

**From:** [Feedback](#)  
**To:** [complaintreferral@publicguardian.qld.gov.au](mailto:complaintreferral@publicguardian.qld.gov.au)  
**Subject:** Closure of C18-1090  
**Date:** Friday, 21 December 2018 9:48:15 AM

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Office of the Public Guardian  
 Attention: Senior Practice Officer

C/- [complaintreferral@publicguardian.qld.gov.au](mailto:complaintreferral@publicguardian.qld.gov.au)

Good morning,

**Re: Closure of C18-1090**

With reference to my email below dated 13 December 2018, as no feedback was received from you by 20 December 2018 I would like to advise you that the preliminary findings provided to you remain unchanged, and your complaint is now considered closed, effective 21 December 2018.

In keeping with the department's Complaints Management Policy and Procedure, if you are dissatisfied with the Complaints Unit's (CU) complaints management process, you are entitled to request an internal review by the department. 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 CU by emailing: [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au) or by mail to: Locked Bag 3405, Brisbane, Queensland, 4001.

If you continue to remain unhappy with the way in which the CU has handled your matter on completion of an internal review, you may wish to contact the Queensland Ombudsman. You can contact the Queensland Ombudsman by telephone on 07 3005 7000 or 1800 068 908; by mail to GPO Box 3314, Brisbane, 4001; by email to [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au) or in person at Level 18, 53 Albert Street, Brisbane.

Regards,

**Name** Senior Review Officer  
 Complaints Unit (Moreton Region (Brisbane District), Northern Queensland Region and South East Region)  
 Office of the Deputy Director-General  
 Service Delivery  
 Department of Child Safety, Youth and Women  
**E:** [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au) **T:** 07 3097 5228

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**From:** [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)  
**Sent:** 13/12/2018 7:53 AM  
**To:** [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)  
**Subject:** Your referral dated 21 August 2018 - Our reference C18-1090

Senior Practice Officer  
 Office of the Public Guardian

C/- complaintreferral@publicguardian.qld.gov.au

Good morning [Name]

**Re: Your referral dated 21 August 2018 regarding** [Personal affairs]  
[redacted] - **Our reference C18-1090**

With reference to your referral dated 21 August 2018, I apologise for the delay in obtaining the response.

The details of the complaint were:

- [redacted]  
[redacted] Child Safety did not sign the consent form so [redacted] could attend. [redacted] Child Safety Officer was provided the consent form three weeks prior to the event.

The outcome sought was:

- Child Safety Officer [Name] to apologise to [Name] for failing to have the consent form signed in time, so [redacted] could attend the district sports carnival.; and
- [cssc] Child Safety Service Centre (CSSC) to commit to signing consent forms within required timeframes

**Preliminary Findings**

Moreton Region advised the following information yesterday, 12 December 2018:

[redacted]

Personal affairs

Given there was not a permission form to be signed [redacted]  
[redacted] the CSSC has not failed to provide adequate service to the client.

In accordance with the department's *Complaints Management Policy and Procedure*, the Complaints Unit (CU) would like to provide you with an opportunity to provide comment and/or feedback on these preliminary findings.

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 comments and/or feedback, together with any supporting documentation are received on or before 20 December 2018 via email to:

R

feedback@csyw.qld.gov.au or write to the Complaints Unit Locked Bag 3405  
Brisbane Qld 4001.

If you have any questions or require clarification on any aspect of this matter,  
please do not hesitate to contact me on 07 3097 5201.

Regards,

Name

Senior Review Officer

Complaints Unit (Moreton Region (Brisbane District), Northern Queensland Region and South East Region)

Office of the Deputy Director-General

Service Delivery

Department of Child Safety, Youth and Women

**E:** david.kerle@csyw.qld.gov.au **T:** 07 3097 5228

RTI RELEASE

R

R



Our Ref: C18-1100

7 November 2018

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

Name

Senior Practice Officer  
Office of the Public Guardian  
complaintreferral@publicguardian.qld.gov.au

Dear

**RE: Your complaint matter**

I refer to a complaint from the Office of the Public Guardian that was referred to the Northern Queensland Regional Office of the Department of Child Safety, Youth and Women, concerning your dissatisfaction with the department's response to the medical needs of [redacted] and application for support under the National Disability Insurance Scheme (NDIS).

In investigating your complaint matter, [redacted] Acting Senior Advisor (Client Relations), gathered information from the following sources:

- Integrated Case Management System (ICMS)
- Information provided by [redacted] CSSC Child Safety Service Centre
- National Disability Insurance Agency website

Prior to providing you with the response and findings in relation to each allegation in your complaint matter, I also offer the following information:

- An allegation is 'substantiated' when evidence/information gathered shows the issue to be true or gives substance to or supports or upholds the complaint issue/s in question.
- An allegation is 'not substantiated' when evidence/information gathered shows the complaint issue not to be true or without substance or not supported or not upheld.
- An allegation is 'unable to be substantiated' when evidence/information gathered is inconclusive and not able to confirm or disconfirm the complaint issue.

Northern Queensland Region  
Level 8, Verde Tower  
455 Flinders Street, Townsville  
Queensland 4810 Australia  
PO Box 1168, Townsville  
Queensland 4810 Australia

Telephone +61 7 4796 6500  
Facsimile +61 7 4799 5570  
Website [www.csyw.qld.gov.au](http://www.csyw.qld.gov.au)  
ABN 75 563 721 098

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**Allegation:** The OPG alleges that CSSC Child Safety Service Centre has not completed an application for the NDIS for Name within the agreed timeframe.



Personal affairs

**Finding:** Following review of departmental records and discussion with staff of the [redacted] CSSC, your allegation that [redacted] CSSC did not complete an application for the NDIS for [redacted] Name within the agreed timeframe is **substantiated**.

The OPG sought three outcomes from the complaint:

1: [redacted] Name **NDIS application to be completed as a matter of priority.**

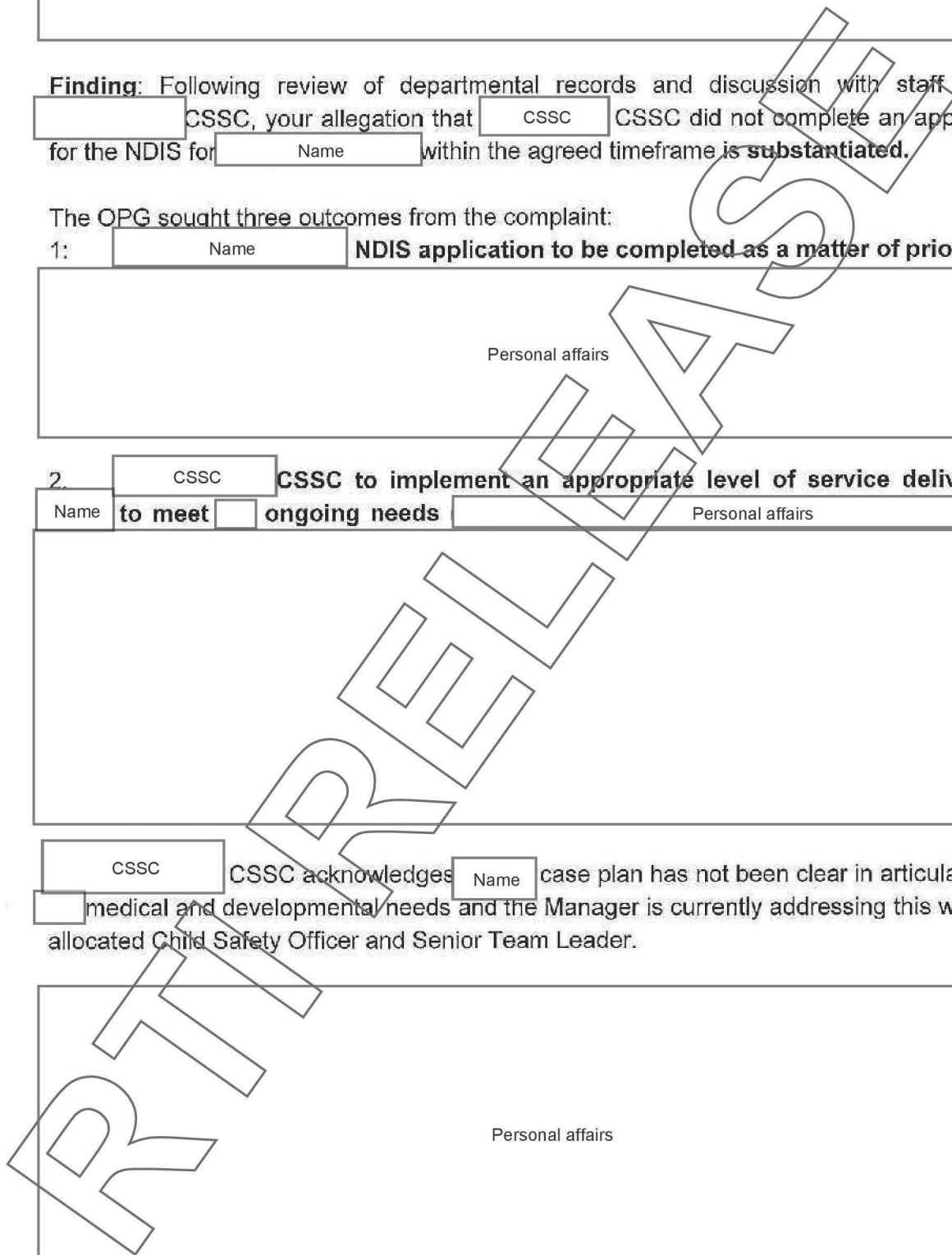
Personal affairs

2. [redacted] CSSC **CSSC to implement an appropriate level of service delivery to**  
Name **to meet** [redacted] **ongoing needs** [redacted] Personal affairs

[redacted]

[redacted] CSSC CSSC acknowledges [redacted] Name case plan has not been clear in articulating [redacted] medical and developmental needs and the Manager is currently addressing this with the allocated Child Safety Officer and Senior Team Leader.

Personal affairs



Personal affairs

3.  CSSC **CSSC to conduct an internal review to ascertain the rationale for the delay in submitting  NDIS application and develop processes to ensure this situation does not occur for any other child who is case managed by the officer.**

Personal affairs

I can also confirm that the CSSC sought advice from the Manager (NDIS Interface), Operational Support, Child and Family Operations to improve knowledge and understanding of the application process and requirements when applying to the NDIA, specifically including links to advice and forms for applying to be a Child Representative.

Should you wish to provide feedback on the complaints management process, please do so in writing to [NQR Corro@csyw.qld.gov.au](mailto:NQR_Corro@csyw.qld.gov.au) by 12 November 2018. If no feedback is received, the matter will be closed at that time.

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@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by writing to GPO Box 806, Brisbane, Queensland, 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](mailto:ombudsman@ombudsman.qld.gov.au).

Yours sincerely

Name

**Director  
Norther Queensland Region**

Our reference: C18-1101

24 December 2018



*Private and confidential*

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

Name

Complaints Officer  
Community Visitor Program  
Office of the Public Guardian

Dear

I am writing in response to correspondence received by the Complaints Unit (CU) on 22 August 2018 from the Office of the Public Guardian (OPG) on behalf of young person,   in accordance with Section 144(1)(b) of the Public Guardian Act.

I apologise for the delay in providing you with a response.

As previously discussed with you, it was determined that the best way for the Complaints Unit to respond to you efficiently and holistically is through an alternative response. This determination based on the following reasons:

- From reviewing information contained in your referral to the CU, it has been assessed that the most appropriate response to your ongoing dissatisfaction would be through the provision of information regarding what actions the department had undertaken.
- The Complaints Management "guidelines", section 1.4.3 *Alternative Response* states that an alternative response offers a more timely way to address a complaint and typically lends itself to a scenario where a desired outcome is to repair a damaged or strained relationship with a complainant. Alternative responses can be conducted via phone, meeting or as a written response. Alternative responses usually result in more timely outcomes for a complainant.

In the management of this complaint matter the Complaints unit undertook a number of actions which included:

- Review of:
  - The Child Safety Practice Manual (CSPM)
  - Departmental database, Integrated Client Management System (ICMS).
  - The Child Protection Act 1999
  - Complaint Management 'Guidelines'
  - Information provided by South East Regional Office and  cssc  Child Safety Service Centre.



I wish to advise that following our review of your complaint allegations, in accordance with the department's Complaints Management Policy and Procedures, this information is provided for your comment and/or feedback.

Please refer to attachment 1 for a full copy of responses to the concerns raised on behalf of

In accordance with the principle of natural justice, you are now afforded the right of reply. Should you wish to provide feedback to this complaints management process, please do so in writing to the Complaints unit, either via post (Locked Bag 3405, Brisbane Qld 4001) or email ([feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)) by close of business 8 January 2019.

Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

Should you have any questions or require clarification on any aspect of this matter, please do not hesitate to contact me by telephone on 07 3033 0717 or alternatively by email at [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)

Yours sincerely

*cl*

**Principal Review Officer**  
Complaints  
(encl.)

RTI RELEASED

**Attachment 1**

Personal affairs

**Complaint Allegation 1:**

**In response to the department's model of care to [Name] and use of "reactive management strategies", I am able to advise:**

Personal affairs

RTI RELEASE

Personal affairs

- The placement model is regularly reviewed regularly by the CSSC and PSU and [redacted] have 4 monthly reviews undertaken in conjunction with a private consultant.

**Complaint Allegation 2:**

**In regard to concerns relating to the department's consideration of [redacted Name] views and wishes in relation to the placement, I am able to confirm the following:**

Personal affairs

- There is a clear plan in relation to community access that is reviewed weekly or more frequently as required by the clinician. [redacted]

[redacted]

- The placement and model of care is regularly reviewed by the stakeholder and governance group. This model of care is currently considered the most suitable placement option available [redacted] Personal affairs

[redacted]

- [redacted] have an external consultant that also supports [redacted] and the care team to review the placement model on a quarterly basis.

**Information in relation to alleged assault** [redacted]

- A Standard of Care discussion was held on 5 July 2018 with [redacted] Care team during which the following was discussed:

[redacted]

- The outcome of this tele-link that the PBISP was followed correctly and therefore there was no breach of the statement of standards to respond to. [redacted]

[redacted]



Our Ref: C18-1136  
Your ref:

22 October 2018

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

Name

Senior Practice Officer  
Office of the Public Guardian  
complaintreferral@publicguardian.qld.gov.au

Dear

**RE: Your complaint matter**

I refer to a complaint from the Office of the Public Guardian that was referred to the Northern Queensland Regional Office of the Department of Child Safety, Youth and Women, concerning your dissatisfaction with the department's response to the medical needs of

In investigating your complaint matter, Acting Senior Advisor (Client Relations), gathered information from the following sources:

- Integrated Case Management System (ICMS)
- Information provided by Child Safety Service Centre
- Child Protection Act 1999

Prior to providing you with the response and findings in relation to each allegation in your complaint matter, I also offer the following information:

- An allegation is 'substantiated' when evidence/information gathered shows the issue to be true or gives substance to or supports or upholds the complaint issue/s in question.
- An allegation is 'not substantiated' when evidence/information gathered shows the complaint issue not to be true or without substance or not supported or not upheld.
- An allegation is 'unable to be substantiated' when evidence/information gathered is inconclusive and not able to confirm or disconfirm the complaint issue.

Northern Queensland Region  
Level B, Verde Tower  
455 Flinders Street, Townsville  
Queensland 4810 Australia  
PO Box 1168, Townsville  
Queensland 4810 Australia

Telephone +61 7 4796 6500  
Facsimile +61 7 4799 5570  
Website [www.csyw.qld.gov.au](http://www.csyw.qld.gov.au)  
ABN 75 563 721 098

R

**Allegation 1: That** [Name] **missed scheduled** [ ] **appointments in February 2018 and again in May 2018.**

Personal affairs

PLEASE LEAVE

**Finding:** Following review of departmental records and discussion with staff of the [ ]  
[ ] cssc [ ] CSSC, your allegation is **substantiated.** [ ] Personal affairs

[ ] It appears that neither the [ ] cssc [ ] CSSC nor approved Kinship carer were aware of those appointments.

**Allegation 2: That** [Name] **approved foster carer,** [ ]  
**only became aware of missed** [ ] Personal affairs **appointments in June 2018,** [ ]

[ ] Personal affairs  
[ ] **despite letters regarding the appointments having been sent to child safety.**

As noted above, there is no record of [ ] cssc [ ] CSSC receiving advice from the [ ]  
[ ] Hospital of any scheduled medical appointments for [ ] Name [ ]

Personal affairs

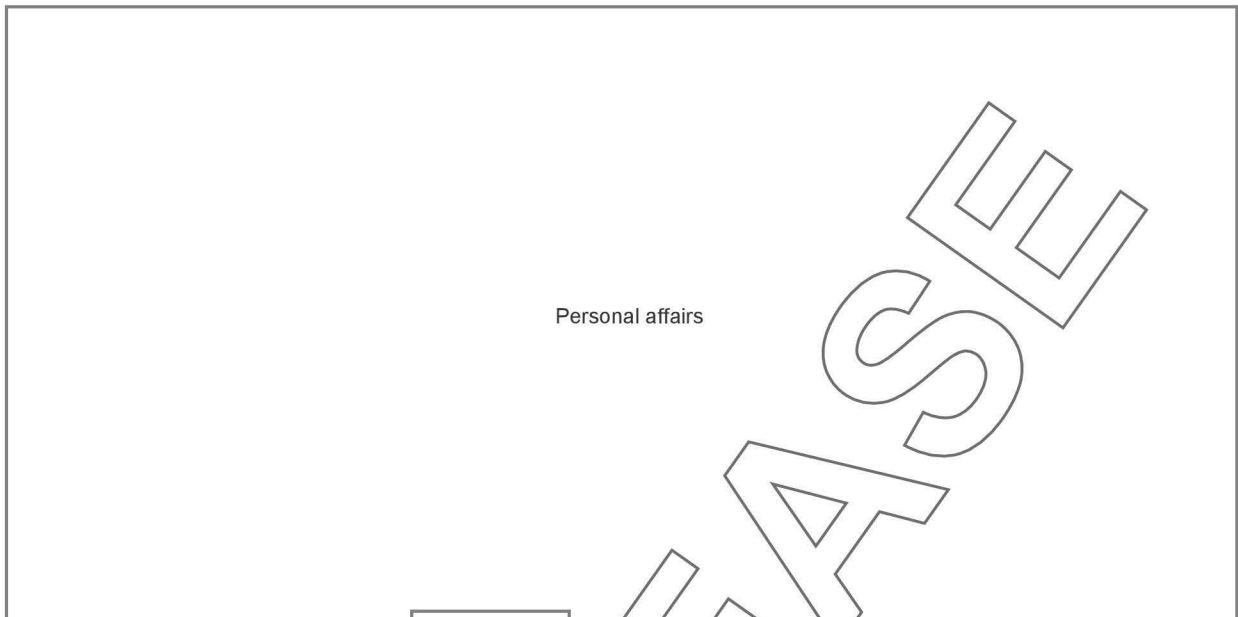
Personal affairs

**Finding:** Following review of departmental records and discussion with staff of the [redacted] CSSC, your allegation is **substantiated**.

**Allegation 3: At 7 August 2018, Senior Team Leader, [redacted] Name was not aware that any [redacted] appointments had been missed.**

Personal affairs

**Finding:** Based on information available your allegation is **substantiated**, on the basis that [redacted] Name was not aware of missed appointments at 7 August 2018. However, it is noted that [redacted] was not the Senior Team Leader for [redacted] case at the time appointments were missed and that there is no record the CSSC received advice of scheduled appointments for [redacted] with the [redacted] Hospital.



Personal affairs

More broadly, [redacted] CSSC CSSC has implemented a project to review the records of children in care and case managed by the [redacted] CSSC to ensure their health information reflects their current medical needs.

Should you wish to provide feedback on the complaints management process, please do so in writing to [NQR\\_Corro@csyw.qld.gov.au](mailto:NQR_Corro@csyw.qld.gov.au) by 29 October 2018. If no feedback is received, the matter will be closed at that time.

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@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by writing to GPO Box 806, Brisbane, Queensland, 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](mailto:ombudsman@ombudsman.qld.gov.au).

Yours sincerely

[Redacted signature box containing the word "Name"]

**Director  
Norther Queensland Region**



Our reference: C18-1165



17 January 2019

Department of  
Child Safety, Youth  
and Women

Senior Practice Officer (Complaints)

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

Dear Sir,

I am writing to you in response to the concerns raised by the Office of the Public Guardian (OPG) regarding [redacted] Personal affairs

The complaint related specifically in relation to the OPG holding concerns regarding [redacted]

[redacted] Prior to [redacted] Name [redacted] move there were no school arrangements organised prior to [redacted] move. [redacted] was not enrolled in any education [redacted]

On 10 September 2018, the department's Central Complaints Unit referred your concerns to the South East Region (SER) for appropriate action and advice. I apologise for the delay in providing you with an outcome to this matter.

An investigation has been undertaken in consultation with [redacted] Name [redacted] Manager, [redacted] cssc CSSC. Further sources of evidence included:

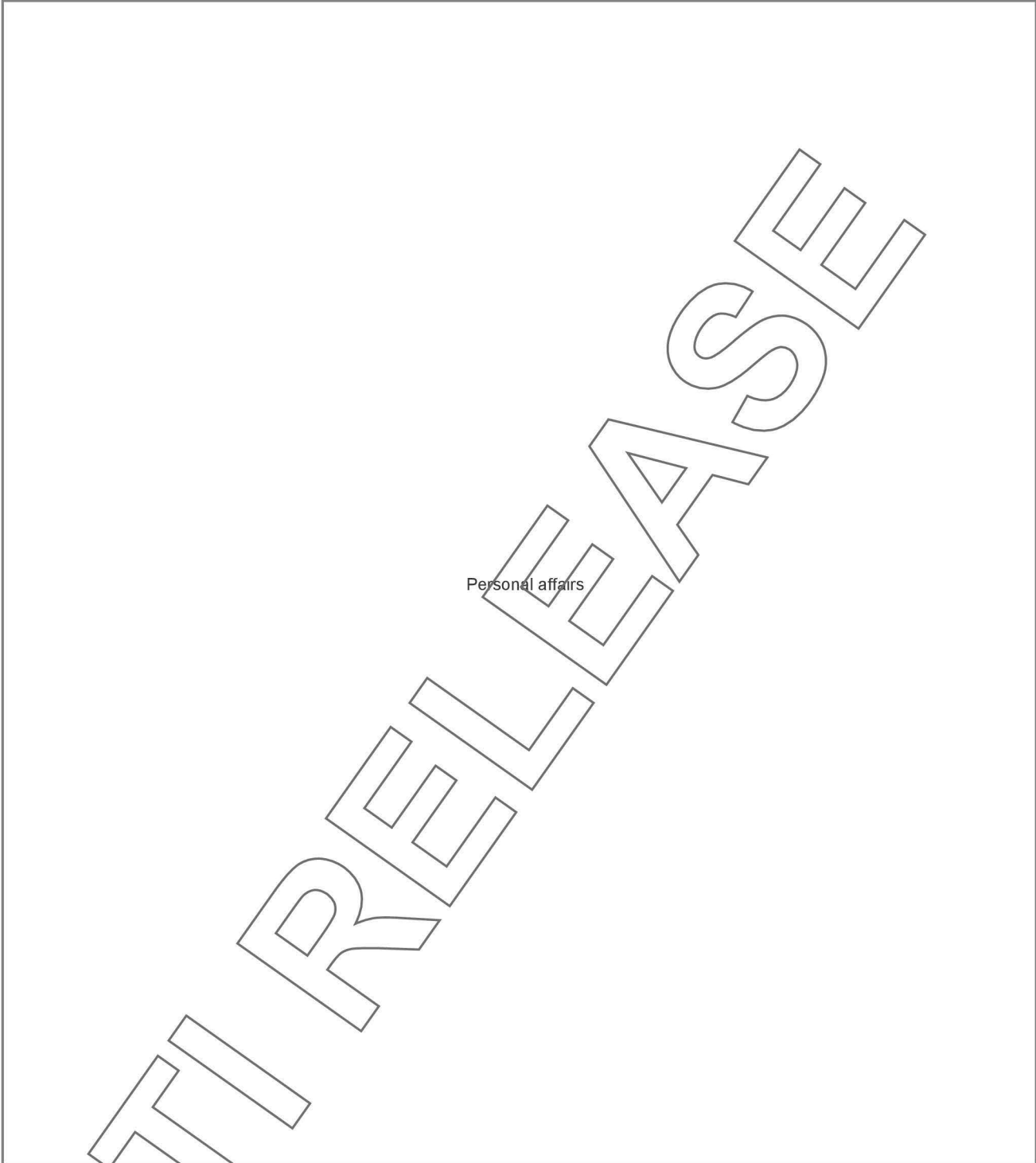
- Departmental records
- Child Safety Practice Manual
- Child Safety Legislation
- *Child Protection Act 1999*

**Complaint 1**

Provide OPG with a rationale as to why [redacted] Name [redacted] was not enrolled in school when this was requested by [redacted]

Personal affairs

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Personal affairs

CSC [Name] has developed a support service plan for [Personal affairs]  
[ ] which I have also attached.

Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email ([SER\\_HOTISSUES\\_COMP@csw.qld.gov.au](mailto:SER_HOTISSUES_COMP@csw.qld.gov.au)) by close of business 7 days from the date of this letter. Should no comment or feedback be received on or before 7 days from date of this letter, this matter will be closed effective close of business 7 days from the date of this letter. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

Name

A/Advisor  
South East Region

RTI RELEASED

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CP case note

CP case note

Status: Complete

**Refers to**

Name	Role	Date of birth	Age	Sex	Indigenous status
Personal affairs					

**Type**

Support service plan

**Description**

Support Service plan for

RTI RELEASES

**Details**

RTI RELEASE



Queensland Government

Department of Child Safety, Youth and Women

Our reference: C18-1292

Private and confidential

10 January 2019

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

Name

I refer to the OPG complaint received on 18 September 2018, by the Complaints Unit, Department of Communities, Disability Services and Seniors [the department] in relation to the complaint raised by the Community Visitor.

On the 4 January 2018 the South East Region provided an update from the [cssc] Child Safety Service Centre [CSSC] in relation to [Name]

[Redacted area]  
Personal affairs

In accordance with the department's Complaints Management Policy and Procedure we would like provide you with an opportunity to provide comment and /or feedback to the above response. Should you wish take advantage of this opportunity, please ensure your comments and/or feedback is received on or before 16 January 2019. If no feedback is received by the due date this matter will be considered finalised.

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

Yours sincerely

[Signature]

Manager  
Complaints  
Department of Child Safety Youth and Women

Complaints  
Locked Bag 3405  
BRISBANE QLD 4001  
T: 1800 080 464  
E: [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)

R



Our Ref: C18-1337

21 November 2018

Department of  
Child Safety, Youth  
and Women

Name

Senior Practice Officer  
Office of the Public Guardian  
complaintreferral@publicguardian.qld.gov.au

Dear Name

**RE: Your complaint matter**

I refer to a complaint from the Office of the Public Guardian that was referred to the Northern Queensland Regional Office of the Department of Child Safety, Youth and Women, concerning your dissatisfaction with the department's response to concerns for [redacted] while in the care of an approved carer.

In investigating your complaint matter, [redacted] Acting Senior Advisor (Client Relations), gathered information from the following sources:

- Integrated Case Management System (ICMS)
- Information provided by [redacted] Child Safety Service Centre

Prior to providing you with the response and findings in relation to the allegation in your complaint matter, I also offer the following information:

- An allegation is 'substantiated' when evidence/information gathered shows the issue to be true or gives substance to or supports or upholds the complaint issue/s in question.
- An allegation is 'not substantiated' when evidence/information gathered shows the complaint issue not to be true or without substance or not supported or not upheld.
- An allegation is 'unable to be substantiated' when evidence/information gathered is inconclusive and not able to confirm or disconfirm the complaint issue.

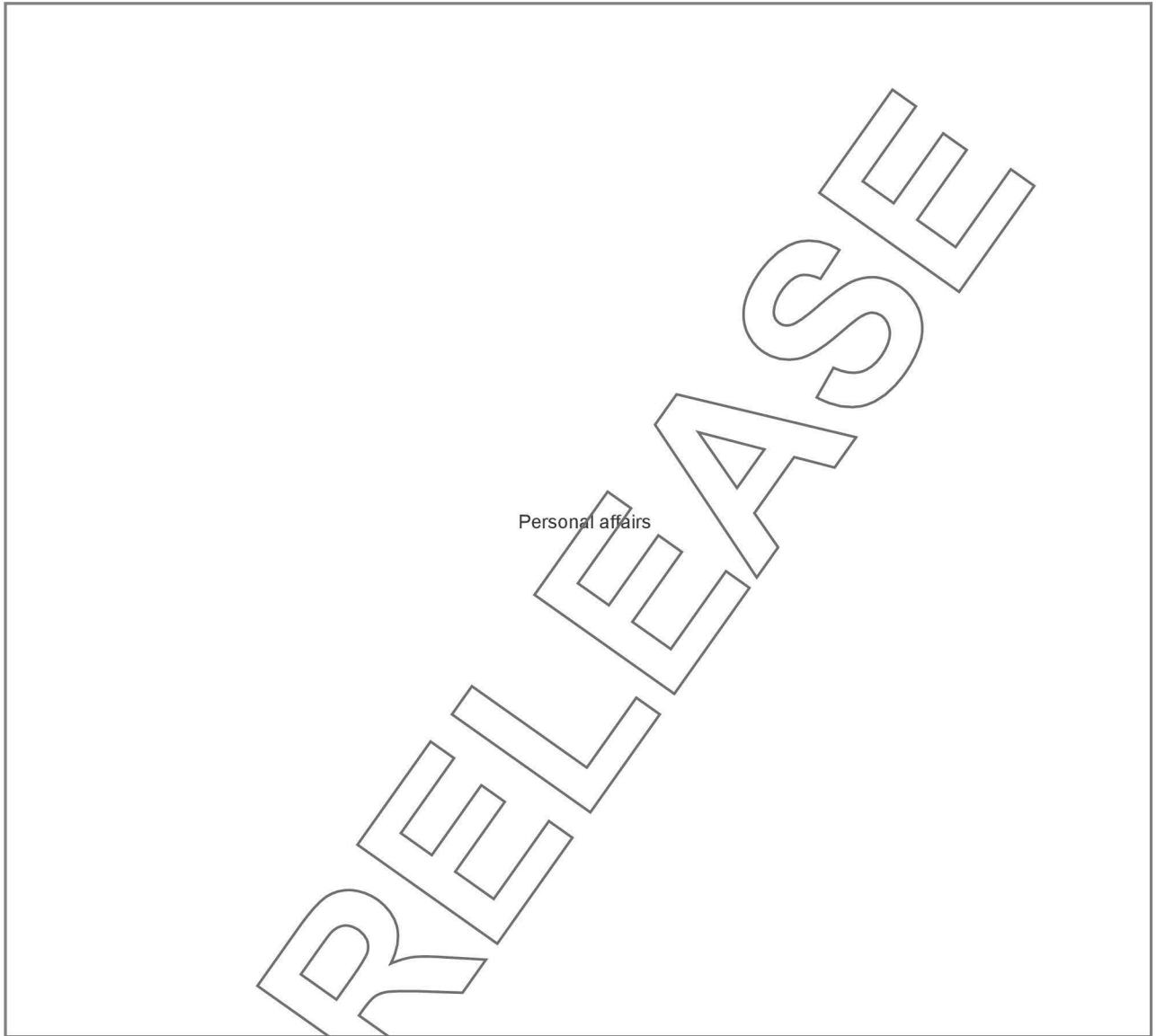
**Allegation:** The OPG alleges that the [redacted] Child Safety Service Centre has not appropriately responded to notified concerns [redacted]

Personal affairs

Northern Queensland Region  
Level 8, Verde Tower  
455 Flinders Street, Townsville  
Queensland 4810 Australia  
PO Box 1168, Townsville  
Queensland 4810 Australia

Telephone +61 7 4796 6500  
Facsimile +61 7 4799 5570  
Website [www.csyw.qld.gov.au](http://www.csyw.qld.gov.au)  
ABN 75 563 721 098

R



**Finding:** Following review of departmental records and discussion with the Manager of the

CSSC, I am satisfied the  CSSC did respond to concerns   
 and your allegation is **not substantiated**.





Personal affairs

Should you wish to provide feedback on the Regional complaints management process, please do so in writing to [NQR Corro@csw.qld.gov.au](mailto:NQR_Corro@csw.qld.gov.au) by 28 November 2018. If no feedback is received, the matter will be closed at that time.

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@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by writing to GPO Box 806, Brisbane, Queensland, 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](mailto:ombudsman@ombudsman.qld.gov.au).

Yours sincerely

Name

**A/Director  
Norther Queensland Region**

Our reference: C18-1363



19 February 2019

Department of  
Child Safety, Youth  
and Women

Senior Practice Officer (Complaints)

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

Dear Sir,

I am writing to you in response to the concerns raised by the Office of the Public Guardian (OPG) relating to young person's [redacted] Personal affairs [redacted]

The complaint was specifically in relation to the OPG holding concerns relating to the department not consulting with [redacted] Name prior to any placement changes and/or co tenant changes, and the department's decision to place [redacted] in the same residential placement with [redacted]

Following discussions with [redacted] Manager, [redacted] CSSC Child Safety Service Centre (CSSC) and [redacted] Name Acting Manager, Placement Services Unit (PSU). I can advise the concerns raised by the OPG have been discussed and noted.

**Complaint 1**

The provision of the rationale used by Child Safety in deciding to place [redacted] together.

Following discussions with relevant departmental officers I have determined that PSU conduct a thorough safety assessment on the young person being considered for placement and the suitability of the residential placement in meeting the immediate needs of the young person.

At the time [redacted] Personal affairs [redacted] it was identified that this was a suitable residential placement option [redacted]

**Complaint 2**

A commitment to consult [redacted] Name in the future placements prior to the placement being accepted.

Whilst the department acknowledges the concerns raised by the OPG, there are policies and procedures that are to be adhered to as well as a number of contributing factors that PSU need to consider prior to transitioning a young person into any residential placement.

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Wherever possible the department will make every effort to liase with [Name] prior to any placement changes, however in most situations the placement options are limited and the need for a placement change can be out of the departments control ie. Placement closed, the young person's needs could be better met at an alternate residential placement and therefore consultation cannot always be guaranteed.

**Complaint 3**

**A commitment to not place these two young people together in the future.**

The Department acknowledges your concerns regarding placing [redacted] together and where possible alternative placements will be sought in attempt to not place [redacted] together at the same time.

Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email ([SER\\_HOTISSUES\\_COMP@csw.qld.gov.au](mailto:SER_HOTISSUES_COMP@csw.qld.gov.au)) by close of business 7 days from the date of this letter. Should no comment or feedback be received on or before 7 days from the date of this letter, this matter will be closed effective close of business 7 days from the date of this letter. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

[Redacted signature box]

A/Advisor  
South East Region

[Large stylized 'R' watermark]

[Redacted box]

[Redacted box]



Our reference: M18-1692

14 November 2018

Name

Senior Practice Officer

Office of the Public Guardian

Email address: [redacted]@publicguardian.qld.gov.au

Department of  
Child Safety, Youth  
and Women

Dear [redacted]

Business affairs

I am writing in relation to the complaint lodged on the 25 September 2018, by the office of the Public Guardian with the Complaints Unit (CU), Department of Child Safety Youth and Women (the department) [redacted]

Consistent with the MOU regarding Complaints between this department and the Office of the Public Guardian (OPG), the Senior Advisor from the South East Queensland has undertaken an investigation and prepared an outcome letter which is attached to this email for your attention. I apologise for the delay in the forwarding of this correspondence to you.

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 these findings.

Any information that you provide will be considered by the South East Queensland Region. 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 20 November 2018 via email to: [feedback@csw.qld.gov.au](mailto:feedback@csw.qld.gov.au) or write to Complaints Locked Bag 3405, Brisbane QLD 4001. Please note I have extended the feedback period from the 15 November to the 20 November 2018.

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 [redacted] Name Senior Review Officer (SRO), Complaints Unit on 07 30330717, via email to [feedback@csw.qld.gov.au](mailto:feedback@csw.qld.gov.au) or write to Complaints Locked Bag 3405, Brisbane QLD 4001.

Kind Regards

[Signature] Name

Senior Review Officer  
Complaints Unit

Complaints  
Department of Child Safety, Youth and Women  
Postal address: Locked Bag 3405 Brisbane, QLD 4001  
Email address: [feedback@csw.qld.gov.au](mailto:feedback@csw.qld.gov.au)  
Telephone: 07 30330717

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Our reference: C18-1376



**8 November 2018**

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

Senior Practice Officer (Complaints)

Name  @publicguardian.qld.gov.au

Dear Sir,

I am writing to you following concerns raised by the Office of the Public Guardian (OPG) regarding  Business affairs

Specifically the complaint was regarding  staff failing to provide a Community Visitor (CV) with copies of Critical Incident Reports (CIR) relating to a young person. The OPG requested the department investigate whether  are in breach of any licensing provisions of the Department of Child Safety, Youth and Women (DCSYW).

On 26 September 2018, 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.

An investigation has been undertaken in consultation with  Name Regional Manager, Investment and Partnerships, South East Region as well as information provided from , Principal Program Officer Investment and Commissioning Brisbane Office. Further sources of evidence included:

- Departmental records
- Child Safety Practice Manual
- Child Safety Legislation
- *Child Protection Act 1999*
- Protecting the rights of children in visitable sites

#### Complaint 1

**Investigate whether  Business affairs are in breach of any licensing provisions with the Department.**

The matter has been assessed and it has been identified that  are not in breach of any DCSYW licensing provisions.

The *Public Guardian Act 2014* states that service providers are required to provide access for the CV to sight the CIR documents, copy and take if relevant.

Through the investigation it was identified that the youth workers involved allowed the CV to sight the CIR's on occasions, however they were of the understanding that due to confidentiality provisions the CIR's were unable to be copied and taken off site.

Nevertheless it has now been clarified with [redacted] Business affairs [redacted] as to the difference between DCSYW legislation to that of the OPG's legislation and the understanding that as a care service [redacted] are required to comply with requests from the OPG.

[redacted] will ensure all [redacted] staff are briefed and made aware of the provisions under the Act.

Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email ([SER\\_HOTISSUES\\_COMP@csyw.qld.gov.au](mailto:SER_HOTISSUES_COMP@csyw.qld.gov.au)) by close of business on 15 November 2018. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

[redacted]  
Name

Acting Regional Director  
South East Region



Queensland Government

Our reference: C18-1512

04 February 2019

Department of Child Safety, Youth and Women

Senior Practice Officer (Complaints)

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

Dear Sir,

On 10 October 2018, 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.

The concerns raised by the Office of the Public Guardian (OPG) related to young person

[redacted] Personal affairs

Community Visitor [redacted] Name [redacted] raised concerns with the OPG relating specifically to [redacted] placement at the time which was not meeting [redacted] needs.

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

Personal affairs

Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email (SER\_HOTISSUES\_COMP@csyw.qld.gov.au) by close of business 7 days from the date of this letter. Should no comment or feedback be received on or before 7 days from the date of this letter, this matter will be closed effective close of business 7 days from the date of this letter. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

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If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

Name

A/Advisor  
South East Region

RTI RELEASE

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Reference number: C18-1600



3 December 2018

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

Name

Dear

I refer to your complaint lodged with the Office of the Public Guardian and referred to Complaints Unit, Department of Child Safety, Youth and Women on 22 October 2018.

The matter was referred to the Rockhampton Regional Service Centre for management.

The  Child Safety Service Centre (CSSC) was asked to make contact with you to respond to this matter.

The outcomes sought by you were:

To be provided a letter of response to your complaint discussing:

Personal affairs

A letter, dated 27 November 2018, was sent to you responding to requests and on 30 September 2018,  Name  Child Safety Officer, spoke with you via phone regarding the matters.

Your complaint matter has now been finalised and will be closed.

If you are unhappy with the way your complaint was managed, you are entitled to request that an internal review be undertaken. Your request for an internal review should be accompanied by a statement of reasons and can be requested by contacting the Complaints Unit on 1800 080 464, by emailing [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or writing to GPO Box 806, Brisbane, Qld, 4001.

Yours sincerely

**Senior Advisor  
Rockhampton Regional Service Centre**

The Department of Child Safety, Youth and Women (the Department) is collecting your personal information for the purpose of managing your complaint in accordance with the Department's Complaints Management Policy. Your personal information may be disclosed to other agencies or third parties for the purpose of responding to or managing your complaint or for evaluation purposes. Your personal information will be handled in accordance with the Information Privacy Act 2009.

Rockhampton Regional Service Centre  
Department of Child Safety, Youth and Women  
PO Box 1503  
ROCKHAMPTON QLD 4700

R



Our reference: C18-1736

29 November 2018

Department of  
Child Safety, Youth  
and Women

Senior Practice Officer (Complaints)

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

Dear Sir,

I am writing to you in response to the concerns raised by the Office of the Public Guardian (OPG) regarding [redacted] Personal affairs

The complaint was specifically in relation to the OPG holding concerns that the [redacted] CSSC [redacted] Child Safety Service Centre (CSSC) were not meeting the needs of [redacted] Name sufficiently.

The OPG also formed the view that there has been a lack of service delivery to [redacted] due to the fact that [redacted] is a child in need of protection. The OPG is seeking the rationale for the decision by Child Safety (CS) regarding the Intervention with Parental Agreement (IPA) [redacted] Personal affairs

On 09 November 2018, the department's Central Complaints Unit referred your concerns to the South East Region (SER) for appropriate action and advice. I apologise for the delay in providing you with an outcome to this matter.

An investigation has been undertaken in consultation with [redacted] Name Manager, [redacted] CSSC. Further sources of evidence included:

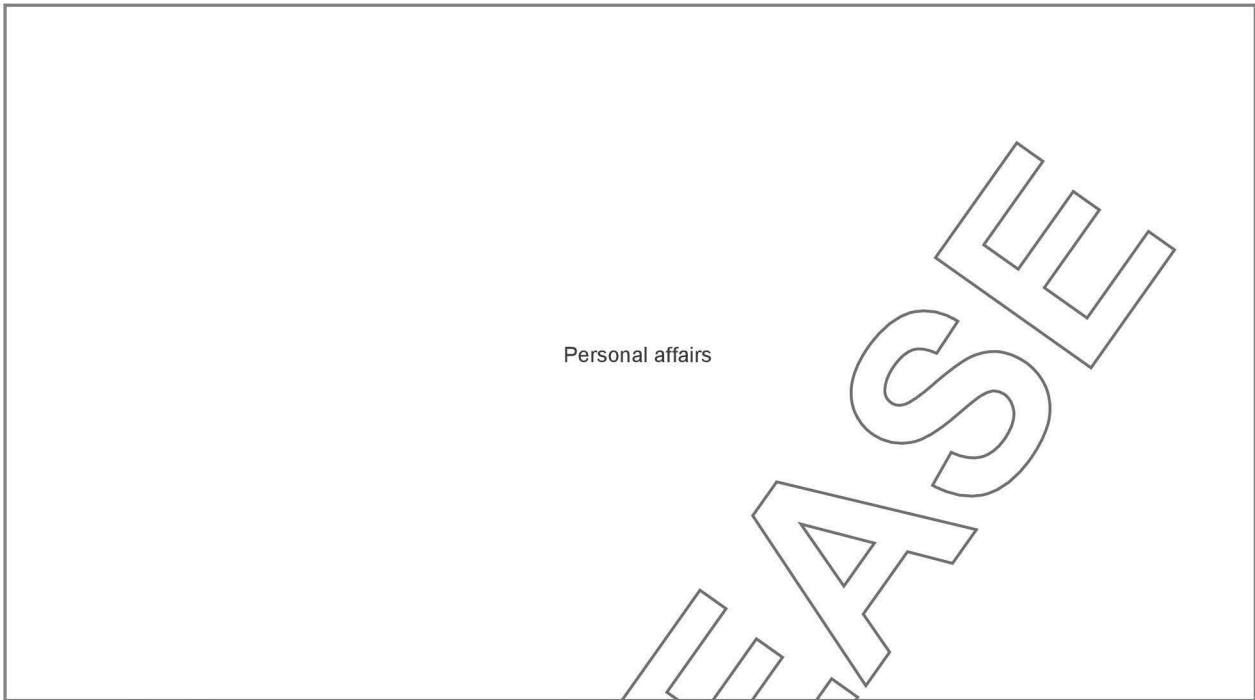
- Departmental records
- Child Safety Practice Manual
- Child Safety Legislation
- *Child Protection Act 1999*

**Complaint 1**

OPG have formed the view that there has been a lack of service delivery to [redacted] due to the fact that [redacted] is a child in need of protection.

[redacted] Personal affairs

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Personal affairs

The department has never had any intention of closing intervention for  and will continue to keep the OPG up to date as the case progresses.

Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email ([SER\\_HOTISSUES\\_COMR@csyw.qld.gov.au](mailto:SER_HOTISSUES_COMR@csyw.qld.gov.au)) by close of business on 10 December 2018. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

A/Advisor  
South East Region

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**From:** [Name] on behalf of CO\_RSC\_ExecServices  
**To:** [Name] OPG); Complaint Referral  
**Cc:** CO\_RSC\_ExecServices  
**Subject:** Complaint Matter Response - [ ] C18-1826  
**Date:** Friday, 11 January 2019 2:27:26 PM  
**Attachments:** Alternate Care Threat Management Safety Plan [ ] September 20....pdf  
 FW [ ] Threat Management Safety Plan.msg

Good afternoon [ ]

On 14 November 2018, the complaints unit received a complaint from the Office of the Public Guardian (OPG) in respect to the child [ ] Personal affairs

[ ]

Complaint Summary:

[ ]

[ ] recommended that [Name] be removed from the residential immediately. Allegedly, [ ] cssc [ ] Child Safety Service Centre were aware of the concerns but returned [Name] to the residential.

Requested Outcomes and Response:

Timeline of events:

[ ]  
Personal affairs

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Personal affairs

**Requested outcomes by OPG:**

• Internal review to occur regarding the decision by [CSSC] Child Safety Service Centre to allow [Name] to remain in a placement [Personal affairs]

As a result of the internal review, what actions will be taken by [CSSC] Child Safety Service Centre to ensure that this situation does not occur again for another young person.

*Review of above documentation occurred by CSSC manager and through complaints management process.*

*Complaints Management Analysis of Information:*

[Empty box for Complaints Management Analysis of Information]

We consider this information to be sufficient in responding to the complaint matter raised however if there is further detail you require, please let me know.

Otherwise, please provide your comments and/or feedback to myself on or before **COB 18 January 2019**.

Thank you,

**Senior Advisor (Executive Services)**  
Regional Service Centre | Central Queensland Region  
Department of Child Safety, Youth and Women

Level 3, 209 Bolsover Street, Rockhampton Q 4700  
**T:** 07 4938 6996 - Option 3 | **Direct Line:** 4848 4444

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RTI RELEASE

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Reference No: C18-1831



18 February 2019

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

Name

Senior Practice Officer (Complaints)  
Office of the Public Guardian  
Level 4  
154 Melbourne Street  
SOUTH BRISBANE 4101

Dear

**Re: Complaint Outcome letter** - Personal affairs

I refer to your complaint referral on 14 November 2018 to the Complaints Unit, Department of Child Safety, Youth and Women.

As you are aware, I had requested further clarifying information from yourself, and the Regional Visiting Manager, however, this information has not been forthcoming over the last 2 months.

On 14 February 2019, I made contact with Name Senior Team Leader, CSSC CSSC, who advised that case management for all children involved has progressed since November 2018, and contact is now occurring. advised that contact Personal affairs is very much supported and is expected to continue.

In accordance with the principle of natural justice, you are now afforded the right of reply. Should you wish to provide feedback to this complaints management process, please do so in writing to the Complaints Unit, either via post (Locked bag 3405 Brisbane Qld 4001) or email ([feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)) by close of business 22 February 2019.

Consideration will be given to any amendments to the outcome of this process as a result of your feedback.

Yours sincerely

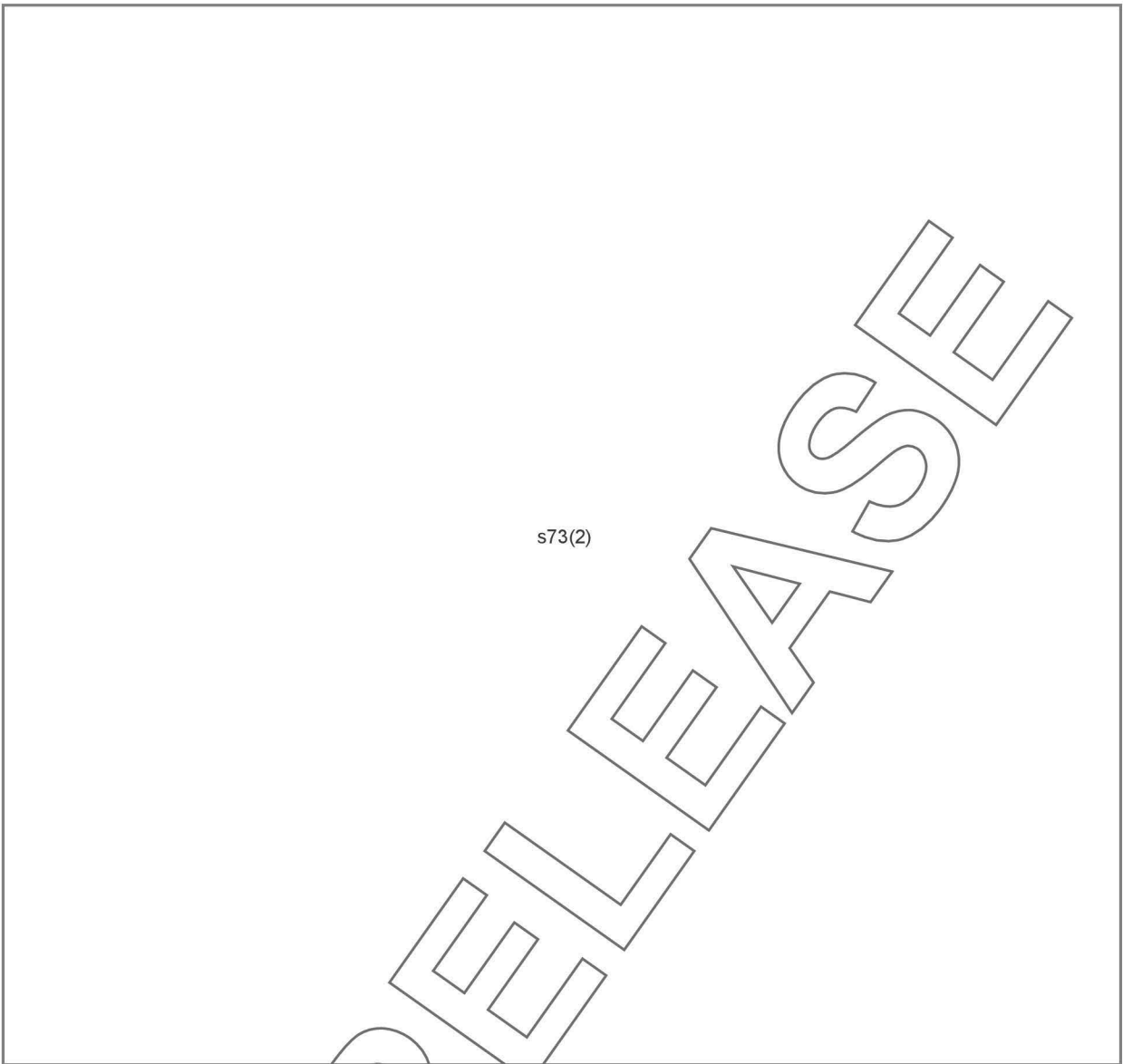
Name

Senior Review Officer

Complaints Unit  
LOCKED BAG 3405  
BRISBANE QLD 4001

R





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PLEASE SEE

**From:** [redacted] Name [redacted] [redacted]@csyw.qld.gov.au]  
**Sent:** Monday, 26 November 2018 12:19 PM  
**To:** [redacted]@publicguardian.qld.gov.au>  
**Cc:** [redacted]@publicguardian.qld.gov.au>  
**Subject:** RE: [redacted]

Hi [redacted]

Thank you for the below email. I have sat down with STL [redacted] and CSO [redacted] and gone over the matter. I can confirm that we share your view around the use of residential care for children or [redacted] age and background [redacted]

Personal affairs



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Personal affairs

As we move forward we will continue to work with PSU around potential options for [redacted]

please let me know if you have any further worries.

Name [redacted] A/Manager  
CSSC [redacted] Child Safety Service Centre | South East Region  
Department of Child Safety, Youth and Women

[redacted]

[redacted]

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While there are levels of complexity associated with  attendance at school the Department of Child Safety, Youth and Women remains committed to ensuring  education needs are met.

As you have been provided with a complaint management process you are entitled to provide feedback if you want to. You do not have to if you do not want to. If you do, please provide your response by 5pm Monday 20 May 2019.

**Kind Regards**

Name

**Senior Advisor**

Office of Regional Services | Moreton Region |

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

Level 3, 12 First Avenue | PO Box 972 | Maroochydore Qld. 4558 | T: 07 5376 9666

Our way



RTI RELEASE

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Reference No: C18-1960/M18-2194



19 December 2019

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

Name

 Senior Practice Officer  
 Office of the Public Guardian  
 Level 16  
 State Law Building  
 50 Ann Street  
 BRISBANE 4000

Dear

**Re: Preliminary Findings**

I refer to your complaint lodged with the complaints unit (CU), Department of Child Safety, Youth and Women on 28 November 2018.

I apologise for the delay in providing you with the preliminary findings.

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

- Seeking a response from the  cssc CSSC
- Seeking response from Central Queensland region
- Reviewing Integrated client management system
- Reviewing information provided by you

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 feedback on these preliminary findings (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 written feedback is received by **COB 7 January 2020** via email to: [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)

If you have any questions or require clarification on any aspect of this matter please do not hesitate to contact me on (07) 3097 5201, via email to [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au) or write to the Complaints Unit, Locked Bag 3405, BRISBANE QLD 4001.

Yours sincerely

Senior Review Officer

Enc. Preliminary findings

 Complaints Unit  
 Department of Child Safety, Youth and  
 Women  
 Locked Bag 3405  
 BRISBANE QLD 4001

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## Attachment 1. Preliminary findings

## Complaint Allegation:

From 11 June 2018 until 23 October 2018, repeated attempts were made to contact CSO [Name] Team Leader, [Name] and finally the Manager, [Name] (CSSC) (CSSC). On 19 September 2018 there was one acknowledgement of the contact from Team Leader [Name] who promised to review the matters and reply. The response to actual concerns has not been provided, despite email communication from CSO [Name] on 23 October 2018

## Contextual information:

On 14/05/2018, CV [Name] conducted a visit to the [Name] location where she spoke with [Name]. From 14 May 2018, OPG made 15 separate attempts to obtain a response from Child Safety in relation to concerns [Personal affairs] [Name]. These attempts were directed first to [Name] (CSSC) Child Safety Service Centre up until 11 June 2018, when advice was received that the case was reassigned to [Name] Child Safety Service Centre. DCSYW have not responded appropriately to the concerns raised by the Community Visitor regarding the children, and nor have they responded to requests for information from the Community Visitor in a timely manner.

## Evidence:

During the progression of the matter, [Name] sought information from the [Name] (CSSC) (CSSC) including email correspondence, and written statement from staff [Name] (CSSC).

## Analysis:

In regards to the OPG seeking information to the issues since 14 May 2018. It was noted that case management of [Name] only commenced with the [Name] (CSSC) (CSSC) on 1 June 2018, after the matter was transferred from the [Name] (CSSC). A review of documentation noted that [Name] originally sent her request for information (on 29 May 2018) to the staff at [Name] (CSSC) (CSSC). However, the children's cases were transferred to [Name] (CSSC) soon after and [Name] then sought a response from the [Name] (CSSC) (CSSC).

A review of the evidence provided and the ICMS correspondence identified that no recorded information to indicate that any response was provided to [Name] (Name) Community Visitor, for the information sought from [Name] (cssc) (CSSC) during 12 June 2018 until 23 October 2018. It was confirmed that despite the repeated attempts by [Name] via email no response was provided until 23 October 2018 by [Name] upon asked by [Name]. A review of the documentation found no evidence as to why there was a significant delay in providing a response to [Name].

A review of the documentation found no response was provided until [Name] advised on 19 September 2018, that she would escalate the matter to her Regional Manager. [Name] then requested additional information regarding clarification of case plans, and the safety plan for the placement. A further response to this request was provided by [Name] Team Leader, [Name] (cssc) (CSSC). In regards to [Name] (Name) questions regarding case plans a further response was provided on 26 October 2018 by [Name] after consultation between [Name].

It was noted that the Senior Practitioner's response to the complaint stated that there were limitations to case management, as a result of understaffing at the [Name] (cssc) (CSSC). It is Complaints Officer analysis that this may have been a contributing factor towards the delay in providing information to the Community Visitor, OPG.

No recorded information was located to indicate that [Name] Manager, [cssc] CSSC, was contacted by the Community Visitor, OPG for a response to the issues raised.

On 29 November 2018, information was sought by [Name] Community Visitor, OPG from [cssc] CSSC regarding the Standards Of Care harm report. The requested information was provided to [Name] on 1 November 2018 by [Name] Senior Practitioner, [cssc] CSSC. [Name] was advised by [Name] that the outcome was unsubstantiated – standards not met and an action plan developed for the placement.

**Finding:**

It is the reviewer's finding, based on the documentation reviewed, that the complaint is **Substantiated**. It was found that the [cssc] CSSC did not provide timely response to the information sought by the OPG, during the period outlined in the complaint.

Although the complaint is substantiated however as per request from OPG for Child Safety staff involved in this matter to undertake a revision of the Memorandum of Understanding for responding to requests for information from OPG; the response from CSSC states that this will be undertaken with all staff at [cssc] CSSC during staff meetings and the morning musters where each morning staff get together to discuss the plans for the day, practice development and any key priorities.

**Response regarding the Outcomes sought (as provided by the [cssc] CSSC):**

Outcomes requested by OPG:

1. *Child Safety staff involved in this matter to undertake a revision of the Memorandum of Understanding for responding to requests for information from OPG*
  - *This will be undertaken with all staff at [cssc] CSSC during at staff meetings and morning musters (each morning staff get together to discuss the plans for the day, practice development and any key priorities)*

Personal affairs

RTI REVIEW

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**From:** [Name]  
**To:** [redacted]@publicguardian.qld.gov.au  
**Subject:** RE: OPG Complaint Referral [redacted]  
**Date:** Tuesday, 19 March 2019 2:16:36 PM  
**Attachments:** Letter [redacted] Refusal Decision 24.12.2 250119 1337.pdf  
image001.jpg

Dear [redacted]

Thank you for your referral of this complaint matter.

I can advise [redacted] was provided with a letter advising [redacted] of the decision to refuse [redacted] application to become an approved kinship carer [redacted] Personal affairs

[redacted] Find attached a copy of the letter which contains the rationale for the reason for refusal as well as [redacted] Name review rights to contest the decision with the Queensland Civil and Administrative Appeal Tribunal (QCAT).

With respect to the outcomes you were seeking I can advise the following:

Personal affairs

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Personal affairs

3. **CSSC** **Child Safety Service Centre to review their internal processes regarding the carer assessment process.**

Personal affairs

The internal processes were sound, comprising of review of the kinship carer initial assessment, a kinship care/foster care panel, and review of the decision by Court Services to compose the refusal letter.

As you have been provided with a complaint management process you are entitled to provide feedback on it. You do not have to if you do not wish to. If you do, please reply to this email by 5pm, Tuesday, 26 March 2019.

Please do not hesitate to contact me if you have any questions.

**Kind Regards**

Name **Senior Advisor**

Office of Regional Services | Moreton Region |  
**Department of Child Safety, Youth and Women**  
Level 3, 12 First Avenue | PO Box 972 | Maroochydore Qld. 4558 | T: 07 5376 9666

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Our reference: C18-2043

04 January 2019

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

Senior Practice Officer (Complaints)

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

Dear Sir,

I am writing to you in response to the concerns raised by the Office of the Public Guardian (OPG) relating to young person [redacted] Name [redacted] and [redacted] Child Safety Officer (CSO).

The complaint was specifically in relation to [redacted] personally not saying good bye to [redacted] [redacted] Third party personal information The OPG has also reported that the CSO would rarely visit [redacted]

On 11 December 2018, the department's Central Complaints Unit referred your concerns to the South East Region (SER) for appropriate action and advice.

An investigation has been undertaken in consultation with [redacted] Name [redacted] Manager, [redacted] CSSC. Further sources of evidence included:

- Departmental records
- Discussions with departmental officers

**Complaint 1**

**OPG would like acknowledgement of concerns** [redacted] Personal affairs [redacted] in relation to [redacted] complaint regarding CSO [redacted] Name [redacted] not saying good bye [redacted] [redacted] Third party personal information

On 03 December 2018, [redacted] Name [redacted] Child Safety Officer (CSO) introduced herself to [redacted] and advised [redacted] that she is replacing CSO [redacted] as [redacted] CSO. [redacted] Personal affairs [redacted] CSO [redacted] Name [redacted] apologised to [redacted] and advised that CSO [redacted] was busy trying to finish all of her work [redacted] party personal information

**Complaint 2**

**OPG would like an understanding of future CSO engagement with [redacted] Name [redacted] and for contact visits to be regular and consistent.**

CSO [redacted] has advised me that it is her intention to visit [redacted] once a month, however CSO [redacted] has regular contact with [redacted] Personal affairs [redacted] on a regular basis and if there was an identified need for CSO [redacted] to visit [redacted] on a more regular basis this would be actioned immediately.

CSO [redacted] has also advised she also receives feedback from her colleague who also visits [redacted] [redacted] who checks in on [redacted] as well when visiting other young people.

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Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email ([SER\\_HOTISSUES\\_COMP@csyw.qld.gov.au](mailto:SER_HOTISSUES_COMP@csyw.qld.gov.au)) by close of business 7 days from the date of this letter. Should no comment or feedback be received on or before 7 days from date of this letter, this matter will be closed effective close of business 7 days from the date of this letter. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

Name

A/Advisor  
South East Region

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Our reference: C18-2047

14 March 2019

Department of  
Child Safety, Youth  
and Women

Senior Practice Officer (Complaints)

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

Dear Sir,

I am writing to you in response to the concerns raised by the Office of the Public Guardian (OPG) regarding [redacted] Personal affairs

The complaint related specifically to the alleged misconduct towards [redacted] Name by [redacted] [redacted] Child Safety Officer (CSO) [redacted] Personal affairs

An investigation has been undertaken in consultation with [redacted] Name Acting Manager, [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**

The OPG requests for follow up discussions to be held with [redacted] acknowledging [redacted] complaint and for the CSO to apologise to [redacted] Name

Through discussions with relevant departmental officers, I have determined that the allegations raised by [redacted] were taken very seriously. [redacted]

[redacted] Personal affairs

[redacted] alleges

that at no time would she swear at any young person [redacted] Third party personal information

However Senior Officers at [redacted] CSSC are committed to reinforcing appropriate officer conduct and communication through regular supervision and office team meetings.

[redacted] Personal affairs

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Should you wish to provide feedback to this complaints management process, please do so in writing to the Customer Services team, either via post (PO Box 1170, Beenleigh QLD 4207) or email ([SER.Complaints@csw.qld.gov.au](mailto:SER.Complaints@csw.qld.gov.au)) by close of business 7 days from the date of this letter. Should no comment or feedback be received on or before 7 days from date of this letter, this matter will be closed effective close of business 7 days from the date of this letter. Consideration will be given to any amendments to the outcomes of this process as a result of your feedback.

If you are dissatisfied with the process regarding management of this complaint matter, you are entitled to request an internal review by the department. Requests for an internal review must be made within 12 months of the date of this letter and should be accompanied by a statement of reasons to support your request.

An internal review can be sought by contacting the Complaints Unit on telephone: 1800 080 464; email to: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by mail to: Locked Bag, PO Box 3405, Brisbane, Queensland, 4001. The manager of the Complaints Unit will then consider this request.

Yours sincerely

Name

A/Advisor  
South East Region

RTI RELEASED

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Reference No: C18-2089

30 August 2019

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

Name

Senior Practice Office  
Office of the Public Guardian  
[complaintreferral@publicguardian.qld.gov.au](mailto:complaintreferral@publicguardian.qld.gov.au)

Dear

I refer to the complaint concerning [Personal affairs] lodged on 12 December 2018 with the Complaints Unit, Department of Child Safety, Youth and Women, under the Memorandum of Understanding between the department and the Office of the Public Guardian.

The concerns raised by your office:

- The [cssc] Child Safety Service Centre (CSSC) did not adequately address a possible breach of the Standards of Care [ ]
- The Childrens Court was not made aware of the possible breach or an investigation into the Standards of Care, prior to the court granting [Personal affairs] Long-term Guardianship.

In response to the OPG's complaint, the Senior Advisor in this office has conducted a review of electronic departmental records in conjunction with practice guidelines outlined in the department's Child Safety Practice Manual (CSPM) and sought responses from senior departmental officers at the [cssc] CSSC.

[Large redacted area containing the text 'Personal affairs']

Regional Service Centre  
Central Queensland Region  
PO Box 1503  
ROCKHAMPTON QLD 4700

Telephone: 4848 4300  
Facsimile: 4938 4301  
Website: [www.csyw.qld.gov.au](http://www.csyw.qld.gov.au)

Personal affairs

The CSSC has acknowledged that there have been delays in completing the SOCR. The CSSC has undertaken a review and changed their business process for managing Standards of Care matters. Senior Practitioners will now be involved throughout the process from the beginning and there will be a greater emphasis on working in partnership with foster and kinship services. The CSSC has developed a SOC training package which has been provided to other CSSCs and foster care services in the region. The

CSSC conduct regular reflective sessions with staff as a means of continuous improvement.

In accordance with the department's *Complaints Management Policy and Procedure* I would like to provide you with an opportunity to provide comment and/or feedback. Any information that you provide will be considered before the Central Queensland Region makes a final decision on this matter. Please provide your comments and/or feedback to

Senior Advisor on or before 17 September 2019 via email to: [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au).

If you have any questions or require clarification on any aspect of this matter, please contact Ms  Principal Review Officer, Complaints Unit on 3033 0717.

Yours sincerely

**Regional Director**  
Central Queensland Region

RTI REVIEW





Reference No: C18-2107

7 April 2020

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

Name

Complaints Officer  
Community Visitor Program  
Office of the Public Guardian  
[ComplaintReferral@publicguardian.qld.gov.au](mailto:ComplaintReferral@publicguardian.qld.gov.au)

Dear

I refer to the complaint by the Office of the Public Guardian (OPG) concerning  
Personal affairs lodged on 14 December 2018 with the Complaints Unit,  
Department for Child Safety, Youth and Women, (the department) under the Memorandum  
of Understanding between the department and the OPG.

**Complaints raised:**

1. Failure to adequately provide appropriate Transition to Adulthood planning to  
Name
2. Failure to provide pertinent information to the Community Visitor, Office of the  
Public Guardian.

In the management of this complaint, the Senior Advisor, Central Queensland Region  
undertook a number of actions, which included:

- A review of departmental electronic records and client files held by the CSSC
- Obtaining and reviewing relevant emails provided by the CSSC manager and the  
child safety officer (CSO).
- A site visit to the CSSC.
- Interviews with the manager and CSO at the CSSC.

**Response:**

Transition from care planning for Name

Following review of this matter, it was found that while there may have been a perceived  
delay in planning for to transition from care the department  
had involved Personal affairs



Regional Service Centre  
Central Queensland Region  
PO Box 1503  
ROCKHAMPTON QLD R 00  
Telephone: 4848 4300  
Facsimile: 4848 4301  
Website: [www.csyw.qld.gov.au](http://www.csyw.qld.gov.au)

RTI RELEASE

Personal affairs

**Outcome of the investigation:**

1. Failure to adequately provide appropriate Transition to Adulthood planning to

Name

**Finding: Not Substantiated**

R

2. Failure to provide pertinent information to the Community Visitor, Office of the Public Guardian.

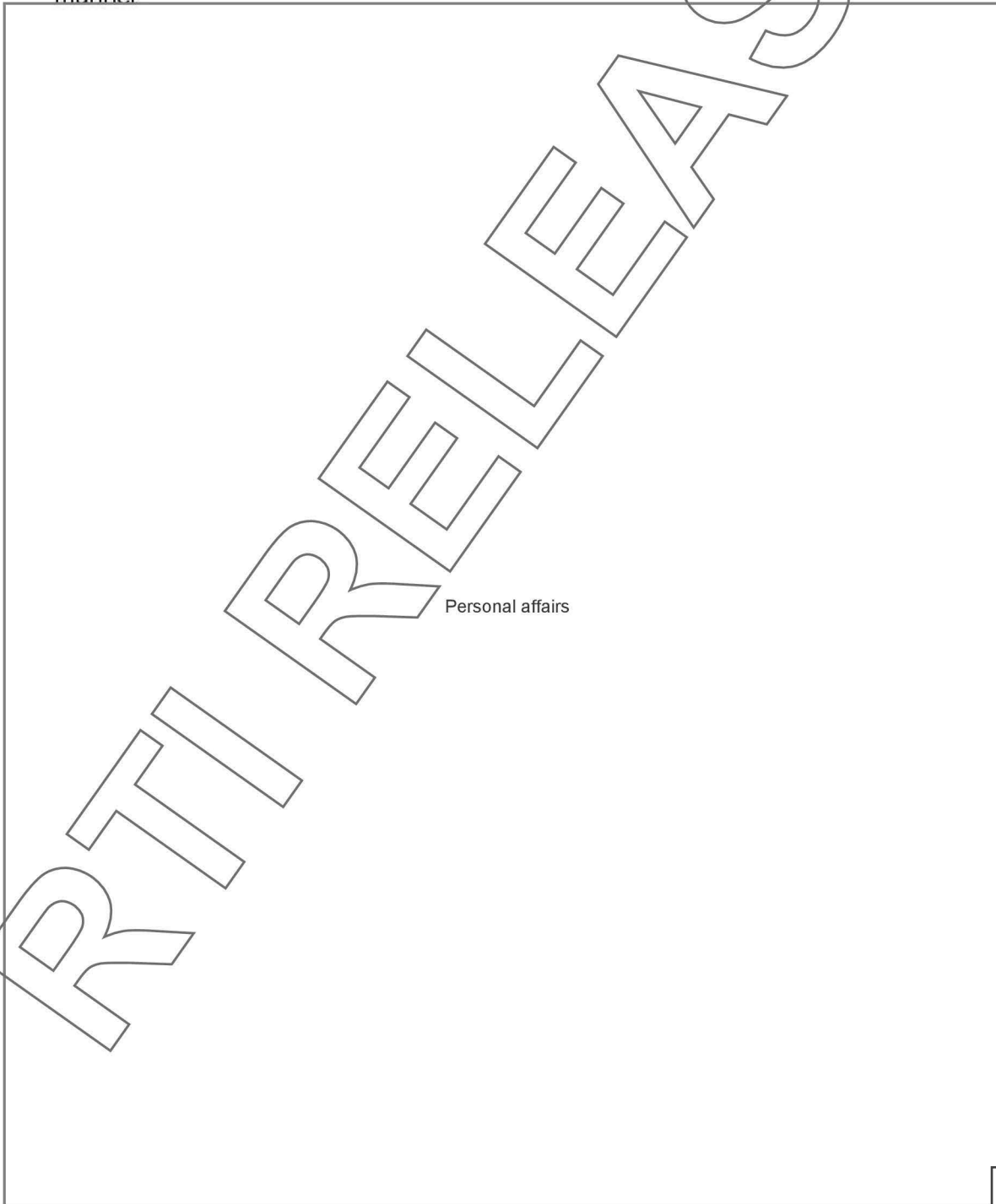
Finding: **Substantiated**

**Outcomes sought by OPG:**

1. *Child Safety staff involved in this matter to undertake a revision of the Memorandum of Understanding for responding to requests for information from the OPG.*

**Response:**

All practice staff at the [redacted] CSSC have participated in group discussions about the role and obligations staff have to the Office of the Public Guardian and the information the department is obliged to provide to Community Visitors under the *Child Protection Act 1999*, the *Public Guardian Act 2014*, and the MOU. The Senior Practitioner will engage new practice staff at the [redacted] CSSC to understand the requirements; and the CSSC manager is committed to replying to CVs in a timely manner



Personal affairs

8. [CSSC] Child Safety conduct an internal review as to the delays in the formulation of [Name] Transition to adulthood plan [Personal affairs]

**Response:**

Review conducted by the Senior Advisor, Rockhampton Regional Service Centre. Details provided in the complaint response above.

As a result of this complaint, it has been recommended that the CSSCs in Central Queensland Region include OPG information in the Staff Induction Checklist, to ensure new staff be provided the names of the Community Visitors in their area and shown where to access OPG information on the department's Intranet.

Following the analysis of the information obtained and in accordance with the department's *Complaints Management Policy and Procedure* I would like to provide you with an opportunity to provide comment and/or feedback on these preliminary findings. Should you wish to provide feedback please provide your response via email to: [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au) by close of business 22 April 2020. Any information that you provide will be considered before the Central Queensland Region makes a final decision on this matter.

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](mailto:feedback@csyw.qld.gov.au).

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.

Yours sincerely

[Signature]

**Regional Director (North)  
Central Queensland Region**

Enc. Case Plan [ ] 31/05/2018

Our Ref: C18-2110

14 March 2019



Queensland Government

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

Name

Senior Practice Officer  
Office of the Public Guardian  
complaintreferral@publicguardian.qld.gov.au

Dear

**RE: Your complaint matter**

I refer to a complaint from the Office of the Public Guardian that was referred to the Northern Queensland Regional Office of the Department of Child Safety, Youth and Women, concerning your dissatisfaction with the department's response to concerns for

Personal affairs

As the matter had not been raised with the Manager of the relevant Child Safety Service Centre, it was referred to me for response, in the first instance.

In considering your complaint, information was gathered from the following sources:

- Integrated Case Management System (ICMS)
- Information provided by CSSC Child Safety Service Centre (CSSC) staff

Prior to providing you with the response and findings in relation to the allegation in your complaint matter, I also offer the following information:

- An allegation is 'substantiated' when evidence/information gathered shows the issue to be true or gives substance to or supports or upholds the complaint issue/s in question.
- An allegation is 'not substantiated' when evidence/information gathered shows the complaint issue not to be true or without substance or not supported or not upheld.
- An allegation is 'unable to be substantiated' when evidence/information gathered is inconclusive and not able to confirm or disconfirm the complaint issue.

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CSSC R

**Allegation: That DCSYW failed to take adequate steps in response to concerns from the CV** Personal affairs

The OPG is seeking advice on whether a Standards of Care Review was conducted and if not, why not.

**Response:**

As you are aware, Child Safety has a legislative responsibility to children who are subject to the custody or guardianship of the chief executive and are placed in care under the authority of the *Child Protection Act 1999* section 82(1), to ensure they receive a level of care consistent with the standards of care outlined in the statement of standards (*Child Protection Act 1999*, section 122). When it is indicated that the standards of care may not have been met for a child, or where the child has experienced harm or it is suspected they have experienced harm, Child Safety has a responsibility to work collaboratively with the child's care team to ensure that the child is safe from harm, and that appropriate actions are taken to resolve the identified concerns.

A child's care team comprises the Child Safety Officer (CSO), the child's direct carers (e.g. care service) and key professionals involved in the development and implementation of the child's case plan (e.g. Business affairs). Membership of the care team will vary depending on the specific needs of the child and the case plan objectives. According to the Child Safety Practice Manual, there are several steps to be taken in response to indications that standards of care may not have been met for a child or that the child has experienced harm or it is suspected they have experienced harm. These steps are taken prior to a response decision by the relevant CSSC:

1. Consult with the care service
2. Consult with the CSO with case responsibility for the child
3. Information from other stakeholders

On the basis of information gathered, and following required consultation with the care service, the responsible CSSC will make a response decision that is considered by the CSSC to be proportionate to the seriousness of the concerns.

This can include:

- 1. Manager through on going case management
- 2. Continue monitoring the standards of care
- 3. Conduct a Standards of Care Review
- 4. Record a harm report and respond with an investigation and assessment

In the case of [Name] I can confirm that the appropriate consultations and information gathering from key stakeholders did take place [Personal affairs]

[ ] I can also confirm that this information gathering occurred within the required timeframe. [ ]



**Finding:** Following review of departmental records and discussion with the Senior Team Leader, I am satisfied [cssc] CSSC responded [Personal affairs] in accordance with legislation, policy and procedures and your allegation is **not substantiated.** [ ]

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Personal affairs

Should you wish to provide feedback on the Regional complaints management process, please do so in writing to [NQR\\_Corro@csyw.qld.gov.au](mailto:NQR_Corro@csyw.qld.gov.au) by 22 March 2019. If no feedback is received, the matter will be closed at that time.

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@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by writing to GPO Box 806, Brisbane, Queensland, 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](mailto:ombudsman@ombudsman.qld.gov.au).

Yours sincerely

Name

Manager

CSSC Child Safety Service Centre  
Northern Queensland Region

RTI RELEASE

R





Our Ref: C18-2128

5 March 2019

Department of  
Child Safety, Youth  
and Women

Name

Senior Practice Officer  
Office of the Public Guardian  
complaintreferral@publicguardian.qld.gov.au

Dear

**RE: Your complaint matter**

I refer to a complaint from the Office of the Public Guardian that was referred to the Northern Queensland Regional Office of the Department of Child Safety, Youth and Women, concerning your dissatisfaction with the communication between  Child Safety Officer and young person subject to statutory intervention,

In considering your complaint, information was gathered from the following sources:

- Integrated Case Management System (ICMS)
- Information provided by  Child Safety Service Centre

Prior to providing you with the response to allegations raised in your complaint matter, I also offer the following information:

- An allegation is 'substantiated' when evidence/information gathered shows the issue to be true or gives substance to or supports or upholds the complaint issue/s in question.
- An allegation is 'not substantiated' when evidence/information gathered shows the complaint issue not to be true or without substance or not supported or not upheld.
- An allegation is 'unable to be substantiated' when evidence/information gathered is inconclusive and not able to confirm or disconfirm the complaint issue.

**Allegation:**  the OPG alleges that Child Safety Officer failed to communicate regularly or as promised with

The OPG sought the following outcomes in response to the complaint:

1. Ensure [Name] communicates better with the children she is currently case managing by keeping children in the loop, communicating with them regularly and on issues important to them.
2. That [Name] makes sure if she tells a child she will do something, she does it.

**Response:**

[Redacted] Personal affairs  
 [Redacted] I assure you the [Redacted] CSSC Child Safety Service Centre respects that children and young people are entitled to information and involvement, appropriate for their age, ability to understand, and psychological state, including information about decisions and rationale for decisions that affect them.

[Redacted] Third party personal information

[Redacted] On the basis of all information gathered, I am satisfied that during the time [Redacted] Name [Redacted] was the Child Safety Officer working with [Redacted] she did have regular contact with [Redacted] followed-up with [Redacted] as agreed, acted where she had agreed to take action and made every reasonable effort to engage with [Redacted] and inform [Redacted] about decisions and issues that affected [Redacted]

**Finding:** Based on all information available to me, I find your allegation is **not substantiated**. As a result of my finding, no further action will be taken in relation to the outcomes proposed by the OPG.

Should you wish to provide feedback on the Regional complaints management process, please do so in writing to [NQR\\_Corro@csyw.qld.gov.au](mailto:NQR_Corro@csyw.qld.gov.au) by 15 March 2019. If no feedback is received, the matter will be closed at that time.

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@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au) or by writing to GPO Box 806, Brisbane, Queensland, 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](mailto:ombudsman@ombudsman.qld.gov.au).

Yours sincerely

Name

**Manager**

CSSC Child Safety Service Centre

RTI RELEASE



Queensland Government

Our Ref: C18-2144

9 January 2019

Department of Child Safety, Youth and Women

Senior Practice Officer (Complaints)  
ComplaintReferral@publicguardian.qld.gov.au

Subject: OPG Complaint regarding [redacted] Personal affairs

I refer to your complaint dated 20 December 2018, [redacted]

[Large redacted area]

On 14 November 2018, [redacted] received a call from [redacted] Manager, Ipswich OPG who advised he had just heard [redacted] expressed her sincere apologies that she had not called him to advise him directly [redacted]

[redacted] [redacted] Name notified [redacted]

[redacted] Regional Director (West Moreton) that officers believed they had completed all tasks and the lack of advice to the OPG was not deliberate, but rather an oversight due to the other work occurring at the time. [redacted] met with [redacted] on 18 November 2018 and subsequently, advice has been shared with offices within the South West Region about the Memorandum of Understanding and the need to share information in a timely manner.

Yours sincerely

[Signature box]  
Name

Acting Manager

[Redacted box]

[Redacted box] R

**From:** [Name] on behalf of SWRegion Complaints  
**To:** "ComplaintReferral@publicguardian.qld.gov.au"  
**Cc:** [Redacted]  
**Subject:** FW: Fwd:OPG complaint regarding [Redacted] birth certificates/medicare cards  
CCYPCG:0786011  
**Date:** Monday, 4 March 2019 3:36:24 PM

Dear [Redacted]

In response to your enquiry below, I wish to advise that I have been monitoring this situation and following up on a weekly basis with the Child Safety Officer.

There have been a number of Child Safety Officers involved, which is not ideal. [Redacted] Senior Team Leader overseeing case work on this matter now, [Redacted] Third party personal information [Redacted] All of the requirements listed below have been obtained and Child Safety Officer, [Redacted] Name is liaising with kinship carer, [Redacted]

Please reassure [Redacted] and her Community Visitor, that if they have concerns in the future, they are welcome to speak to [Redacted] or the Manager, [Redacted] Alternatively she could call the South West Complaints line on 3432 1400. We are always anxious to assist as soon as possible.

I trust the above information is of assistance.

Regards

[Redacted]

Senior Advisor (Client Services)  
Office of the Regional Executive Director  
South West Region  
Department of Child Safety, Youth and Women  
Ph: 3432 1400

I acknowledge the Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country, which was never ceded, and recognise their connection to land, wind, water and community. I pay my respects to them, their cultures and to the Elders, past, present and emerging

[Large redacted area]

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Reference No: CS18-0378

18 June 2019

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

Senior Practice Officer  
Office of the Public Guardian  
Level 4/154 Melbourne Street,  
SOUTH BRISBANE QLD 4101  
ComplaintReferral@publicguardian.qld.gov.au

Dear Sir/Madam,

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women on 21 December 2018 regarding concerns related to the child [Name] who is currently case managed by [cssc] child Safety Service Centre (CSSC). The matter was referred to the Central Queensland Regional Service Centre for management.

In the management of this complaint the Central Queensland Regional Service Centre undertook a number of actions, which included:

- Review of departmental files and records including the Integrated Client Management System (ICMS);
- Seeking a response from [Child Safety Service Centre (CSSC)]
- Consulting the Carers' Handbook;

The outcomes sought by you include:

- Child Safety make immediate inquiries into referral pathways for [Name] to receive specialist treatment, and approve the action that will ensure [Name] receives an appropriate level of treatment in the least amount of time
- Appropriate additional supports are provided to manage the [Personal affairs] and to alleviate the pressure on the placement
- Examination of the process of issuing Queensland Health appointment letters for children under orders, and action to address the systemic failings that have resulted in missed medical appointments
- An internal review be conducted to ascertain how case management errors contributed to the unreasonable delays in the progression of treatment for the child.

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 these preliminary findings which is Attachment 1.

Any information that you provide will be considered before the Central Queensland Regional Service Centre 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 3

Central Queensland  
Regional Service Centre  
PO Box 1503  
ROCKHAMPTON QLD 470 [R]  
Telephone: 07 4938 6996  
Email:  
CQ\_RSC\_ExecSupport@co  
mmunities.qld.gov.au

July 2019 via email to: CQ\_RSC\_ExecSupport@communities.qld.gov.au or write to PO Box 1503, Rockhampton, QLD 4700.

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 myself on 07 4938 6996, via email to CQ\_RSC\_ExecSupport@communities.qld.gov.au or write to PO Box 1503, Rockhampton, QLD 4700.

Yours sincerely

Name

**Senior Advisor**

Enc: Attachment 1 - Preliminary findings

The Department of Child Safety, Youth and Women (the Department) is collecting your personal information for the purpose of managing your complaint in accordance with the Department's Complaints Management Policy. Your personal information may be disclosed to other agencies or third parties for the purpose of responding to or managing your complaint or for evaluation purposes. Your personal information will be handled in accordance with the Information Privacy Act 2009.

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**Attachment One:  
PRELIMINARY FINDINGS**

***Complaint One: Failure to Provide Medical Appointment Letters***

Personal affairs  
[redacted] has missed two appointments since  
that time due to failure of [redacted] CSSC CSSC staff to pass appointment details on to [redacted]  
carer [redacted] Name

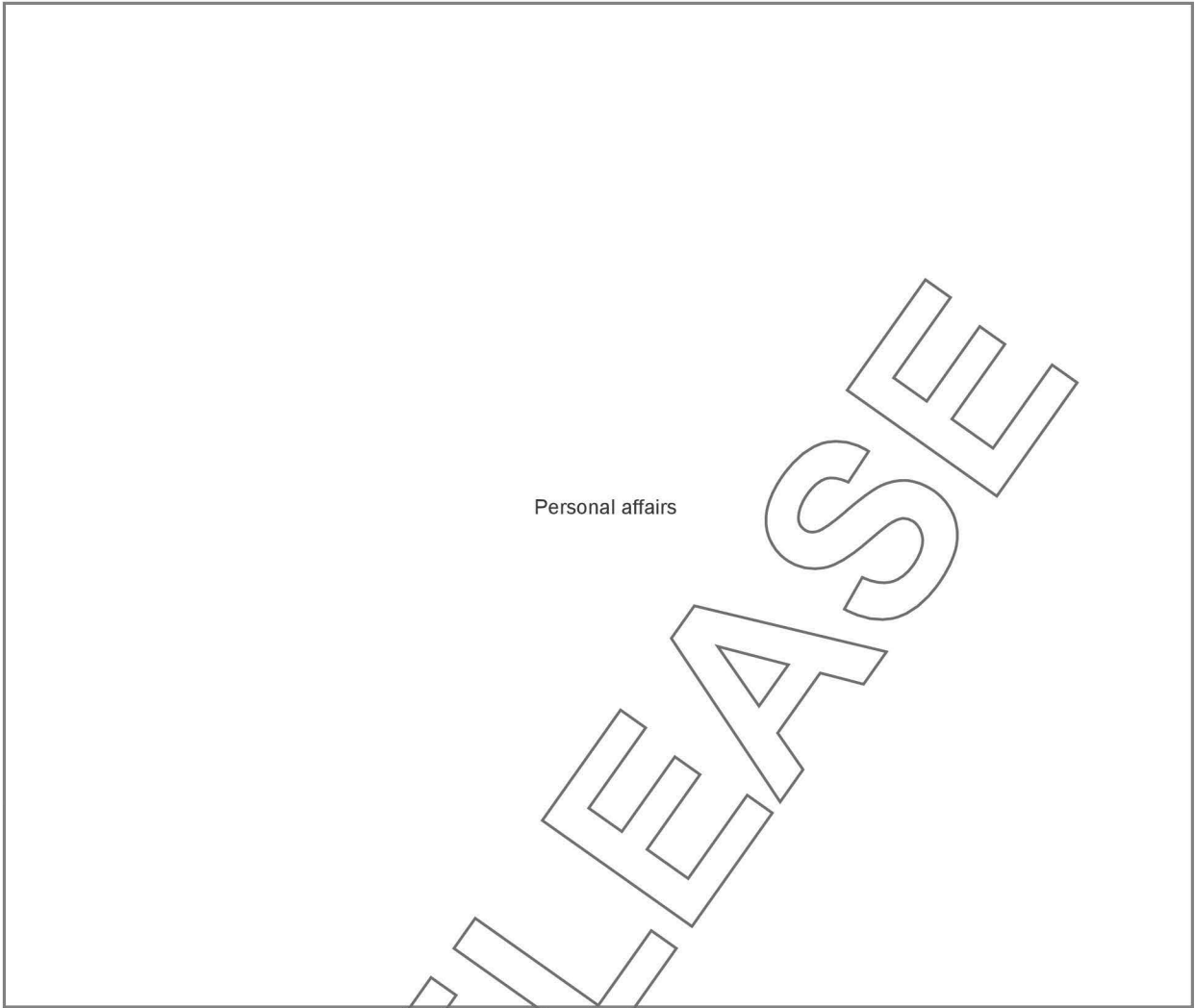
Personal affairs

**Information / Evidence:**  
Information located on departmental records:

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R





Personal affairs

**Outcome:** Examination of the process of issuing Queensland Health appointment letters for children under orders, and action to address the systemic failings that have resulted in missed medical appointments.

**Response from CSSC:** All health appointment letters are processed and distributed by [redacted] [redacted] Name [redacted] Child Safety Officer – Health Liaison, [redacted] has confirmed [redacted] email address and requested that [redacted] respond to confirm that she has received [redacted] appointment letters. CSO [redacted] also ensures she calls the carers to advise of the appointment time and that [redacted] has received the letters.

**Outcome:** An internal review be conducted to ascertain how case management errors contributed to the unreasonable delays in the progression of treatment for the child.

**Response from CSSC:** On 17 January 2019, [redacted] Senior Practitioner (SP), conducted an internal review in relation to 'case management errors' for the period May 2016 to December 2018. This details a review of departmental records:



Personal affairs

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Personal affairs

**Analysis:**

The information currently indicates that the two missed appointments are dated 25 August 2017 and 2 May 2018.

There is no departmental record of a letter being received or contact being made with the department in respect to the appointment dated 25 August 2017. There is no evidence to confirm that the letter was received by the department initially and failed to provide it to the carer and therefore this matter is unable to be substantiated.

In respect to the matter relating to the appointment on 2 May 2018, there is a record of a letter being received by the department and recorded on departmental records. The complaint claims that this letter was not provided to the carer [REDACTED]

There is no evidence to confirm that the letter was provided to the carer and therefore this matter is substantiated.

As stated in the CSSC response to outcomes, the CSSC have implemented changes to facilitate a means of ensuring health appointment letters are provided to carers. All health appointment letters are processed and distributed by [REDACTED] Name [REDACTED] Child Safety Officer - Health Liaison.

[REDACTED] has confirmed [REDACTED] email address and requested that [REDACTED] respond to confirm that she has received [REDACTED] appointment letters. CSO [REDACTED] also ensures she calls the carers to advise of the appointment time and that [REDACTED] has received the letters.

**Finding:**

*Partially substantiated.*

**Recommendations:**

**Statement of Acknowledgement:** The concerns regarding the provision of medical appointment letters for the care and treatment of children subject to Child Protection Orders is a significant issue in this complaint matter. However, it is acknowledged that due to the introduction and role of the Hospital Liaison Child Safety Officer, a streamlined process has been implemented which ensures that carers receive the appointment letters for the children in the care and this is recorded on departmental records effectively.

**Complaint Two: Staff Conduct – Communication:**

Office of the Public Guardian (OPG) have been advocating for Child Safety to take action to expedite [Name] access to specialist treatment, due to the failings to date, [Name]

Personal affairs

Due to the conflicting information from Child Safety staff to OPG, it is unclear at this time what action Child Safety are supporting to ensure [Name] receives treatment as soon as possible.

**Information / Evidence:**

Information located on departmental records:

Personal affairs

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