

## Exhibit 82

Last sentence on page 8 and pages 9 and 10 are under a not for publication order.

Commissioner  
QCPCI  
17/10/2012

QCPCI

Date: 16.10.2012

Exhibit number: 82

# OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE

CSSC BASED OPERATIONAL CLIENT DATA				
CCRS	2009	2010	2011	2012 (to date)
Total number of Child Concern Reports	Average 43 per month	Average 77 per month	Average 48 per month	Not available at time of report
Investigation and assessment (I&A) Total I & As for period: Joint Mount Isa/Gulf 24 hours/5 days/10 days	2009	2010	2011	2012 (to date)
	322 (143 Gulf, 179 Mount Isa)	251	263	267
	Average 6.19 per week	Average 4.82 per week	Average 5.05 per week	Average 7.41 per week
I & As as a % for response times: 01 Jan-30 Sept 2012: I & As- 18% (24 hour response), 30% (five days), 52% (10 days)				
Child I & As SUB CINOP for period (Children %)	564 children (total) – 22% Sub CINOP	451 children (total) 31% Sub CINOP	533 children (total) 29% Sub CINOP	519 children total 14% Sub CINOP
Gulf & Mount Isa CSSCs	2009	2010	2011	2102
Age of children as a % within the I & As				
Unborn	.34%	.20%	.365%	1.18%
Under 4	10.35%	25%	31.56%	34.45%
4 to under 10	32.45%	34.16%	34.86%	34.89%
10-15	27.73%	25%	24.27%	23.64%
15+	29.11%	15.62%	8.57%	5.91%
Average length of time to complete an I & A, and are we meeting timeframes overall	Over the last 12 months the combined Gulf/Mount Isa I&A team has had no more than 5 matters open longer than 2 months (Sept 12 – 1) Majority of 24Hours commenced in timeframe			
Themes: Risk of harm types identified in I & A (eg DV, neglect, physical harm)	2012 – Physical Harm – Neglect			
	2011 – Risk Physical Harm – Neglect; Risk of Physical Harm			
	2010 – Risk Physical – Neglect; Emotional Harm			
How many children entered care in each year from: Mornington Island (note orders through/by Children's Court only)	2009 – Risk Physical Harm – Neglect; Risk of Physical Harm			
	2009	2010	2011	2012 (to date)
	1	2- one sibling group	4- two sibling groups	2
Doomadgee Other Gulf location	13 (four sibling groups)	7- one sibling group	0	3
	1 (Normanton)	7- five sibling groups	1	0
	30 June 2009	30 June 2010	30 June 2011	31 March 2012
Average Caseloads	16.5	16.0	22.5	17.9
Mount Isa CSSC	27.6	14.4	17.5	17.3
Gulf CSSC				

OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE

Ongoing Intervention (total numbers) (Gulf CSSC)	As at July 2009	As at July 2010	As at July 2011	As at Sept 2012 (to date)
IPAs	15	17	26	14
Orders- Short Term	97	73	65	52
Orders- Long term	14 CE - 2 Other	9 CE - 2 Other	15 CE - 2 Other	21 CE - 9 Other
Gulf CSSC- Physical location (%) of children under ongoing intervention:				
- Mornington Island 16%				
- Doomadgee 23%				
- Normanton 17%				
- Mount Isa 34%				
53 children (55%) live in their community of origin (Doomadgee/Mornington Island/Normanton)				
Children reunified	2012 (to date)			
Doomadgee	3			
Mornington Island	5			

Ongoing Intervention (total numbers)	As at July 2009	As at July 2010	As at July 2011	As at Sept 2012 (to date)
(Mount Isa CSSC)				
IPAs	24	21	40	15
Orders- Short Term	76	95	84	58
Orders- Long term	19 CE - 9 Other	20 CE - 11 Other	20 CE - 15 Other	21 CE- 22 Other
Children reunified	2012 (to date)			
	14			

OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE

Mount Isa and Gulf CSSC Establishment (position, level, number, Indigenous status)

Gulf Child Safety Service Centre					Mount Isa Child Safety Service Centre				
Position	Level	Number	Aboriginal		Position	Level	Number	Aboriginal	
Manager	AO8	1	0		Manager	AO8	1	1	
Senior Practitioner	PO5	1	1		Senior Practitioner	PO5	1	Nil	
Team Leader	PO5	3	1 (I & A TL)		Team Leader	PO5	3	Nil	
Court Coordinator	PO4	1	Nil		Court Coordinator	PO4	1	Nil	
Business Support Officer	AO5	1	Nil		Business Support Officer	AO5	1	Nil	
Family Group Meeting Convenor	AO5	1	Nil		Family Group Meeting Convenor	AO5	1	1	
Child Safety Support Officer	AO4	6	6		Child Safety Support Officer	AO2/3/4	1/1/1	2	
Info & Admin Officer	AO3	1	Nil		Info & Admin Officer	AO3	1	Nil	
Child Safety Officer	PO2/3	8 (2 PO3)	Nil		Child Safety Officer	PO2/3	10	2	
Administration Officer	AO2	1	Nil		Administration Officer	AO2	2	1	
					Records Officer	AO3	1	Nil	
					SCAN Team Coordinator	PO3	.5	Nil	
					SCAN Admin Officer	AO3	.5	1	

Human Resource Information- Gulf CSSC	
What is the average length of time current CSOs in Gulf CSSC have been employed in the CSO role	Average – 2.7years Min 1 year Max 6.5 years
What is the average length of time CSOs and Team Leaders have spent in the human services field overall	Average – 10 years Min 1.5 years Max 29 Years Team Leaders (9 years, 12 years, 23 years)
What is the average length of time that our CSSOs have been employed in the CSO role	Average – 6.875 years Min 1 year, max 7.5 years
What are the professional qualifications of the existing CSOs, Team Leaders, Senior Practitioner, and Court Coordinator	CSO's: <ul style="list-style-type: none"> <li>• Bachelor of Arts - Psychology</li> <li>• Bachelor of Social Work</li> <li>• Bachelor of Psychology – Indigenous</li> <li>• Masters of Science Human Resource Management</li> <li>• Diploma in Nursing</li> <li>• Bachelor of Arts – Philosophy (Honours)</li> <li>• Bachelor of Social Science</li> <li>• Diploma in Human Studies</li> <li>• Diploma in Counselling</li> <li>• Bachelor of Arts – Psychology</li> <li>• Bachelor of Arts</li> <li>• Diploma of Teaching</li> <li>• Bachelor of Human Services</li> <li>• Bachelor of Science – Psychology</li> </ul> Team Leaders: <ul style="list-style-type: none"> <li>• Bachelor of Social Work</li> <li>• NZASW Competency Cert</li> <li>• NZASW: Competency Re-cert, 2009 (NZ Assoc. Social Work)</li> <li>• Diploma of Management</li> <li>• Bachelor of Social Science</li> <li>• Postgraduate certificate of child protection practice</li> <li>• Bachelor of Social Science – Indigenous Australia Studies</li> </ul>

What is the total number of staffing days spent in communities each year (excluding CSSOs based in the two communities)	<b>Senior Practitioner:</b> <ul style="list-style-type: none"> <li>• Bachelor of Social Science</li> <li>• Post Graduate certificate in Child Protection.</li> </ul> <b>Court Coordinator:</b> <ul style="list-style-type: none"> <li>• Bachelor or Arts and Bachelor Laws</li> </ul>			
	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
	152	338	344	196
Doomadgee	63	163	97	156
Mornington Island	57	92	136	109
Normanton				

#### Doomadgee

Ol case work average 4 days per month per 3 CSOs – total work time 12 days per month  
 TL supervision average 4 days per month (rotated between CSOs)  
 CSSO average 4 days per month  
 I&A when needed

#### Mornington Island

Ol case work average 4 days per month per 2 CSOs – total work time 8 days per month  
 TL supervision 2 days per month.  
 CSSO lives permanently on Mornington Island (when position is filled)

#### Normanton

Ol case work average 4 days per month for 1 CSO – total work time 4 days per month  
 TL supervision 2 days per month.  
 CSSO lives permanently in the community.

# OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE

Human Resource Information- Mount Isa CSSC	
What is the average length of time current CSOs in Mount Isa CSSC have been employed in the CSO role	Avg: 5.2 years Min: 1 Max: 10
What is the average length of time CSOs and Team Leaders have spent in the human services field overall	Avg: 11.6 years Min: 1 Max: 30
What is the average length of time that CSSOs have been employed in the CSSO role	3 years
What are the professional qualifications of the existing CSOs, Team Leaders, Senior Practitioner, and Court Coordinator	<p>CSO:</p> <ul style="list-style-type: none"> <li>• Bachelor of Justice</li> <li>• Bachelor Human Services</li> <li>• Bachelor of Education</li> <li>• Bachelor Psychology</li> <li>• Bachelor of Law</li> <li>• Bachelor of Health science</li> <li>• Bachelor of Community welfare</li> <li>• Graduate Certificate of Child Protection</li> <li>• Bachelor of Social work</li> <li>• Bachelor of social science</li> </ul> <p>Team Leaders:</p> <ul style="list-style-type: none"> <li>• Bachelor of Human services</li> <li>• Bachelor of Social Science</li> <li>• Bachelor of Education</li> <li>• Bachelor of Social work</li> </ul> <p>Senior Practitioner</p> <ul style="list-style-type: none"> <li>• Diploma of Social Work/ Bachelor of Social Science/ Masters of Counselling</li> </ul> <p>Court Coordinator</p> <ul style="list-style-type: none"> <li>• Bachelor of Laws</li> </ul>

Census data Gulf CSSC

Census data 2011				
Population Doomadgee	Population Mornington Island	Population Normanton	Population Burketown	Population Carpentaria-Burke-Mornington
1257	1257	1468	201	5031
1168 (Indigenous)	1005 (Indigenous)	697 (Indigenous)	85 (Indigenous)	3093 (Indigenous)
Median Age Doomadgee	Median Age Mornington Island	Median Age Normanton	Median Age Burketown	Median Age Carpentaria-Burke-Mornington
20 (Indigenous)	21 (Indigenous)	29 (Indigenous)	33	23 (Indigenous)



## Practice Examples

### Narrative on some of the work that Intake and Assessment team does

The I&A team is lead by a team leader who identifies as being Aboriginal, the team is committed and actively works to preventing children and young people from entering the child protection system as much as possible and has processes in place at the front line of the child protection continuum to achieve this. For example:

- **Family based arrangements.** This usually involves the child or young person being placed with extended family members whilst the parents are provided with the opportunity to address the child protection concerns. These family arranged placements are meant to be short term to medium term which generally exists for up approximately three (3) months. In certain cases, these family arrangements become long term and remain in place for a considerably longer period of time.
- **Voluntary Care Agreements, TAOs, TCOs and CAOs** to ensure that vulnerable children and young people are able to be placed in out of home care whilst further assessments are able to be made regarding the parents' willingness and ability to protect.

**OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE**

- The Recognised Entity is routinely consulted in assessments of whether a relative can be considered a parent under section 11 of the CPA.
- Without this section of the Act (11), the department may not be able to place children with relatives who are not approved carers which may result in a larger number of children being removed from their communities.

### **Youth Initiative Team: Mount Isa & Gulf Child Safety Service Centres joint initiative.**

- The Youth Initiative Team (YI Team) was formed as a joint team between service centres in August 2010.
- The YI Team targets our most complex needs young people.
- These include dual order clients, self placing vulnerable young people, high engagement of Volatile Substance Misuse clients, and Complex Needs placements (previous Transitional Placement Packages TPPs).
- The YI Team has a Team Leader, three CSOs – 1 x PO3 and 2 x PO2s, and one CSSO (AO4).
- Lower case loads – average case load of 16 enabling workers to provide intensive case work to complex needs young people.
- The YI Team case workers have been in the team for an average of 11 months.

#### **Strategies developed and implemented include:**

- One entry point for Youth Justice
- Participation on Youth Justice Project 200 – targeting young people with high number of offences and providing collaborative intensive intervention with services to reduce recidivism
- Consistency with court processes eg Information provided to police and legal representatives developing awareness of Child Safety role, and building and maintaining positive working relationships
- Stability of team provides consistency for young people and their families
- Regular meetings with stakeholders to develop and maintain effective communication and collaborative working relationships to achieve positive outcomes for young people
- Regular complex case clinics for case planning and ongoing intervention with specialists eg Disability Services, CYMHs, educational facilities, Forensic Mental Health, Youth Justice
- Case plans developed with young person central to services, collaboration, communication

## **OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE**

- Participation in stakeholder meetings eg: MISIMAG, Youth Alliance Integrated Case Management Group, Centacare Reconnect Program.

### **Outcomes**

- 13 complex needs placements (Complex and Extreme Needs Placements) in May 2011 reduced to 1 in October 2012.
- Young person having been in a highly expensive residential model of care with 24hour youth worker support for a period of 2 years transitioned to a Semi Independent Living (SIL) unit, and further transitioned to a Department of Housing unit at the age of 18 years.
- Two highly complex young persons successfully reunified with family after a period of 2 years in complex needs placement through engagement with Centacare Reconnect Program.
- Transition from Care plans active for all young people.
- Reduced number of young people being placed in expensive models of care due to engaging with extended family and supporting them to provide care for their young people through engagement with community services.
- Young people re-engaging with education through Bridge Program and Flexi Learning Centre.

### **Practice: Detention of young people**

**How many CYP are in detention at the moment and what is the reason for them being remanded (ie no placement, bail being objected etc)**

- 1 child for Gulf CSSC remanded in custody in Cleveland Detention Centre Townsville. YP remanded for further assessment as to his capacity to plea.

**Practice: Young People requiring housing or semi independent living (SILs)**

- Gulf & Mount Isa CSSCs have access to two 2 SILs units in Mount Isa which are currently both full.
- 1 x Mount Isa client & 1 x Gulf client. These clients are expected to be in the units for the next 18 months.
- Currently within Mount Isa there are four young persons who would meet the criteria for the SILs unit and four young persons who will be turning 16 years old within the next 12 to 18 months who would also meet the criteria.
- Many families across both Gulf and Mount Isa are on housing waiting lists.
- All young persons with Transition from Care plans will have an application to housing submitted when applicable at the age of 16 years and Centrelink Youth Allowance is established
- Young persons are also placed on the YHARS waiting list managed by Young People Ahead (YPA) in Mount Isa.

**Stakeholders**

Youth Justice	Young People Ahead	Ngurri Ngurri Womens Shelter	Pathways Residential
Future for Kids	GenX	CVMHS	Youth Forensic Mental Health Services
Centacare	Department of Housing	Police	Disability Services
Bridge Program	Flexi Learning Centre	Nawamba Recognised Entity	RAATSICC
Uniting Care	DATSIMA	ATODS	ACT for Kids
Mission Australia	Save the Children	Medicare local	Education Queensland