

Question on Notice
No. 1501
Asked on 29 November 2006

MS JANN STUCKEY MP, asked the Minister for Child Safety (MS BOYLE)-

QUESTION:

“With reference to 24 hour notifications (after 30 May 2006)

- 1) How many 24 hour notifications were not responded to within 24 hours (listed individually)?
- 2) How long (what time) did it take for those 24 hour notifications that did not secure a response within the 24 hour timeframe to be progressed?
- 3) Will she give a guarantee to closely monitor the department’s response to 24 hour notifications?

ANSWER:

- 1) During the period between 1 June and 30 November 2006, five 24 notifications were not commenced within the 24 hour timeframe, three during the month of June, one during the month of August and one during the month of September. All five notifications have been addressed and have been found to be unsubstantiated.
- 2) When a notification is first received departmental officers classify the response timeframe required based on the information available at the time. On occasion when new information comes to light a notification is reprioritised and a new classification may be recorded. The first three notifications related to one family group and were received at different Child Safety Service Centres. All three were initially assigned 10 day response times. On 30 May the Team Leader reassessed these notifications based on the mother’s mobility and overrode the 10 day response timeframe. The case was allocated on 2 June and an investigation resulted in an unsubstantiated outcome.

The 4th notification had been originally received on 12 January 2006 but was not brought to the attention of the Manager until 10 August 2006. It was allocated immediately and the investigation resulted in an unsubstantiated outcome. The officer who originally recorded the notification is currently absent from work due to a Crime and Misconduct Commission investigation.

The 5th notification was originally received on 18 September and allocated a 5 day response timeframe. On 22 September following further consultation with a Senior Practitioner a decision was made to upgrade the notification and it was dealt with that day. This case also resulted in an unsubstantiated outcome.

- 3) The Minister is currently briefed on a weekly basis as to the number of 24 hour notifications which are not commenced within the required timeframe.