



Speech By
Hon. Amanda Camm

MEMBER FOR WHITSUNDAY

Record of Proceedings, 14 October 2025

MINISTERIAL STATEMENTS

Department of Families, Seniors, Disability Services and Child Safety, Information Technology

 **Hon. AJ CAMM** (Whitsunday—LNP) (Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence) (10.03 am): Many times over the past 12 months I have stood in this House, in estimates and before the media and spoken openly and transparently about the broken child safety system and I will continue to do so. I have said numerous times that the issues within the child safety system are far worse than I could ever have imagined. Every time we have uncovered an issue in the system, I have been open and transparent with Queenslanders. Most importantly, I want Queenslanders and our frontline staff to know we work hard to address the issues when they are uncovered. I have taken the same approach with the IT system Unify. I was briefed over two days and at the earliest opportunity shared with Queenslanders, only three days later, the failures of this system. Importantly, I told Queenslanders about the actions that would be undertaken to right the issues for our hardworking frontline staff who are facing them each and every day.

Continuing my commitment to openness and transparency, I want to inform Queenslanders of something that came to my attention on Monday. Yesterday, I was informed that the Together union had completed a survey of frontline Child Safety staff after the rollout of Unify, the Together union feedback survey on Unify dated June 2025—a survey that they handed to a staff member in the department of child safety in June but that never made its way to my office or to the office of my director-general. The survey is scathing. Over 300 staff were surveyed and rated Unify a meagre 1.46 out of 10 when asked whether Unify had helped them with their job. They said: 'Unify is not logical, it doesn't flow' and 'It has slowed down work rates by about 80%'. I thank the union for their ongoing commitment to and interest in supporting the frontline staff of Child Safety.

I would like to further update Queenslanders on the actions that have been taken. Deloitte have begun their audit to help us identify the design and functional issues and the fixes for Unify. The chief information officer of the department has been suspended pending further investigations.

Ms Grace interjected.

Mr SPEAKER: Order! Member for McConnel, I have cautioned you a number of times today. You are warned.

Ms CAMM: As those investigations continue, if further action against other staff is required then those actions will be taken. The nine additional staff are beginning to clear the child safety intake backlog and will continue to get to those children as quickly as possible. I would also like to confirm, as previously indicated, the department will not be able to meet in full its dataset reporting requirements while the system is being implemented. This includes the Report on Government Services and Closing the Gap reporting and we have formally advised the federal government of this.

I cannot say with confidence that the issues that have been uncovered in relation to Unify would have been raised if I had not started asking questions. The culture of silence and secrecy in the department of child safety, which developed over the past decade of decline under the former Labor government and five former ministers, is extremely concerning to me and it is why we have called for a commission of inquiry. It was a culture where not one senior executive who was involved in the rollout of Unify or those who manage our frontline staff raised any critical system issues with me since Unify's launch in April, until I was briefed on the matter on 24 September.

I was assured time and time again by the department that the program was ready to go, that there were workarounds for any potential issues that would arise and that the extra time and funding, which they were provided with in February this year by the Crisafulli government, would give them the necessary time for the system launch with all testing finalised. It turns out that the very program that I was told had been a success was putting vulnerable children at risk. If it comes out that in the lead-up to the launch of Unify and in the months following its launch departmental staff withheld or misrepresented information to me or my director-general then the strongest of action will be taken. That is what I expect and that is the standard that Queenslanders expect.