

Question on Notice

No. 1890

Asked on 27 November 2019

MR S BENNETT asked the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence (HON D FARMER)—

QUESTION

With reference to the four Supervised Community Accommodation (SCA) service centres across the state –

Will the Minister advise the total number of concerns and/or complaints that have been raised with the Regional Director of the centre or the Department of Youth Justice (reported separately by each SCA)?

ANSWER

No formal complaints have been raised with the Department of Youth Justice (DYJ) or the Department of Child Safety, Youth and Women before them, relating to Supervised Community Accommodation (SCA) facilities.

Two matters have been raised with the department as outlined below:

- Townsville (TAIHS) – One was raised in May 2018 with SCA staff, and was addressed locally.
- Townsville (Mission Australia) – One was raised in August 2019 with SCA staff, and was addressed with locally.

Because properly addressing complaints and concerns is an important part of ensuring best practice service delivery and continuous improvement of services, there is a robust process in place for addressing complaints and issues of concern.