

Gemma Deschamps

From: Amanda Marino on behalf of Cathy Taylor
Sent: Friday, 19 August 2016 1:31 PM
To: Julieann Z Cork
Subject: RE: A/RD

Hi Julieann

I am supportive of this arrangement.

Kind regards

Cathy Taylor | Deputy Director-General
Child, Family and Community Services and Southern Regions
Department of Communities, Child Safety and Disability Services
T: 07 3224 4572 | Ext: 44572

From: Julieann Z Cork
Sent: Friday, 19 August 2016 11:05 AM
To: Cathy Taylor <Cathy.TAYLOR@communities.qld.gov.au>
Subject: A/RD

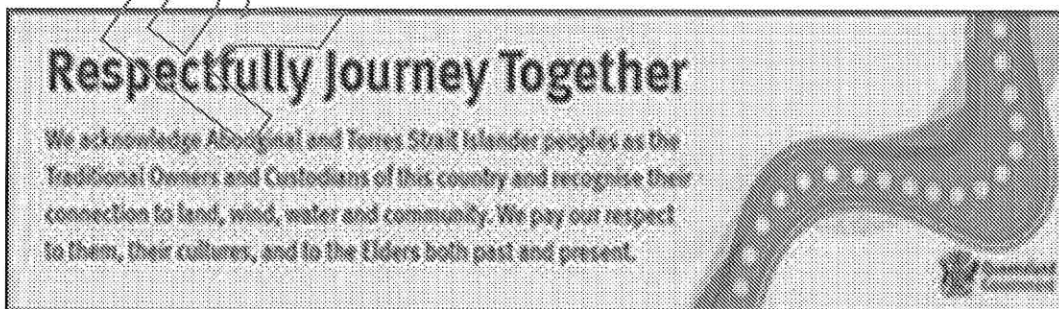
Hi Cathy are you ok if I extend Julie Smith in the A/RD position until we have an outcome for the RED. I know it is possible the RED position could be resolved prior to end of the month however whatever the outcome there will probably be at least a few weeks before someone takes it up or processes to move forward are determined. I think keeping Julie in provides a bit more stability in the short term and Julie is just starting to get her teeth into it. Paul has been acting in the PSS director while covering Gympie and I think it would be good with the focus in I&A for him to go back to his manager role. Similarly PSS is a big focus for us and Sandy has a number of systems she is introducing that I would like to see completed.

Let me know if you would like to discuss further – my interest in settling this now is the diary commitments for September are coming up.

Thanks Julieann

Julieann Cork | A/Regional Executive Director
North Coast Region | Department of Communities, Child Safety and Disability Services

Level 3 Mike Ahern Building 12 First Avenue
Maroochydore QLD 4558
T: 07 5432 0405 | F: 07 5352 7260



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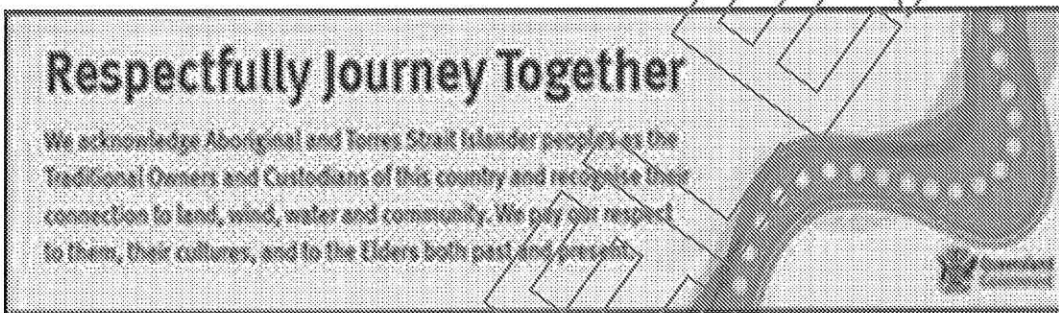
From: Julieann Z Cork
Sent: Wednesday, 24 August 2016 7:38 AM
To: Marilyn Strohfeldt
Cc: Cathy Taylor
Subject: Support to Caboolture

Hi Marilyn

I discussed with Cathy options for support to the Caboolture CSSC. This included your generous offer to assist. Cathy has suggested that I ask matthew in his consultancy role to regions put together a costed package which drew on the CSAHS contract workers for a short period eg a couple of weeks to provide some immediate support. Let me know if you have any worries and who you would like Matthew to link to. Thanks again Julieann

Julieann Cork | A/Regional Executive Director
North Coast Region | Department of Communities, Child Safety and Disability Services

Level 3 Mike Ahern Building 12 First Avenue
Maroochydore QLD 4558
T: 07 5432 0405 | F: 07 5352 7260



Gemma Deschamps

From: Julieann Z Cork
Sent: Thursday, 21 July 2016 12:42 PM
To: Cathy Taylor
Subject: FW: Caboolture early engagement team model

Cathy as discussed - please see below. Schedule 3(12)
Thx Julieann Julieann Cork | A/Regional Executive Director North Coast Region |
Department of Communities, Child Safety and Disability Services

Level 3 Mike Ahern Building 12 First Avenue Maroochydore QLD 4558
T: 07 5432 0405 Mobile phone numbers F: 07 5352 7260

Caboolture Early Engagement Team model

The Caboolture service centre has developed an approach to engaging and responding to families. A combined Investigation and Assessment (IA) and Intervention with Parental Agreement (IPA) team has been formed to provide a more seamless response to families and to enhance successful engagement.

A recent enhancement of the process has been in completing the Initial Assessment (assessing the child protection notification) the Child Safety Officer and Team Leader discuss families where the child protection concerns suggest the need for ongoing departmental involvement. If the matter is to be opened as an IPA where possible a worker is allocated to the family so they can connect with the family during the assessment period. This provides a 'warm handover' in which the ongoing Child Safety Officer (CSO) can be introduced to the family and begin their engagement at a point when families are more motivated to address the critical issues at hand.

The IPA response is a solution focused three to six month program that supports families to address the critical issues impacting on their ability to successfully and safely parent their children. This approach is informed by the department's new child protection practice framework, with a strong emphasis on engaging families and their supports in collaborative planning. As part of this process, case plans are reviewed and adjusted to maximise potential for success.

The early engagement team has also been supported by the North Coast Region's Collaborative Family Decision Making trial (focused on Caboolture, Strathpine and Redcliffe CSSCs) which seeks to engage families at the earliest point in their involvement with Child Safety to help them identify a support network and to make decisions for their family that would ensure their children's safety. The target areas for the trial have been families where Domestic and Family Violence was a major safety issue and Aboriginal and Torres Strait Islander families.

As part of this trial, four Family Engagement Networkers (FENs) positions were created including two specialist Indigenous 'Networker' positions to work primarily with Aboriginal and Torres Strait Islander families. Staff for these two positions were seconded from the community sector. Over the five months of the trial, FENs worked with 33 families (85 children). The majority of families were undergoing an Investigation and Assessment (I&A) and the children had been identified as being at high risk of coming into care. Approximately half the children were Aboriginal and or Torres Strait Islander.

The benefits of this approach have included better engagement with families at an earlier time in their contact with the department, leading to the families being positively involved in developing solutions that would ensure their children's safety. The two Identified 'Networkers' had particular success in being able to conduct cultural sensitive family group meetings and develop safety and support plans for Aboriginal and Torres Strait families, where

previously Child Safety Officers had struggled to engage. This has been in part due to them slowing the process down and making sure everyone was on board prior to completing the Safety and Support plan.

While it is still early days, to date outcomes of the trial appear to be very positive with the vast majority of children and young people who would otherwise have come into care still remaining at home or within their family system. Those few (approx. 5) children who have come on to an order have largely been where the FENs have identified that they were unable to create enough safety within the home environment and the risk remained too high. Independently gathered feedback from families, staff and agencies has been overwhelmingly positive about the process and the outcomes achieved to date.

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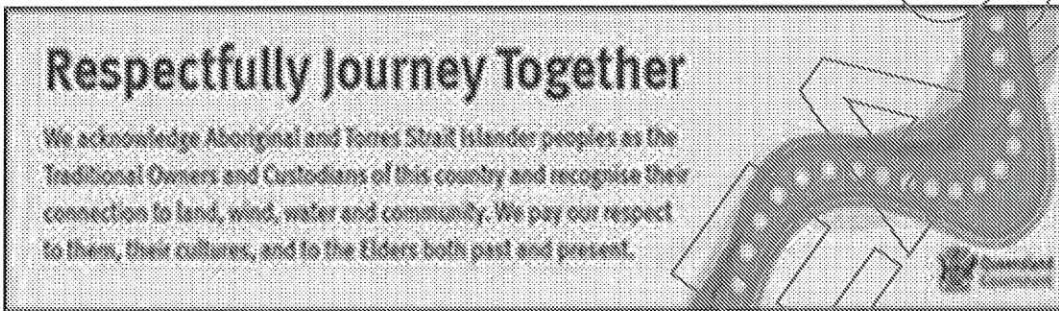
Gemma Deschamps

From: Julieann Z Cork
Sent: Monday, 15 August 2016 5:16 PM
To: Cathy Taylor
Subject: Caboolture CSSC

Hi Cathy it would be good to discuss how the CSSC is travelling as I think the pressure is starting to show.

Julieann Cork | A/Regional Executive Director
North Coast Region | [Department of Communities, Child Safety and Disability Services](#)

Level 3 Mike Ahern Building 12 First Avenue
Maroochydore QLD 4558
T: 07 5432 0405 Mobile phone num F: 07 5352 7260



Gemma Deschamps

From: Cathy Taylor
Sent: Monday, 15 August 2016 6:08 PM
To: Julieann Z Cork
Subject: RE: Caboolture CSSC

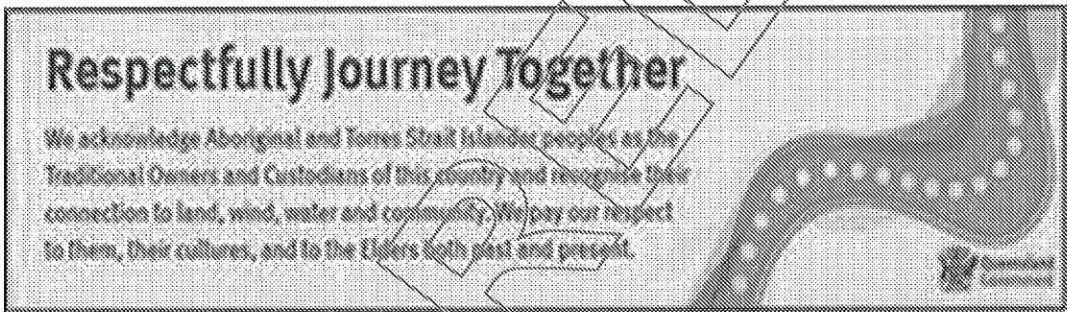
Ok – lets chat tomorrow but would be good to think about what else might be required

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