

Question on Notice

No. 757

Asked on 13 June 2023

MS A CAMM asked the Minister for Child Safety and Minister for Seniors and Disability Services (HON C CRAWFORD)—

QUESTION

Will the Minister detail the number of complaints lodged by carers to Child Safety (reported separately by year and region) for the last five years?

ANSWER

In the past year, 14 per cent of all complaints received by the department were raised by foster or kinship carers.

The department works closely with Queensland Foster and Kinship Care to provide foster and kinship carers information on how to lodge complaints and supports them through the complaint management process.

Foster and kinship carers are encouraged to raise issues with their Child Safety Officer or their care service providers immediately when they have concerns about the service they or the child in their care are receiving.

Where matters cannot be resolved at a local level, carers can pursue a formal complaint through the department's complaints process.

In the Brisbane and Moreton Bay Region in 2018-19, there was a total number of 121 complaints received with 5 (4%) of those complaints received from carers; 2019-20 - a total of 147 complaints received, with 14 (10%) of those complaints received from carers; 2020-21 - a total of 225 complaints received, with 13 (6%) of those complaints received from carers; 2021-22 - a total of 95 complaints received, with 7 (7%) of those complaints received from carers; 2022-23 (year to date) - a total of 80 complaints received, with 14 (18%) of those complaints received from carers.

In the Far North Queensland Region in 2018-19, there was a total number of 36 complaints received with 6 (17%) of those complaints received from carers; 2019-20 - a total of 31 complaints received, with 0 (0%) of those complaints received from carers; 2020-21 - a total of 58 complaints received, with 9 (16%) of those complaints received from carers; 2021-22 - a total of 22 complaints received, with 1 (5%) of those complaints received from carers; 2022-23 (year to date) - a total of 29 complaints received, with 0 (0%) of those complaints received from carers.

In the North Queensland Region in 2018-19, there was a total number of 81 complaints received with 6 (7%) of those complaints received from carers; 2019-20 - a total of 60 complaints received, with 9 (15%) of those complaints received from carers; 2020-21 - a total of 59 complaints received, with 10 (17%) of those complaints received from carers; 2021-22 - a total of 53 complaints received, with 10 (19%) of those complaints received from carers; 2022-23 (year to date) - a total of 41 complaints received, with 8 (20%) of those complaints received from carers.

In the South East Region in 2018-19, there was a total number of 178 complaints received with 20 (11%) of those complaints received from carers; 2019-20 - a total of 146 complaints received, with 28 (19%) of those complaints received from carers; 2020-21 - a total of 261 complaints received, with 20 (8%) of those complaints received from carers; 2021-22 - a total of 172 complaints received, with 19 (11%) of those complaints received from carers; 2022-23 (year to date) - a total of 122 complaints received, with 22 (18%) of those complaints received from carers.

In the South West Region in 2018-19, there was a total number of 118 complaints received with 16 (14%) of those complaints received from carers; 2019-20 - a total of 55 complaints received, with 13 (24%) of those complaints received from carers; 2020-21 - a total of 82 complaints received, with 16 (20%) of those complaints received from carers; 2021-22 - a total of 73 complaints received, with 8 (20%) of those complaints received from carers; 2022-23 (year to date) - a total of 56 complaints received, with 8 (14%) of those complaints received from carers.

In the Sunshine Coast and Central Region in 2018-19, there was a total number of 157 complaints received with 8 (5%) of those complaints received from carers; 2019-20 - a total of 106 complaints received, with 7 (7%) of those complaints received from carers; 2020-21 - a total of 132 complaints received, with 11 (8%) of those complaints received from carers; 2021-22 - a total of 96 complaints received, with 15 (16%) of those complaints received from carers; 2022-23 (year to date) - a total of 61 complaints received, with 4 (7%) of those complaints received from carers.