

Queensland Commission for Children and Young People and Child Guardian's Monitoring Framework

Monitoring functions and activities	Tertiary interventions - statutory child protection system		Secondary level or targeted service delivery - vulnerable children and children at risk of entering the child protection system		Universal services - all children, but particularly those made vulnerable
	Supporting individual children	Addressing system issues	Supporting individual children	Addressing system issues	System level issues
Community Visitor Program	<ul style="list-style-type: none"> Visit children and young people in care (foster care, residential care and youth detention centres) on a regular basis Report on child's wellbeing against a range of indicators¹ Report on serious incidents, notifying the Department of Child Safety and Police as needed Give voice to children's concerns Seek resolution Listen/seek information/escalate matters in a timely way 	<ul style="list-style-type: none"> Assess and identify and issues Maintain records of issues raised and resolved Identify trends through aggregate data Inform the Commission's other monitoring functions through Community Visitor data 	<ul style="list-style-type: none"> Visit children and young people in residential facilities and in youth detention 	<ul style="list-style-type: none"> Provide information about broader community issues identified during visits, particularly relating to Aboriginal and Torres Strait Islander communities 	
Engaging with children and young people	<ul style="list-style-type: none"> Conduct biennial surveys of children and young people in care (foster care, residential care and detention centres) Use information from these surveys to inform the Commission's monitoring, investigation and advocacy activities Results from a number of the survey questions are identified as performance indicators for the Department of Child Safety – this means children and young people are reporting to government on departmental performance Produce children and young people-friendly versions of relevant Commission reports Engage in children and young people-friendly events, forums and conferences to raise awareness of how we can advocate for and support them 	<ul style="list-style-type: none"> Consult with children and young people to inform Commission approaches and priorities across all its functions Use information from children and young people to influence decisions across government through: direct advocacy by the Commissioner to relevant chief executives; public reports; submissions; speeches; meetings and participation in negotiation tables Include children and young people and/or their representatives, such as CREATE, in Community Visitor induction training Conduct surveys to address what children and young people do and don't like about visits from Community Visitors and use this to inform staff training and development 	<ul style="list-style-type: none"> Conduct biennial surveys of children and young people in residential facilities and detention centres Use information to inform advocacy functions Engage in children and young people friendly events, forums, conferences etc. 	<ul style="list-style-type: none"> Advocate for improvement of support and mainstream services to vulnerable groups 	<ul style="list-style-type: none"> Engage in forums and events to improve awareness of matters impacting on children and young people particularly children's safety, wellbeing and rights
Complaints functions	<ul style="list-style-type: none"> Assess and respond to complaints relating to children and young people in the child safety or juvenile justice systems Act on serious issues raised by Community Visitors Report matters to the Department of Child Safety, Police or Crime and Misconduct Commission as required Refer matters to other agencies or services where relevant Apply to the Children Services Tribunal for reviews of decisions by the Department of Child Safety if required 	<ul style="list-style-type: none"> Maintain records of all complaints Identify trends in child protection service delivery Use information gained from Complaints to inform the Commission's monitoring, investigation and advocacy functions Support the work of the Child Death Case Review Committee 	<ul style="list-style-type: none"> Assess and respond to complaints of children and young people about services Report matters to the Department of Child Safety, Police or Crime and Misconduct Commission as required Refer matters to other agencies or services where relevant 	<ul style="list-style-type: none"> Identify systemic issues to be raised with the relevant departments Provide comment on departmental policies Identify complaint trends to inform the Commission's monitoring and research priority areas of focus Develop material to inform the community of the Commission's complaints role and promote a community response to child protection Promote best practice when resolving complaints 	<ul style="list-style-type: none"> Advocate on particular matters at both system and individual levels
Child Death functions	<ul style="list-style-type: none"> Review deaths of children in the child protection system or those who have had contact with the child protection system in last 3 years Make recommendations in relation to the deaths of individual children in the child protection and related systems who have been identified in child death reviews 	<ul style="list-style-type: none"> Review all deaths of children in the child protection system or of children who have had contact with the child protection system within 3 years of their death Make recommendations in relation to systemic issues in the child protection and related systems identified in the investigation of individual child deaths 		<ul style="list-style-type: none"> Make recommendations in relation to systemic issues in the child protection and related systems identified in the investigation of individual child deaths 	<ul style="list-style-type: none"> Maintain a register of all child deaths in Queensland Analyse child death register information to report on trends Conduct research on all child deaths to identify areas of prevention and intervention Conduct in-depth research on categories of child deaths e.g. prevention of suicide/fatal assault and neglect/ transport related deaths, and drowning Improve processes and/or linkages in or with other agencies, e.g. Coroner's office
Investigation and audit functions	<ul style="list-style-type: none"> Assess and investigate complaints about services provided to individual children and young people in the child safety and juvenile justice systems Make recommendations in relation to individual children in the child safety and juvenile justice systems 	<ul style="list-style-type: none"> Identify systemic service delivery issues in investigations of services to individual children and young people in the child safety and juvenile justice systems Conduct audits and make recommendations to improve services, policies and procedures for children in the child safety and juvenile justice systems. Examples include: <ul style="list-style-type: none"> - audit of essential services to children in the child protection system eg. do they have case plans, education support plans, child health passports and transition from care plans - audit of sexual abuse in care - audit of children in care self placing - audit departmental services and information provision and cross reference with Commission information - audit of departmental Outstanding Investigation and Assessments 			
Systemic monitoring, research and advocacy functions		<ul style="list-style-type: none"> Monitor the systems, policies and practices of the Department of Child Safety and other service providers that affect children in the child safety system Monitor compliance with Indigenous Child Placement Principle Identify and report on trends in child protection service delivery Respond to discussion and other papers relating to the child safety and juvenile justice systems Conduct, sponsor or participate in research relating to survey findings or other matters impacting on children and young people in care 		<ul style="list-style-type: none"> Review implementation of early intervention pilots Respond to inquiries and policy papers relating to vulnerable children and their families Provide comment about access to and adequacy of service delivery to vulnerable children young people and their families Develop information materials and reports to enhance community awareness and understanding of Commission role 	<ul style="list-style-type: none"> Produce annual statistical report providing a snapshot of the wellbeing of all Queensland children Respond to relevant legislative reviews, discussion and other papers relating to children and young people Disseminate information about child-related matters, particularly children's rights and child development Monitor service providers providing regulated child-related activities through the blue card system - in particular, the histories of individuals engaged in paid or voluntary employment in service environments

¹ A project is underway to improve the reporting of performance measures, or key outcome indicators (KOIs). There are 10 key outcome indicators, two for children and young people at risk of entering or entering the statutory system, and eight relating to those in the child protection system. They are: 1. effective assessment; 2. appropriate interventions; 3. safety; 4. stability 5. best health 6. best education; 7. successful transitions; 8. successful reunifications; 9. individual needs met; 10. special needs of Indigenous children are met (see attachment).