

# A. Full responses from agencies

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As mandated in Section 64 of the Auditor-General Act 2009, the Queensland Audit Office gave a copy of this report with a request for comments to the Department of Child Safety, Youth and Women; the Department of Education; the Queensland Police Service; Queensland Health; the Department of the Premier and Cabinet; the Office of the Public Guardian; and the Queensland Family and Child Commission.

The heads of these agencies are responsible for the accuracy, fairness and balance of their comments.

This appendix contains their detailed responses to our audit recommendations.

We also provided a copy of this report to the relevant ministers for their information.



## Comments received from Director-General, Department of Child Safety, Youth and Women



Office of the  
**Director-General**

Department of  
**Child Safety, Youth and Women**

Your reference: 9173P  
Our reference: CSYW 04142-2020

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
PO Box 15396  
CITY EAST QLD 4002

Dear Mr Worrall

Thank you for your letter of 1 July 2020 enclosing the final draft performance audit report on how effectively Queensland Government agencies work together for the safety and wellbeing of Queensland children and young people.

I would like to thank you and the audit team who have worked with departmental staff during the audit process. It has been a positive collaboration and I believe your report and its findings will make a valuable contribution to ongoing efforts to strengthen and improve the family support and child protection system.

The Queensland Government has progressed significant reforms to the family support and child protection system over the last six years in response to the 2013 Queensland Child Protection Commission of Inquiry. I am pleased to see this work, and the resulting system improvements, are acknowledged by the Queensland Audit Office in its report. The audit report also acknowledges the family support and child protection system remains under considerable pressure from high demand, and growth in families with multiple and complex needs, and outlines a number of opportunities to further strengthen the system. This will be especially important, given the emerging social and economic impacts of the COVID-19 pandemic on vulnerable families, and I believe the report will be a valuable addition to our collective work across government and non-government agencies in mitigating those impacts.

As requested, please find enclosed the completed table regarding the recommendations contained in the report. While the department supports the intent of all the recommendations, it is noted that some recommendations require further investigation to determine how best to build on significant work already underway and to consider funding requirements.

If you require any further information or assistance in relation to this matter, please contact Ms Kate Connors, Deputy Director-General, Strategy, Department of Child Safety, Youth and Women on

Yours sincerely

A handwritten signature in black ink, appearing to read "D Mulkerin".

Deidre Mulkerin  
**Director-General**

Enc (1)

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## Responses to recommendations



### Department of Child Safety, Youth and Women

#### Family support and child protection system

Response to recommendations provided by Director-General, Department of Child Safety, Youth and Women on 16 July 2020.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women, in collaboration with family support services:</p> <ol style="list-style-type: none"> <li>1. establish minimum service-level requirements based on better practice for engaging with families requiring support by Intensive Family Support and Aboriginal and Torres Strait Islander wellbeing services. It should tailor these requirements to the demographics of each region</li> </ol>	Agree	June quarter, 2021	<p>The Department of Child Safety, Youth and Women (DCSYW) is committed to enabling families to get the right support at the time that they need it to help them to safely care for their children. DCSYW will work with family support services to establish minimum service-level requirements that are based on better practice for engaging with families, and that are tailored to the demographics of each region. This will build on work already undertaken by DCSYW to update its Intensive Family Support Model and Guidelines Manual, which includes best practice approaches for engaging with families requiring support.</p>
<p>We recommend that the Department of Child Safety, Youth and Women, in collaboration with family support services:</p> <ol style="list-style-type: none"> <li>2. collaborate with family support services to monitor outcomes and increase consent rates and the quality of data captured in the Advice, Referrals and Case Management database</li> </ol>	Agree	December quarter, 2021	<p>DCSYW is committed to ensuring that investment in family support services is targeted towards the most effective services that can demonstrate good outcomes for children and families. DCSYW will build on existing work already underway to improve the quality of data captured in the Advice, Referrals and Case (ARC) Management database, and to enhance the monitoring of client outcomes.</p> <p>DCSYW will also build on work being undertaken to investigate evidence-informed best practice approaches to increasing consent rates in voluntary family support services.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women, in collaboration with family support services:</p> <p>3. automate the transfer of those child harm reports that do not meet the threshold for investigation but the family may benefit from family support services between the Integrated Client Management System and the Advice, Referrals and Case Management database</p>	Agree	June quarter, 2022	<p>DCSYW will explore improved system functionality to support the automated referral of appropriate child concern reports to the ARC system as part of the existing Unify program of work. DCSYW will work with family support services to support any new functionality and changes to process.</p>
<p>We recommend that the Department of Child Safety, Youth and Women and entities with mandatory reporting responsibilities:</p> <p>4. establish a multi-disciplinary intake process for efficiently and effectively triaging all child harm reports. The intake process should integrate information from all relevant agencies, including non-government organisations, to assess the cumulative risk and to facilitate a shared responsibility for triaging and responding to all child harm reports. This should prioritise the immediate safety of the child and not delay the Department of Child Safety, Youth and Women from immediately responding to a child harm report.</p>	Agree in principle	June quarter, 2022	<p>DCSYW acknowledges the value and importance of gathering information from all relevant sources to help inform responses to child harm reports, and supports a partnership approach to responding to harm.</p> <p>DCSYW will explore improved system functionality that assists professional notifiers to provide quality information and enables information to be integrated from all relevant agencies at intake, as part of the existing Unify program of work.</p> <p>Additionally, the program will further investigate the benefits of predictive analytics in the intake process, and associated funding requirements. Findings from DCSYW's current review of the intake system will be used to inform this work.</p>



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women:</p> <p>6. enhance its existing model for responding to alleged harm or risk of harm by:</p> <ul style="list-style-type: none"> <li>• expanding its afterhours child safety protection service to ensure its child safety officers can better respond to child harm reports across the state in a timely manner</li> <li>• providing adequate training, support and mentoring to child safety officers to enhance their decision-making skills, including an induction program for new staff.</li> </ul>	<p>Agree in principle</p>	<p>December quarter, 2020</p>	<p>DCSYW is committed to ensuring that all reports of child harm are responded to in a timely manner. DCSYW already has a statewide service that is available 24/7 to receive reports and respond if required.</p> <p>Further investigation is needed to identify the best means of building, developing and funding a workforce that can provide a more comprehensive service.</p> <p>In order for families to be supported and children to be protected, child safety officers need to have appropriate skills, training and expertise. DCSYW is committed to strengthening its workforce and will explore how to best build on its existing training, mentoring and induction programs. Work has already commenced to review existing programs and identify opportunities to enhance and grow the capabilities of child safety officers.</p>
<p>We recommend that the Department of Child Safety, Youth and Women, in collaboration with the Queensland Family and Child Commission:</p> <p>7. improve outcomes for children placed in out-of-home care. This includes:</p> <ul style="list-style-type: none"> <li>• ensuring that children are placed in the most appropriate and stable type of care to meet their needs, rather than based on availability of care</li> <li>• improving the quality and availability of out-of-home care options available to children requiring care</li> <li>• reviewing the capability and capacity of carers, including the appropriateness of their experience, training, and qualifications</li> </ul>	<p>Agree</p>	<p>Ongoing – Care Services Investment Specifications to be finalised June quarter, 2021</p>	<p>DCSYW is committed to meeting the safety and wellbeing outcomes for children and young people in care, and to ensuring that children and young people are placed in care arrangements that best meet their needs.</p> <p>DCSYW has introduced minimum qualifications for direct care staff in residential care services; introduced the Hope and Healing Framework with residential care services; and is working with PeakCare to adapt the Hope and Healing Framework for implementation in family-based care.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<ul style="list-style-type: none"> <li>reviewing the contracts of out-of-home care providers to ensure they include appropriate key performance indicators and clearly outline expectations</li> <li>identifying opportunities to increase the number of Indigenous children placed with kin, Indigenous communities, or Indigenous carers.</li> </ul>			<p>DCSYW has recently increased the number of family-based care places by over 600 places per year to enable greater opportunity for children and young people to be placed with kin or suitable foster carers. The Care Connect app assists information sharing with carers so that they may better respond to a child's individual needs.</p> <p>DCSYW will continue to work with partner agencies to deliver on key reforms. This includes working with the Queensland Aboriginal and Torres Strait Island Child Protection Peak to develop and implement an Aboriginal and Torres Strait Islander Kinship Care program, and with the Community Service Industry Alliance to explore and implement whole-of-Industry approaches to increasing the supply and retention of foster carers.</p> <p>DCSYW will continue to progress work to improve outcomes for children in care, including implementation of recommendations arising from the QFCC Foster Care Review, and <i>Our Way</i> strategy and <i>Changing Tracks</i> action plan for eliminating the disproportionate representation of Aboriginal and Torres Strait Islander children and families in the child protection system. This work will collectively inform a new Care Services Investment Specification with revised output and outcome measures, and support future commissioning and recommissioning of existing investment.</p>



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women and the Department of the Premier and Cabinet, in collaboration with other relevant public sector entities:</p> <p>8. more clearly define the roles, purpose, and interrelationship of the Interdepartmental Committee and the regional Child, Youth and Family Committees. This should include:</p> <ul style="list-style-type: none"> <li>• expanding the role of the Interdepartmental Committee to provide greater leadership and strategic direction of the system</li> <li>• ensuring the Interdepartmental Committee is working collaboratively with stakeholders and partners to resolve systemic issues and advance state and regional priorities, including through input from Regional Child, Youth and Family Committees.</li> </ul>	Agree	December quarter, 2020	DCSYW acknowledges the importance of whole-of-government leadership and shared responsibility for supporting families and protecting children. DCSYW will work with the Department of the Premier and Cabinet and other relevant agencies to strengthen existing governance arrangements.
<p>We recommend that the Department of Child Safety, Youth and Women:</p> <p>9. enhance its performance management by:</p> <ul style="list-style-type: none"> <li>• internally reporting the time taken to gather information and sign a child for all investigations (24-hour, five-day, and 10-day investigations)</li> <li>• more clearly defining the criteria for assessing the time taken to commence an investigation</li> <li>• improving its publicly reported performance data by clearly identifying the basis of its measurements, including whether it is using business days or calendar days</li> </ul>	Agree	September quarter, 2020	DCSYW is committed to transparency and accountability. The department will continue to work with the QFCC to monitor investigation and assessment practices, and will include additional footnotes in public reporting for identifying the basis of its measurements.

## Comments received from Director-General, Department of Education



Office of the  
Director-General

Department of  
Education

9 JUL 2020

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
Email: [qao@qao.qld.gov.au](mailto:qao@qao.qld.gov.au)

Dear Mr Worrall

*Brendan*

Thank you for your letter dated 1 July 2020 regarding the Queensland Audit Office's *Performance audit of the family support and child protection system*. I understand you also wrote to the Honourable Grace Grace MP, Minister for Education and Minister for Industrial Relations, on the same matter. The Minister has asked me to respond on her behalf.

I appreciate the opportunity to provide further feedback on the proposed report prior to it being tabled in Parliament in July 2020.

In addition to feedback provided previously on the preliminary report, please find enclosed the Department of Education's response to the recommendations.

Officers from the department will continue to collaborate closely with the Department of Child Safety, Youth and Women, and other relevant agencies to ensure a coordinated approach to improving outcomes for children within the child protection system.

Should your officers wish to discuss this matter further, I invite them to contact Ms Hayley Stevenson, Executive Director, Student Protection and Wellbeing, on \_\_\_\_\_ or by email at \_\_\_\_\_

I look forward to working with other agencies to strengthen the family support and child protection sector.

Yours sincerely

A handwritten signature in black ink that reads "Tony Cook".

**TONY COOK**  
Director-General

Ref: 20/386873

Enc

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## Responses to recommendations

### Department of Education

#### *Family support and child protection system*

Response to recommendations provided by Ms Hayley Stevenson, Executive Director, Student Protection and Wellbeing, Department of Education, on 3 July 2020.

Recommendation	Agree/ Disagree	Timeframe for implementa tion (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women and entities with mandatory reporting responsibilities:</p> <p>4. establish a multi-disciplinary intake process for efficiently and effectively triaging all child harm reports. The intake process should integrate information from all relevant agencies, including non-government organisations, to assess the cumulative risk and to facilitate a shared responsibility for triaging and responding to all child harm reports. This should prioritise the immediate safety of the child and not delay the Department of Child Safety, Youth and Women from immediately responding to a child harm report.</p>	Agree		<p>The Department of Education (DoE) will continue to collaborate with and support the Department of Child Safety, Youth and Women (DCSYW) in identifying opportunities to improve the way reports of suspected harm to students are assessed and responded to. DoE officers are currently represented on the governance committees which oversee DCSYW's Unify program and Intake Review Project.</p>
<p>We recommend that the Department of Education:</p> <p>5. provide greater support and training to principals and teachers to assist them in determining the appropriate pathway to report concerns about a child's safety.</p>	Agree	Q1 2021	<p>DoE is considering this recommendation as part of the annual review and update of student protection training materials. The training on student protection available to staff includes:</p> <ul style="list-style-type: none"> <li>• online student protection training;</li> <li>• annual Mandatory All-Staff Training program;</li> <li>• principal induction training; and</li> <li>• face-to-face training delivered to schools by the Principal Advisors, Student Protection.</li> </ul> <p>All training materials are to be updated before the commencement of the 2021 school year.</p>

## Comments received from Minister for Police and Minister for Corrective Services



Minister for Police and  
Minister for Corrective Services

Ref No: 2020/1 2205 JF  
Your Ref: 9173P

16/07/2020

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
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CITY EAST QLD 4002

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ABN 65 959 415 158

Dear Mr Worrall

Thank you for your correspondence of 1 July 2020 regarding the preliminary draft report to State Parliament on the family support and child protection system.

I am aware that the Queensland Police Service (QPS) was consulted in the course of the performance audit.

The QPS undertakes a vital role in investigating offences against children and working with partner agencies to ensure appropriate responses to children who have been harmed or are at risk of harm. I have been assured that the QPS takes this role seriously and remains committed to ensuring that all children are protected from harm.

Yours sincerely

A handwritten signature in blue ink that reads 'Mark Ryan'.

The Honourable Mark Ryan MP  
**Minister for Police and  
Minister for Corrective Services**

## Comments received from Commissioner, Queensland Police Service



### QUEENSLAND POLICE SERVICE

COMMISSIONER'S OFFICE  
200 ROMA STREET BRISBANE QLD 4000 AUSTRALIA  
GPO BOX 1440 BRISBANE QLD 4001 AUSTRALIA

Email: [commissioner@police.qld.gov.au](mailto:commissioner@police.qld.gov.au)



Our Ref:

Your Ref:

16 July 2020

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
PO Box 15396  
City East Qld 4002

*Brendan*  
Dear Mr Worrall

I refer to your letter of 1 July 2020 regarding your preliminary draft report to parliament on the family support and child protection system.

Thank you for the opportunity to review the draft report. I note the acquittal of the comments raised by the Queensland Police Service (QPS) in response to the preliminary report and thank you for your consideration of and response to these issues. I note the intent of the QPS responses has been incorporated into the draft report.

I note that despite the commitment and recent achievements of all agencies, the system is still under pressure and not adequately structured to meet the complex 24/7 needs of vulnerable children. The issues identified in the report impact on all agencies involved in the system, and any actions to improve communication, decision-making and action will benefit the children and the involved entities.

The protection of children is everybody's responsibility and the child protection and family support systems perform very important functions to support families and the community to keep children safe, but also to intervene when a child's safety is compromised. The QPS investigates when a child has been offended against (through physical or sexual abuse, or neglect), and is able to identify when a child is at risk of harm when attending to core policing functions.

As a 24/7 agency, the QPS is often the first to respond to concerns about vulnerable children outside of business hours. Any actions to establish a more comprehensive 24/7 child protection service, in accordance with

QUEENSLAND POLICE SERVICE

recommendation 6, would not only significantly benefit vulnerable children and families but also reduce demand on policing resources.

The QPS is committed to working with partner agencies to ensure appropriate responses to children in these circumstances, including through undertaking joint investigations with the Department of Child Safety, Youth and Women when the Department determines a child needs protection and the QPS believes a possible criminal offence has been committed against the child.

Please find attached the QPS response to recommendation 4, which lists the QPS as a partner agency. The QPS agrees with the recommendation, and notes the following:

- The reference on page 23 of the report to the current QPS triaging process for child harm reporting to ensure experienced child protection investigators review child harm concerns to determine the most appropriate response.
- The Department of Child Safety, Youth and Women is considering changes to its intake model to improve consistency and the more efficient triage of child harm reports (p24). The QPS is continuing to work with the Department to streamline processes for reporting and information exchange between the two agencies.
- The QPS endorses the report's proposal that the Department of Child Safety should retain accountability for the final decision regarding the most appropriate action to take for each child harm report (p24).

Should you require any further information, please contact Detective Superintendent Denzil Clark, Child Abuse and Sexual Crime Group on

Yours sincerely



**KATARINA CARROLL APM**  
**COMMISSIONER**

## Responses to recommendations



### Queensland Police Service

#### Family support and child protection system

Response to recommendations provided by Operations Commander, Child Abuse and Sexual Crime Group, Queensland Police Service on 8 July 2020.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women and entities with mandatory reporting responsibilities:</p> <p>4. Establish a multi-disciplinary intake process for efficiently and effectively triaging all child harm reports. The intake process should integrate information from all relevant agencies, including non-government organisations, to assess the cumulative risk and to facilitate a shared responsibility for triaging and responding to all child harm reports. This should prioritise the immediate safety of the child and not delay the Department of Child Safety, Youth and Women from immediately responding to a child harm report.</p>	Agree		<p>The Queensland Police Service (QPS) notes the reference on page 23 of the report to the current QPS triaging process for child harm reporting.</p> <p>The QPS notes the Department of Child Safety, Youth and Women is considering changes to its intake model to improve consistency and the more efficient triage of child harm reports (p24). The QPS is continuing to work with the Department to streamline processes for reporting and information exchange.</p> <p>The QPS endorses the report's proposal that the Department of Child Safety should retain accountability for the final decision regarding the most appropriate action to take for each child harm report (p24).</p>

## Comments received from Acting Public Guardian, Office of the Public Guardian

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Your ref: 9173P  
Our ref: 5249058

22 July 2020

Mr Brendan Worrall  
Auditor-General  
PO Box 15396  
CITY EAST QLD 4002

Via email: [gao@gao.qld.gov.au](mailto:gao@gao.qld.gov.au)

Dear Mr Worrall

Thank you for your letter dated 1 July 2020, regarding the performance audit on the family support and child protection system and for providing me with a further opportunity to comment on your proposed report to the Parliament.

I would also like to thank you for agreeing to incorporate the feedback provided by the Office of the Public Guardian OPG, as noted in the Queensland Family and Child Commission Performance Audit Acquittal table. Incorporating this feedback supports the functions and purpose of Office of the Public Guardian and will no doubt support the recommendations for reform to strengthen systems relating to child protection.

I look forward to the tabling of the report in the Parliament and working alongside the Department of Child Safety, Youth and Women and the Queensland Family and Child Commission in achieving the set goals.

Should you require further information regarding this matter, please contact me by email on [redacted] or by phone on [redacted].

I trust this information is of assistance.

Yours sincerely

Shayna Smith  
**Acting Public Guardian**

## Comments received from Principal Commissioner, Queensland Family and Child Commission

Telephone: 07 3900 6000  
Reference: OoC – TF20/540 – D20/17249

24 July 2020

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
PO Box 15396  
CITY EAST QLD 4002

By email:

Dear Auditor-General

Thank you for your letter dated 1 July 2020 enclosing your proposed report to Parliament on the family support and child protection system.

I have reviewed the report and the acquittal of the documents outlining the Queensland Family and Child Commission's (QFCC) response to the preliminary report. The QFCC accepts the recommendation referencing its role to support the Department of Child Safety, Youth and Women's work to improve outcomes for children placed in out-of-home care – formal notification of this is at Attachment A.

I am aware that the comments I provide will form part of your report to Parliament.

Thank you again for the opportunity to provide feedback. If you or your officers have any queries in relation to this matter they may contact Mr Mark Strong, Director, Office of the Commissioners, on or email

Yours sincerely



Cheryl Vardon  
Principal Commissioner  
Queensland Family and Child Commission



Queensland  
Family & Child  
Commission

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## Responses to recommendations

### Attachment A

## Queensland Family and Child Commission

### *Family support and child protection system*

Response to recommendations provided by Queensland Family and Child Commission on 24 July 2020.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women, in collaboration with the Queensland Family and Child Commission:</p> <p>7. improve outcomes for children placed in out-of-home care. This includes:</p> <ul style="list-style-type: none"> <li>ensuring that children are placed in the most appropriate and stable type of care to meet their needs, rather than based on availability of care</li> <li>improving the quality and availability of out-of-home care options available to children requiring care</li> <li>reviewing the capability and capacity of carers, including the appropriateness of their experience, training, and qualifications</li> <li>reviewing the contracts of out-of-home care providers to ensure they include appropriate key performance indicators and clearly outline expectations</li> <li>identifying opportunities to increase the number of Indigenous children placed with kin, Indigenous communities, or Indigenous carers.</li> </ul>	Agree	See additional comments	<p>QFCC collaboration to take the form of oversight of Department of Child Safety, Youth and Women delivery.</p> <p>Timeframe to reflect Department of Child Safety, Youth and Women timeframe as delivery agency</p>



## Comments received from Director-General, Queensland Health



Enquiries to: David Harmer  
Senior Director  
Social Policy and Legislation

Our ref: C-ECTF-20/9796  
Your ref: 9173P

Queensland Health

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
PO Box 15396  
CITY EAST QLD 4002

Email: [gao@gao.qld.gov.au](mailto:gao@gao.qld.gov.au)

Dear Mr Worrall

Thank you for your letter dated 1 July 2020, regarding the performance audit on the family support and child protection system.

I appreciate you providing Queensland Health with the opportunity to review the preliminary draft of the report to Parliament on the family support and child protection system. I also note the acquittal of the comments raised in Queensland Health's response to the preliminary report.

Queensland Health agrees with the recommendation relating to the establishment of a multi-disciplinary intake process for efficiently and effectively triaging all child harm reports. Queensland Health will collaborate with the Department of Child Safety, Youth and Women, and other relevant entities, to support an agreed approach to respond to this recommendation. I have enclosed Queensland Health's response to Recommendation 4.

Should you require further information, the Department of Health's contact is Mr David Harmer, Senior Director, Social Policy and Legislation Branch, Office of the Director-General and System Strategy Division, on telephone

Yours sincerely

A handwritten signature in black ink, appearing to read "John Wakefield".

Dr John Wakefield PSM  
**Director-General**  
24/07/2020

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ABN 66 329 169 412



## Responses to recommendations



### Queensland Health

#### Family support and child protection system

Response to recommendations provided by Director-General, Queensland Health on 24 July 2020.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Department of Child Safety, Youth and Women and entities with mandatory reporting responsibilities:</p> <p>4. establish a multi-disciplinary intake process for efficiently and effectively triaging all child harm reports. The intake process should integrate information from all relevant agencies, including non-government organisations, to assess the cumulative risk and to facilitate a shared responsibility for triaging and responding to all child harm reports. This should prioritise the immediate safety of the child and not delay the Department of Child Safety, Youth and Women from immediately responding to a child harm report.</p>	Agree	TBC in consultation with DCSYW	<p>Queensland Health would need to consider possible resource implications relating to this recommendation</p> <p>Queensland Health will consult with Department of Child Safety, Youth and Women and other relevant entities, to support an agreed approach to responding to this recommendation.</p>



## Comments received from Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence



Minister for Child Safety, Youth and Women  
Minister for the Prevention of Domestic and Family Violence

Your reference: 9173P  
Our reference: MO ID# 6656; CSYW 03904-2020

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childsafety@ministerial.qld.gov.au

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
PO Box 15396  
CITY EAST QLD 4002

Dear Mr Worrall

Thank you for your letter of 1 July 2020 enclosing a copy of the Queensland Audit Office's performance audit report on the family support and child protection system.

I welcome the report and have read the findings and recommendations with interest. The report will be a useful addition to the Queensland Government's ongoing efforts to improve and strengthen the child protection and family support system.

I understand from the Director-General, Department of Child Safety, Youth and Women that there has been very positive collaboration between the Queensland Audit Office and the department during the audit and finalisation of the report. I look forward to the final report and the department's response being tabled in Parliament and the report's consideration by the Health, Communities, Disability Services and Domestic and Family Violence Prevention Parliamentary Committee.

If you require any further information or assistance in relation to this matter, please contact Mr Mike Smith, Chief of Staff in my office on

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Di Farmer'.

**Di Farmer MP**  
**Minister for Child Safety, Youth and Women and**  
**Minister for the Prevention of Domestic and Family Violence**

## Comments received from Director-General, Department of the Premier and Cabinet



For reply please quote: *SocPol/DF – TF/20/14643 – DOC/20/132918*  
Your reference: 9173P

Department of the  
**Premier and Cabinet**

Mr Brendan Worrall  
Auditor-General  
Queensland Audit Office  
qao@qao.qld.gov.au

Dear Mr Worrall

Thank you for your letter of 1 July 2020 providing the proposed report to Parliament on the performance audit on the family support and child protection system (the report) and informing me of your intention to table the report in July 2020.

I have considered the proposed report and note the suggested changes provided previously have been addressed in the latest report. In this regard, I appreciate the 'Acquittal of key issues raised in response by the Department of the Premier and Cabinet' provided.

Therefore, I am pleased to advise that I have no further comments on the report you have provided to me, and confirm that the Department of the Premier and Cabinet will work with relevant agencies to address the issues identified in recommendation 8.

Thank you again for your letter and your important audit work to improve outcomes for Queensland's vulnerable families and children.

Yours sincerely

A handwritten signature in black ink, appearing to read "Dave Stewart".

Dave Stewart  
**Director-General**

30/07/2020

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