



Department of Child Safety, Seniors and Disability Services

Complaint Report 1 July 2023 to 30 June 2024

The data below is published in accordance with the relevant provision of the *Public Sector Act 2022*.

| | Total number of matters received | Total number of matters not yet finalised | Total number of matters resulting in further action ¹ | Total number of matters resulting in <u>no</u> further action ² |
|---|----------------------------------|---|--|--|
| GRAND TOTAL | 2740 | 67 | 2274 | 399 |
| Child Safety | 2682 | 67 | 2234 | 381 |
| First Attempt at Resolution (FAAR) ³ | 2175 | 0 | 2175 | 0 |
| Complaint | 429 | 60 | 52 | 317 |
| Internal Review | 78 | 7 | 7 | 64 |
| Seniors and Disability Services | 58 | 0 | 40 | 18 |
| Complaint | 58 | 0 | 40 | 18 |
| Internal Review | 0 | 0 | 0 | 0 |



Notes:

1. 'Total number of matters resulting in further action' refers to the number of matters received that resulted in further action by the department.
2. 'Total number of matters resulting in no further action' refers to the number of matters received, that resulted in no further action by the department.
3. This year's report introduces First Attempt at Resolution (FAAR) data, providing a more complete picture of child safety matters (all FAARs trigger further action). This new methodology may result in significant differences compared to previous years' figures.
4. The figures above only reflect matters that have been triaged and assigned during the reporting period. Any cases received but not yet triaged are not included in this data.

The department is also required to record, assess and report on human rights allegations in accordance with the *Human Rights Act 2019*. Human rights reporting is recorded separately in the department's Annual Report which is available at [Annual Report - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](#).

Approved by:

**Chief Practitioner
Child and Family**

xx/xx/2024