
**Child Safety, Youth
and Women**

Name [Redacted]

Director, Community Visiting and Advocacy
Office of the Public Guardian

[Redacted]@publicguardian.qld.gov.au

Dear [Redacted]

I refer to your letter dated 20 March 2020 regarding your concerns for
and [Redacted] placement [Redacted]

Personal affairs

Your concerns were referred to me for investigation and response:

[Redacted]

Personal affairs

RTI RELEASE

[Redacted] CSSC [Redacted]

Child Safety Service Centre

Telephone [Redacted] R [Redacted]
Facsimile [Redacted]
Website www.csyw.qld.gov.au
ABN 75 563 721 098

Personal affairs

RELEASE

Outcome sought by

Name

Child Safety and Business Affairs

to implement more stringent vetting in making referrals for children to live at the SILS unit complex to ensure future young people being placed there are well matched.

On 18 March 2020, [redacted] and the department's Placement Services Unit began a communique recognising that whilst each service was aiming to achieve the best outcome in relation to Matching and Vetting process. It was acknowledged that there were differences between these two processes and a standard approach must be developed. Further, it has been recognised that due to the small number of SILS programs within the South West Region, this was an area of expansion.

A Memorandum of Understanding is currently being formulated to create a more comprehensive, streamlined matching system.

Personal affairs

OPG outcome:

Personal affairs

I trust the above information is of assistance. Please do not hesitate to contact me on 4614 8900, if you have any questions or require further information.

Yours sincerely

Name

Manager

enc

RTI RELEASES



Your ref: iss-176138-L5S0X9
Our ref: C20-0532

29 April 2020

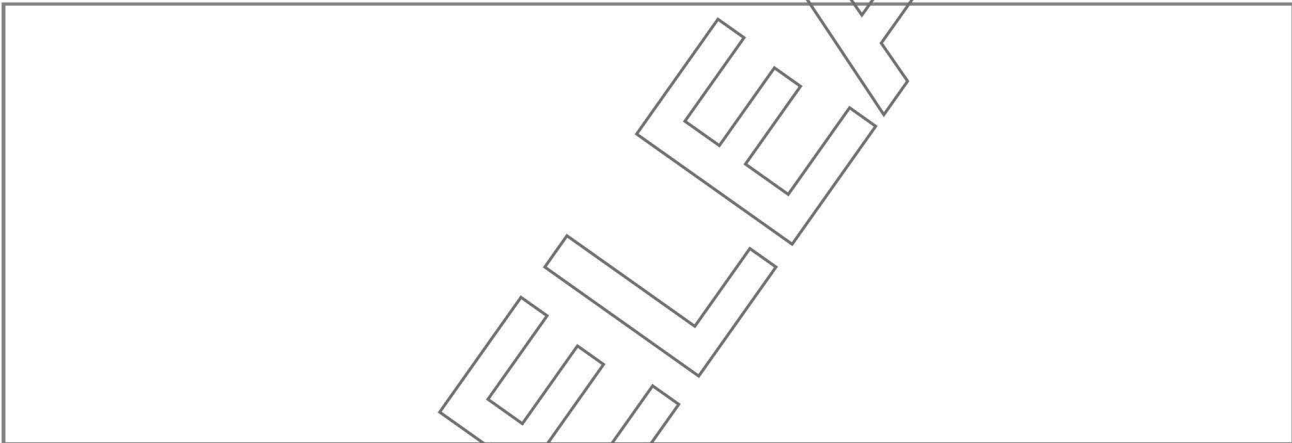
Department of
**Child Safety, Youth
and Women**

Name
Director, Community Visiting and Advocacy
Office of the Public Guardian
@publicguardian.qld.gov.au

Dear

I refer to your letter of 20 March 2020 regarding concerns for Personal affairs. Your enquiry was referred to me for attention and response.

Please accept my apology for the delayed response to you. An internal review has been undertaken and this could not be completed until the relevant Senior Team Leader returned from leave.



Please find enclosed a copy of the internal review for your information.

I trust the above information is of assistance. Please do not hesitate to contact me if you have any further inquiries in respect to this matter.

Yours sincerely

Name

Regional Director (Darling Downs)
Child and Family Services
South West Region



Your Reference: iss—176202-S4N2K2
Our Reference: C20-0544

4 August 2020

Department of
**Child Safety, Youth
and Women**

Name

Director, Community Visiting and Advocacy
Office of the Public Guardian
PO Box 13544
GEORGE STREET BRISBANE QLD 4003

complaintreferral@publicguardian.qld.gov.au

Dear

I refer to your complaint concerning Personal affairs lodged with the Complaints Unit, Department of Child Safety, Youth and Women (the department) on 24 March 2020 under the Memorandum of Understanding between the department and the Office of the Public Guardian.

The matter was allocated to the Central Queensland Region (CQR) for response and in the management of this complaint the Senior Advisor, CQR has undertaken an investigation, which included:

- A meeting with the manager and senior team leader of the CSSC CSSC.
- A review of electronic departmental records.
- Seeking responses from the CSSC CSSC.
- Reviewing the *Child Protection Act 1999*.
- Reviewing departmental policy — Transition from care to adulthood
- Reviewing departmental policy — Residential care
- Reviewing the Child Safety Practice Manual
- Seeking information from the Regional Practice Leaders in relation to transition from care support.

Following the analysis of the information obtained and in accordance with the department's Complaints Management Policy and Procedure I would like to offer you an opportunity to provide comment and/or feedback on these preliminary findings outlined in Attachment 1.

Sought Outcomes

In relation to the sought outcomes from this complaint, developing transition to adulthood practice is a high priority in the Central Queensland Region. The issue has been identified in Continuous Quality Improvement plans and by Senior Practitioners and other field staff. A number of initiatives are underway in the region, including:

- The region's Practice Leaders have offered professional development on this topic, including a best-practice Webinar in May 2020 involving over 100 field staff.

Regional Service Centre
Central Queensland Region
PO Box 1503
ROCKHAMPTON QLD R

Telephone: 4848 4300
Facsimile: 4848 4301
Website: www.csyw.qld.gov.au

- When requested, the Practice Leaders facilitate case consultations to help staff to develop a deeper understanding of adolescent development and transition planning and support.
- The Practice Leaders also provide advice and support to the two Regional Transition Officers, who work with CSSC staff to identify young people who are at risk of homelessness or who require additional assistance to support their transition to adulthood.

Personal affairs

As a recipient of this information, Section 188 of the *Child Protection Act 1999* applies in regard to the maintenance of confidentiality, subject only to the limited exceptions that apply to this section.

If you have any questions or require clarification on any aspect of this matter, or you are unable to meet the timeframe indicated please do not hesitate to contact Name

Principal Review Officer, Complaints Unit, on 3097 5201 or via email to feedback@csyw.qld.gov.au.

Should you wish to provide feedback please provide your response via email to: feedback@csyw.qld.gov.au by close of business 19 August 2020. Any information that you provide will be considered before the Central Queensland Region makes a final decision on this matter.

Yours sincerely

Regional Director (South)
 Child and Family Services
 Central Queensland Region

Enc. Attachment 1 - Preliminary findings

Attachment 2 - Personal affairs

PRELIMINARY FINDINGS

Complaint 1

CSO did not visit nor contact by telephone from

Information / Evidence

Information provided by the CSSC:

RTI RELEASE

Personal affairs

In line with departmental policy – *Transitioning from care to adulthood* – CSO's encourage young people to start taking responsibility for their own actions and support needs; and the need to learn independence skills and actively participate in advice and guidance provided prior to turning 18 to be successful in transitioning to adulthood. This process is aimed to promote the young person's capacity for self-determination.

Analysis

[Redacted analysis content]

Finding
Not Substantiated

Complaint 2

[Redacted Name] is aware that a stakeholder meeting was requested of the CSO by [Redacted Business affairs] but this did not occur until a month before [Redacted] turned 18 years old.

Information / Evidence

Departmental records confirm the following:

Personal affairs

Analysis

Personal affairs

Departmental evidence confirms that other meetings, planning and communication occurred with [redacted]

Finding

Not substantiated

Complaint 3

Name [redacted] did not receive correct or timely assistance from [redacted] CSO [redacted]
Personal affairs

Information / Evidence

[Large redacted area]

R

Analysis

Personal affairs

[Name] transition to adulthood was supported by a team and it was not the sole responsibility of the CSO to advise and support [Name] (Outlined in [Name] Transition to adulthood plan and Case Plan.)

Finding

Not substantiated

Complaint 4

[Name] became aware through the CV that CSYW Regional Transitions Officer, [Name] was referred information about [Name] from [Name] CSO in February 2020 and had been requested by the Team Leader in March to visit [Name] however [Name] did not visit or contact [Name]

Information / Evidence

[Empty box for information/evidence]

Analysis

[Empty box for analysis]

RTI RELEASED

Personal affairs

It is unclear as to why the CV was relaying information to a young person that was not confirmed and not correct.

Finding

Not substantiated

Complaint 5

Name believes that no one from CSYW engaged directly with

Personal affairs

Information / Evidence

- Relevant information has been provided in responses to complaints 1 and 4.

Analysis

Departmental records, as well as information provided by the CSSC, reflect that the department did engage, or attempted to engage,

Finding

Not substantiated

Complaint 6

Information currently available to the OPG indicates that planning for transition to adulthood did not commence until was 17 years old. It is noted that such planning should occur from 15 years of age onwards. (Section 51B(3)(a) of the *Child Protection Act 1999*).

Information / Evidence

Departmental records confirm that:

Excerpts from the department's policy in relation to *Transitioning from care to adulthood*

- Child Safety will assist and support young people in the custody and guardianship of the chief executive from the age of 15 through ongoing casework and case planning, to effectively transition the young person from care to adulthood.
- Is delivered through the development, implementation and regular review of a case plan for the young person.

- Responds to the key life areas of relationships and connections, cultural and personal identity, placements and housing, education and training, employment, health, life skills and financial resources
- Takes into account a young person's level of maturity and development, building upon their personal strengths, goals and needs
- Aims to provide or engage appropriate services and supports in a timely manner.
- Gains clarity and intensity by age 17 to coincide with their planned exit from care at age 18.

Analysis

Personal affairs

Departmental records confirm the department has complied with section 51B(3)(a) of the *Child Protection Act 1999* (CPA).

Finding

Not substantiated

Complaint 7

[redacted] advised they had been contacting [redacted] CSO for some weeks to assist with transition to adulthood activities, but the CSO never responded.

Information / Evidence

[redacted]

Departmental records confirm that the CSO was out of the office at the end of January 2020 due to urgent court matters and this was reflected in an Out of Office reply [redacted]

- [redacted]

Personal affairs

The Child Safety Practice Manual provides guidance around contact with a child: The contact requirement for children in care, where the case plan goal is not reunification, is for contact with the child by Child Safety once a month.

Analysis

Departmental practice guidance recommends contact once a month to [redacted] would have been desirable, and the CSO demonstrated this commitment during 2019, [redacted]

The practice guide talks about *contact with the child*, rather than *visit a child*. This may be in the form of a prescribed home visit, a meeting with a child at another location, or contact via phone.

[redacted]

[redacted]

Finding
Not substantiated

Complaint 8

[redacted] accommodation arrangements were not finalised until [redacted] five days before becoming an adult. [redacted]

Information / Evidence
Departmental records confirm:

[redacted]

Personal affairs

Analysis

Finding

Not substantiated

OUTCOMES SOUGHT

The department strives to meet the standard of home visiting with young people, and in Central Queensland Region, the region's Practice Leaders are planning to develop resources and strategies to support CSOs to undertake regular, meaningful home visits to young people.

Personal affairs

Please let me know if you require any further information/clarification or contact the region to request an update.

Yours sincerely

Name

Principal Advisor

s73(2)

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Your ref: iss-177834-G1P1Z0
Our ref: C20-0793

Department of
**Child Safety, Youth
and Women**

9 June 2020

Name

Director, Community Visiting and Advocacy
Office of the Public Guardian

@publicguardian.qld.gov.au

Dear

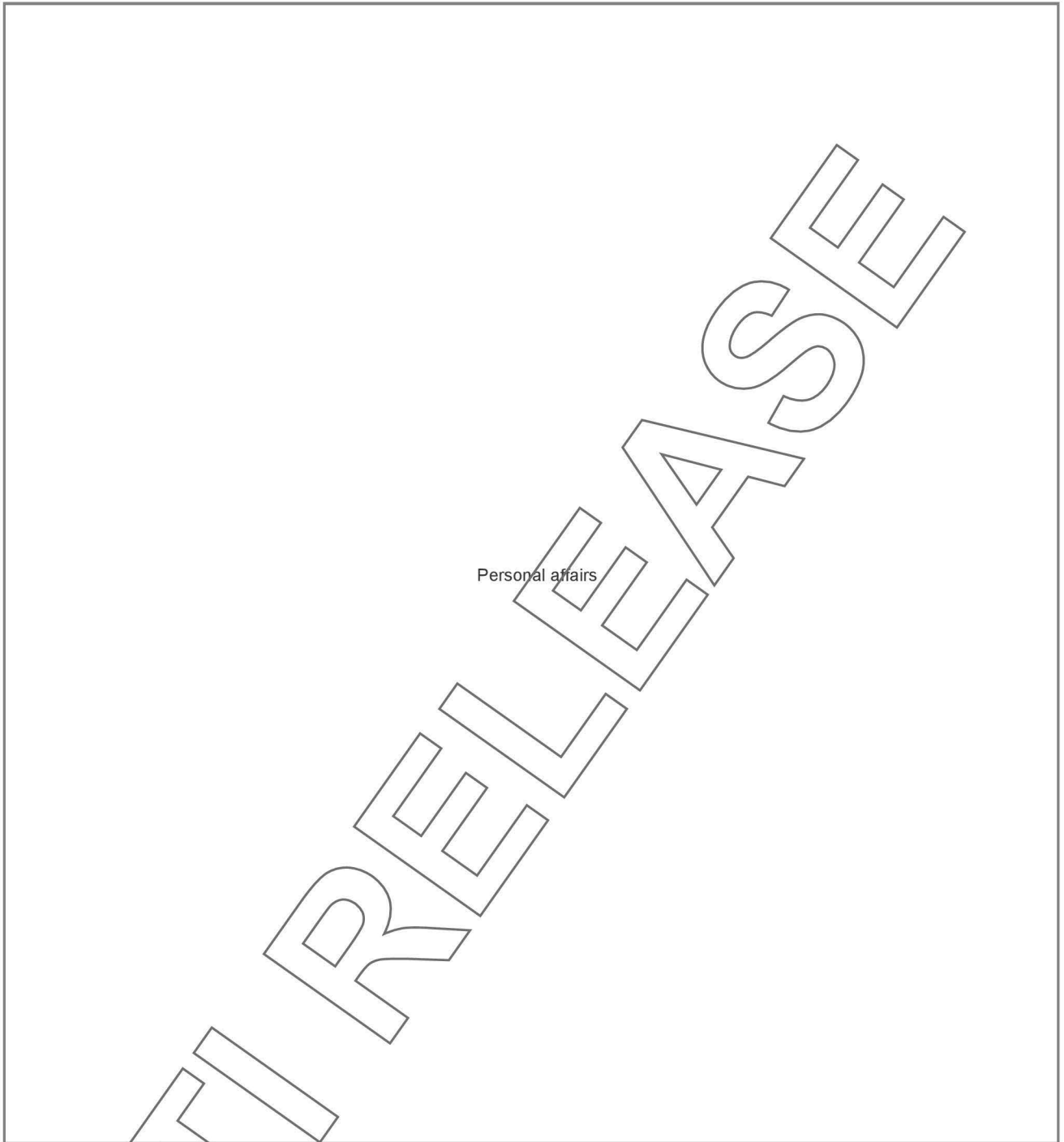
I refer to your letter dated 29 April 2020 to the department regarding concerns raised by subject child Personal affairs Your correspondence was referred to me for consideration and response in the first instance.

I wish to confirm that the issues you raised have been investigated and I advise the outcomes as follows:

1.

[Large redacted area containing the main body of the letter's response]

RTI RELEASED



I trust the above information is of assistance to you. You are offered the opportunity to provide comment and/or feedback on this response. Any information you provide will be considered before the South West Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received before **23 June 2020** via email to SWRegion.Complaints@Communities.qld.gov.au.

If you have any questions or require clarification on any aspect of this matter, or you are unable to meet the timeframe indicated please do not hesitate to contact me on 3432 1800 or via email as above.

Yours sincerely

Name

MANAGER

CSSC

CHILD SAFETY SERVICE CENTRE

RTI RELEASE

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