

Support & Supervision

The majority of concerns are re: poor Quality of Care and are managed by your CSO via support & supervision.

Once a concern is raised it will be monitored with a view to getting it right. This monitoring may continue for an extended period of time. Your agency will give you clear actions to assist you in addressing any concerns.

Formal Care Review (Lead by Agency)

Formal Care Review Panel established within 5 days

Immediate outcomes: within 10 days

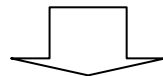
- DHS will inform the C/YP where an interview is required;
- Advise the C/YP's parents;
- Interview the C/YP's carer.

Draft Formal Care Review Outcome Report to be prepared within 15 days

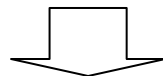
Outcomes determined within 20 days:

- Concerns addressed & no further action;
- Action Plan implemented over 3 months;
- Carer's approval is withdrawn (deregistered).

Quality of Care Report Received

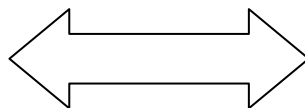


An initial screening & consultation process takes place between Regional Quality of Care Coordinator, Child Protection & CSO usually within 24 hrs.



Possible Screening Outcomes

- No Further Action
- Support & Supervision
- Formal Care Review
- Investigation



Investigation (Lead by Child Protection & DHS Quality of Care Co-ordinator)

Investigation Planning Group will meet within 3 days.

If Police make a decision to investigate, the involvement of the CSO or the Department may need to be reviewed.

Investigation Outcome

The investigation must be completed within 28 days & a 2nd IPG held to discuss substantiation, recommendations and any proposed action plan.

Unsubstantiated

- No Further Action
- Support & Supervision
- Formal Care Review

Substantiated

Ongoing placement decision (Child Protection) & status of carer determined (CSO).

Please Note:

All days and hours referred to in this flowchart pertain to working days or working hours, not calendar days.

Please Note:

The decision to remove a child or young person from a placement may take place at any time before, during or after an investigation.

It is possible that as more information becomes available, the initial response may need to be changed.

If the child or young person is Aboriginal, ACCASS or ACCSO must be involved in decision making.