

# Child Safety POLICY

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**Title:** Complex Support Needs Allowance

**Policy No:** 612-4

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## Policy Statement:

The Department of Families, Seniors, Disability Services and Child Safety (Child Safety) will provide the Complex Support Needs Allowance (CSNA) to assist eligible carers meet the direct and indirect costs of caring for children and young people assessed as having complex and extreme support needs. The CSNA may also be provided to eligible carers when care costs regularly exceed the scope of the fortnightly caring allowance and High Support Needs Allowance (HSNA).

The safe care and connection of Aboriginal and Torres Strait Islander children with family, community, culture and country will be a key consideration when undertaking intervention with Aboriginal or Torres Strait Islander children and families.

Child Safety is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Child Safety has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

The CSNA will be indexed on 1 January each year in line with published annual Brisbane consumer price index (CPI) for September the year before. The Brisbane CPI is published by the Australian Bureau of Statistics.

## Principles:

- The safety, wellbeing and best interests of the child or young person are paramount *Child Protection Act 1999* (the Act), section 5(1));
- The continuity of care for a child will be maintained through care arrangements with the same respite carer whenever possible;
- Children and young people in care will receive a quality of care that is consistent with the Charter of Rights for a Child in Care (the Act, Schedule 1) and the Statement of Standards (the Act, section 122);
- Approved carers and guardians have the right to receive support that will contribute to a safe and therapeutic care environment being provided to meet the needs of children and young people (the Act, section 7(h));
- Approved carers are volunteers who care for children and young people subject to statutory child protection intervention in the carer's own home without expectation of remuneration;
- Approved carers and guardians are entitled to financial assistance, paid in the form of

allowances, as reimbursement towards the direct and additional indirect financial costs of responding to the care needs of children and young people placed in their care; For a child currently subject to an order granting long-term guardianship to a suitable person or a permanent care order, Child Safety acknowledges that the full needs of the child may not be evident or anticipated prior to the making of the order;

- The level of financial assistance provided is based on the child or young person's needs and the associated costs to carers and guardians;
- For a child or young person currently subject to an order granting long-term guardianship to a suitable person or a permanent care order, Child Safety acknowledges that the full needs of the child or young person may not be evident or anticipated prior to the making of the order;
- Child Safety staff will act and make decisions in a way that is compatible with human rights and obligations under the *Human Rights Act 2019*; and
- The five elements of the child placement principle (prevention, partnership, placement, participation and connection) under section 5C of the Act, apply to processes, decisions and actions taken for an Aboriginal or Torres Strait Islander child.

### **Objectives:**

The purpose of CSNA is to respond to and meet the needs of children and young people assessed as having complex and extreme support needs, and thereby promote improved outcomes for children and young people both throughout and following their care arrangement.

CSNA may also be used to provide financial assistance to carers and guardians so that children and young people's needs are met in a timely and effective manner.

CSNA will be used to provide efficient financial assistance to carers and guardians by supporting them to meet significant and predictable care costs through an allowance rather than individualised reimbursements.

### **Scope:**

CSNA may be provided to approved foster and kinship carers, provisionally approved carers, long term guardians and permanent guardians.

CSNA is not an income for providing care. The allowance is provided in expectation of the expenditure necessary to meet both the ongoing direct and additional indirect costs of the care arrangement. Persons in receipt of the allowance do not need to provide receipts or acquittal of expenditure.

CSNA applied for the care of a young person will cease when they are 18 years old.

CSNA cannot be provided to meet costs that are covered by other payments and schemes, for example, costs paid by the National Disability Insurance Scheme (NDIS). CSNA should not be refused or withdrawn until it is confirmed the NDIS plan is in place and meeting costs.

Receipt of CSNA does not preclude carers from receiving additional financial assistance through child related costs for specific approved purposes, where the costs exceed the level of the allowances.

CSNA is not subject to tax and is not to be cited as income for any purpose, including yearly tax returns, applications for Commonwealth benefits, or when applying for loans from financial institutions.

Criteria for applying CSNA and what the allowance it is to cover are detailed in the Complex Support Needs Procedure.

## Eligibility

CSNA may be provided to approved foster and kinship carers, provisionally approved carers, long term guardians and permanent guardians who are caring for a child who is assessed as having complex support needs as per the assessment process in the complex support needs allowance (612) procedure and who is subject to:

- a signed assessment or child protection care agreement;
- an assessment order granting custody to the chief executive;
- a child protection order granting custody or guardianship to the chief executive;
- a long-term guardianship order to a suitable person;
- permanent care order; or
- an adoption care agreement; or where one of the child's parents has consented to adoption or the need for consent has been dispensed.

The CSNA is not subject to tax and is not to be cited as income for any purpose, including yearly tax returns, applications for Commonwealth benefits, or when applying for loans from financial institutions.

## Roles and Responsibilities:

The procedures which give effect to this policy are contained in the Complex Support Needs Allowance procedure and the Child Safety Practice Manual.

## Authority:

*Child Protection Act 1999*

*Adoption Act 2009*

*Child Protection Regulation 2023*

*Financial Accountability Act 2009*

## Delegations:

Refer to instruments of delegation for information on delegations for decision-making under the *Child Protection Act 1999*.

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**Date to be reviewed:** 6 December 2026

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**Office:** Investment and Commissioning  
**Help Contact:** Tertiary Care and Support

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### **Links:**

#### **Procedures**

Complex support needs allowance (612)  
Child Safety Practice Manual  
Child Related Costs – Carer support (645-5)  
Child Related Costs – Child and Young Person Support (645-4)  
Child Related Costs – Education and Child Care Support (645-2)  
Child Related Costs – Health and Wellbeing (645-1)  
Child Related Costs Travel (645-3)

#### **Related policies**

Case planning (263)  
Child Related costs – Placement funding (628)  
Child Related costs – Placement support funding (629)  
Dual payment of carer allowances (289)  
Expenses – Fortnightly caring allowance and inter-state foster payments (365)  
High support needs allowance (296)  
Supporting children in the care of long-term guardians (607)

#### **Related Legislation or Standard**

*Child Protection Act 1999*  
*Human Rights Act 2019*  
*Child Protection Regulation 2023*  
*Financial Accountability Act 2009*  
*Adoption Act 2009*

Statement of Commitment between the Department of Children, Youth Justice and Multicultural Affairs and the foster and kinship carers of Queensland.

**Rescinded Policies**

612-4 Complex Support Needs Allowance

400-1 Complex support needs allowance – Funded Specialist Foster Care Services

598 Child Related Costs – Client support and family contact

599 Child Related Costs – Education support

608 Child Related Costs – Long-term guardian support

596 Child Related Costs – Medical

600 Child Related Costs – Outfitting

595 Child Related Costs – Travel

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