

Appendices

Appendix 1

Dictionary

Case plan

A written document that identifies the goal of the ongoing child protection intervention with a child and family and the outcomes and actions required to achieve the goal. The plan should be focused on meeting the child's protection and care needs.⁸⁹ The *Child Protection Act 1999* states that every child who is in need of protection and requires ongoing help under the Act (such as those in out-of-home care) must have a case plan⁹⁰ that is reviewed regularly.⁹¹ The case plan must be reviewed every six months, unless the child is under 3 years of age or is subject to Intervention with Parental Agreement, in which case the case plan must be reviewed every three months.⁹²

Child Concern Report

A Child Concern Report is a record of child protection concerns in relation to a child or young person that does not meet the threshold for recording a Notification.⁹³

Child Guardian

The Child Guardian has the responsibility to oversee the provision of services provided to, and decisions made in respect of, children and young people within the child safety system and the juvenile justice system.

Child Guardian Survey

A survey of children and young people in out-of-home care in Queensland conducted by the Child Guardian in February 2006.

Child Guardian Survey Report

The results of the survey were published in the report *Child Guardian Views of Children and Young People in Care, Queensland, 2006*.

89 Page 2 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

90 Section 51(C) of the *Child Protection Act 1999*.

91 Section 51(A) of the *Child Protection Act 1999*.

92 Page 5 of Chapter 4 of the Department of Child Safety Practice Manual Stage 5.

93 Page 3 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

Child Health Passport

The Child Health Passport is a proposed process for ensuring that the health needs of children in out-of-home care are identified and met. The process involves a baseline health assessment, the development of a health plan, annual health checks and a Child Health Passport. The Child Health Passport is given to the carer and contains all the health information that the carer requires in order to provide the day-to-day health needs of the child.⁹⁴

Child protection order

A court order made under the *Child Protection Act 1999* when a child is in need of protection.⁹⁵

Child safety system

The Child Guardian jurisdiction as per sections 7A and 11A of the *Commission for Children and Young People and Child Guardian Act 2000*. The child safety system jurisdiction includes the services collectively delivered by the Department of Child Safety (as lead agency) and relevant government and non-government service providers to children of whom the Department of Child Safety becomes aware because of allegations of harm or risk of harm, regardless of whether they enter out-of-home care.

Conditional release order

An order made under the *Juvenile Justice Act 1992* which gives a final option to a child instead of detention. Under this order, a court can immediately release a child from detention into a structured program with strict conditions.⁹⁶

Community service order

An order made under the *Juvenile Justice Act 1992*. A child against whom a community service order is made must perform a specified number of hours of community service.⁹⁷

Community Visitors

Employees of the Child Guardian who visit children and young people in out-of-home care (under the *Child Protection Act 1999*) and children and young people in detention centres (under the *Juvenile Justice Act 1992*), and who monitor the safety of these children and young people and advocate for any issues on their behalf.⁹⁸

Complaints Team

The Complaints Team of the Child Guardian receives complaints from members of the community about the safety, wellbeing and care of a child or young person. The Complaints Team has extra powers⁹⁹ to assist with complaints about the services provided to children and young people in the child safety and juvenile justice systems.¹⁰⁰

Custody

The right to have responsibility for a child's daily care and to make decisions about the child's daily care.¹⁰¹

Department of Child Safety Practice Manual

A guideline for Department of Child Safety staff which contains procedures for delivering child protection services in Queensland.¹⁰²

Education Support Plan

A plan developed by the Department of Education, Training and the Arts in collaboration with the Department of Child Safety which identifies the individual educational needs for each child and young person and the strategies that should be implemented to meet these needs.¹⁰³ The plan is reviewed on an annual basis and if the child or young person's circumstances change significantly.¹⁰⁴

94 Accessed at <http://www.childsafety.qld.gov.au/practice-manual/chapters/out-home-care/health-passport-process.html>.

95 Page 3 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

96 Section 219 of the *Juvenile Justice Act 1992*.

97 Section 198 of the *Juvenile Justice Act 1992*.

98 Part 4 of the *Commission for Children and Young People and Child Guardian Act 2000*.

99 Under the *Commission for Children and Young People and Child Guardian Act 2000*.

100 Part 3 of the *Commission for Children and Young People and Child Guardian Act 2000*.

101 Section 12 of the *Child Protection Act 1999*.

102 Accessed at <http://www.childsafety.qld.gov.au/practice-manual/index.html>.

103 Page 5 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

104 Accessed at <http://education.qld.gov.au/students/incare/supportplan.html>.

Exception Report

An Exception Report is actioned when a core member agency agrees to a recommendation during the course of a SCAN Team meeting and subsequently departs or is considering departing from the recommendation as agreed.¹⁰⁵

Exception Resource Report

An Exception Resource Report is actioned when an officer is aware that they are unable to action an agreed SCAN Team recommendation because of a lack of resources or an inability by the responsible agency to meet the time frame for action proposed.¹⁰⁶

Foster carer

A person who has been approved by the Department of Child Safety to provide family-based care for children who are subject to statutory child protection intervention.¹⁰⁷

Guardian

A person recognised in law as having all the duties, powers, rights and responsibilities that parents have in relation to their children.¹⁰⁸

Harm

Harm to a child is defined as any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.¹⁰⁹

Indigenous Child Placement Principle

Section 83 of the *Child Protection Act 1999*, which outlines a hierarchy of placement options when placing Aboriginal and Torres Strait Islander children and young people in out-of-home care.

Individual Education Plan

A plan which provides key information to assist educators in meeting a student's individual educational needs resulting from a disability.¹¹⁰

Intake process

When the Department of Child Safety receives information from members of the public about allegations of harm or risk of harm to a child or young person and determines the departmental response to the information.¹¹¹

Intensive supervision order

An order under the *Juvenile Justice Act 1992*. A young person against whom an intensive supervision order is made should participate as directed by the chief executive in an intensive supervision program which includes reporting and receiving visits as directed by the Chief Executive of the Department of Communities.¹¹²

Intervention with Parental Agreement

Support provided by the Department of Child Safety to a family after an Investigation and Assessment where it is decided that a child's protective needs can be met by the family working on a voluntary basis with the Department of Child Safety.¹¹³

Investigation and Assessment

The Department of Child Safety's response to all Notifications, to determine the safety and protective needs of a child under the Child Protection Act 1999, section 14, where there are allegations of harm or risk of harm to a child.¹¹⁴ Involves information gathering and interviews, assessing whether there has been harm to a child or young person or whether there is a risk of future harm, and decision-making about whether ongoing intervention is required to meet the protection and care needs of the child.¹¹⁵

105 Page 79 of *Suspected Child Abuse and Neglect System Interagency Policy and Procedures*, Department of Child Safety, October 2006.

106 Page 76 of *Suspected Child Abuse and Neglect System Interagency Policy and Procedures*, Department of Child Safety, October 2006.

107 Page 6 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

108 Section 13 of the *Child Protection Act 1999*.

109 Section 9 of the *Child Protection Act 1999*.

110 Accessed at <http://education.qld.gov.au/curriculum/learning/students/disabilities/practice/ieps/iep.html>

111 Page 7 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

112 Section 204 of the *Juvenile Justice Act 1992*.

113 Page 7 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

114 Page 7 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

115 Page 1 of Chapter 2 of the Department of Child Safety Practice Manual Stage 5.

Juvenile justice system

The services collectively provided by the Department of Communities (as lead agency for juvenile justice), other relevant government entities and non-government entities to children:

- who are subject to a conditional release order, supervised release order, intensive supervision order, community service order or probation order under the *Juvenile Justice Act 1992*, or
- who are in detention under the *Juvenile Justice Act 1992* or the *Bail Act 1980*, or
- in the course of a program or service established under the *Juvenile Justice Act 1992*, section 302.

Notification

Information received by the Department of Child Safety indicating that a child has been harmed or is at risk of harm and does not have a parent willing or able to protect the child from harm. A Notification requires an Investigation and Assessment response.¹¹⁶

Out-of-home care

Care provided to children in the child safety system (after Department of Child Safety intervention) who do not reside with their parent(s). This includes approved foster care and residential facilities.

Probation order

An order under the *Juvenile Justice Act 1992*.¹¹⁷ It is an alternative to detention, and a young person under this order must satisfactorily attend programs as directed by the chief executive, must comply with every reasonable direction of the chief executive; and must report and receive visits as directed by the chief executive.

Recognised entity

A recognised entity is an individual or organisation with whom the Department of Child Safety must consult about issues relating to the protection and care of Aboriginal and Torres Strait Islander children.¹¹⁸

Referral for Active Intervention

An initiative by the Department of Communities which involves funding intensive child and family support services in 10 locations. The program targets vulnerable families with children up to eight years old who have had previous contact with the child safety system.¹¹⁹

Residential care

Non-family based accommodation for children who are the subject of an intervention order by the Department of Child Safety.

Resubstantiation

Resubstantiation is measured by counting the number of children who are subject to a substantiation of abuse and/or neglect and who are subsequently the subject of a further substantiation of abuse and/or neglect.

Reunification

Reunification is the planned process of returning a child or young person to live with their family by providing services and supports to the child or young person, their family and their foster parents or other caregivers.

Review

The review of an area of service delivery (for example, legislation, policies or procedures) against known standards. Reviews are performed under Part 2A or Part 3 of the *Commission for Children and Young People and Child Guardian Act 2000*. They may be started in response to a complaint or on the Commissioner's 'own motion'.

Section 20 referral

A section 20 referral under the *Commission for Children and Young People and Child Guardian Act 2000* occurs when the Commissioner refers information to the Department of Child Safety if she considers that a child may be in need of protection under the *Child Protection Act 1999*, or to the Police Commissioner or the Crime and Misconduct Commissioner if she considers that the child may be the victim of a criminal offence.

116 Page 8 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

117 Section 193 of the *Juvenile Justice Act 1992*.

118 Page 10 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

119 Page 12 of Department of Communities Annual Report 2005-06, Brisbane.

Standards of Care

The measures against which Community Visitors place a rating of 1 to 4 when reporting about their visits to a child or young person in out-of-home care.

Support Service Case

A type of ongoing intervention that can only be used when it is determined that a child or young person is not in need of protection, based on an agreement to work with the Department of Child Safety by a young person, the parents of a child or young person or a pregnant woman.¹²⁰

Suspected Child Abuse and Neglect Teams

Suspected Child Abuse and Neglect (SCAN) Teams combine the child protection expertise of four core agencies – the Department of Child Safety, the Queensland Police Service, Queensland Health and the Department of Education, Training and the Arts. Each has a representative on a SCAN Team to provide a coordinated, multidisciplinary response to reports of serious harm or risk of harm to children. Other agencies and experts (for example, Disability Services Queensland) can also be invited by SCAN Teams to contribute on an as-needs basis.

Substantiation

The outcome of an Investigation and Assessment of a Notification by the Department of Child Safety where it is decided that the child or young person has experienced harm or there are risk factors for future harm.

Supervised release order

An order under the *Juvenile Justice Act 1992*.¹²¹ At the end of the period after which a child is required to be released after a period of detention, the chief executive must make an order (a supervised release order) releasing the child from detention. The chief executive may impose conditions on the supervised release order that the chief executive considers appropriate.

Systemic issues

Includes issues relating to children in the child safety system which have affected, or will potentially affect, more than one child in a way detrimental to their rights, interests and wellbeing.

Transition from Care

Transition from Care planning is the process of identifying and providing appropriate support to young people exiting out-of-home care so that they successfully transition into independent living as an adult in the community.¹²²

According to the *Child Protection Act 1999*,¹²³ young people have the right to receive appropriate assistance and support with their transition from care to independence.

Unsubstantiated

The outcome of an Investigation and Assessment of a Notification by the Department of Child Safety where it is decided that the child or young person has not suffered harm and where no risk factors for future harm have been identified.

120 Page 12 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

121 Section 228 of the *Juvenile Justice Act 1992*.

122 Page 12 of Appendix B of the Department of Child Safety Practice Manual Stage 5.

123 Schedule 1(k) of the *Child Protection Act 1999*.

Appendix 2

Child Guardian Key Outcome Indicators

Child Guardian Key Outcome	Child Guardian Key Outcome Indicators
Effective assessment	<p>Number and proportion of children and young people who are the subject of an outstanding¹²⁴ Investigation and Assessment and the average time that they have been outstanding</p> <p>Number and proportion of distinct children and young people the subject of SCAN recommendations where those recommendations are subsequently the subject of exception reports and exception resource reports</p> <p>Number and proportion of issues¹²⁵ upheld by Child Guardian functions relevant to effective assessment (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)</p>
Appropriate service delivery for children and young people who do not enter out-of-home care but require further intervention	<p>Proportion of children and young people who:</p> <ul style="list-style-type: none"> • are subject to an ongoing intervention who are re-notified within 12 months of the initial notification or child concern report • are subject to ongoing intervention and living at home who are notified • are subject to ongoing intervention who are re-substantiated within 12 months of the initial substantiation • are subject to ongoing intervention and living at home who are re-substantiated • are subject to Intervention with Parental Agreement who are substantiated within 12 months of exiting the child safety system • are subject to a protection order who are substantiated within 12 months of exiting the child safety system • are substantiated within 12 months of a decision not to substantiated <p>Number and proportion of distinct children and young people who are the subject of a RAI who have their and their family's needs assessed by the lead RAI service and access services provided by the lead RAI service or other service providers</p> <p>Number and proportion of issues¹²⁶ upheld by Child Guardian functions relevant to appropriate interventions for children and young people who do not enter out-of-home care (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat)</p>

124 Definition of what investigations and assessments are 'outstanding' is to be developed.

125 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

126 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

Safe and stable
out-of-home care

Frequency and type of Child Safety Officer¹²⁷ contact¹²⁸ per distinct child or young person

Rate at which children and young people indicate that they are satisfied with:

- the amount of contact that they receive with their Child Safety Officer;
- their placement

Average time taken to achieve 'permanent placements'¹²⁹ for children and young people

Proportion of children and young people placed away from home who are subject to a Matter of Concern

Percent of notified children who are placed in out-of-home care:

- Who remain in the same placement after 6 months/1 year/2 years/5 years
- Who remain in care but have had multiple placements within 6 months/1 year/2 years/5 years
- Who return to parents from original placement within 6 months/1 year/2 years/5 years

Number and proportion of issues¹³⁰ upheld by Child Guardian functions relevant to safety and stability (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)

Individual needs
are listened to,
understood
and met

Number and proportion of children in the child safety system with a documented case plan within 4 weeks of being identified as being in need of protection

Number and proportion of children in out-of-home care who are required to have a case plan reviewed¹³¹ who have had that case plan reviewed at least every 6 months¹³²

Proportion of children and young people with disabilities in out-of-home care who receive specialist services in accordance with their case plan

Proportion of children and young people in the child protection system who receive therapeutic services in accordance with their case plan

Number and proportion of children and young people in out-of-home care who express satisfaction with:

- Contact with their siblings (if they have siblings and they are not in the same placement)
- Contact with their family and community
- The support provided to them in the case planning process
- Their ability to have a say in decisions about them

Number and proportion of issues¹³³ upheld by Child Guardian functions relevant to individual needs (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)

127 Includes Child Safety Support Officers and other departmental officers.

128 Meaning of 'contact' is to be developed further.

129 Meaning of 'permanent placements' is to be developed further.

130 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

131 As per s 51U of the *Child Protection Act 1999*

132 As required by s 51V of the *Child Protection Act 1999*.

133 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

Best education possible

Completion rates of Senior Certificate or equivalent for children in out-of-home care in comparison to all children and young people in Queensland

Proportion of children and young people in out-of-home care who meet the national Year 3, 5 and 7 literacy and numeracy benchmarks

Number and proportion of children and young people in out-of-home care who are given:

- Notice of suspension (1-5 days)
- Notice of suspension (6-20 days)
- Notice of Exclusion

Number and proportion of issues¹³⁴ upheld by Child Guardian functions relevant to education (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)

Best health possible

Number and proportion of children and young people who receive a health passport within 4 weeks of entering out-of-home care (including identification of mental health problems)

Number and proportion of children and young people in out-of-home care who receive a yearly medical examination

Number and proportion of children and young people in out-of-home care who receive yearly dental examination

Number and proportion of issues¹³⁵ upheld by Child Guardian functions relevant to health service provision (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)

Special needs of Aboriginal, Torres Strait Islander and culturally and linguistically diverse children and young people are met

Proportion of Aboriginal and Torres Strait Islander children and young people placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

Number and proportion of children and young people who identify as Indigenous or culturally and linguistically diverse who are in out-of-home care who express satisfaction with the:

- appropriateness of their placement
- cultural appropriateness of other services that they receive

Number and proportion of issues¹³⁶ upheld by Child Guardian functions relevant to the special needs of Indigenous or culturally and linguistically diverse children and young people (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)

134 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

135 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

136 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

Successful transitions from out-of-home care	Proportion of young people aged 15 years and over who have a leaving care plan ¹³⁷
	Proportion of children and young people who are in out-of-home care and who are safely reunified ¹³⁸ with their parents
	Proportion of children and young people who have exited out-of-home care: <ul style="list-style-type: none"> • who are re-notified within 12 months of the initial notification • who are re-substantiated within 12 months of the initial substantiation
	Proportion of young people in the youth justice system/adult correctional system with a child protection history
	Number and proportion of issues ¹³⁹ upheld by Child Guardian functions relevant to transition from out-of-home care (Source: Complaints Team, Investigations Team, Child Death Case Review Committee Secretariat and Community Visitor Program)

137 Meaning of a 'Leaving Care Plan' is to be developed.

138 Meaning of 'reunification' is to be developed.

139 Definition of what 'issues' are is to be for the Child Guardian is to be established through implementation of the recommendations made in the Child Guardian Assessment and Resolution Baseline Report about developing a system of issue categorisation.

Appendix 3

Limitations of data from the Community Visitors

The information in this report which was reported by Community Visitors is drawn from the Community Visitor Information System, which in its current form is dedicated to storing reports and information about individual children and young people.

Work is under way to further develop the capacity of the Community Visitor Information System to convert individual child information into meaningful system-level data about all children and young people in out-of-home care.

In the interim, the current design of the Community Visitor Information System means that the 17 Standards of Care outlined in Table 1.1 of Chapter 1 are very 'broad-issue' categories which are designed to capture as much information as possible about individual children and young people.

This means that analysing responses against the 17 Standards of Care at a system level only indicates that there may be a problem with an area of service delivery, rather than clearly identifying what that problem may be. For example, Standard of Care 16 in relation to maintaining family/other relationships may have text recorded in it by a Community Visitor that a child thinks they are either having too much contact with their family or no contact at all.

Other limitations of the information reported by Community Visitors include:

- that it only relates to children and young people who have been visited by the Community Visitors and does not represent all children and young people in out-of-home care in Queensland
- that the information from children and young people and their foster carers is based on statements of opinion; Community Visitors make a decision about the validity or otherwise of these opinions using the available evidence, but their decision-making is limited to what is provided by foster carers, children and young people and the Department of Child Safety
- that the rating scale of 1–4 is applied by approximately 170 Community Visitors across Queensland; the meaning of each rating is defined in policies and procedures and training is provided about how to use these ratings, but there is potential for the rating scale to be applied inconsistently
- that, in cases where a Standard of Care is not relevant to a particular child or young person, the completion of a rating is required by the current design of the Community Visitor Information System (this means that there is no ability to indicate that a particular Standard of Care is 'not applicable').

It is standard policy for a Community Visitor to allocate a Rating 3 against the Standard of Care when the Standard of Care is 'not applicable' and this means that, for the Standards of Care outlined in the accompanying Table A2.1 (see over page), the proportions of Rating 3 recorded may be inflated.

Table A3.1: Standards of Care which are not applicable to all children and young people in out-of-home care

Standard of Care	Reason it does not apply to all children and young people in out-of-home care
<p>Standard of Care 2: Receives information on matters concerning him/her</p>	<p>This Standard of Care is not relevant to children who are so young that they are unable to comprehend any information about their placement.</p>
<p>Standard of Care 7: Cultural/ethnic needs met</p>	<p>This Standard of Care is only relevant for Aboriginal and Torres Strait Islander children and young people and for children and young people who identify as being from culturally and linguistically diverse backgrounds.</p>
<p>Standard of Care 8: Schooling needs met</p>	<p>Not applicable to children under school age.</p>
<p>Standard of Care 10: Education, training and employment</p>	<p>Not applicable to children under school age.</p>
<p>Standard of Care 11: Positive guidance re inappropriate behaviour</p>	<p>Not all children and young people in out-of-home care exhibit inappropriate behaviour.</p>
<p>Standard of Care 14: Therapeutic needs met</p>	<p>Not all children and young people in out-of-home care require therapeutic services.</p>
<p>Standard of Care 17: Disability – special needs met</p>	<p>Not all children and young people in out-of-home care have a disability that requires their special needs to be met.</p>