

Personal affairs

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, **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

Personal affairs

On 1 March 2019, [Name] Senior Team Leader (STL), conducted an review of the case management records from 15 January 2019 until the review date. This details a review of departmental records:

Personal affairs

Personal affairs

Further information provided by the CSSC relevant to the complaint matters:

On 21 March 2019, further information was requested from the CSSC as to any other documents held by CSSO [Name] and CSO [Name]. On 4 April 2019, the CSSC provided a response:

Personal affairs

Personal affairs

Analysis:

With specific regard to the complaint matter, it is acknowledged that the advice provided to the CV did occur as per the complaint, with conflicting advice given by the CSSO and the CSO. Therefore the matter will be substantiated.

Finding:
Substantiated.

Recommendation One: It is recommended that all staff are reminded of their record keeping obligations in ICMS when undertaking actions as part of case work and management, particularly those relating to communication with the Community Visitor (CV) and any agreements regarding a child including medical and health care needs and treatments.



Our Ref: C19-0190

27 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 department's response to concerns for while placed in Out of Home Care with a Funded Service Provider.

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

- Integrated Case Management System (ICMS)
- Child Safety Policy 326-8
- Child Safety Practice Manual Chapter 9
- Information provided by CSSC Child Safety Service Centre (CSSC)

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 allegation to be true or gives substance to or supports or upholds the complaint allegation in question.
- An allegation is 'not substantiated' when evidence/information gathered shows the complaint allegation 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 allegation.

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
ABN 75 563 721 098

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Allegation: The OPG alleges that CSSC **Child Safety Service Centre (CSSC)**
responses to disclosures Personal affairs

**were not in accordance with DCSYW
 Legislation, Policy or Procedures.**

This allegation was raised on the grounds the OPG believes:

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. *Evolve TS*, *Act for Kids* etc.). Membership of the care team will vary depending on the specific needs of the child and the case plan objectives.

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, and 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 consultations and information gathered, the responsible CSSC will make a response decision that is considered by the CSSC to be proportionate to the seriousness of the concerns. There are three possible responses:

1. Continue monitoring the standards of care
2. Conduct a Standards of Care Review
3. Record a harm report and respond with an investigation and assessment



Personal affairs

Finding: On the basis of all information available, I am satisfied cssc CSSC responded to disclosures in accordance with legislation, policy and procedure and your allegation is **not substantiated.**

RELEASABLE

Should you wish to provide feedback on the Regional complaints management process, please do so in writing to NQR_Corro@csyw.qld.gov.au by 4 April 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 or by writing to GPO Box 806, Brisbane, Queensland, 4001. Alternately, you may seek an external review by contacting the Queensland Ombudsman on 1800 068 908 or by email to ombudsman@ombudsman.qld.gov.au.

Yours sincerely

Name

Director

CSSC

Child Safety Service Centre

RTI RELEASED

Our reference: C19-0194



Queensland Government

08 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 [redacted] Personal affairs [redacted] regarding sibling contact

The concerns raised related to the Department of Child Safety, Youth and Women (DCSYW) failing to facilitate sibling contact [redacted]

[redacted]

I have been advised that sibling contact has now been arranged [redacted]

[redacted]

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.

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 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]
Name

A/Advisor
South East Region

R

Our reference: C19-0318



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 specifically relates to the OPG holding concerns regarding the number of intakes recorded as Child Concern Report's (CCR) by the Regional Intake Service (RIS).

An investigation has been undertaken in consultation with [redacted] Name [redacted] Acting Manager, [redacted] RIS. 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 regarding the outcome of assessment to record a child concern report, [redacted] Personal affairs

[Large redacted area]

The departmental threshold for recording a notification requires, that there is an allegation of harm or unacceptable risk of harm and there is reasonable suspicion that the child is in need of protection (*Child Protection Act 1999, section 14*).

[Large redacted area]

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@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 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

RTI RELEASED

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Queensland Government

Our Ref: C19-0418

17 April 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 responses from a Child Safety Officer and Team Leader, Child Safety Service Centre, to the rights of a child, . As the matter was not raised with the Manager of the 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)
- Discussion with the relevant Child Safety Officer and Team Leader

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 a lack of action by Child Safety staff and negative response regarding a child being assisted to access services in relation to [redacted] rights and interests.

The grounds in the complaint from the OPG include:

- (i) CSSC did not listen to the child's worries over their safety in a placement, [redacted]
[redacted] Personal affairs
- (ii) CSSC did not consider the child's wishes [redacted]
[redacted].
- (iii) CSSC failed to refer the child to the OPG for assistance.
[redacted]
- (iv) STL [redacted] Name [redacted] did not support the child attending the OPG, reportedly stating [redacted] personal affairs
[redacted] "How dare you take [redacted] Name [redacted] to the OPG without our knowledge". [redacted]
[redacted] Personal affairs
- (v) CSO [redacted] Name [redacted] is alleged to have refused to return the child's belongings [redacted]
[redacted] Personal affairs

The outcome the OPG sought was an 'internal investigation' into the alleged statements made by the Senior Team Leader and Child Safety Officer. Should the allegations be substantiated, the OPG also sought training provided to the STL and CSO regarding children and young people's rights to access the services of the OPG and their role in relation to facilitating that access.

Response:

As you are aware, the principles of the *Child Protection Act 1999* ('the Act'), section 5, clearly emphasise participation by children, respect for their rights, consideration of their views and where possible, involvement in the planning and decision-making processes affecting their lives. Schedule 1 of the Act sets out the Charter of rights for a child in care. Further, Child Safety Policy 369-3 requires that children and young people's engagement and involvement will occur at key decision-making points across the child protection continuum. I assure you that a core component of child protection work is engaging with children and young people to promote their active and genuine participation in decision making and these principles apply to working with children, regardless of the type of intervention or order that may be in place.

Personal affairs

Finding: On the basis of all information available to me, I am satisfied that CSO [Name] and STL [] acted in accordance with legislation, policy and procedures and find your allegation is **not substantiated**. In reviewing this case it is acknowledged more may have been done to ensure [] understood [] rights as a child and the decisions that affected

Personal affairs

The desired outcome expressed by the OPG was an 'internal investigation'. I can confirm concerns over staff behavior and communication [] were referred to the appropriate area for initial assessment. []

Third party personal information

Should you wish to provide feedback on the Regional complaints management process, please do so in writing to NQR_Corro@csyw.qld.gov.au, by 24 April 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 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.

Yours sincerely

Name

Manager, CSSC Child Safety Service Centre
Northern Queensland Region

RTI RELEASES



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

Our Ref: C19-0438

29 April 2019

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 placement decisions and child protection concerns for children, [REDACTED]

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

- Integrated Case Management System (ICMS)
- Discussion with the relevant Child Safety Officer and Team Leader
- Email communications from [REDACTED] CSSC 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.

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Queensland 4810 Australia

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Facsimile +61 7 4799 5570
Website www.csyw.qld.gov.au
ABN 75 563 721 098

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- An allegation is 'unable to be substantiated' when evidence/information gathered is inconclusive and not able to confirm or disconfirm the complaint issue.

Allegation 1 : The OPG alleges that the decision to place [redacted]
[redacted] Personal affairs [redacted] **was inappropriate.**

RTI RELEASE

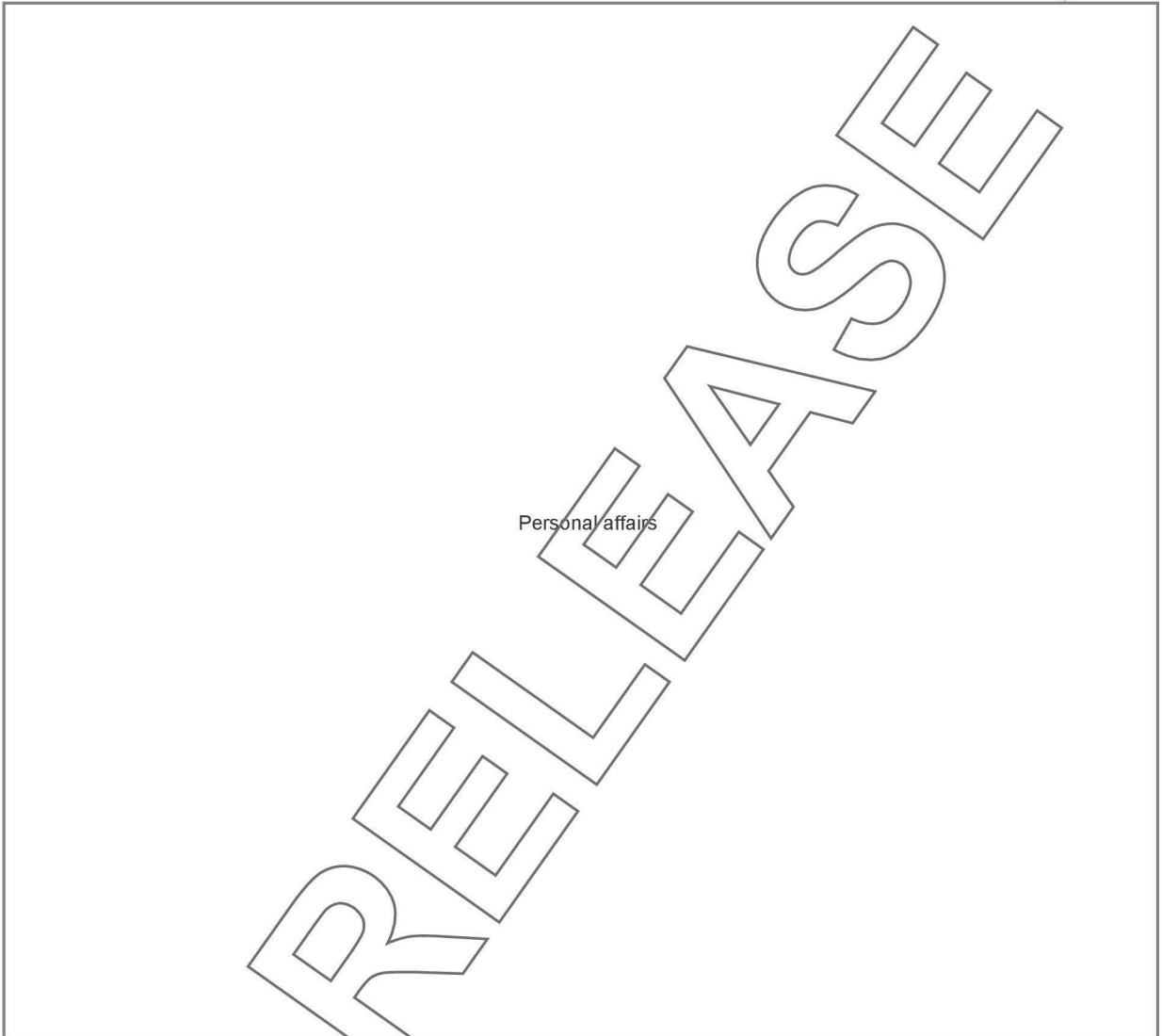
Personal affairs

Response:

Finding: On the basis of all information available to me, I find your allegation is **not substantiated**.

Allegation 2 : The OPG alleges inaction in relation to child concerns reported

Response:



Finding: On the basis of all information available to me, I find your allegation is **not substantiated**.

Should you wish to provide feedback on the Regional complaints management process, please do so in writing to NQR_Corro@csyw.qld.gov.au by [7 days from notice] 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 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.

Yours sincerely

Name

Manager, [redacted] Child Safety Service Centre
Northern Queensland Region

RTI RELEASED



Our Ref: C19-0495

20 March 2019

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

Names

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

--

 and progress of an Early Childhood Intervention Plan under the National Disability Insurance Scheme (NDIS). As the matter has not been raised with the

--

 Child Safety Service Centre Manager, it was referred for alternative response.

Prior to providing you with the response and findings, 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

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 Child Safety Service Centre has not acted to implement an NDIS Early Childhood Plan for

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Queensland 4810 Australia
PO Box 1168, Townsville
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Telephone +61 7 4796 6500
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Website www.csyw.qld.gov.au
ABN 75 583 721 098

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Personal affairs

Finding: On the basis of all information available, I find your allegation that [redacted] CSSC did not act to implement an NDIS Early Childhood Plan for [redacted] Name is not substantiated.

Personal affairs

Should you wish to provide feedback on the complaints management process, please do so in writing to NQR_Corro@csyw.qld.gov.au by 27 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 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.

Yours sincerely

[Redacted Signature]

Manager

CSSC Child Safety Service Centre



Our reference: C18-1292

Private and confidential

10 January 2019

Department of
Child Safety, Youth
and Women

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

Name

I refer to the OPG complaint received on 15 November 2018 by the Complaints Unit, Department of Communities, Disability Services and Seniors [the department] in relation to

Personal affairs

On the 28 March 2019 the South East Region provided a response to your complaint in relation to

Name

Complaint:

There are two components to the complaint regarding they are:

1. Child Safety's response to the allegations of the threat of sexual harm were inappropriate. Child Safety did not initially refer the allegations to Queensland Police Service (QPS) as per s14(2) of the *Child Protection Act 1999*. Instead, the decision was made for a Child Safety Officer to interview without the use of ICARE strategies.

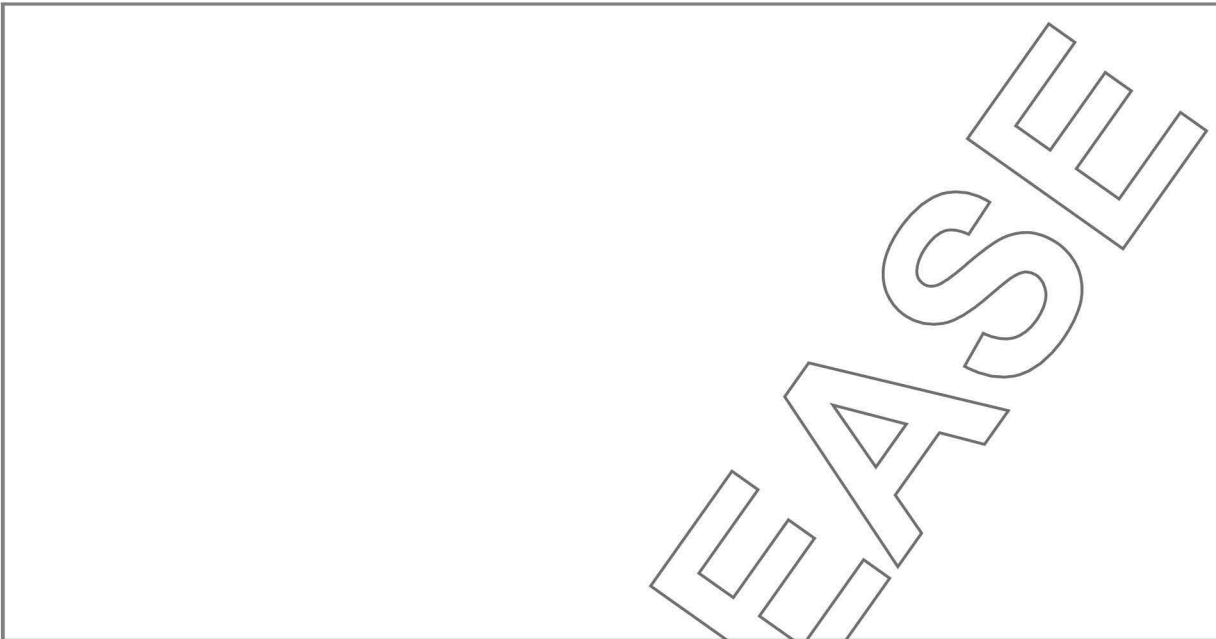
I am unaware of these allegations of the threat of sexual harm.

Personal affairs

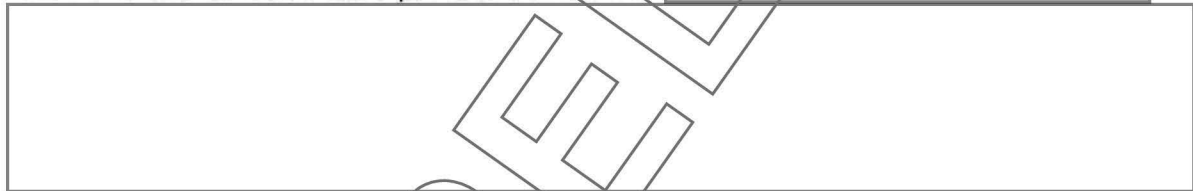
Assuming no formal allegations were made to SE RIS, no referral to Queensland Police Service (QPS) would be made. Interviews with by the Child Safety

Officer (CSO) would be appropriate in order to properly investigate the allegations

Personal affairs



Referring to my response above, it does not appear that the concerns of alleged threat of sexual harm were provided to SE RIS



Outcome requested:

1. Internal review to occur to determine the rationale for not reviewing the allegations of threats of sexual harm to QPS and failing to comply with the legislative provisions of the Child Protection Act 1999. Additionally, what actions will be taken to ensure that a failure to comply will not occur in another instance.

2. 

It has been determined that the standards of care being provided to Name by the service provider were appropriate therefore it was unnecessary to put further procedures in place. The safety and wellbeing of young people in care is paramount and as mentioned above, out-of-home care placements are regularly monitored to ensure that the level of care provided is consistent with the legislated standards of care. While investigating previous complaints Personal affairs

it was determine that departmental officers from the cssc CSSC acted appropriately in their interactions with [redacted]



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

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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 15 April 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.

Yours sincerely

Manager
Complaints
Department of Child Safety Youth and Women

RTI RELEASE

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From: Feedback
To: Complaints@csyw.qld.gov.au
Subject: Fwd: Pwd: Re: Request update on OPG Complaint Referral [Name]
Date: Tuesday, 2 July 2019 2:22:42 PM
Attachments: Closure letter

From: [Redacted]@csyw.qld.gov.au
Sent: 24/06/2019 2:25 PM
To: feedback@csyw.qld.gov.au
Subject: Fwd: Re: Request update on OPG Complaint Referral [Redacted]

The Moreton Region of the department have provided the following:

Upon receipt of your referral, enquiries were made with the Manager of the CSSC Child Safety Service Centre (CSSC) who looked into the concerns raised.

I have responded to your concerns under the four general categories outlined in your complaint referral.

Lack of support from the foster care support agency

Personal affairs

Status of home environment

[Redacted]

Inappropriate behaviour management strategies

[Redacted]

Lack of insight by care [Redacted] into these concerns

[Redacted]

As you have been provided with a complaint management process we would like to provide you with an opportunity to provide comment and/or feedback on this preliminary outcome.

Any information that you provide will be considered before 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 documents is received on or before 1 July 2019 via email to feedback@csyw.qld.gov.au.

If you have any questions or require clarification on any aspect of this matter, or you are unable to meet the timeframe indicated please do not hesitate to contact me on 3097 5201 or via email to feedback@csyw.qld.gov.au.

Yours sincerely

[Redacted]
Principal Review Officer
Complaints Unit

Dear [Redacted]

Please find attached the closure letter in relation to the below referral.

Please let me know if you require any further information/clarification.

Yours sincerely

[Redacted]
Principal Review Officer
Complaints Unit

s73(2)

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Reference No: C19-0774

03 September 2019

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

Senior Practice Officer (Complaints)

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

Dear [redacted]

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (DCSYW) on 2 April 2019 regarding [redacted] Personal Affairs

The concerns raised specifically relate to the lack of primary placement for [redacted] Name

In the management of this complaint a number of actions were undertaken, which included:

- Consultation with [redacted] Manager [redacted] cssc Child Safety Service Centre (CSSC), [redacted] Regional Operations Manager – Placement Services Unit (PSU), [redacted] Senior Team Leader (STL) and [redacted] Child Safety Officer (CSO) – Ongoing Intervention [redacted] cssc Child Safety Service Centre.
- Departmental records
- Child Safety Practice Manual
- Child Safety legislation
- Child Protection Act 1999

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 response which has been addressed in Attachment 1.

Any information that you provide will be considered before the South East Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before 10 September 2019, via email to: SER_Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

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] Advisor on 07 3094 7100, via email to SER_Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

Yours sincerely



Regional Director (Logan/Beaudesert – Placement Services – Investment and Partnerships)
South East Region

Enc: Attachment 1 - Preliminary response

Department of Child Safety, Youth and Women
PO Box 1170, Beenleigh QLD 4207
Telephone: 07 3094 7100
Email: SER_Complaints@csyw.qld.gov.au

Attachment 1

Complaint allegation 1

The OPG requests that Department of Child Safety, Youth and Women (DCSYW) to continue to actively seek a specialised placement that is conducive to individual needs and support requirements.

Name



Personal affairs

[Redacted]

Personal affairs

Complaint allegation 2

DCSYW to provide advice to the OPG regarding the process and rationale for the South East Regions practice of placing bed holds on crisis beds at Silky Oaks Logan Cottage and rationale for the decision to place

[Redacted]

Personal affairs

Although Silky Oaks Logan Cottage has traditionally been funded as a safety response for young people who will not engage with a placement, the model has evolved to meet the individual needs of young people as required. Young people at Logan Cottage are now supported to attend appointments and engage in other supports. Logan Cottage's mobile street team connects with young people during the day to re-engage them into their approved placement. Over the weekend, full youth worker support is provide with day activities planned. This model has been provided by Silky Oaks Children's Haven for a number of years with the overall goal of re-engaging young people in a more long term placement.

The department acknowledges that placing beds on hold at Silky Oaks Logan Cottage is not ideal and it is not the departments intention to secure beds for subject young people. [Redacted] rationale in regards to [Redacted]

[Redacted]

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RELEASÉ

s73(2)

From: [redacted] Name [redacted] [redacted]@csyw.qld.gov.au]

Sent: Wednesday, 12 June 2019 12:51 PM

To: [redacted]@publicguardian.qld.gov.au>

Subject: RE: Fwd:OPG Complaint Referral - [redacted]

Hi [redacted]

The issues [redacted] raised with the OPG were:

Personal affairs

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Personal affairs

There were changes in CSO between 2017 and 2019 but you are likely aware that there is little we can do to avoid that. Managers and Team Leaders always strive for continuity whenever possible.

The carer suggested that the CSSC was baulking at the school suggestion but there was a delay, by a CSO, in getting the school approval completed in a timely manner. [redacted]

[redacted] Third party personal information [redacted] There was no deceptive intent or alike and the school enrolment went ahead.

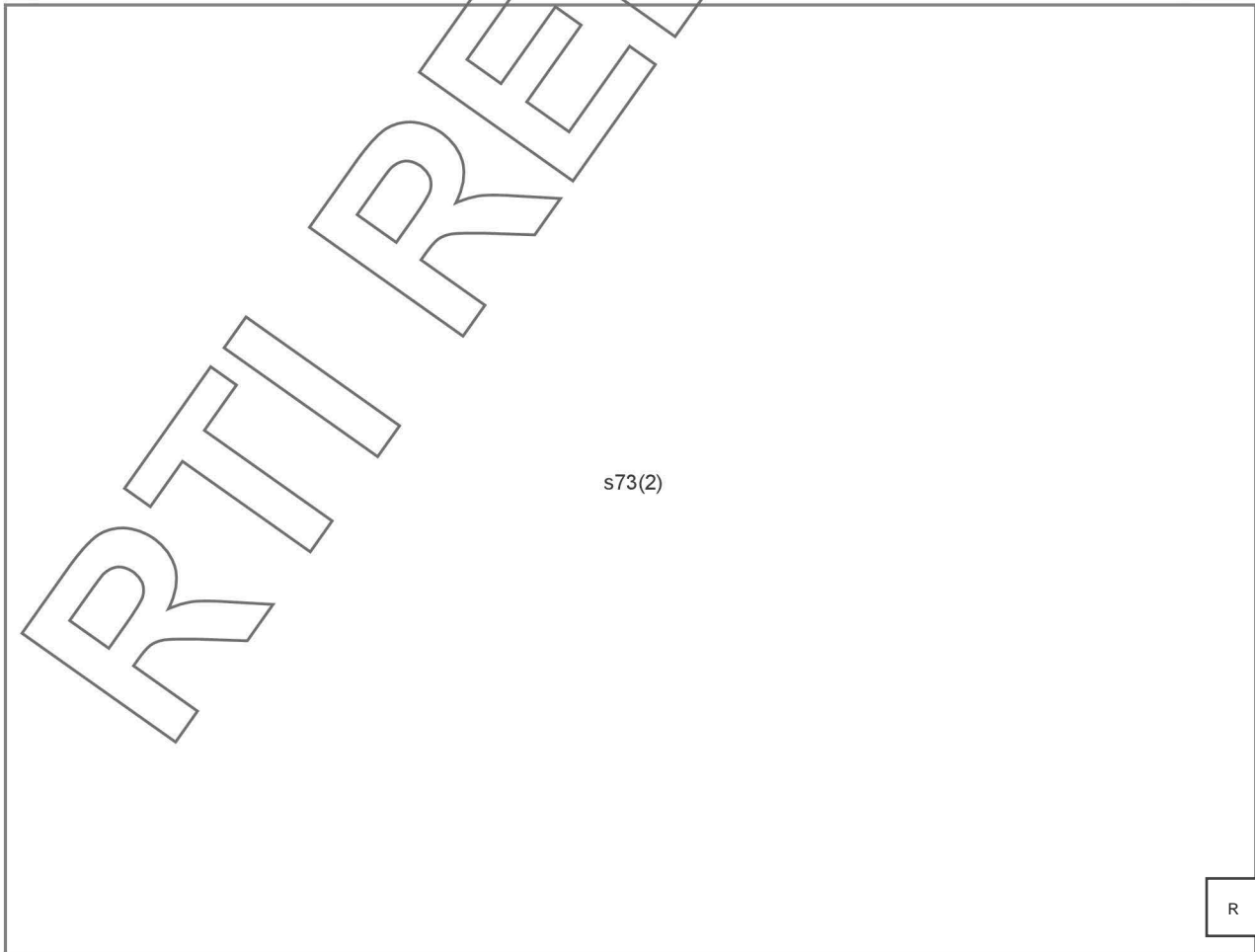
The Manager has met with [redacted] to discuss all of the issues raised. I am just waiting on confirmation that [redacted] is satisfied.

I hope this helps

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



s73(2)

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Reference No: C19-0852

Queensland
Government

15 October 2019

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

Name
Principal Practice Officer
Office of the Public Guardian
[redacted]@publicguardian.qld.gov.au

Dear [redacted]

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (DCSYW) on 9 April 2019 regarding [redacted] Personal affairs. I apologise for the delay in providing you this outcome letter.

I have included [redacted] response provided to [redacted] Community Visitor on 2 May 2019, I have included the response in attachment 1.

In the management of this complaint a number of actions were undertaken, which included:

- Consultation with [redacted] Manager, [redacted] Child Safety Officer(CSO) [redacted] cssc Child Safety Service Centre (CSSC) and [redacted] Transition Officer, Specialist Services Team, [redacted] cssc CSSC.
- Departmental records
- Child Safety legislation
- Child Protection Act 1999

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 response which has been addressed in Attachment 1.

Any information that you provide will be considered before the South East Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before **22 October 2019**, via email to: SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

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] Advisor on 07 3094 7100, via email to SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

Yours sincerely

[redacted signature]
Acting Regional Director
Gold Coast & Bayside CSSCs - Adoption Services - SE Regional Intake Service
South East Region
Enc: Attachment 1 - Preliminary response

Department of Child Safety, Youth and Women
PO Box 1170, Beenleigh QLD 4207
Telephone: 07 3094 7100
Email: SER.Complaints@csyw.qld.gov.au



Reference No: C19-0859

16 March 2020

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

Name
Principal Practice Officer
CVP Team
Office of the Public Guardian
@publicguardian.qld.gov.au

Dear Ms Whyte

I refer to your complaint lodged with the Complaints Unit (CU), Department of Child Safety, Youth and Women (the department) on 8 April 2019 under the Memorandum of Understanding between the OPG and the department, concerning Personal affairs

In the management of this complaint, the CU conducted a review of the department's electronic records between 2015 and 2018 and determined that as the department's records provided evidence these matters had been responded to at the time, it was the CU's determination that the complaint would be most appropriately responded to by the CSSC manager. The complaint was subsequently allocated to the Central Queensland Region for management.

Upon receipt of the complaint in the region, the Regional Director advised that Name A/Principal Legal Officer, OPG had raised the same complaint directly with the CSSC CSSC on 29 March 2019.

On 15 April 2019, Name Manager of the CSSC CSSC wrote a letter of reply to Name in response to her letter of complaint concerning Name. The Regional Director at the time, asked Name to follow up with Name as to whether the OPG's requirements had been satisfied or whether further response was required. On 8 May 2019, Name reported to the Regional Service Centre that she had twice attempted to contact Name but had not received a return phone call.

Personal affairs

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

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

Personal affairs

As this matter has been previously reviewed and responded to, it has been decided that no further investigation is warranted.

[Redacted], an apology will not be offered as [Name] was supported by the department to engage with [Redacted]

Personal affairs

This matter is now considered finalised and the OPG's confirmation that no further information is required would be appreciated by 30 March 2020.

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

As the 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

[Redacted Signature]

**Regional Director, South
Child and Family Services
Central Queensland Region**

Enc. Letter from [Redacted] dated 15 April 2019



Queensland Government

Reference No: C19-0941

17 October 2019

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

Name
Regional Visiting Manager
Office of the Public Guardian
complaintreferral@opg.qld.gov.au

Dear [redacted]

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety Youth and Women regarding [redacted] dated 23 April 2019.

A copy of your referral was subsequently referred to Moreton Regional Services for management of this complaint. I can advise enquiries were made with the Managers of both the [redacted] CSSC [redacted] Child Safety Service Centres (CSSC) and they looked into the concerns raised. Your complaint related to the cumulative impact of general cleanliness and hygiene issues [redacted]

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

Personal affairs

RTI RELEASED

Personal affairs

It was also determined by the Manager of the CSSC the carers were meeting statement of standards under section 122 of the *Child Protection Act 1999*.

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 this response. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before 25 October 2019 via email to feedback@csyw.qld.gov.au. If we do not receive feedback from you we will close the complaint management process effective 26 October 2019.

Yours sincerely

**Advisor, Moreton Region
Department of Child Safety, Youth and Women**

RTI RELEASED



Queensland Government

Our Ref: C19-0957
21 May 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 department's response to the damage and loss of property belonging to

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.

Allegation: The OPG alleges inaction by DCSYW (CSSC CSSC) in response to

Name iPhone being broken and subsequently going missing whilst placed in residential care

Business affairs

Outcomes OPG is seeking:

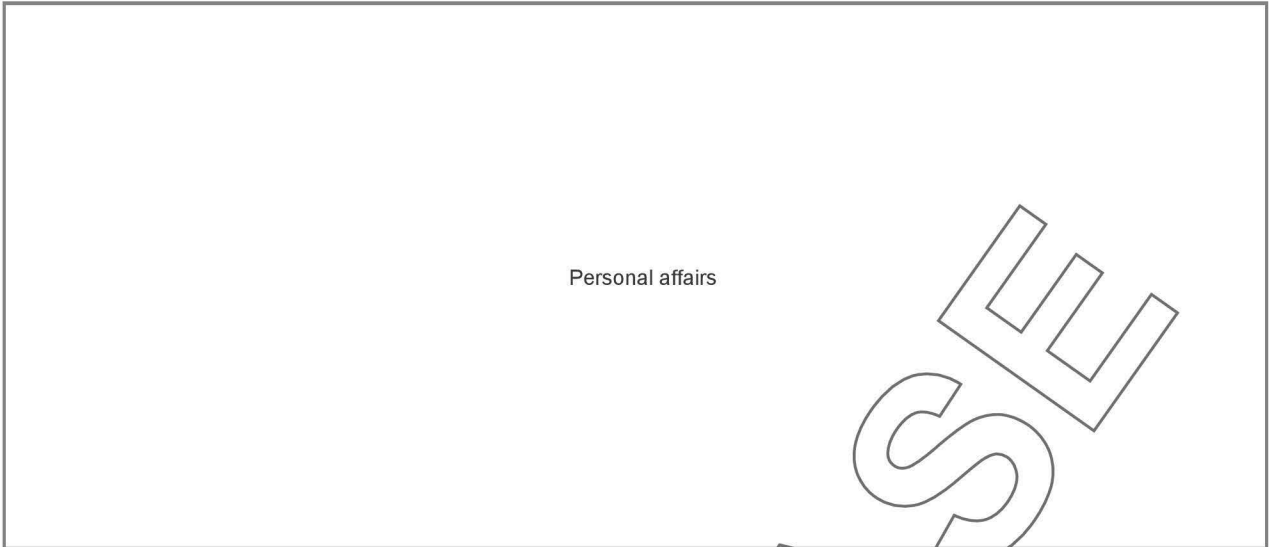
1. An investigation into the whereabouts of Name phone be conducted.
 2. If the iPhone is unable to be located, another comparable phone is provided to
 3. The DCSYW to provide a response to what actions will be taken to address concerns
- as requested by the Department, and the phone subsequently disappearing.

Response:

Personal affairs

CSSC

R



Personal affairs

Finding: Based on all the information available to me I find your complaint **not substantiated**.

Should you wish to provide feedback on the complaints management process, please do so in writing to NQR_Corro@csw.gov.au by 29 May 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 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.

Yours sincerely

Name

Manager

CSSC

Child Safety Service Centre

Reference No: C19-0967



25 July 2019

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

Senior Practice Officer (Complaints)

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

Dear [redacted]

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (DCSYW) on 16 April 2019 regarding [redacted] Personal affairs

The concerns raised specifically relate to the department failing to source suitable respite options to ensure consistent contact arrangements [redacted] the school holidays. The OPG are requesting for departmental officers to confirm dates for respite at least 2 weeks before the commencement of the school holidays.

In the management of this complaint a number of actions were undertaken, which included:

- Consultation with [redacted] Name [redacted] Manager [redacted] CSSC, Child Safety Service Centre (CSSC).
- Departmental records
- Child Safety Practice Manual
- Child Safety legislation
- Child Protection Act 1999

 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 response which has been addressed in Attachment 1.

 Any information that you provide will be considered before the South East Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before [date] via email to: SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

 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 [redacted] Advisor on 07 3094 7100, via email to SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

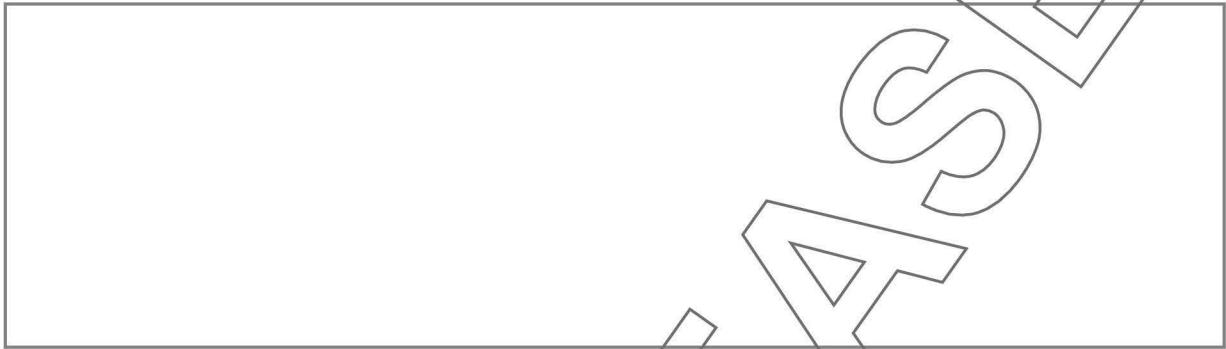
Yours sincerely

 Regional Director (Logan/Beaudesert – Placement Services – Investment and Partnerships)
 South East Region

 Department of Child Safety, Youth and Women
 PO Box 1170, Beenleigh QLD 4207
 Telephone: 07 3094 7100
 Email: SER.Complaints@csyw.qld.gov.au

Personal affairs

DCSYW, acknowledge that there is a shortage of primary placements and in particular within the South East Resion. It has also been identified the availability of respite placements have become quite limited which is making it difficult in situations like this one.



RTI RELEASE



Reference No: C19-1080

3 September 2019

Department of
Child Safety, Youth
and Women

Name
Senior Practice Officer
@publicguardian.qld.gov.au

Dear

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (DCSYW) on 8 May 2019 regarding Personal-affairs

The complaint is lodged under the *Memorandum of Understanding Concerning Management of Complaints* between DCSYW and the Office of the Public Guardian (OPG).

The concerns raised specifically related to Name placement with Business affairs was ended without notice and a suitable placement was not identified for Name

Concerns also related to the capacity of Business affairs to meet their service provider obligations and provide an appropriate model of service when accepting high risk placements. It is also queried why additional specialised supports was not provided to sustain the placement at

In the management of this complaint a number of actions were undertaken, which included:

- Consultation with Manager CSSC Child Safety Service Centre (CSSC).
- Departmental records
- Child Safety Practice Manual
- Child Safety legislation
- Child Protection Act 1999

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 response which has been addressed in Attachment 1.

Any information that you provide will be considered before the South East Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before **10 September 2019**, via email to: SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

Department of Child Safety, Youth and Women
PO Box 1170, Beenleigh QLD 4207
Telephone: 07 3094 7100
Email: SER.Complaints@csyw.qld.gov.au

If you have any questions or require clarification on any aspect of this matter, or you are unable to meet the timeframe indicated please do not hesitate to contact Advisor on 07 3094 7100, via email to SER_Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

Yours sincerely

Regional Director (Logan/Beaudesert – Placement Services – Investment and Partnerships)
South East Region

Enc: Attachment 1 - Preliminary response

RTI RELEASES

R

R

Attachment 1

Complaint allegation 1

The OPG is concerned that [Name] placement was ended without a suitable ongoing placement, and without suitably adequate time provided for the DCSYW and to source alternative options or explore additional specialised support for the current placement.

Response provided by [] Manager, [CSSC] Child Safety Service Centre (CSSC), which was provided to [Name] Regional Visiting Manager, Detention and Corrections, Office of the Public Guardian on 1 May 2019.

Personal affairs

The South East Region Placement Services Unit is currently engaging with agencies to seek an appropriate placement option [] Department of Child Safety Youth and Women (DCSYW), acknowledge that there is a shortage of primary placements and in particular for high risk young people demonstrating complex or extreme behaviours.

Complaint allegation 2

The OPG is seeking advice regarding [Business affairs] obligations to DCSYW with regards to timeframes and notice of placement ending, with particular attention to any service agreements with DCSYW outlining the service provider obligations and model of service when accepting placement of high risk and high need young people.

Response provided by [Name] Manager, [CSSC] Child Safety Service Centre, which was provided to [Name] Regional Visiting Manager, Detention and Corrections, Office of the Public Guardian on 1 May 2019.

Under their service agreement, Business affairs is funded to provide care to young people, aged 12 to 18 years requiring non-family based care, who have been assessed as having moderate, high, complex or extreme level of support needs. This service operates a one youth worker to two young people model of care. Personal affairs

RTI RELEASE



Our Ref: C19-1179

4 July 2019

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

Name

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

Dear [redacted]

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 actions taken regarding placement decisions for young person [redacted]

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

- Integrated Case Management System (ICMS)
- Discussion with the relevant Child Safety Officer and Senior Team Leader
- Email correspondence

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 issues 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
445 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
ABN 75 563 721 098

[redacted] R

[redacted] R

Allegation 1: The OPG alleges communication with around family based placements and limitations and barriers have not been sufficient.

Personal affairs

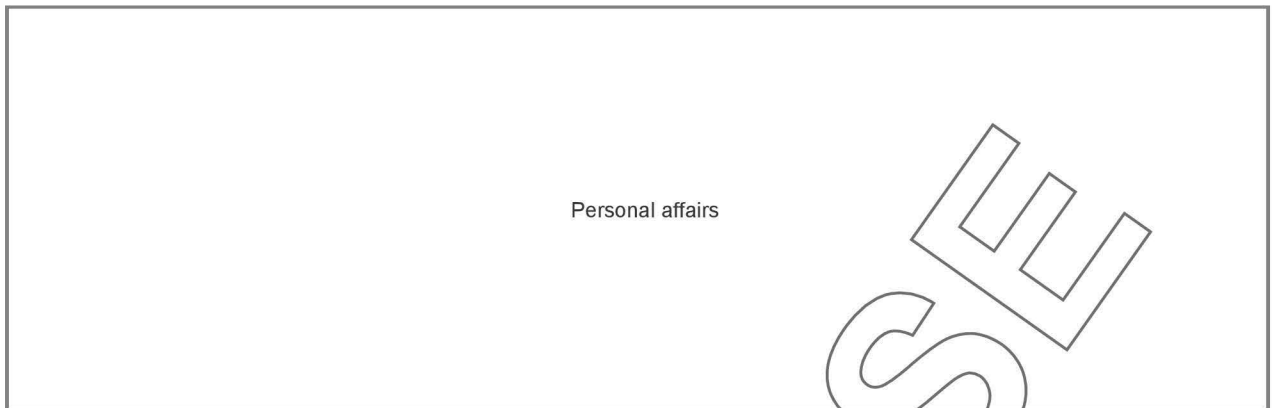
Response:

On the basis of all information available to me, I find your allegation is **not substantiated**.

Allegation 2: The OPG alleges inaction regarding consideration of alternative placement options

Personal affairs

Response:



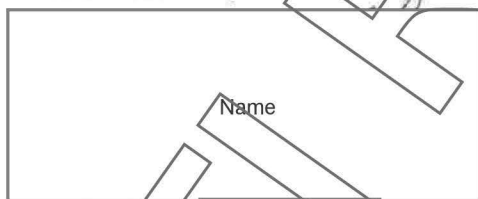
Personal affairs

On the basis of all information available to me, I find your allegation is **not substantiated**.

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 [7 days from notice] 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@csyw.qld.gov.au or by writing to Locked Bag Box 3405, 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.

Yours sincerely



Name

**A/Manager, CSSC Child Safety Service Centre
Northern Queensland Region**

Reference No: C19-1272/M19-1485



25 November 2019

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

Names

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

Dear

I refer to your complaint lodged with the Complaints Unit (CU), Department of Child Safety, Youth and Women on 28 May 2019.

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

- Seeking a response and obtaining documentation from the South East Region and CSSC Child Safety Service Centre
- Reviewing information contained in electronic files

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 this response which is Attachment 1.

Any information that you provide will be considered before the CU makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before 2 December 2019 via email to: feedback@csyw.qld.gov.au or write to Locked Bag 3405, Brisbane Qld 4001.

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

Yours sincerely

Principal Review Officer

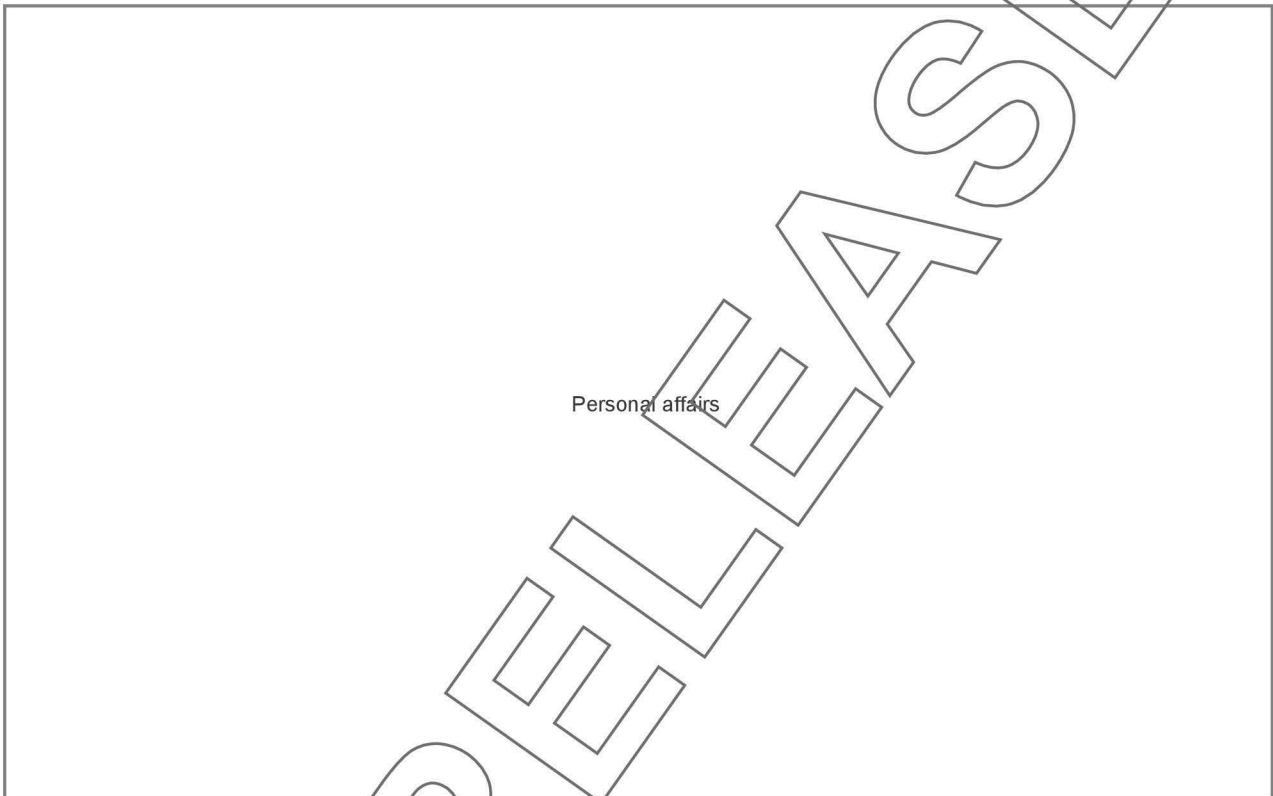
Enc: Attachment 1 - Preliminary response

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

R

Attachment 1

On 4 April 2019, [Name] Official Solicitor and Director of Legal Services/Investigations met with [Redacted] Regional Director and [Redacted] Regional Executive Director, South East Region. During this meeting, the issue of placements for young people such as [Redacted] was discussed. At this time, it was agreed that there would be regular bi-monthly meetings between the OPG and the Regional Directors along with regular briefings on young people known to the OPG to reduce the need for escalation.



On 20 May 2019, [Name] Public Guardian wrote to [Redacted] Director-General in relation to ***cumulative issues that reveal persistent, repeated or systemic problems – Failure to provide appropriate placement that meets care and support needs.*** It is noted that this correspondence from [Redacted] is essentially the same as the 28 May 2019 referral made to the Complaints Unit.

On 19 June 2019, [Redacted] provided a response to [Redacted] The Complaints Unit has reviewed that response and it is its determination that the Director-General's response satisfactorily provided a written response to concerns raised and noted by the OPG as *cumulative* and *systemic*. As such, the CU has determined that no additional or further response to the *cumulative* and *systemic* concerns highlighted in the OPG's 28 May 2019 referral is required.

A summary of the Director-General's 19 June 2019 response is as follows:

- Since November 2018, the department has had the Placement Enhancement Project that is focusing on increasing placement options for children and young people in the department's care. The work so far has included:
 - Converting 57 residential care placements funded from Child Related Costs – Placement and Support (CRC-PaS) to more stable contracted arrangements to reduce the pressure and administrative burden on departmental and agency staff.
 - Release requests for quotes on another 81 places to increase the number of contracted places. A number of these new arrangements will be required to have the capacity to care for additional young people when the need arises.
 - Reviewed more than 200 National Disability Insurance Scheme plans for young people in care to ensure they are accessing the full entitlement to their disability supports.
 - Implementing incentive arrangements for selected foster and kinship care providers across Queensland to encourage them to locate kin and support successful placements for young people in CRC-PaS arrangements.
 - Increasing placement flexibility by aggregating contracts held by the same supplier in a geographic location.
 - Over the next nine months, the next phase of work will focus on a range of projects aimed at strengthening the child safety placement system by:
 - o increasing availability of carers
 - o strengthening our approach to carer assessment and training
 - o streamlining carer approval processes
 - o continuing our pilot of the Treatment Foster Care Oregon evidence based model to provide family based, therapeutic care of pre-adolescents with complex behavioural needs
 - o introducing more flexible family based and individualised care arrangements to support children and young people with complex behavioural, disability or mental health needs
 - o transitioning intensive foster care to a new, more flexible tailored support program to enable care agencies to better respond to the changing support needs of carers
 - o increasing our investment in Aboriginal and Torres Strait Islander community controlled organisations and developing a new Aboriginal kinship carer program to increase the number of kinship places for Aboriginal children and young people that align with the Child Placement Principle
 - o finalising review of our investment in Evolve Therapeutic Services to Ensure it is targeted to children and young people in care most in need of support
 - o introducing new business rules, tools and processes to support emergent placements, where there is no capacity in the contracted outsourced service delivery system, to ensure those arrangements are focused on achieving value and outcomes for children and young people
 - o converting more of the above packages to more stable contracted arrangements
 - o continuing to implement the Minimum Qualifications Standard, Hope and Healing e-modules and the Joint Protocol to reduce preventable police callouts in residential care facilities to stabilise placements by ensuring more trauma informed care is provided.

- Other initiatives:
 - Two Child Safety Officer (Youth Justice Liaison) positions based in the two detention centres since February 2018. It is already evident the focused work of these liaison officers has enhanced collaboration and communication between Child Safety and Youth Justice staff, for example, improved outcomes for young people on dual orders including collaboratively facilitating post detention placements with Aboriginal extended family.
 - Specialist Service team of 15 clinicians regional based to support the health and development of children with high and complex support needs who are in care.

ACTIONS BY THE COMPLAINTS UNIT IN RESPONSE TO CONCERNS RELATING TO Name

On 26 June 2019, the South East Region and cssc CS&C provided the following in relation to Logan Cottage:

Although Logan Cottage model has previously been funded as a safety response for young people who will not engage with a more traditional placements, the model has evolved to meet the individual needs of young people as required. The young people who are generally accessing the Logan Cottage model have not engaged with other placement models available to them, such as residential models with 24/7 youth worker support.

Logan Cottage provides accommodations and intensive support for young people from 3 pm to 9 am. Day support through the week from 9 am to 3 pm is provided to young people on an individual basis, via a day support plan as developed by the young person's care team. This plan can include access to the Street Team staff who operate during these hours, Youth Justice, and other youth service engagement or individual youth worker support. The day support model recognises that young people may already have strong connections with youth workers from other agencies who can provide some consistency of support to them at Logan Cottage and potentially continue to support them.

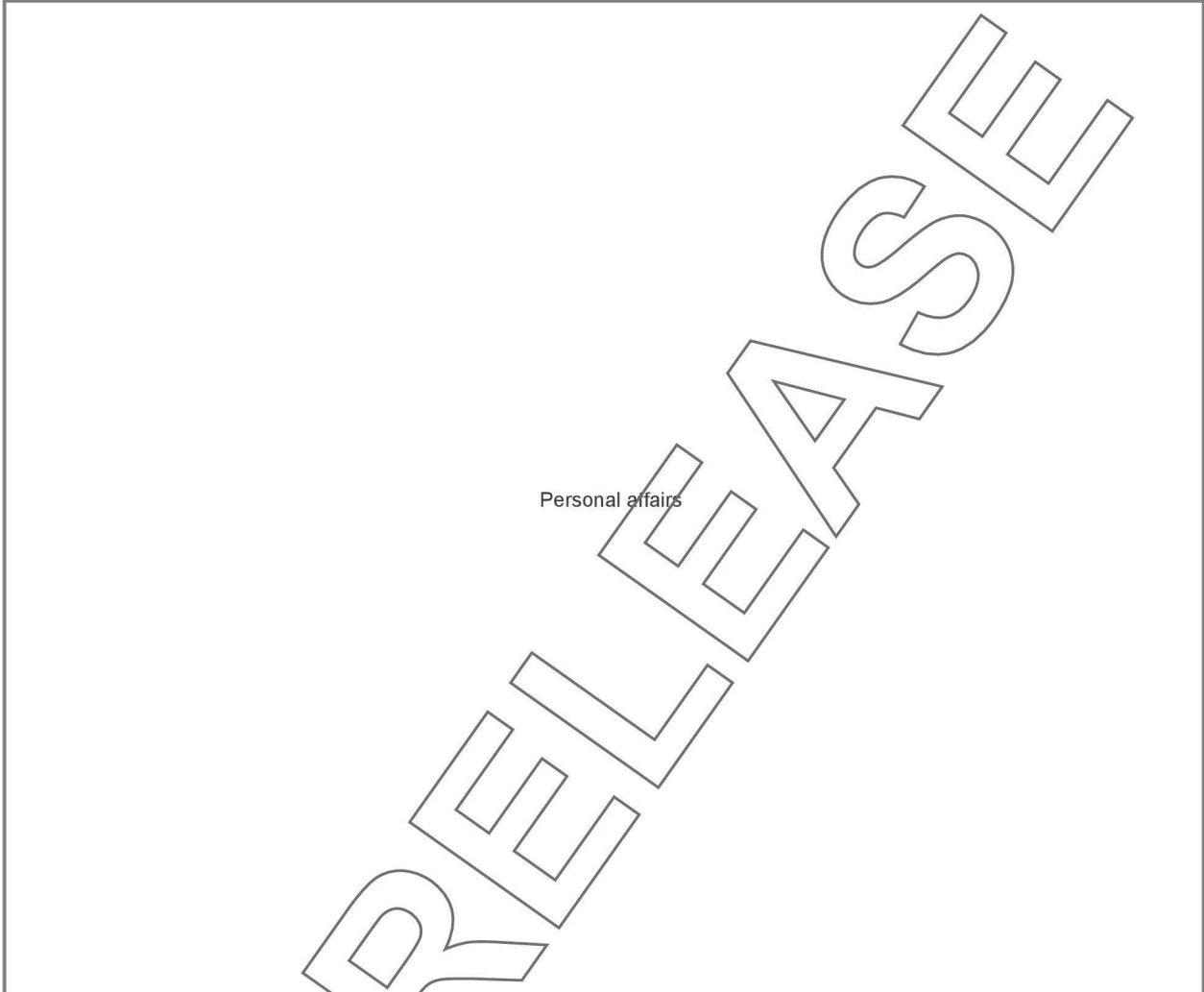
Over the weekend, full youth worker support (24 hours per day) is provided by a Youth Worker contracted by the relevant Child Safety Service Centre with day activities planned.

Logan Cottage will provide lunch and snacks to take away with them during the day, both mid-week and on weekends.

Logan Cottage's mobile street team also connects with many other young people during the day to re-engage them into their approved placement or locate other safe placement option for them.

This model has been provided by Silky Oaks Children's Haven for a number of years with the overall goal of re-engaging young people in a more long term placement. Silky Oaks staff have developed a high level of skill and ability in engaging the most complex and vulnerable children in the South East Region.

This model offers this cohort of young people the best opportunity to engage in a flexible manner whilst still meeting their need for accommodation and support to meet their other immediate needs.



From the above, it is the Complaints Unit's assessment that the department has made and continues to make reasonable attempts to source a suitable placement for Name

Personal affairs

OBSERVATIONS MADE BY THE COMPLAINTS UNIT

During the research phase in response to this referral, it was identified that the frontline CSSC staff continued to keep the CV informed of the attempts made to support

Additionally there were two other areas/units of the OPG engaging simultaneously with the CSSC, the South East region, the Complaints Unit and the Director-General in relation to the same issue. These individuals were: Name Official Solicitor and Director of Legal

Services/Investigations; [Name] Community Visitor; [Senior Practice Officer]; and [Public Guardian].

It is our observation that these simultaneous engagements by different sections of the OPG with the department on the same issue is not in our opinion an effective or efficient use of time and resources, and can lead to confusion as to why the OPG has escalated the complaint with the Complaints Unit when the region was of the understanding that they had already addressed the concerns directly with the OPG. For instance we note the 4 April 2019 meeting held by [] with the South East Region Regional Executive Director and Regional Director gave rise to an agreement that bi-monthly meetings would be held between the two jurisdictions as a way to mitigate the need for escalation of concerns / issues. Notwithstanding this agreement, on 28 May 2019 the OPG escalated the same concerns and referred the matter to the Complaints Unit without giving an opportunity for the bi-monthly meetings to occur. And previously on the 20 May 2019 the Public Guardian wrote to the Director-General raising again the same concerns, as those referred by the OPG to the Complaints Unit. As such, it is the Complaints Unit's observation that these simultaneous engagements by the OPG do not best reflect the practice of affording local resolution prior to escalation, and could potentially give rise to a non-coordinated response.

CLOSURE OUTCOME

[Redacted content]

Personal affairs

RTI RELEASE



Reference No: C19-1322

14 October 2019

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

Name
Principal Practice Officer
Office of the Public Guardian
complaintreferral@opg.qld.gov.au

Dear [redacted]

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety Youth and Women on 4 June 2019 regarding concerns for young person [redacted]

A copy of your complaint referral was forwarded to Moreton Regional Services for management. I can advise relevant enquiries were undertaken into the matters raised which included directly liaising with [redacted] Manager, [redacted] CSSC Child Safety Service Centre (CSSC). The outcomes sought as part of this complaint process have been progressed as a part of the ongoing contact between [redacted] Name Community Visitor (CV) and [redacted] Visiting Manager, Office of Public Guardian (OPG) and [redacted] Acting Senior Team Leader, Cherside CSSC, since 6 June 2019.

The Moreton Region acknowledges receipt of your complaint and provides responses to the allegations below:

a) Communication with [redacted] CSSC Child Safety Service Centre/ case planning

[redacted] Personal affairs

b) [redacted] request for family contact

[redacted]

c) Consideration and inclusion of young person's views and wishes in case planning and decision making

- | |
|------------------|
| Personal affairs |
|------------------|

d) Contact with Child Safety Officer

- | |
|--|
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|--|

e) Recreational activities/access to birth certificate

- | |
|--|
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- | |
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f) Education matters

- | |
|--|
| |
|--|

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 this response.

Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before 23 October 2019 via email to feedback@csyw.qld.gov.au

Yours sincerely

Name

Advisor

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



Reference No: C19-1381

24 July 2019

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

Senior Practice Officer (Complaints)

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

Dear [redacted]

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (DCSYW) on 16 April 2019 regarding [redacted] Personal affairs

The concerns raised specifically relate to the department not being able to provide a family based placement for [redacted]

[redacted] and the OPG's concerns regarding [redacted] Name [redacted] current residential placement due to [redacted] age.

In the management of this complaint a number of actions were undertaken, which included:

- Consultation with [redacted] Name [redacted] Manager [redacted] CSSC [redacted] Child Safety Service Centre (CSSC), [redacted] Name [redacted] Regional Director, Logan/Beaudesert – Placement Services – Investments and Partnerships and [redacted] Director South East Region.
- Departmental records
- Child Safety Practice Manual
- Child Safety legislation
- Child Protection Act 1999

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 response which has been addressed in Attachment 1.

Any information that you provide will be considered before the South East Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before [date] via email to: SER.Complaints@csw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

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] Advisor on 07 3094 7100, via email to SER.Complaints@csw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

Yours sincerely

[redacted signature box]

Regional Director (Logan/Beaudesert – Placement Services – Investment and Partnerships)
South East Region

Department of Child Safety, Youth and Women
PO Box 1170, Beenleigh QLD 4207
Telephone: 07 3094 7100
Email: SER.Complaints@csw.qld.gov.au

Reference No: C19-1392



16 August 2019

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

Name

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

Dear

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and women on 11 June 2019 concerning

The Complaints Unit acknowledges receipt of your complaint and understands the allegations you are raising is that a Transition to Independence Plan had not been created or implemented within a suitable timeframe.

A copy of your referral was subsequently received by Moreton Regional Services for management. I can advise relevant enquiries were undertaken into the matter which included liaising with the Manager, CSSC Child Safety Service Centre.

The Moreton Region acknowledges the delay in finalising a Transition to Independence Plan for Name however, I can confirm the Office of the Public Guardian (OPG) was provided with a copy of the finalised plan on 11 July 2019. Extensive consultation occurred between the Child Safety Officer and during home visits, telephone calls and emails to develop and implement the plan.

The CSSC Child Safety Service Centre is committed to providing timely responses to the OPG and the Manager is working to reinstate six-weekly meetings with the Brisbane North Regional Visiting Manager for the purpose of strengthening the relationship and enhancing communication.

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 this response.

Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents are supplied by 23 August 2019 via email to feedback@csyw.qld.gov.au

Yours sincerely

Name

Advisor

Moreton Region
Department of Child Safety, Youth and Women

R



Reference No: C19-1400

16 September 2019

Department of
Child Safety, Youth
and Women

Name

Principal Practice Officer
Office of the Public Guardian
complaintreferral@opg.qld.gov.au

Dear

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (the department) on 12 June 2019 regarding

The Complaints Unit acknowledges receipt of your complaint and understands the allegations you are raising to be, specifically that:

Personal affairs

I note that your requested outcome is:

- *Response from the department regarding considerations into placement matching for and how wishes and views were incorporated.*

A copy of your referral was subsequently referred to Moreton Regional Services for management of this issue. I can advise relevant enquiries were undertaken into the complaint which included directly liaising with the Manager cssc Child Safety Service Centre.

Background information

R

Personal affairs

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 this response.

Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before 25 September 2019 via email to feedback@csyw.qld.gov.au

Yours sincerely

Name

Advisor

Moreton Regional Services
Department of Child Safety, Youth and Women

RTI REQUEST

Reference No: C19-1482/CCYPC0011513



15 August 2019

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

Name

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

Dear

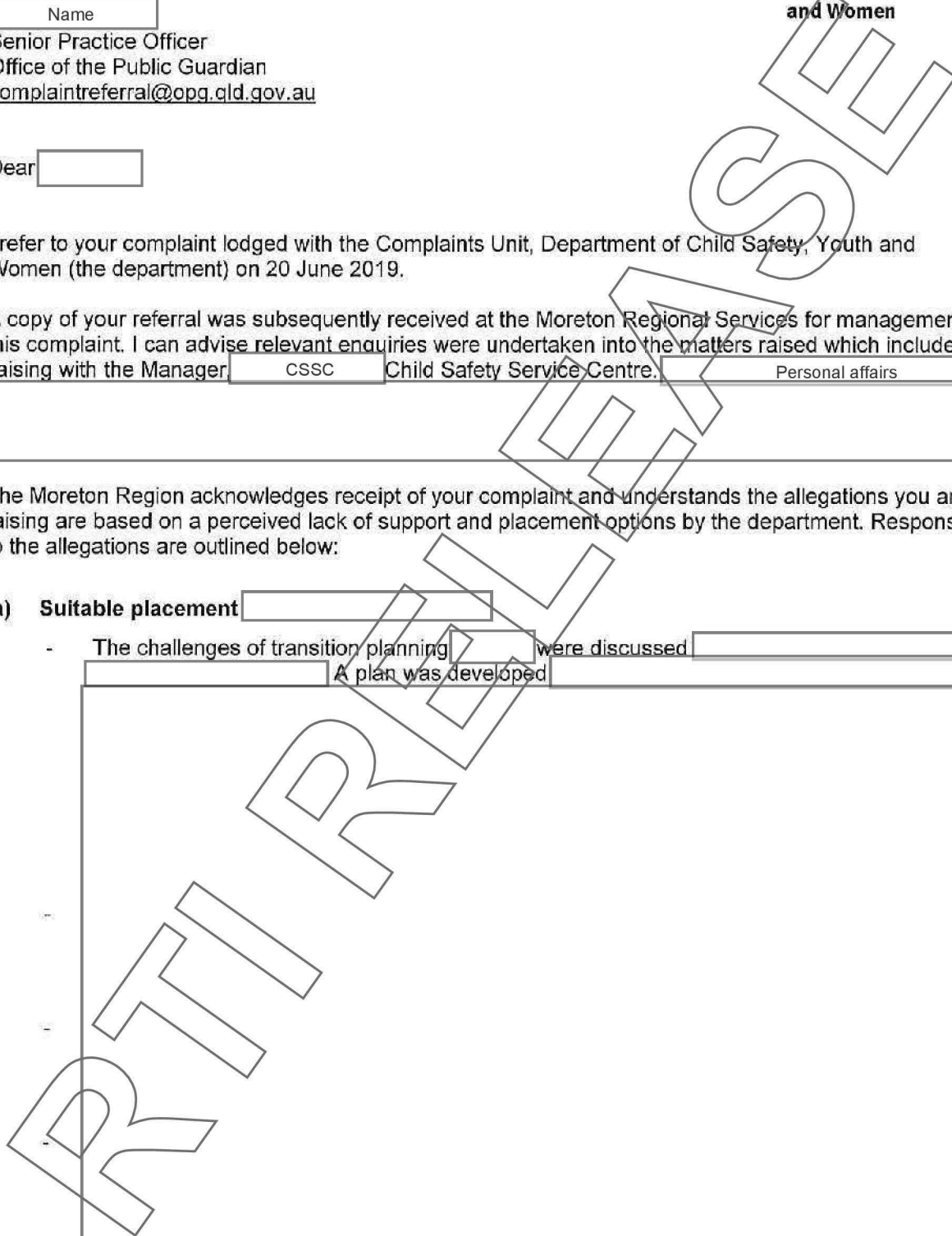
I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women (the department) on 20 June 2019.

A copy of your referral was subsequently received at the Moreton Regional Services for management of this complaint. I can advise relevant enquiries were undertaken into the matters raised which included liaising with the Manager CSSC Child Safety Service Centre. Personal affairs

The Moreton Region acknowledges receipt of your complaint and understands the allegations you are raising are based on a perceived lack of support and placement options by the department. Responses to the allegations are outlined below:

a) **Suitable placement**

- The challenges of transition planning were discussed
 A plan was developed



- [Redacted] Personal affairs [Redacted] the department continues to support [Redacted] Name as best we can in building these relationships.

b) Education goal planning/possible traineeship

- [Redacted]

c) Residential drug rehabilitation

- [Redacted]

[Redacted]

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 this response.

Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before Friday 23 August 2019 via email to feedback@csw.qld.gov.au

Yours sincerely

[Redacted]
Name

**Advisor, Moreton Region
Department of Child Safety, Youth and Women**

RTI REQUEST



Queensland Government

Reference No: C19-1488

17 October 2019

Department of Child Safety, Youth and Women

Name

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

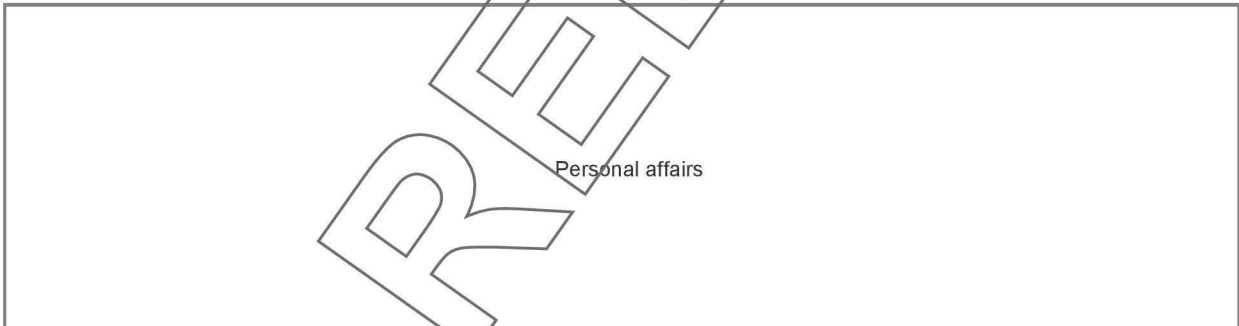
Dear

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety, Youth and Women on 21 June 2019 concerning

The Complaints Unit acknowledged receipt of your complaint and understood the allegations you raised related to the delay in finalising case plan and a revision of appropriate sibling contact.

A copy of your complaint referral was forwarded to Moreton Regional Services for management. I can advise relevant enquiries were undertaken into the matter raised which included liaising with the Manager, Child Safety Service Centre (CSSC).

I understand that Senior Team Leader, CSSC has been in direct contact with Regional Visiting Manager, Office of the Public Guardian (OPG) concerning this matter. Subsequently, a list of recommendations were developed in consultation with your office and are currently being implemented. These recommendations include a commitment to six-weekly care team meetings with minutes to be taken and distributed; fortnightly updates to occur between the Community Visitor and the Child Safety Officer and a commitment for sibling contact to be discussed with each young person to seek and consider their views.



Personal affairs

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 this response.

Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before 25 October 2019 via email to feedback@csw.qld.gov.au

Yours sincerely

Name

Advisor

Moreton Region
Department of Child Safety, Youth and Women

Moreton Region
Department of Child Safety, Youth and Women
PO Box 972, Maroochydore QLD 4558
Telephone: 5376 9600
Email: MR_complaints@csw.qld.gov.au



Queensland
Government

Reference No: C19-1591

25 September 2019

[Redacted] Name
Senior Practice Officer (Complaints)
Office of the Public Guardian
Level 16, 50 Ann Street, Brisbane QLD 4000
[Redacted]@publicguardian.qld.gov.au

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

Dear [Redacted]

I refer to your email dated 03 July 2019, regarding [Redacted] Personal affairs. I apologise for the delay in responding to you.

I understand your correspondence specifically related [Redacted] that [Redacted] Name Acting Senior Team Leader (A/STL), forced [Redacted] into having contact with [Redacted] when it was against [Redacted] wishes.

In the management of this complaint, and in consultation with [Redacted] Acting Manager, [Redacted] CSSS Child Safety Service Centre (CSSC), and through conversations with [Redacted] Name A/STL and [Redacted] Senior Team Leader (STL), a number of actions were undertaken, which included:

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

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 response which has been addressed in Attachment 1.

Any information that you provide will be considered before the South East Region makes a final decision on this matter. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback, together with any supporting documentation are received on or before **2 October 2019** via email to: SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

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] Advisor on 07 3094 7100, via email to SER.Complaints@csyw.qld.gov.au or write to PO Box 1170, Beenleigh QLD 4207.

Thank you for advocating on behalf of [Redacted]

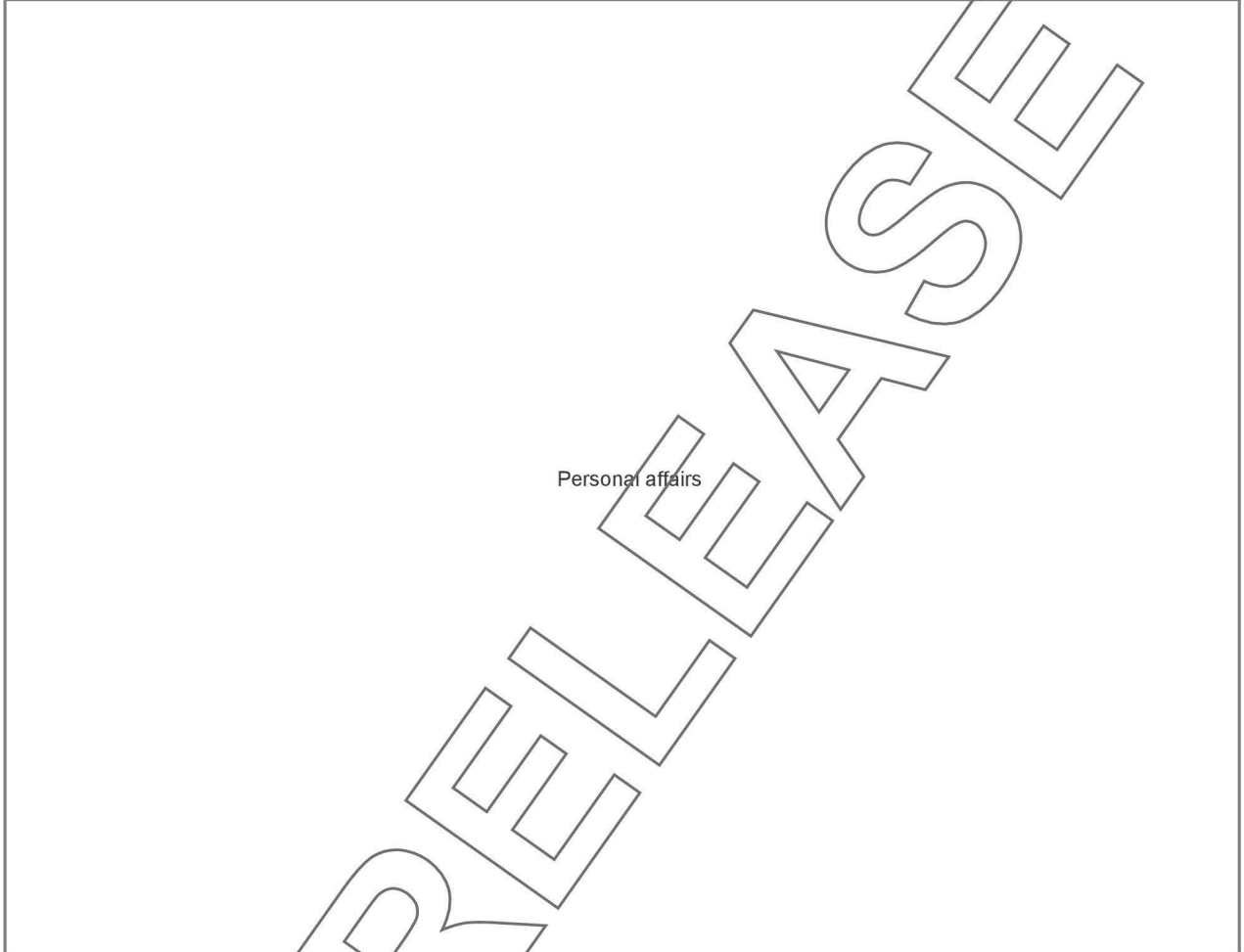
Yours sincerely

[Redacted]
Acting Regional Director (Loganlea/Beaudesert)
South East Region

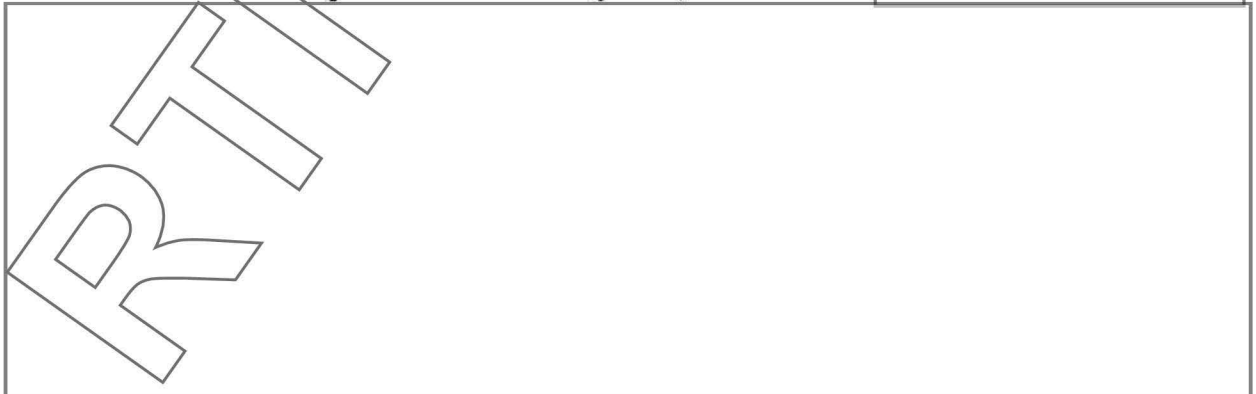
Department of Child Safety, Youth and Women
PO Box 1170, Beenleigh QLD 4207
Telephone: 07 3094 7100
Email: SER.Complaints@csyw.qld.gov.au

Enc: Attachment 1 - Preliminary response
Attachment 1

BACKGROUND Contextual information



The subject matter of the allegations made in the complaint is very concerning to the department. Noted below is department officer response to the complaint. This account is in strong contrast to the alleged reported worries.





Queensland Government

Reference No: C19-1628

17 October 2019

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

Name

Principal Practice Officer
Office of the Public Guardian
complaintreferral@opg.qld.gov.au

Dear

I refer to your complaint lodged with the Complaints Unit, Department of Child Safety Youth and Women on 9 July 2019 concerning

The Complaints Unit acknowledged receipt of your complaints and understood the allegations you raised related to recent placement decisions for and what therapeutic interventions were put in place.

A copy of your referral was subsequently referred to Moreton Regional Services for management of this complaint. I can advise relevant enquiries were undertaken into the matter which included liaising with the Manager, Child Safety Service Centre. I also understand that the Manager has been in direct contact with the Regional Visiting Manager regarding the details of this complaint matter.

The Moreton Region acknowledges receipt of your complaint and provides a response to the allegations below:

RTI REQUEST

Personal affairs

Personal affairs

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 this response. Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before 25 October 2019 via email to feedback@csyw.qld.gov.au. If we do not receive feedback from you we will close the complaint management process effective 26 October 2019.

Yours sincerely

Name

Advisor

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

RTI RELEASE



Queensland Government

Reference No: C19-1711

3 September 2020

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

Name
Principal Practice Officer
Office of the Public Guardian
complaintreferral@opg.qld.gov.au

Dear [redacted]

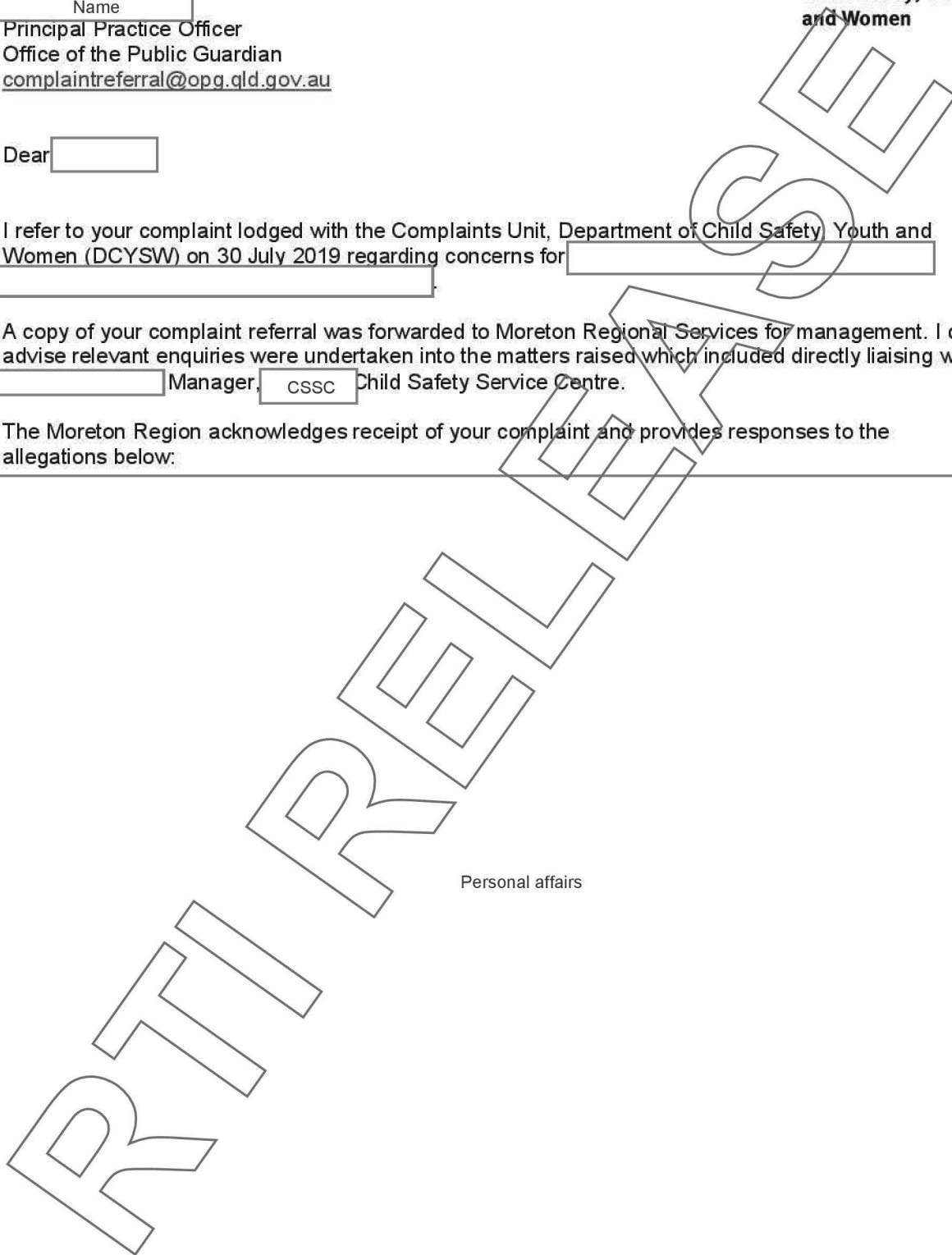
I refer to your complaint lodged with the Complaints Unit, Department of Child Safety Youth and Women (DCYSW) on 30 July 2019 regarding concerns for [redacted]

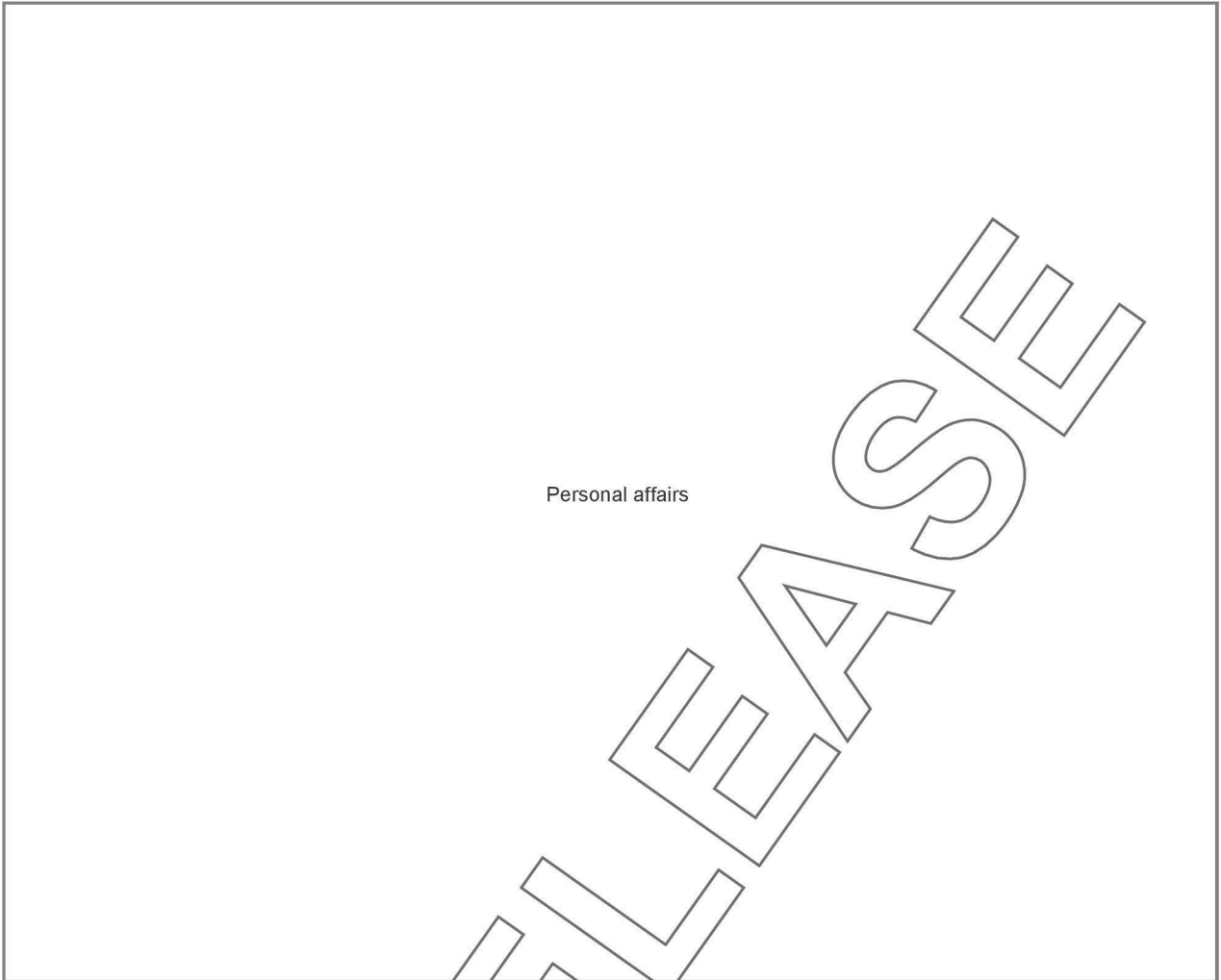
A copy of your complaint referral was forwarded to Moreton Regional Services for management. I can advise relevant enquiries were undertaken into the matters raised which included directly liaising with [redacted] Manager, [redacted] CSSC Child Safety Service Centre.

The Moreton Region acknowledges receipt of your complaint and provides responses to the allegations below:

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

Personal affairs





Personal affairs

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 this response.

Should you wish to take advantage of this opportunity, please ensure your comments and/or feedback together with any supporting documents is received on or before 3 January 2019 via email to feedback@csyw.qld.gov.au

Yours sincerely

Name

Advisor

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



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

Our reference: CSYW 07198-2019

5 DEC 2019

Name

Director Community Visiting and Advocacy
Office of the Public Guardian

@publicguardian.qld.gov.au

Dear

Thank you for your email concerning Business affairs and enquiring as to the immediate safety of children and young people who are currently placed with this service.

Please be assured the concerns you have raised have been investigated and the Department of Child Safety, Youth and Women is committed to ensuring all service providers adhere to proper practice so as to ensure the safety and wellbeing of children and young people in care.

For convenience, I have broken down your concerns and respective responses into the subheadings below:

PART 1

1. Immediate Safety of Children placed Business affairs (Northern Region – South)

Personal affairs

I am aware Business affairs Regional Executive Director, Northern Queensland Region spoke with you via telelink on 31 October 2019, and confirmed there were no current concerns for children and young people placed with in the Cairns area.

Level 13, 111 George Street
Brisbane Queensland 4000
Locked Bag 3405
Brisbane Queensland 4001 Australia
Telephone 07 3097 6333

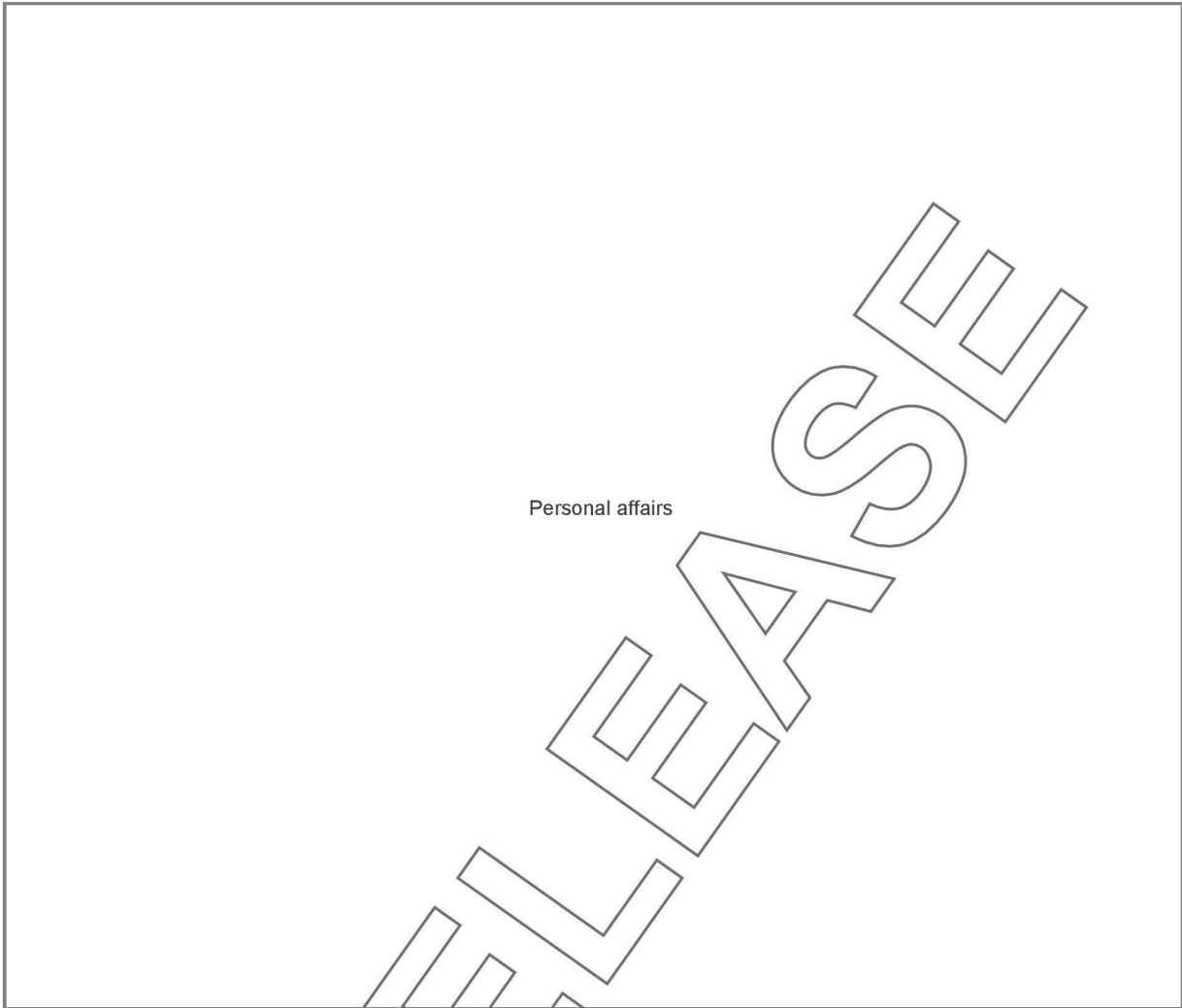
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2. Response to [Name] email of 14 October 2019

In response to [Name] concerns regarding [Name] advised [Name] the Child Safety Officer (CSO), the Senior Team Leader (STL) and the [CSSC] Child Safety Service Centre (CSSC) Manager had been made aware of the concerns, and consultation was occurring as to the appropriate response.

Based on the information provided and the outcome of further enquires [Name] it was determined a reactive response did not occur, and the CSO, [Name] clinician and [Business affairs] would continue to work together to identify ongoing strategies to manage [Name] complex behaviours.





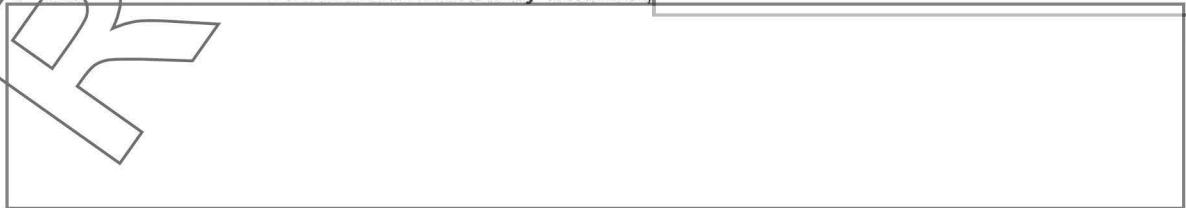
Personal affairs

4. QPS Referrals and Legal Avenues for Children

The department has a statutory obligation pursuant to sections 14(2) and (3) the *Child Protection Act 1999* (the CP Act), to notify QPS regarding allegations of harm to a child that may have involved the commission of a criminal offence against a child or young person. All reports of harm which concern reactive responses or the use of restrictive practices trigger careful consideration of this obligation, and require departmental officers to balance the use of restraint against the providers' obligation to ensure a child no longer poses a threat of safety to themselves or others in situations of rapidly escalating behaviour.

Following referral, QPS is the ultimate decision maker as to whether or not criminal action will be commenced in relation to an incident.

The department's internal review of SOC matters reveals QPS were informed via section 14(2) referral on all occasions in a timely manner.



5. Details of all service providers licensed under section 127 of the CP Act to provide Therapeutic Residential Service Models along with the address of the placement

Organisation	State Electorate	Local Government Area (LGA)	Placement Address
Mercy Community Services SEQ Limited	Morayfield	Moreton Bay	Business affairs
Alternate Care Pty Ltd	Mulgrave	Cairns	
Catalyst Child and Family Services Ltd	Townsville	Townsville	
Uniting Care Community	Bundamba	Ipswich	

6. All relevant children under the CP Act, who are placed in a Therapeutic Residential Service Model and of these, those with an approved Positive Behaviour Support Plan, which includes the use of any form of restrictive practice (including although not limited to: reactive management, reactive responses, containment, confinement, restricted access to objects, food)

We confirm there are no relevant children who meet this criteria.

7. Any practice tools for assessment of incident reports used by the department where reactive responses have been utilised in the course of incident management

With respect to concerns raised in relation to how the department monitors individual incident reports that reference the use of reactive management, I confirm there are no specific practice tools for assessment of incident reports where reactive responses have been used. However, there are several practice guides and resources which are available to officers via the Child Safety Practice Manual. These include:-

- Practice Resource: Schedule of Criminal Offences
- Practice Resource: Standards of Care – key concepts and definitions
- Standards of Care Flowchart.

All incident reports received from service providers are read and considered by the CSO and/or STL for the relevant child. If the report indicates potential harm, risk of harm or potential breaches of the SOC – Statement of Standards, a consultation then occurs with the CSSC Manager. The CSSC Manager is the decision-maker with respect to SOC matters.

PART 2

Complaint Letter dated 16 October 2019

In order to provide you with a thorough and timely response to all concerns, I take this opportunity to directly address the additional concerns you raised to Director, Complaints Unit, as follows (and adopting your numbering):-

1. Adherence to legislation and policy by the department and

Business affairs



The Clinical Review undertaken by the Specialist Team determined high level alignment between [redacted] policies and procedures and the department's Child Safety Positive Behaviour Support Policy. The review did, however, identify a number of opportunities for policy and practice improvement [redacted]

