

## **Question on Notice**

**No. 1529**

**Asked on 1 September 2016**

MR CRAMP asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence (HON S FENTIMAN)—

### **QUESTION**

With reference to the 1124 Child Safety cases where no investigation or outcome was recorded when closed in the March 2016 performance data—

Will the Minister advise (reported separately) how many of those cases (a) required a 24 hour, 5 day or 10 day response and (b) had not been actioned for more than 30, 60 or 90 days before being closed?

### **ANSWER**

Of the 1124 finalised investigations where no investigation and assessment outcome was recorded for the 12 months ending March 2016, the response times assigned to these cases were:

- 129 (11 per cent) – 24-hour response time
- 346 (31 per cent) – 5-day response time
- 649 (58 per cent) – 10-day response time.

The Department of Communities, Child Safety and Disability Services' (DCCSDS) practice is that no investigations are closed without action being taken to attempt to locate the family. The department works closely with partner agencies, including Queensland Police Service, to locate children and families.

Any actions to attempt to locate the child and their family are not part of department reporting, but would be held in case notes and other forms on the Integrated Client Management System.

Since late last year, the department has been implementing actions to address demand and improve response times for investigations and assessments. This includes:

- allocating additional resources
- reviewing workflow processes
- streamlining information gathering
- providing additional guidance and supervision
- rescheduling training
- reviewing data entry and quality
- trialling integrated regional or area-level investigation and assessment hubs.

The department has also commenced work on related Child Protection Commission of Inquiry recommendations, including introducing alternatives to a child safety investigation and specialist investigation roles to improve investigation and assessment work.