Department of Families, Seniors, Disability Services and Child Safety

Child Protection (Placement Services)

Investment Specifications

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1. Introduction

In line with the strategic intent of the Department of Families, Seniors, Disability Services and Child Safety (the department), Child Protection (Placement Services) has been designated as a funding area for the purpose of guiding investment in non-government organisations.

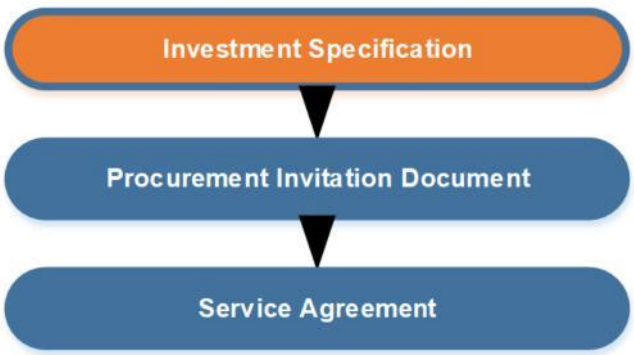
1.1 Purpose of the Investment Specification

The purpose of this investment specification is to describe the intent of funding, the Service Users and identified issues, the service types, and associated service delivery requirements for services funded under the Child Protection (Placement Services) funding area.

This investment specification is a guide for service delivery for the Child Protection (Placement Services) funding area, where all service types contribute to outcomes. Investment specifications allow for flexibility, responsiveness and innovation in service delivery and enable the right services to be delivered to the right people at the right time.

Investment specifications form part of the department's hierarchy of funding documents. Refer to Section 12 for more information and links to other associated documents found on the department's website.

Figure 1 – Funding document hierarchy



The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the procurement invitation document (new funding) and Service Agreement for organisations currently funded to deliver a service.

2. Funding Intent

Child protection service delivery funded by the department through non-government organisations (NGOs) or other government agencies is ultimately and solely for the purpose of achieving the principles of the Child Protection Act 1999 - Queensland Legislation - Queensland Government (the Act), and individual case- plans for Service Users subject to a statutory

intervention.

Part 2 of the Act outlines the 'Purpose, principles and administration of Act', including (the below is not an exhaustive list):

- **(5A) Paramount Principle** The main principle for administering this Act is that the safety, wellbeing and best interests of a child, both through childhood and for the rest of the child's life, are paramount
- **(5B(a-m)) Other general principles** inclusive of all general principles for ensuring the safety, wellbeing and best interests of the child
- **(5BA) Principles for achieving permanency for a child** with the first preference for the child to be cared for by the child's family, the second preference for the child to be cared for under the guardianship of a person who is a member of the child's family, other than a parent of the child, or another suitable person, and the third preference is for the child to be cared for under the guardianship of the chief executive.
- **(5C)** Active effort in the application of the **Additional principles for Aboriginal and Torres Strait Islander children** including principles of:

(1) (a) Aboriginal and Torres Strait Islander people have the right to self-determination;

(b) the long-term effect of a decision on the child's identity and connection with the child's family and community must be taken into account.

(2) child placement principles that also apply:

(a) Prevention; that a child has the right to be brought up within the child's own family and community;

(b) Partnership; that Aboriginal or Torres Strait Islander persons have the right to participate in significant decisions under this Act about Aboriginal or Torres Strait Islander children;

(c) Placement; that, if a child is to be placed in care, the child has a right to be placed with a member of the child's family group;

(d) Participation; that a child and the child's parents and family members have a right to participate, and be enabled to participate, in an administrative or judicial process for making a significant decision about the child;

(e) Connection; that a child has a right to be supported to develop and maintain a connection with the child's family, community, culture, traditions and language, particularly when the child is in the care of a person who is not an Aboriginal or Torres Strait Islander person.

- **(5E) Obtaining child's views** whereby a child subject to the Act has an opportunity to express their views.

In line with the department's investment approach to improve the line of sight from investment through to outcomes, children and young people in and/or leaving care placement services have improved:

- personal safety
- quality of life
- family and carer relationships
- reunification opportunities
- cultural identity and connections
- social and community connections
- life skills
- stable and secure living arrangements
- education and employment opportunities
- access to services
- prospects and reduced involvement with the justice system.

Investment under the Child Protection (Placement Services) funding area contributes to outcome measures aligned across the department's investment specifications.

2.1 Context

The child protection system in Queensland has been shaped by the government's response to the Child Protection Commission of Inquiry's report, *Taking Responsibility: A Roadmap for Queensland Child Protection*.

The Queensland Government response to the Queensland Child Protection Commission of Inquiry final report provided a response to each of the report recommendations including a number of recommendations which have impacted directly or indirectly on care placement services.

Our Way: A generational strategy for Aboriginal and Torres Strait Islander children and families represents a partnership between the Queensland Government and Family Matters Queensland to fundamentally change the way child and family services respond to Aboriginal and Torres Strait Islander children and their families experiencing vulnerability. Our Way is built on a joint commitment to eliminate the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system by 2037 and close the gap in life outcomes for Aboriginal and Torres Strait Islander children and families. Our Way is supported by seven, three-year action plans which articulate the path to ensuring achievement of the Family Matters building blocks: all families enjoy access to quality, culturally safe universal and targeted services necessary for Aboriginal and Torres Strait Islander children to thrive

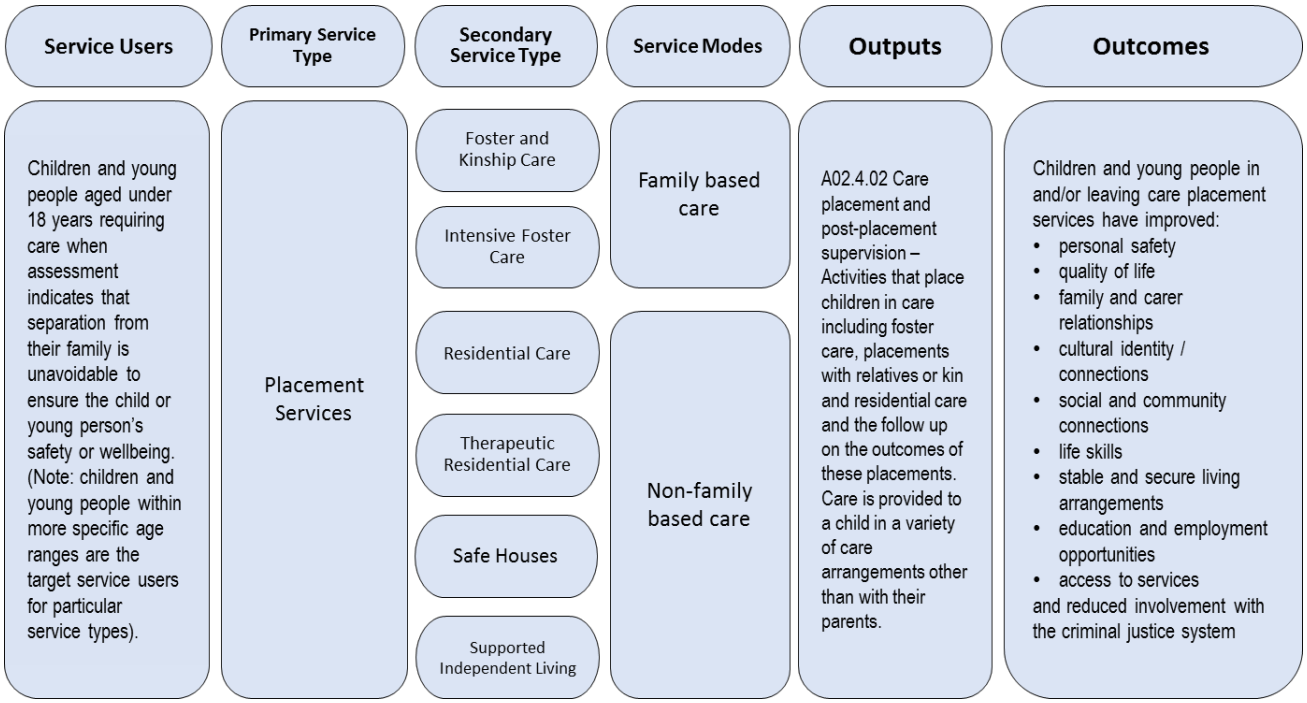
- Aboriginal and Torres Strait Islander peoples and organisations participate in and have control over decisions that affect their children
- law, policy and practice in child and family welfare are culturally safe and responsive
- Governments and community services are accountable to Aboriginal and Torres Strait Islander peoples.

Decisions relating to the design, investment and delivery of services to Aboriginal and Torres Strait Islander children and families are fundamental to the achievement of these outcomes.

In 2018, the Act **was amended to provide, among other things, for the delegation of the chief executive's** powers and functions in relation to an Aboriginal or Torres Strait Islander child who is either in need of protection or at risk of becoming in need of protection, to an Aboriginal or Torres Strait Islander CEO of an Aboriginal or Torres Strait Islander en**tity (a 'prescribed delegated') (Chapter 4**

Part 2A). For the purposes of this document, the making, receiving and undertaking of delegations under this Part are referred to as delegated authority. Delegated authority is an additional tool to improve outcomes for Aboriginal and Torres Strait Islander children and families, in or at risk of entering the child protection system. Delegated authority is being co-designed and implemented in a staged approach. This is because, child protection decision making is complex and the department has a large amount of infrastructure, systems and policies to support child protection staff to make decisions, this capability will take some time to develop within the Aboriginal and Torres Strait Islander entities accepting delegations.

3. Investment Logic



4. Service Delivery Overview

In Queensland, in accordance with the child protection service delivery framework, the department retains case management responsibility for statutory Service Users while NGOs and government partners deliver casework and support for Service Users according to case plans.

Over the years, government has explicitly expanded the funding for the purchase of child protection services from NGOs for a range of reasons. These reasons include efficiency, effectiveness, economy and to reduce the stigma attached to government intervention in the lives of children, young people and families to the maximum extent possible.

In general, the department has outsourced:

- family support aimed at diverting families with identified risk factors away from statutory intervention or more intensive forms of intervention, by building their capacity to care for their own children
- intensive family support with families whose children are subject to statutory intervention to enable the children to safely remain living at home or to enable re-unification of children who are living away from home
- therapeutic and specialist counselling and support services for children and young people subject to statutory intervention, and to their carers, insofar as contributing to placement stability
- care placement services.

The implementation of delegated authority may involve the shifting of case management responsibilities for statutory Service Users to NGOs.

This investment specification is concerned with care placement services.

4.1 Description of service type

Care placement services provide physical, psychological and emotional care for children and young people as part of an integrated child protection response when assessment indicates separation from their family is unavoidable to ensure the child or young person's safety or wellbeing.

The table below provides an overview of the Services Users and service delivery types within the Child Protection (Placement Services) funding area. This is not an exhaustive list. From time to time, the department may update this investment specification in response to evidence and changing needs to invest in additional service delivery responses or different combinations of responses.

Service Users	Service types
Children and young people aged under 18 years requiring family-based care, who have been assessed as having a complex or extreme level of support needs (U2260)	Placement Services - Intensive Foster Care (T205)

Children and young people aged under 18 years requiring family-based care, who have been assessed as having a moderate or high level of support needs (U2270)	Placement Services - Foster and Kinship Care (T204)
Children and young people aged under 18 years requiring non-family-based care in Aboriginal and Torres Strait Islander communities, who have been assessed as having a moderate or high level of support needs (U2273)	Placement Services - Safe Houses (T207)
Young people aged 15 to under 18 years requiring non-family-based care, who have been assessed as having a moderate, high or complex level of support needs and are in the process of transitioning to independent living (U2289)	Placement Services - Supported Independent Living (T208)
Young people aged 12 to under 16 years requiring intensive non-family-based care in a therapeutic living environment, who have been assessed as having a complex or extreme level of support needs (U2296)	Placement Services - Therapeutic Residential Care (T209)
Young people aged 12 to under 18 years requiring non-family-based care, who have been assessed as having moderate, high, complex or extreme levels of support needs (U2307)	Placement Services - Residential Care (T206)

5. Service Delivery Requirements for All

5.1 General information for all services

Services under the Child Protection (Placement Services) funding area must comply with the relevant statements under the heading of 'Requirements' as specified in the Service Agreement. Services should

also have regard to the relevant best practice statements and guidance provided under the heading of 'Considerations'.

Requirements for all services are outlined in Sections 5.1.1 and 5.1.2 and considerations for all services are outlined in Section 5.1.3 of this investment specification. Service delivery requirements for all Service Users are outlined in Section 6 and Service delivery requirements for specific Service Users and service types are outlined in Sections 7 and 8 of this investment specification.

5.1.1 Requirements for all services — Output delivery

The actual level of service outputs delivered and their alignment with the capacity for which the service is funded will be assessed regularly by departmental staff. Where a service is unable to achieve the level of outputs for which they are funded, which might occur for a range of reasons, the service must alert the department to this matter as soon as possible.

Where a service is unable to deliver outputs to the level of funded capacity agreed to in the Service Agreement, the department will require a practical action plan which demonstrates how the service will be able to achieve its funded capacity within a realistic timeframe. If a service consistently delivers outputs below its level of funded capacity, the department will seek to renegotiate the service's funded capacity to a more achievable level.

5.1.2 Requirements for all services — Placement Services

Placement services must comply with all relevant legislative requirements relating to care under the Act including care service licensing provisions to ensure quality care consistent with the Charter of Rights of a Child in Care, the Statement of Standards and the Aboriginal and Torres Strait Islander Child Placement Principle. Placement services must also consider the Family Matters Building Blocks which are the foundations for the Our Way strategy and provide the key areas of focus to reduce the disproportionate representation of Aboriginal and/or Torres Strait Islander children and young people in the child protection system.

Placement services must also comply with relevant departmental policies, procedures, program descriptions and any related guidelines. Amendments occur on a regular basis, so inserted hyperlinks will direct you to ***either***:

- the **policy section** of the Child Safety Practice Manual (CSPM). Once within this section of the CSPM, please search for the policy/procedure name to locate the relevant document.
- the various sections of the Department of Families, Seniors, Disability Services and Child Safety or Queensland Government websites. Once at the website refer to the **bolded** website section as listed below and to search for the relevant policy/procedure name to locate the document.
- Child Safety policy - Participation of children and young people in decision-making 369-5
- Child Safety policy - Placement of children in care 578-4
- Child Safety policy - Decisions about Aboriginal and Torres Strait Islander children 641
- Responding to concerns about the standards of care 326
- Positive Behaviour Support 604
- Managing high risk behaviour 646
- *Procedure - Support a child in care*
- *Procedure - Provide and review care*
- *Procedure – Decision making for a child including Aboriginal and Torres Strait Islander children*

When a child in care is missing

- Reporting missing children: Guidelines for approved carers and care services

Partners – Child and family

- Recordkeeping requirements for non-government organisations

The Child Safety policy - Placement of children in care 578-4 provides the principles which underpin departmental decision-making regarding placements and also apply to placement services to ensure they are committed and responsive with respect to the departmental case plan. These principles are embedded in the *Child Protection Act 1999* and some of these principles are previously outlined in Section 2 - Funding Intent of this document. The department also commits within the policy to partnering with foster and kinship carers, non-government services, and other government agencies to ensure quality care of children and young people.

The department also commits within the policy to partnering with foster and kinship carers, non-government services, and other government agencies to ensure quality care of children and young people.

5.1.3 Considerations for all services

Placement services are requested to adopt the following departmental policies and procedures as part of their practice. Amendments occur on a regular basis, so the below inserted hyperlinks will direct you to:

- the **policy section** of the CSPM. Once within this section of the CSPM, please search for the policy/procedure name to locate the relevant document, or
- the various sections of the Department of Families, Seniors, Disability Services and Child Safety or Queensland Government websites. Once at the website refer to the **bolded** website section as listed below and to search for the relevant policy/procedure name to locate the document.
- Child related costs (645)
- Child related costs – carer support procedure 645.5
- Child related costs – child and young person support procedure 645.4
- Child related costs – education and child care support procedure 645.2
- Child related costs – health and wellbeing procedure 645.1
- Child related costs – in-home support funding 630 and procedure 630
- Child related costs – placement funding 628 and procedure 628
- Child related costs – placement support funding 629 and procedure 629
- Child related costs – travel procedure 645.3
- Transitioning from care into adulthood 349

Cultural capability for working with Aboriginal and Torres Strait Islander families

In the administration of the Act, the Department is required to support the connection of Aboriginal and Torres Strait Islander children and young people with their family, kin, culture and country.

Organisations should understand and work in accordance with the Family Matters Building Blocks and the Aboriginal and Torres Strait Islander Child Placement Principle which is relevant across the child and family service system. Additional information is available at:

- 171123-Family-Matters-Roadmap-2017.pdf

- Caring for an Aboriginal or Torres Strait Islander child | Community support | Queensland Government

6. Service Delivery Requirements for All Service Users

6.1 Service User Definition

The primary Service Users for child protection placement services generally are children and young people aged under 18 years subject to intervention under the Act who require care when assessment indicates that separation from their family is unavoidable to ensure the child or young person's safety or wellbeing. Service users within more specific age ranges are the target Service Users for particular types of placement service.

Children and young people aged under 18 years who are subject to intervention under the Act share the same basic needs as all children and young people in Queensland. These needs include food, shelter, safety, love, health, education, cultural and spiritual wellbeing, belonging, and opportunities to achieve their personal life goals and aspirations free from harm. The additional needs of children and young people subject to statutory intervention, particularly those in care, may be conceptualised using four categories based on the following levels of support needs:

- moderate: needs typical for most children and young people in care as a result of the harm and trauma they have experienced, and that can be managed through limit setting or other intervention
- high: needs that indicate serious emotional, medical or behavioural issues for the child or young person that require additional professional or specialist input
- complex: needs that significantly impact on the child or young person's daily functioning, usually characterised by health conditions, disabilities or challenging behaviours
- extreme: needs that have a pervasive impact on the child or young person's daily functioning, usually characterised by the presence of multiple, potentially life-threatening, health or disability conditions, and extreme challenging behaviours that may necessitate a constant level of supervision and care.

The *Child Safety Practice Manual – Support levels and behaviour characteristics (Practice guide)* provides additional detailed information about levels of Service User support need.

Different service types are directed at children and young people with specific levels of need.

6.1.1 Requirements — all Service Users

Placement and related support needs of children and young people referred by the department are identified in the departmental case plan for each Service User and are subject to regular review. The case plan integrates outcomes from:

- the Child Strengths and Needs Assessment
- the Child Health Passport
- the Education Support Plan
- the Cultural Support Plan for Aboriginal and Torres Strait Islander children and young people and, where appropriate, children and young people from culturally and linguistically diverse backgrounds
- the Transition From Care case plan, for young people aged 15 to under 18 years
- any specialist assessments, such as those conducted by Evolve Therapeutic Services and disability services, and any behaviour support and/or treatment plans.

The goals of casework with children and young people placed with services are towards achieving the most appropriate permanency option, either family reunification or an alternative long term care option where timely reunification is not possible.

Placements of children and young people are made following a process of matching with the best available placement options to meet their support needs, and placement agreements are negotiated to ensure carers and funded services have access to relevant information about a child or young person and to record the agreed support and services to be provided.

Aboriginal and Torres Strait Islander children and young people are significantly over-represented in the child protection system and it is essential that placement and support services use active efforts to apply all five elements of the Aboriginal and Torres Strait Islander Child Placement Principle identified in the Act.

(a) the principle (the ***prevention principle***) that a child has the right to be brought up within the child's own family and community;

(b) the principle (the ***partnership principle***) that Aboriginal or Torres Strait Islander persons have the right to participate in significant decisions under this Act about Aboriginal or Torres Strait Islander children;

(c) the principle (the ***placement principle***) that, if a child is to be placed in care, the child has a right to be placed with a member of the child's family group;

Note—

See section 83 for provisions for placing Aboriginal and Torres Strait Islander children in care.

(d) the principle (the ***participation principle***) that a child and the child's parents and family members have a right to participate, and be enabled to participate, in an administrative or judicial process for making a significant decision about the child;

(e) the principle (the ***connection principle***) that a child has a right to be supported to develop and maintain a connection with the child's family, community, culture, traditions and language, particularly when the child is in the care of a person who is not an Aboriginal or Torres Strait Islander person.

6.1.2 Considerations — all Service Users

From the age of 15 years, a case plan will include actions to help a young person in the chief executive's custody or guardianship to transition from care to adulthood. Young people over 18 years may continue to receive services in their transition to adulthood, through provision of a support service case, when support is required to meet outstanding case plan goals.

7. Service Delivery Requirements for Specific Service

7.1 Children and young people — aged under 18 years requiring family-based care, who have been assessed as having a complex or extreme level of support needs (U2260)

Definition

Family based care for children and young people aged under 18 years who have been assessed as having a complex or extreme level of support needs, is intensive foster care provided in the home of a departmentally approved carer where the service provides a greater level of support than general foster or kinship care.

Children and young people placed with carers who have been granted long-term guardianship are not eligible Service Users, except where the long-term guardian experiences a crisis or emergency which temporarily impacts on their ability to provide direct care and there is no other option available within the long-term guardian's existing support network.

7.1.1 Requirements

Nil.

7.1.2 Considerations

Typically, carers providing intensive foster care will care for only one child or young person at a time. Exceptions may include where a sibling group or group of children and/or young people who are known to one another would best be placed together for continuity of relationships, and either one has been assessed as having a complex or extreme level of support needs or the group is considered to have a complex or extreme level of support needs.

Where a group of children and/or young people is placed with a carer, but not all in the group have been assessed as having a complex or extreme level of support need, the intensive foster care service and the department will negotiate service delivery arrangements. For stand-alone intensive foster care services this may involve weighting of placements (that is, some children or young people being counted as less than one funded place).

Alternatively, where organisations are funded for both intensive foster care and foster and kinship care services, children or young people may be placed with a carer as an intensive foster care placement/s while other children or young people are placed with the same carer as foster or kinship care placements.

7.2 Children and young people — aged under 18 years requiring family-based care, who have been assessed as having a moderate or high level of support needs (U2270)

Definition

Family based care for children and young people aged under 18 years, who have been assessed as having a moderate or high level of support needs, is foster or kinship care provided in the home of a departmentally approved carer.

Children and young people placed with carers who have been granted long-term guardianship are not eligible Service Users, except where the long-term guardian experiences a crisis or emergency which temporarily impacts on their ability to provide direct care and there is no other option available within the long-term guardian's existing support network.

7.2.1 Requirements

Nil.

7.2.2 Considerations

As negotiated with services in case-specific circumstances, foster or kinship carers may provide care for a particular child or young person who has been assessed as having a complex or extreme level of support needs, where additional wrap-around support is either not required to maintain the care arrangement or is funded through an alternative source. This may include situations where more than one child or young person is placed with a carer, including sibling groups, and where it is determined needs can best be met in that placement rather than moved to a different care arrangement.

Where organisations are funded for both foster and kinship care and intensive foster care services, a carer may care for different children and young people at the same time as either foster and kinship care placements or intensive foster care placements.

7.3 Children and young people — aged under 18 years requiring non-family-based care in Aboriginal and Torres Strait Islander

communities, who have been assessed as having a moderate or high level of support needs (U2273)

Definition

Non-family based care in Aboriginal and Torres Strait Islander communities for children and young people aged under 18 years, who have been assessed as having a moderate or high level of support needs, is safe house care provided in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers.

7.3.1 Requirements

Nil.

7.3.2 Considerations

As negotiated with services in case-specific circumstances, including with sibling groups, services may provide care for particular children or young people assessed as having complex or extreme levels of support needs where additional wrap-around support is either not required to maintain the placement/s or is funded through an alternative source.

Placement of more than six children and young people with a service may only be made where all in the placement are of one sibling group and the premises can reasonably accommodate the children and young people.

7.4 Young people — aged 15 to under 18 years requiring non-family-based care, who have been assessed as having a moderate, high or complex level of support needs and are in the process of transitioning to independent living (U2289)

Definition

Non-family based care for young people aged 15 to under 18 years who have been assessed as having a moderate, high or complex level of support needs, and are in the process of transitioning to

independent living, is supported independent living in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers.

7.4.1 Requirements

Nil.

7.4.2 Considerations

As negotiated with services in case-specific circumstances, including with sibling groups, services may provide care for particular young people with lower or higher levels of support needs than the agreed Service User group. Service Users with higher levels of support needs may be placed where additional wrap-around support is either not required to maintain the placement/s or is funded through an alternative source. In circumstances where it is negotiated for the number of young people placed with the service at any one time to be slightly higher or lower, the total number of support hours provided by the service would remain constant with the support being directed to the young people on the basis of need. Alternatively, where Service Users have lower levels of support needs then consideration should be given to reviewing potential service savings.

7.5 Young people — aged 12 to under 16 years requiring intensive non-family-based care in a therapeutic living environment, who have been assessed as having a complex or extreme level of support needs (U2296)

Definition

Intensive non-family based care in a therapeutic living environment for young people aged 12 to under 16 years who have been assessed as having a complex or extreme level of support needs, is therapeutic residential care provided in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers.

7.5.1 Requirements

Nil.

7.5.2 Considerations

Children younger than 12 years may be placed in therapeutic residential care and may only be considered for placement if comprehensive assessment indicates they have needs best met by therapeutic residential care and/or they are one of a sibling group who all have complex or extreme needs and would benefit from being placed together.

7.6 Young People — aged 12 to under 18 years requiring non-family-based care, who have been assessed as having moderate, high, complex or extreme levels of support needs (U2307)

Definition

Non-family based care for young people aged 12 to under 18 years, who have been assessed as having moderate, high, complex or extreme levels of support needs, is residential care provided in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers.

7.6.1 Requirements

Nil.

7.6.2 Considerations

Services usually provide small group care (up to six places) though may also accommodate sibling groups as negotiated or as part of individual care arrangements. As negotiated with services in case-specific circumstances, including with sibling groups, services may provide care for particular children or young people with lower or higher levels of support needs than the agreed Service User group. Service Users with higher levels of support needs may be placed where additional wrap-around support is either not required to maintain the placement/s or is funded through an alternative source. Where Service Users have lower levels of support needs, then consideration should be given to reviewing potential service savings.

Placement of more than six children with a service may only be made where they are all from one sibling group and the premises can reasonably accommodate them.

Children younger than 12 years may be placed in residential care but may only be considered for placement if comprehensive assessment indicates they have needs best met by residential care and/or they are one of a sibling group that would benefit from being placed together.

8. Service Delivery Requirements for Specific Service Types

8.1 Placement Services — Foster and Kinship Care (T204)

Foster and kinship care is care provided to children and young people aged under 18 years who have been

assessed as having a moderate or high level of support needs in the home of a departmentally approved foster or kinship carer.

Services are funded to provide a discrete number of places within a range number of places, for Service Users with specific levels of support needs (moderate or high), at benchmark rates of funding (moderate to high and/or high-plus) in a particular region and with primary Child Safety Service Centre catchment areas nominated, as appropriate.

It is essential that ***prior*** to provisional or initial approval, all carers are supported to:

- have access to and know how to utilise the Carer Connect app

Should approved carers choose to access child care services, care agencies will support the carer/s to:

- obtain a Centrelink Customer Reference Number (CRN)
- set up a MyGov account and link their Centrelink CRN to this account (to be eligible for the Commonwealth government child care subsidy)

8.1.1 Requirements — Foster and Kinship Care

Services must manage and monitor quality foster care and kinship care placements by:

- recruiting of foster carers at the local level and/or identifying suitable kinship carers
- co-delivering pre-service training and ongoing training of carers with the department, including intensive training for carers supporting children and young people with higher level needs and

cultural capability support for carers supporting Aboriginal and Torres Strait Islander children and young people

- ensuring all Queensland carers (and adult household members) are required to have a valid Blue Card before they can begin providing care for children and young people (with the exception of provisionally approved care households). Foster and Kinship Care agencies will assist carers and their adult household members throughout the Blue Card application and renewal process
- assessing carer applicants for provisional, initial, renewal and review (when required) for approval by Child Safety. Care agencies will provide carer support throughout the entirety of the assessment and approval process identifying carers who best meet the needs of children and young people referred by the department
- providing ongoing support to carers including carer learning plans, access to cultural capability support, access to respite and on-call after-hours support
- identifying carers to provide short-term emergency placements and support Child Safety After Hours Service Centre with access to placements.

Recruiting and training carers must occur at central, regional and local levels to be most effective. The department and foster and kinship care services will work collaboratively to ensure activities are complementary with the department taking a lead role coordinating state-wide and regional recruitment and training initiatives and services taking responsibility for recruiting and identifying carers at a local level.

Services must recruit sufficient active carers to provide respite for all carers, to provide emergency and out-of-hours placements, and to allow for some carers being unavailable to accept placements at times.

Foster and kinship care services are generally not expected to meet any direct care costs for children or young people placed through the service as approved carers are eligible to receive cost reimbursement paid directly by the department in accordance with policies.

Services funded specifically to provide high-plus places must provide additional and practical 'wrap-around' support for the care of a discrete number of children and young people assessed as having a higher level of support needs, on a time-limited basis, in order to maintain care arrangements and

prevent placement breakdown. This additional support might include, but is not limited to, access to extra carer training, direct worker support in the carer's home and/or assistance with transport arrangements. This additional support does not include higher payments to carers, although carers may be eligible for additional financial assistance directly from the department through allowances or child related costs.

Departmental policies and procedures that are requirements for foster and kinship care services are located within the:

- **policy section** of the CSPM. Once within this section of the CSPM, please search for the policy/procedure name to locate the relevant document:
- *Kinship care 632*
- *Procedure - Provide and review care*
- Child and Family content section of the Department of Families, Seniors, Disability Services and Child Safety website:
- *Foster carer training*
- The Foster and Kinship Care section of the Queensland Government website, including but not limited to:
- Details about allowances for foster and kinship carers - Carer allowances | Community support | Queensland Government
- Information for current foster and kinship carers is provided on the Connecting with Carers web page - https://www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers
- Information for prospective foster and kinship carers - Become a foster or kinship carer | Community support | Queensland Government
- Information relevant to prospective kinship carers - https://www.qld.gov.au/community/caring-child/foster-kinship-care/foster-kinship-care-become-a-carer/how-to-become-a-kinship-carer

8.1.2 Considerations — Foster and Kinship Care

The Statement of Commitment between the Department of Families, Seniors, Disability Services and Child Safety and the foster and kinship carers of Queensland has been developed in collaboration with

Queensland Foster and Kinship Care, PeakCare Queensland and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak. The Statement of Commitment can be found here: The statement of commitment | Community support | Queensland Government

The statement of commitment reflects the shared commitment and partnership with foster and kinship carers for the benefit of children and young people in care. The statement also acknowledges the unique role foster and kinship carers have as volunteers in this partnership and promotes their critical role as part of a team that includes funded foster and kinship care agencies.

Approved carers may be eligible to receive cost reimbursement as allowances paid directly by the department in accordance with policies and procedures, as amended from time to time including:

- *Expenses - fortnightly caring allowance and inter-state foster payments 365*
- *High support needs allowance 296*
- *Complex support needs allowance 612*
- *Dual payment of carer allowances 289*
- *Regional/remote loading for carers 379*

As detailed in the policies and procedures, approved carers are volunteers who care for children without expectation of remuneration. However, carers are entitled to financial reimbursement of direct and indirect costs of caring for children and the level of financial assistance will be determined by the department based on the costs to carers associated with the child's needs. This includes situations where groups of children, including sibling groups, are placed with carers but children in the group have been assessed as having different levels of support needs.

Other departmental policies relevant to foster and kinship care services include:

- *Carer participation 460*
- *Foster care training 383*
- *Carer learning and support 457*

Advice for current foster and kinship carers, in relation to the application of the above policies and procedures is provided on the Connecting with Carers web page.

8.2 Placement Services — Intensive Foster Care (T205)

Intensive foster care is care provided to children and young people aged under 18 years, who have been assessed as having a complex or extreme level of support needs, in the home of a departmentally approved foster or kinship carer where the intensive foster care service provides a greater level of support than for foster and kinship care places. These services provide placements for children and young people whose needs require a team-based approach to caring, a greater therapeutic focus and the conduct of intensive case management, and whose carers would benefit from the provision of additional advanced training.

Services are funded to provide a discrete number of places for Service Users with specific levels of support needs (complex or extreme) in a particular region and with primary Child Safety Service Centre catchment areas nominated as appropriate. For further information, refer to:

- the Foster and Kinship Care section of the Queensland Government website https://www.qld.gov.au/community/caring-child/foster-kinship-care/foster-kinship-care-become-a-carer/how-to-become-a-kinship-carer

It is essential that ***prior*** to provisional or initial approval, all carers are supported to:

- have access to and know how to utilise the Carer Connect app

Should approved carers choose to access child-care services, care agencies will support the carer/s to:

- obtain a Centrelink Customer Reference Number (CRN)
- set up a MyGov account and link their Centrelink CRN to this account (to be eligible for the Commonwealth government child-care subsidy)

8.2.1 Requirements — Intensive Foster Care

Services must manage and monitor quality foster care and kinship care placements by:

- local level recruitment of foster carers and/or identification of kinship carers
- co-delivering pre-service training and ongoing training of carers with the department, including intensive training for carers supporting children and young people with higher level needs and cultural

capability support for carers supporting Aboriginal and Torres Strait Islander children and young people

- all Queensland carers (and adult household members) are required to have a valid Blue Card before they can begin providing care for children and young people (with the exception of provisionally approved care households). Foster and Kinship Care agencies will assist carers and their adult household members throughout the Blue Card application and renewal process
- assessment of carer applicants for provisional, initial, renewal and review (when required) for approval by Child Safety. Care agencies will provide carer support throughout the entirety of the assessment and approval process identifying carers that best meet the needs of children and young people referred by the department
- providing ongoing support of carers, including carer learning plans, access to cultural capability support, access to respite, and on-call after-hours support
- identifying carers to provide some short-term emergency placements and support Child Safety After-Hours Service Centre access to placements.

In addition to these activities, intensive foster care services must provide carers with:

- access to higher levels of training and regular and emergency respite than foster and kinship care services
- intensive one-on-one support, including assistance in developing strategies for promoting positive behaviours
- partnership in providing a range of therapeutic and other supports for the child or young person
- practical support, for example, through the use of support workers
- counselling, when needed (particularly following critical incidents or placement disruptions).

The types and extent of support provided to children and young people is in accordance with departmental case plans. Additional support provided directly by intensive foster care services includes, as appropriate:

- mentoring from support workers (particularly for children approaching transition from care)

- direct care from support workers for respite; for debriefing following critical incidents or placement disruption; for life story activities; to provide cultural or community activities
- tutoring to assist with school work or vocational training
- access to training for specific life skills.

In addition to the specific supports provided to the child and carer, intensive foster care services are expected to work with the department to collaboratively deliver:

- intensive case management for the child
- a team-based approach to caring for the child
- an intentionally therapeutic focus to the full range of care and supports provided.

In general, services are not expected to access additional contingency-based funds held by the department outside of the funding arrangement. Where there is an emergent and acute level of need or essential activity required by the case plan for a child or young person that is outside of the scope of carer allowances and not funded under the arrangement, additional funds may be provided at the discretion of the department on a negotiated basis.

Departmental policies and procedures that are requirements for intensive foster care services are located within:

- the **policy section** of the CSPM. Once within this section of the CSPM, please search for the policy/procedure name to locate the relevant document:
  - *Kinship care 632*
  - *Procedure - Provide and review care*
- the Child and Family content section of the Department of Families, Seniors, Disability Services and Child Safety website:
  - *Foster carer training*
- The Foster and Kinship Care section of the Queensland Government website, including but not limited to:
  - Details about allowances for foster and kinship carers - https://www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers/money-matters/carer-allowances

- Information for current foster and kinship carers is provided on the Connecting with Carers web page - https://www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers
- Information for prospective foster and kinship carers - https://www.qld.gov.au/community/caring-child/foster-kinship-care/foster-kinship-care-become-a-carer
- Information relevant to prospective kinship carers - https://www.qld.gov.au/community/caring-child/foster-kinship-care/foster-kinship-care-become-a-carer/how-to-become-a-kinship-carer

8.2.2 Considerations — Intensive Foster Care

The Statement of Commitment between the Department of Families, Seniors, Disability Services and Child Safety and the foster and kinship carers of Queensland has been developed in collaboration with Queensland Foster and Kinship Care, PeakCare Queensland and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak. The Statement of Commitment can be found here: https://www.qld.gov.au/community/caring-child/foster-kinship-care/information-for-carers/rights-and-responsibilities/our-commitment-to-you/statement-of-commitment

The statement of commitment reflects the shared commitment and partnership with foster and kinship carers for the benefit of children and young people in care. The statement also acknowledges the unique role foster and kinship carers have as volunteers in this partnership and promotes their critical role as part of a team that includes funded foster and kinship care agencies.

Approved carers may be eligible to receive cost reimbursement as allowances paid directly by the department in accordance with the following policies and procedures, as amended from time to time:

- *Expenses - fortnightly caring allowance and interstate foster payments 365*
- *High support needs allowance 296*
- *Complex support needs allowance 612*
- *Dual payment of carer allowances 289*
- *Regional/remote loading for carers 379*

As detailed in the policies and procedures, approved carers are volunteers who care for children or young people without expectation of remuneration. However, carers are entitled to financial reimbursement of direct and indirect costs of caring for children or young people and the level of

financial assistance will be determined by the department based on the costs to carers associated with the child's needs. This includes situations where groups of children and young people, including sibling groups, are placed with carers but have been assessed as having different levels of support needs.

Other departmental policies relevant to intensive foster care services are:

- *Carer participation 460*
- *Foster care training 383*
- *Carer learning and support 457*

Advice for current foster and kinship carers, in relation to the application of the above policies and procedures is provided on the Connecting with Carers web page.

8.3 Placement Services — Residential Care (T206)

Residential care is care provided to young people, primarily aged 12 to under 18 years, in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers. Residential care provides an alternative to family based care options in environments that support young people in their adolescent development.

Residential care services are funded to provide a discrete number of places for Service Users with specific levels of support needs (moderate, high, complex and/or extreme) in a particular region with primary Child Safety Service Centre catchment areas nominated as appropriate.

8.3.1 Requirements — Residential Care

Residential care services are funded to provide specific levels of worker support, though are typically

expected to provide care 24 hours a day, seven days a week, including providing care to young people when not attending school, and during school holiday periods and other times.

Service delivery may involve live-in or rostered workers with combinations of awake and sleepover shifts, on-call arrangements and recall to work capacity.

As identified in policy, placements in residential care are for the purpose of:

- preparing the child or young person for reunification, transition to a family-based placement or other appropriate care placement (to meet specific identified needs), or transition to independent living; and/or

- meeting the child or young person's need for a medium or long-term stable placement, where a comprehensive assessment indicates the child or young person has needs that are best met by non-family-based care, and regular case reviews indicate that the placement continues to meet the child or young person's needs.

Regardless of the purpose of the placement, residential care services must liaise and build linkages with other relevant placement and support services to enhance coordinated service delivery to children and families and to facilitate transitions for children and families between services.

The principles specific to residential care include that young people have a right to access support and/or programs that will help them develop new knowledge, skills and behaviours to enhance their life outcomes and prepare them for reunification with family, transition to other forms of care, or transition to independent living.

Residential care services must implement a trauma-informed therapeutic approach, as set out by the *Hope and Healing Framework for Residential Care* (the Framework). The Framework sets out the foundation for caring and working with young people in residential care in a way that understands and responds to trauma and is therapeutic in approach. A trauma-informed therapeutic approach is underpinned by common practice principles which apply across all types of residential care and all cohorts of young people.

Residential care services are required to ensure compliance with the *Minimum Qualification Standard* for residential care staff working in Queensland.

- Services must meet all direct care costs for the young people to a level consistent with that detailed in the policy *Complex support needs allowance 612.* In general, services are not expected to access additional contingency-based funds held by the department outside the funding arrangement. Where there is an emergent and acute level of need or essential activity required by the case plan for a young person that is not funded under the arrangement, additional funds may be provided at the discretion of the department on a negotiated basis. Where an agreement is negotiated for a residential care service to operate from a departmentally owned dwelling, such as under the Small Group Homes Capital Program, an imputed rent is negotiated.

Departmental policies and procedures that are requirements for residential care services are:

- *Residential care 606*

8.4 Placement Services — Safe Houses (T207)

Safe houses provide integrated residential care and family support services in Aboriginal and Torres Strait Islander communities.

Safe house residential care is care provided to children and young people aged under 18 years, in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers. Safe houses provide residential care to enable children and young people to remain safely in their communities, including while their child protection needs are being assessed.

Safe houses may also support the reunification of children and young people with their families, including children who have been placed away from their communities, where this is assessed as being in the best interests of the child.

Safe house family support services operate in the context of the Families Investment Specification (refer to separate Investment Specification).

8.4.1 Requirements — Safe Houses

Safe houses must provide small group care for children and young people assessed as having a moderate or high level of support needs, and may also accommodate sibling groups as negotiated.

Safe houses must provide care 24 hours a day, every day of the year, with awake worker support and supervision up to 16 hours per day and sleepover shifts of eight hours each night with recall to work and on-call support arrangements or equivalent, including providing care to children when not attending school, and during school holiday periods and other times.

Safe houses must meet all direct care costs for the young person to a level consistent with that detailed in the departmental policy Complex support needs allowance 612. In general, services will not be eligible to access additional contingency-based funds held by the department outside the funding arrangement. Where there is an emergent and acute level of need or essential activity required by the case plan for a young person that is not funded under the arrangement, additional funds may be provided at the discretion of the department on a negotiated basis.

Where an agreement is negotiated for a safe house residential care service to operate from a department owned dwelling under the Safe House Capital Program, the leasing arrangement will reduce the overall operating expenses of the service provider with the department retaining responsibility for costs associated with property management including rates, structural repairs and building maintenance.

Departmental policies and procedures that are requirements for safe house services are:

- *Residential care 606*

8.5 Placement Services — Supported Independent Living (T208)

Supported independent living is externally supported residential care provided to young people in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers. Services provide individual or small group living and are most suited to young people aged 15 to under 18 years, who have been assessed as having a moderate, high or complex level of support needs and are in the process of transitioning to independent living.

Services are funded to provide a discrete number of places for Service Users with specific levels of support needs in a particular region with primary Child Safety Service Centre catchment areas nominated as appropriate. Supported independent living services are also funded to provide specific levels of worker support, though workers generally do not live in the premises and mostly provide external support through regular visiting.

8.5.1 Requirements — Supported Independent Living

In the context of their individual case plan, supported independent living services must provide practical support to young people in preparation for transitioning to independent living. Services must have a strong focus on:

- supporting the development or enhancement of young people's life skills and self-care
- assisting young people to develop or improve their social skills and relationships, including with family, peers and other social networks, as appropriate
- increasing young people's access to information and community supports, including in relation to future accommodation, housing, health and income support
- facilitating access of young people to ongoing education, employment and skills acquisition opportunities.
- Supported independent living services for young people with moderate to high support needs must meet all direct care costs for the young person to a level consistent with that detailed in the departmental policies *Expenses - fortnightly caring allowance and interstate foster payment 365* and/or *High support needs allowance 296*

- Services funded to provide places for young people assessed as having complex levels of support needs must meet all direct care costs for the young person to a level consistent with that detailed in the departmental policy *Complex support needs allowance 612.*

In general, services are not expected to access additional contingency-based funds held by the department outside the funding arrangement. Where there is an emergent and acute level of need or essential activity required by the case plan for a young person that is not funded under the arrangement, additional funds may be provided at the discretion of the department on a negotiated basis.

Supported independent living services must implement a trauma-informed therapeutic approach, as set out by the Hope and Healing Framework for Residential Care (the Framework). The Framework sets out the foundation for caring and working with young people in residential care in a way that understands and responds to trauma and is therapeutic in approach. A trauma-informed therapeutic approach is underpinned by common practice principles which apply across all types of residential care and all cohorts of young people.

Supported independent living services must ensure compliance with the Minimum Qualification Standard for residential care staff working in Queensland.

Departmental policies and procedures that are requirements for supported independent living services are:

- *Residential care 606*

8.6 Placement Services — Therapeutic Residential Care (T209)

Therapeutic residential care is care provided to young people, primarily aged 12 to under 16 years, who have been assessed as having a complex or extreme level of support needs, in residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers. Therapeutic residential care provides a more intensive placement option for young people who are unable to be placed in other forms of residential care or family-based care options.

8.6.1 Requirements — Therapeutic Residential Care

Therapeutic residential care services are funded to provide four places for Service Users with complex to extreme support needs in a particular region, though are expected to accept referrals from across the state as determined by the department.

Therapeutic residential care services must provide specific levels of worker support to provide care 24 hours a day, every day of the year, including providing care to young people when not attending school, and during school holiday periods and other times. Services must have capacity to operate with a minimum of one awake worker overnight and additional on-call support arrangements as required.

As identified in policy, therapeutic residential care must involve intensive care, in a therapeutic living environment, to facilitate recovery from the impacts of physical, psychological and emotional trauma resulting from their experiences of harm or risk of harm.

Therapeutic residential care services must implement a trauma-informed therapeutic approach, as set out by the *Hope and Healing Framework for Residential Care* (the Framework). The Framework sets out the foundation for caring and working with young people in residential care in a way that understands and responds to trauma and is therapeutic in approach. A trauma-informed therapeutic approach is underpinned by common practice principles which apply across all types of residential care and all cohorts of young people.

Therapeutic residential care services must ensure compliance with the *Minimum Qualification Standard* for residential care staff working in Queensland.

Therapeutic Residential Care services must:

- assist young people to build relational, behavioural and emotional capacity
- assist young people to develop skills and behaviours to transition to a less intensive form of care, and decrease the risk of future placement instability
- support reconnection with family and community (where appropriate and consistent with the case plan).

Placement of a young person in therapeutic residential care will be made in consideration of the young person's own views, strengths and needs, individual abuse and trauma history, culture, disability and developmental needs (including any diagnosed mental health conditions), the views and wishes of the young person's family, continuity of relationships, and the needs of other young people already residing with the service.

Therapeutic residential care services must be provided in the least restrictive environment, which is physically designed to minimise the risk of self-harming and violence. Placement of a young person in therapeutic residential care will be for a period of up to 18 months.

Therapeutic residential care services must aim to meet the individual care and support needs of each child and young person placed, which will be assessed, planned for, and reviewed in partnership between the department and the services. Child Safety and therapeutic residential care services will actively facilitate the participation of the young person, family and community, relevant support services, and other significant persons (such as school staff, support workers and previous carers) in these processes. Where significant decisions for an Aboriginal or Torres Strait Islander young person are being made, the young person and their family have the right to have an independent person help facilitate their participation in the decision.

Services must meet all direct care costs for the young people and in general are not expected to access additional contingency-based funds held by Child Safety outside of the funding arrangement. Where there is an emergent and acute level of need or essential activity required by the case plan for a young person that is not funded under the arrangement, additional funds may be provided at the discretion of Child Safety on a negotiated basis.

Where an agreement is negotiated for a therapeutic residential care service to operate from a departmentally owned dwelling, such as under the Therapeutic Residential Care Capital Program, an imputed rent is negotiated.

Departmental policies and procedures that are requirements for therapeutic residential care services are:

- *Residential Care 606*

9. Service modes

Placement services are provided as care primarily either in the home of a departmentally approved carer (foster and kinship care and intensive foster care) or in residential premises in the case of non-family based care services (residential care, therapeutic residential care, safe houses, and supported independent living).

10. Deliverables and Performance Measures

The following deliverables and performance measures are funded under the Child Protection Placements Services funding area. The Service Agreement will identify the relevant outputs and measures for each service outlet, the quantum to be delivered and the range of measures to be collected and reported.

COUNTING RULES, DESCRIPTORS AND REPORTING EXAMPLES: For counting rules, detailed descriptors and examples please refer to the Output funding and reporting | Department of Families, Seniors, Disability Services and Child Safety

Service Users	Service Types	Outputs
U2660 – Children and young people aged under 18 years requiring family-based care, who have been assessed as having a complex or extreme level of support needs **U2270** – Children and young people aged under 18 years requiring family-based care, who have been assessed as having a moderate or high level of support needs	**T204** - Placement services - Foster and kinship care **T205** - Placement services - Intensive foster care **T206** - Placement services - Residential care **T207** - Placement services - Safe houses	**A02.4.02** – Out of home care placement and post-placement supervision

U2273 - Children and young people aged under 18 years requiring non-family-based care in Aboriginal and Torres Strait Islander communities, who have been assessed as having a moderate or high level of support needs **U2289** - Young people aged 15 to under 18 years requiring non-family-based care, who have been assessed as having a moderate, high or complex level of support needs and are in the process of transitioning to independent living **U2296** - Young people, aged 12 to under 16 years requiring intensive non-family-based care in a therapeutic living environment, who have been assessed as having a complex or extreme level of support needs	**T208** - Placement services – Support independent living **T209** - Placement services – Therapeutic Residential Care	

U2307 - Young people, aged 12 to under 18 years requiring non-family-based care, who have been assessed as having moderate, high, complex or extreme levels of support needs		

The following information relates to information found in items 6.2 and 7.1 in a Service Agreement or 6.2 and 9.1 in a Short Form Service Agreement

U2260 - Children and young people aged under 18 years requiring family-based care, who have been assessed as having a complex or extreme level of support needs						
Relates to Item 6.2 & 7.1 of the Service Agreement		**Relates to Item 6.2 of the Service Agreement**			**Relates to Item 7.1 of the Service Agreement**	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U2260	**T205**	**A02.4.02**		NA	**A02.4.02**	Number of placement nights - the spaces occupied by individual Service Users who are provided with a service.

		Out of home care placement and post-placement supervision	Number of placement nights			(Note: the number of placement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum.)
						NA

Relates to Item 7.1 of the Service Agreement			
Service User Code	**Service Type Code**	**Throughput Measure**	
U2260	T205	**IS133**	Number of existing Service Users
U2260	T205	**IS145**	Number of Service Users who have exited from the service
U2260	T205	**IS147**	Number of Service Users that received a service
U2260	T205	**IS209**	Number of Service Users with Placement Agreements
U2260	T205	**IS210**	Number of Service Users with Education Support Plans
U2260	T205	**IS211**	Number of Service Users with Cultural Support Plans

U2260	T205	**IS212**	Number of Service Users receiving therapeutic or behaviour support from Evolve Therapeutic Services during the period
U2260	T205	**IS213**	Number of Service Users over 15 years with Transition from Care Plans
U2260	T205	**IS216**	Number of Service Users with unplanned moves
U2260	T205	**IS219**	Number of Aboriginal and/or Torres Strait Islander Service Users placed with an Aboriginal and/or Torres Strait Islander person
U2260	T205	**IS255**	Number of new Service Users
Service User Code	**Service Type Code**	**Demographic Data**	
U2260	T205	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U2260	T205	**IS39**	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
U2260	T205	**IS205**	Number of female Service Users
			Or Number of male Service Users
U2260	T205	**IS207**	Number of Service Users over 15 years

Service User Code	Service Type Code	Outcome Measure	
Under the current child protection service delivery framework, where the department retains case management responsibility for statutory Service Users, the department is committed to measuring outcomes for Service Users of placement services based on child strengths and needs domains using a Structured Decision Making (SDM) tool and any other outcomes identified by the Child and Family Services Performance Management Framework. NGOs will be held accountable for Service User outcomes consistent with NGO casework and support provided to Service Users in accordance with departmental case plans.			
Service User Code	**Service Type Code**	**Other Measure**	
U2260	T205	**IS222**	Number of carers
U2260	T205	**IS130**	Average cost per place per annum
U2260	T205	**GM16**	What significant achievements or factors have impacted on the quality-of-service delivery during the reporting period
U2260	T205	**IS70**	Flexible Support or Multi-purpose additional output data collection

U2270 - Children and young people aged under 18 years requiring family based care, who have been assessed as having a moderate or high level of support needs

Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			**Relates to Item 7.1 of the Service Agreement**	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U2270	T204	**A02.4.02** Out of home care placement and post-placement supervision	Number of placement nights	NA	**A02.4.02**	Number of placement nights - the spaces occupied by individual Service Users who are provided with a service. (Note: the number of placement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum.)
						NA

Relates to Item 7.1 of the Service Agreement			
Service User Code	**Service Type Code**	**Throughput Measure**	
U2270	T204	**IS133**	Number of existing Service Users

U2270	T204	**IS145**	Number of Service Users who have exited from the service
U2270	T204	**IS147**	Number of Service Users that received a service
U2270	T204	**IS216**	Number of Service Users with unplanned moves
U2270	T204	**IS219**	Number of Aboriginal and/or Torres Strait Islander Service Users placed with an Aboriginal and/or Torres Strait Islander person
U2270	T204	**IS255**	Number of new Service Users
Service User Code	**Service Type Code**	**Demographic Data**	
U2270	T204	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U2270	T204	**IS39**	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
U2270	T204	**IS205**	Number of female Service Users
			Or Number of male Service Users
Service User Code	**Service Type Code**	**Outcome Measure**	

Under the current child protection service delivery framework, where the department retains case management responsibility for statutory Service Users, the department is committed to measuring outcomes for Service Users of placement services based on child strengths and needs domains using a Structured Decision Making (SDM) tool and any other outcomes identified by the Child and Family Services Performance Management Framework. NGOs will be held accountable for Service User outcomes consistent with NGO casework and support provided to Service Users in accordance with departmental case plans.			
Service User Code	**Service Type Code**	**Other Measure**	
U2270	T204	**IS222**	Number of carers
U2270	T204	**IS130**	Average cost per place per annum
U2270	T204	**GM16**	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
U2270	T204	**IS70**	Flexible Support or Multi-purpose additional output data collection

U2273 - Children and young people aged under 18 years requiring non-family based care in Aboriginal and Torres Strait Islander communities, who have been assessed as having a moderate or high level of support needs		
Relates to Item 6.2 & 7.1 of the Service Agreement	Relates to Item 6.2 of the Service Agreement	**Relates to Item 7.1 of the Service Agreement**

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U2273	T207	**A02.4.02** Out of home care placement and post-placement supervision	Number of placement nights	NA	**A02.4.02**	Number of placement nights - the spaces occupied by individual Service Users who are provided with a service. (Note: the number of placement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum.)
						NA

Relates to Item 7.1 of the Service Agreement			
Service User Code	**Service Type Code**	**Throughput Measure**	
U2273	T207	**IS133**	Number of existing Service Users
U2273	T207	**IS145**	Number of Service Users who have exited from the service

U2273	T207	**IS147**	Number of Service Users that received a service
U2273	T207	**IS209**	Number of Service Users with Placement Agreements
U2273	T207	**IS210**	Number of Service Users with Education Support Plans
U2273	T207	**IS211**	Number of Service Users with Cultural Support Plans
U2273	T207	**IS212**	Number of Service Users receiving therapeutic or behaviour support from Evolve Therapeutic Services during the period
U2273	T207	**IS213**	Number of Service Users over 15 years with Transition from Care Plans
U2273	T207	**IS216**	Number of Service Users with unplanned moves
U2273	T207	**IS255**	Number of new Service Users
Service User Code	**Service Type Code**	**Demographic Data**	
U2273	T207	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U2273	T207	**IS39**	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
U2273	T207	**IS205**	Number of female Service Users
			Or Number of male Service Users

U2273	T207	**IS207**	Number of Service Users over 15 years
U2273	T207	**IS208**	Number of Service Users under 12 years
Service User Code	**Service Type Code**	**Outcome Measure**	
Under the current child protection service delivery framework, where the department retains case management responsibility for statutory Service Users, the department is committed to measuring outcomes for Service Users of placement services based on child strengths and needs domains using a Structured Decision Making (SDM) tool and any other outcomes identified by the Child and Family Services Performance Management Framework. NGOs will be held accountable for Service User outcomes consistent with NGO casework and support provided to Service Users in accordance with departmental case plans.			
Service User Code	**Service Type Code**	**Other Measure**	
U2273	T207	**IS130**	Average cost per place per annum
U2273	T207	**IS214**	Number of direct care workers
U2273	T207	**IS215**	Number of Aboriginal and/or Torres Strait Islander direct care workers
U2273	T207	**GM16**	What significant achievements or factors have impacted on the quality-of-service delivery during the reporting period
U2273	T207	**IS70**	Multi-purpose additional output data collection

U2289 - Young people aged 15 to under 18 years requiring non-family-based care, who have been assessed as having a moderate, high or complex level of support needs and are in the process of transitioning to independent living						
Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			**Relates to Item 7.1 of the Service Agreement**	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U2289	T208	**A02.4.02** Out of home care placement and post-placement supervision	Number of placement nights	NA	**A02.4.02**	Number of placement nights - the spaces occupied by individual Service Users who are provided with a service. (Note: the number of placement nights funded per annum is calculated by multiplying the number of funded places by the nights per annum.)
						NA
Relates to Item 7.1 of the Service Agreement						

Service User Code	Service Type Code	Throughput Measure	
U2289	T208	**IS133**	Number of existing Service Users
U2289	T208	**IS145**	Number of Service Users who have exited from the service
U2289	T208	**IS147**	Number of Service Users that received a service
U2289	T208	**IS209**	Number of Service Users with Placement Agreements
U2289	T208	**IS210**	Number of Service Users with Education Support Plans
U2289	T208	**IS211**	Number of Service Users with Cultural Support Plans
U2289	T208	**IS212**	Number of Service Users receiving therapeutic or behaviour support from Evolve Therapeutic Services during the period
U2289	T208	**IS213**	Number of Service Users over 15 years with Transition from Care Plans
U2289	T208	**IS216**	Number of Service Users with unplanned moves
U2289	T208	**IS255**	Number of new Service Users
Service User Code	**Service Type Code**	**Demographic Data**	
U2289	T208	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander

U2289	T208	**IS39**	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
U2289	T208	**IS205**	Number of female Service Users
			Or Number of male Service Users
U2289	T208	**IS207**	Number of Service Users over 15 years
Service User Code	**Service Type Code**	**Outcome Measure**	
Under the current child protection service delivery framework, where the department retains case management responsibility for statutory Service Users, the department is committed to measuring outcomes for Service Users of placement services based on child strengths and needs domains using a Structured Decision Making (SDM) tool and any other outcomes identified by the Child and Family Services Performance Management Framework. NGOs will be held accountable for Service User outcomes consistent with NGO casework and support provided to Service Users in accordance with departmental case plans.			
Service User Code	**Service Type Code**	**Other Measure**	
U2289	T208	**IS130**	Average cost per place per annum
U2289	T208	**IS214**	Number of direct care workers
U2289	T208	**IS215**	Number of Aboriginal and/or Torres Strait Islander direct care workers

U2289	T208	**IS247**	Number of hours of services delivered
U2289	T208	**GM16**	What significant achievements or factors have impacted on the quality of service delivery during the reporting period

U2296 - Young people, aged 12 to under 16 years requiring intensive non-family based care in a therapeutic living environment, who have been assessed as having a complex or extreme level of support needs						
Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			**Relates to Item 7.1 of the Service Agreement**	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U2296	T209	**A02.4.02** Out of home care placement and post-placement supervision	Number of placement nights	NA	**A02.4.02**	Number of placement nights - the spaces occupied by individual Service Users who are provided with a service. (Note: the number of placement nights funded per annum is calculated by multiplying the number of

						funded places by the nights per annum.)
						NA

Relates to Item 7.1 of the Service Agreement

Service User Code	Service Type Code	Throughput Measure	
U2296	T209	**IS133**	Number of existing Service Users
U2296	T209	**IS145**	Number of Service Users who have exited from the service
U2296	T209	**IS147**	Number of Service Users that received a service
U2296	T209	**IS209**	Number of Service Users with Placement Agreements
U2296	T209	**IS210**	Number of Service Users with Education Support Plans
U2296	T209	**IS211**	Number of Service Users with Cultural Support Plans
U2296	T209	**IS212**	Number of Service Users receiving therapeutic or behaviour support from Evolve Therapeutic Services during the period
U2296	T209	**IS213**	Number of Service Users over 15 years with Transition from Care Plans
U2296	T209	**IS216**	Number of Service Users with unplanned moves

U2296	T209	**IS255**	Number of new Service Users
U2296	T209	**IS133**	Number of existing Service Users
U2296	T209	**IS145**	Number of Service Users who have exited from the service
U2296	T209	**IS147**	Number of Service Users that received a service
U2296	T209	**IS209**	Number of Service Users with Placement Agreements
U2296	T209	**IS210**	Number of Service Users with Education Support Plans
U2296	T209	**IS211**	Number of Service Users with Cultural Support Plans
U2296	T209	**IS212**	Number of Service Users receiving therapeutic or behaviour support from Evolve Therapeutic Services during the period
U2296	T209	**IS213**	Number of Service Users over 15 years with Transition from Care Plans
U2296	T209	**IS216**	Number of Service Users with unplanned moves
U2296	T209	**IS255**	Number of new Service Users
Service User Code	**Service Type Code**	**Demographic Data**	
U2296	T209	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander

U2296	T209	**IS39**	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
U2296	T209	**IS205**	Number of female Service Users
			Or Number of male Service Users
U2296	T209	**IS207**	Number of Service Users over 15 years
U2296	T209	**IS208**	Number of Service Users under 12 years
Service User Code	**Service Type Code**	**Outcome Measure**	
Under the current child protection service delivery framework, where the department retains case management responsibility for statutory Service Users, the department is committed to measuring outcomes for Service Users of placement services based on child strengths and needs domains using a Structured Decision Making (SDM) tool and any other outcomes identified by the Child and Family Services Performance Management Framework. NGOs will be held accountable for Service User outcomes consistent with NGO casework and support provided to Service Users in accordance with departmental case plans.			
Service User Code	**Service Type Code**	**Other Measure**	
U2296	T209	**IS130**	Average cost per place per annum
U2296	T209	**IS214**	Number of direct care workers

U2296	T209	**IS215**	Number of Aboriginal and/or Torres Strait Islander direct care workers
U2296	T209	**GM16**	What significant achievements or factors have impacted on the quality-of-service delivery during the reporting period.
U2296	T209	**IS70**	Multi-purpose additional output data collection

U2307 - Young people, aged 12 to under 18 years requiring non-family-based care, who have been assessed as having moderate, high, complex or extreme levels of support needs						
Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			**Relates to Item 7.1 of the Service Agreement**	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U2307	T206	**A02.4.02** Out of home care placement and post-placement supervision	Number of placement nights	NA	**A02.4.02**	Number of placement nights - the spaces occupied by individual Service Users who are provided with a service. (Note: the number of placement nights funded per annum is calculated by multiplying the number of

						funded places by the nights per annum.)
						NA

Relates to Item 7.1 of the Service Agreement

Service User Code	Service Type Code	Throughput Measure	
U2307	T206	**IS133**	Number of existing Service Users
U2307	T206	**IS145**	Number of Service Users who have exited from the service
U2307	T206	**IS147**	Number of Service Users that received a service
U2307	T206	**IS209**	Number of Service Users with Placement Agreements
U2307	T206	**IS210**	Number of Service Users with Education Support Plans
U2307	T206	**IS211**	Number of Service Users with Cultural Support Plans
U2307	T206	**IS212**	Number of Service Users receiving therapeutic or behaviour support from Evolve Therapeutic Services during the period
U2307	T206	**IS213**	Number of Service Users over 15 years with Transition from Care Plans
U2307	T206	**IS216**	Number of Service Users with unplanned moves

U2307	T206	**IS255**	Number of new Service Users
Service User Code	**Service Type Code**	**Demographic Data**	
U2307	T206	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U2307	T206	**IS39**	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
U2307	T206	**IS205**	Number of female Service Users
			Or Number of male Service Users
U2307	T206	**IS207**	Number of Service Users over 15 years
U2307	T206	**IS208**	Number of Service Users under 12 years
Service User Code	**Service Type Code**	**Outcome Measure**	
Under the current child protection service delivery framework, where the department retains case management responsibility for statutory Service Users, the department is committed to measuring outcomes for Service Users of placement services based on child strengths and needs domains using a Structured Decision Making (SDM) tool and any other outcomes identified by the Child and Family Services Performance Management Framework. NGOs will be held accountable for Service User outcomes consistent with NGO casework and support provided to Service Users in accordance with departmental case plans.			

Service User Code	Service Type Code	Other Measure	
U2307	T206	**IS130**	Average cost per place per annum
U2307	T206	**IS214**	Number of direct care workers
U2307	T206	**IS215**	Number of Aboriginal and/or Torres Strait Islander direct care workers
U2307	T206	**GM16**	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U2307	T206	**IS70**	Multi-purpose additional output data collection

11. Contact Information

For further information regarding this investment specification, please contact your nearest service centre, details of which can be found at:

https://www.families.qld.gov.au/contact-us/department-contacts/child-family-contacts/regional-offices

For information regarding current funding opportunities at the Department of Families, Seniors, Disability Services and Child Safety please go to https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment

12. Other funding and supporting documents

Investment Specifications:

1. Child protection (support services)
2. Child protection (placement services)
3. Families
4. Domestic and family violence
5. Individuals
6. Young people
7. Community
8. Service system support and development
9. Sexual violence and women's support service

Output funding and reporting

Outputs & Performance Measures Catalogue Version 3

Human Services Quality Framework (HSQF)

IS70 Report Template – Flexible Support

Please make sure any information provided regarding Service Users is de-identified. Keep word length to 250 words.

Reporting period insert start date to insert end date

Outcome measure:

The establishment of flexible support and its success in meeting the needs of carers will be measured utilizing the department's Care Services Outcomes Framework. The method for providing flexible support will be specific and based on the actual needs of carers, however, it will be focused and measured on the achievement of better outcomes for children and young people consistent with the framework.

What was the assessed need identified within carer household that required a flexible support approach / intervention?	*What activities/action has the service implemented to meet support needs of the carer?*	*Impact - How did the activity/action contribute to ensuring / maintaining placement stability for children and young people?*	*How does this contribute to the Care Services Outcomes Framework?*
(e.g. pressure points/challenges faced by the carer household that required supplementary assistance)	*(e.g. specific programs, intervention techniques, key partnerships, approaches)*	*(e.g. what improvements / achievements have been identified that can be attributed to the implementation of the flexible support?*	*(e.g. what domain within the Care Services Outcomes Framework does the support provided apply to?)*

Supplementary qualitative evidence to outcome measure:

IS70 Report Template – Multi-purpose additional output data collection

Please make sure any information provided regarding Service Users is de-identified. Keep word length to 250 words.

Reporting period insert start date to insert end date

Supplementary qualitative evidence: