

# **Child Protection (Placement Services)**

## **Investment Specification**

Version: 2.1

Date: Effective October 2018

# Contents

<b>1. Introduction.....</b>	<b>3</b>
1.1 Purpose of the investment specification .....	3
<b>Investment Domains Guideline.....</b>	<b>3</b>
<b>2. Funding intent .....</b>	<b>3</b>
2.1 Context .....	4
<b>3. Investment logic .....</b>	<b>5</b>
<b>4. Service delivery overview.....</b>	<b>5</b>
4.1. Description of service type .....	5
<b>5. Service delivery requirements for all services.....</b>	<b>6</b>
5.1 General information for all services .....	6
<b>6. Service delivery requirements for all Service Users .....</b>	<b>9</b>
6.1 Service User definition.....	9
<b>7. Service delivery requirements for specific Service Users .....</b>	<b>10</b>
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) .....	10
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) .....	11
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).....	11
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) .....	12
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).....	12
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).....	13
<b>8. Service delivery requirements for specific service types.....</b>	<b>13</b>
8.1 Placement Services — Foster and Kinship Care (T204).....	13
8.2 Placement Services — Intensive Foster Care (T205).....	15
8.3 Placement Services — Residential Care (T206) .....	16
8.4 Placement Services — Safe Houses (T207).....	17
8.5 Placement Services — Supported Independent Living (T208) .....	18
8.6 Placement Services — Therapeutic Residential Care (T209).....	20
<b>9. Service modes.....</b>	<b>21</b>
<b>10. Deliverables and performance measures .....</b>	<b>22</b>
<b>11. Contact information .....</b>	<b>35</b>
<b>12. Other funding and supporting documents.....</b>	<b>35</b>
<b>IS70 Report Template – Flexible Support.....</b>	<b>36</b>

# 1. Introduction

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

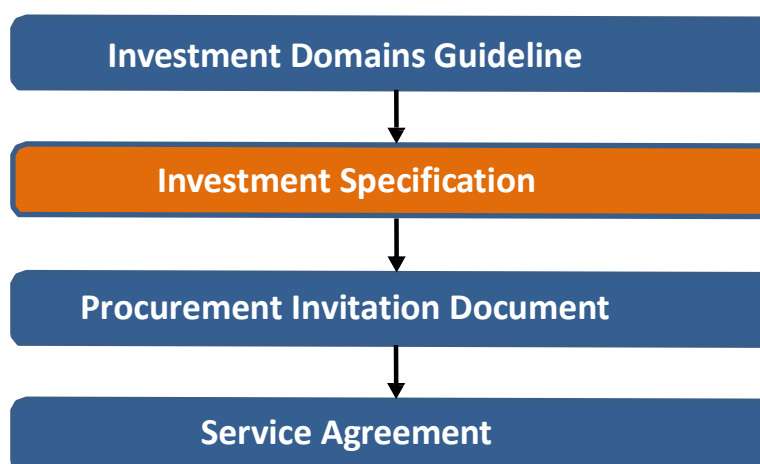
## 1.1 Purpose of the investment specification

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 that are funded under the Child Protection (Placement Services) funding area.

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

Investment specifications form part of a hierarchy of funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 12 for more information and links to the investment domains guideline and other associated documents.

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 investment domains guideline, procurement invitation document (new funding), and service agreement for organisations that are 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](#) (the Act), Child Safety policies, the [Child Safety Practice Manual](#) and individual case-plans for Service Users subject to a statutory intervention.

Core principles of the Act (which are embodied in policies and practice) in relation to child protection are:

- the safety, wellbeing and best interests of the child are paramount
- the preferred way of ensuring a child's safety and wellbeing is through support of the child's family

- intervention is not to exceed the level necessary to protect the child
- families are able to participate in planning and decision making for children
- children and families have a right to information
- services are to be culturally appropriate
- coordination, consultation and collaboration with families, other professionals, agencies and the community
- accountability of the department.

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
- cultural identity/connections
- social and community connections
- life skills
- stable and secure living arrangements
- education and employment opportunities
- access to services
- and reduced involvement with the criminal justice system.

Investment under the Child Protection (Placement Services) funding area contributes to outcome measures aligned across the department-wide investment domains of Safe, Resilient and Capable.

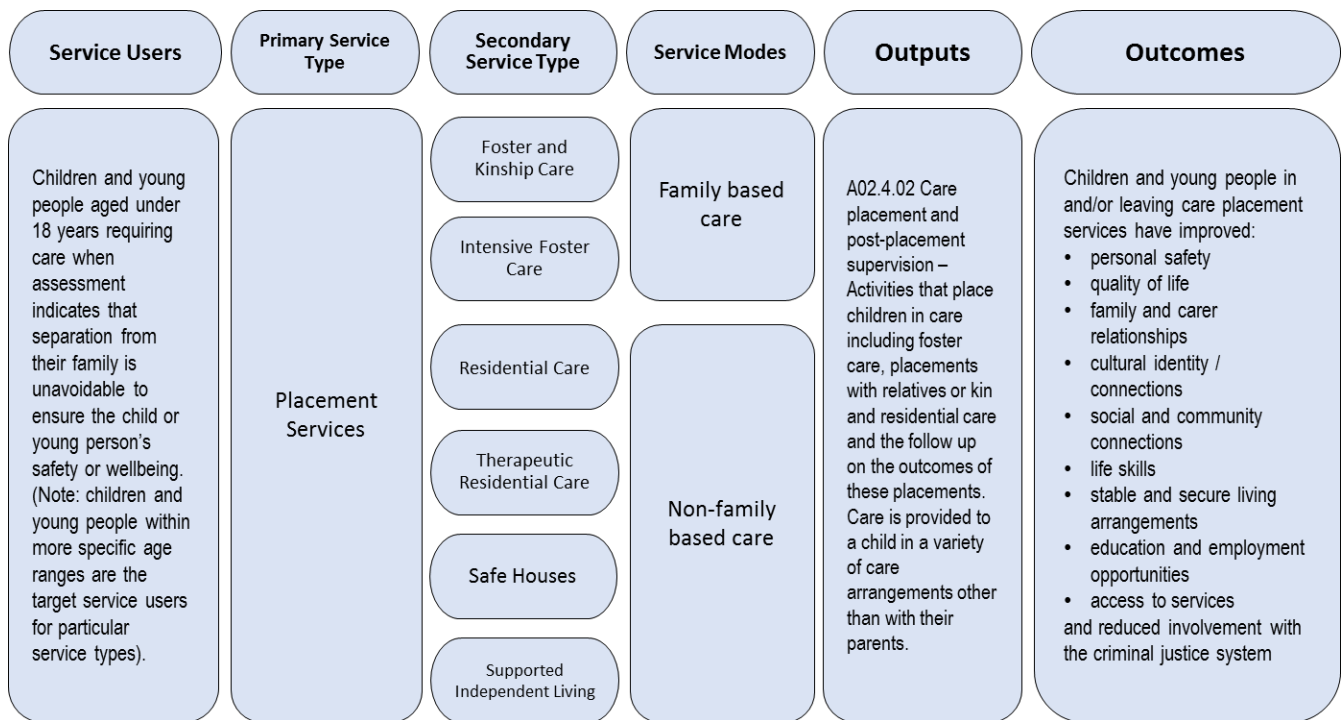
## 2.1 Context

The future of the child protection system in Queensland will be 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](#) provides a response to each of the report recommendations, including a number of recommendations which will impact directly or indirectly on care placement services.

The system will also be shaped by recommendations from the Care Services Investment Reform Initiative, [Our Way: A generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037](#) and [Changing Tracks: An action plan for Aboriginal and Torres Strait Islander children and families 2017-2019](#).

### 3. Investment logic



### 4. Service delivery overview

In Queensland, the child protection service delivery framework is that the department retains case management responsibility for statutory Service Users while NGOs and government partners deliver casework and support for Service Users in accordance with 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 including efficiency, effectiveness, and economy; and to reduce the stigma attached to government intervention in the lives of children 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.

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 that 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 (Placements) funding area. This is not an exhaustive list; the department may from time to time update this investment specification in response to evidence and changing needs to invest in additional service delivery responses, or different combinations of responses. Please refer to the most up to date version of this investment specification (refer to Section 12 for web links).

<b>Service Users</b>	<b>Service types</b>
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 services

### 5.1 General information for all services

Services under Child Protection (Placement Services) must comply with the relevant statements under the headings of “Requirements” as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the headings of “Considerations”.

Requirements for all services are outlined in Sections 5.1.1 and 5.1.2. Service delivery requirements for all Service Users are outlined in Section 6. Service delivery requirements for specific Service Users and service types are outlined in Sections 7 and 8 below.

#### 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 [Child Protection Act 1999](#), including care service licensing provisions to ensure quality care that is consistent with the Charter of Rights of a Child in Care and the Statement of Standards.

Placement services must also comply with relevant Child Safety policies, procedures, program descriptions and any related guidelines, as amended from time to time, and as set out in various documents as follows.

Departmental policies and procedures including:

- [Placement of children in care as part of an integrated child protection response 578](#)
- [Decisions about Aboriginal and Torres Strait Islander children and young people 641-1](#)
- [Responding to concerns about the standards of care 326](#)
- [Positive behaviour support 604](#)
- [Child Safety Practice Manual - Chapter 5. Children in out-of-home care](#)
- [Child Safety Practice Manual - Chapter 9. Standards of care](#)
- [Child Safety Practice Manual – Chapter 10.1 Decision-making about Aboriginal and Torres Strait Islander children and young people](#)
- [Reporting missing children: Guidelines for approved carers and care services](#)
- [Non-government service provider Basic Recordkeeping Guide](#)
- The principles identified in the [Placement of children in care as part of an integrated child protection response 578](#) that underpin Child Safety decision-making in relation to placements and to which all placement services must be committed and responsive within the context of the departmental case plan, are:
  - the safety and wellbeing and best interests of the child are paramount
  - in deciding whose care the child should be placed, proper consideration must be given to placing the child, as a first option, with kin
  - in deciding whose care an Aboriginal or Torres Strait Islander should be placed, order of priority will be given to:
    - a member of the child's family group
    - a member of the child's community or language group
    - another Aboriginal person or Torres Strait Islander person who is compatible with the child's community or language group
    - another Aboriginal person or Torres Strait Islander person
    - a person who lives near the child's family, community or language group and has a demonstrated capacity for ensuring the child's continuity of connection to kin, country and culture.
  - placement and support responses should take into account the age and developmental level of the child or young person and their cultural needs. Family based options are preferred for children under 12 years of age
  - the child should be kept informed of matters affecting him or her in a way and to an extent that is appropriate, having regard to the child's age and ability to understand
  - the child must have the opportunity to participate in making decisions affecting their lives and the views of the child (taking into account the child's age or ability to understand) are recorded and considered
  - the child's parents and kin are to be given the opportunity to participate in decision-making about the child and to have their views heard
  - an Aboriginal or Torres Strait Islander child and their family must be given the opportunity to participate in significant decisions, including decisions about where and with whom the child will live where the child is subject to a child protection care agreement or order granting custody or guardianship to the chief executive
  - any decision involving a child or young person in care must be timely and facilitate their receipt of services, or participation in activities, that will enhance their well-being; and

*Title: Child Protection (Placement Services) Investment Specification*

*Author: Child Safety Date: October 2018 Version: 2.1*

*Page 7*

- placement and support services should be evidence based and informed by established theories of child development, attachment, trauma, grief and loss.

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.

### 5.1.3 Considerations for all services

Departmental policies and procedures including, but not limited to:

- [Permanency planning 594](#)
- [Case planning 263](#)
- [Participation by children and young people in decision-making 369](#)
- [Decisions about Aboriginal and Torres Strait Islander children and young people 641-1](#)
- [Child related costs - carer support 597](#)
- [Child related costs - client support and family contact 598](#)
- [Child related costs - outfitting 600](#)
- [Child related costs - travel 565](#)
- [Child related costs - medical 596](#)
- [Child related costs - education support 599](#)
- [Child related costs - placement funding 628](#)
- [Child related costs - placement support funding 629](#)
- [Transitioning from care into adulthood 349](#)
- [Child Safety Practice Manual - Chapter 4. Case planning](#)
- [Child Safety Practice Manual – Chapter 10.1 Decision-making about Aboriginal and Torres Strait Islander children](#)

#### **Cultural capability for working with Aboriginal and Torres Strait Islander families**

Amendments to the *Child Protection Act 1999* represent a significant shift in how the department supports the connection of Aboriginal and Torres Strait Islander children and young people with their family, community and culture, acknowledging that stronger connections result in better outcomes for Aboriginal and Torres Strait Islander children and young people. The amendments also recognise the significant and long-term effect of decisions on a child or young person, their family and community; and acknowledges the role of the child, family and community as the primary source of cultural knowledge.

Ensuring the safe care and connection of Aboriginal and Torres Strait Islander children and young people is also vital to achieving the intent of the Supporting Families Changing Futures Reforms, the Our Way Strategy and the Changing Tracks Action Plan.

*Our Way: a generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037* is a Queensland Government strategic framework that has been guided by Aboriginal and Torres Strait Islander perspectives to achieve generational change over the next 20 years. It represents a long-term commitment by government and the Aboriginal and Torres Strait Islander community to work together.

As part of the Our Way strategy, the first three-year action plan, *Changing Tracks* aims to:

- reduce the over-representation of Aboriginal and Torres Strait Islander children and young people in the child protection system
- close the gap in life outcomes for Aboriginal and Torres Strait Islander people experiencing vulnerability
- ensure all Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture.

Organisations should understand and work in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle which is relevant across the child and family service system.

Additional information is available at:

<https://www.csyw.qld.gov.au/campaign/supporting-families/background/strategy-action-plan-aboriginal-torres-strait-islander-children-families>

<http://www.snaicc.org.au/understanding-applying-aboriginal-torres-strait-islander-child-placement-principle/>



# 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 [Child Protection Act 1999](#), 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 [Child Protection Act 1999](#) 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 that are typical for most children 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 that require additional professional or specialist input
- complex: needs that significantly impact on the child's daily functioning, usually characterised by health conditions, disabilities or challenging behaviours
- extreme: needs that have a pervasive impact on the child'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 [Practice Resource: Support Levels](#) 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 Child Safety 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, where appropriate, children 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 Interagency 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 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 address their cultural needs. The [Child Protection Act 1999](#) contains specific provisions concerning Aboriginal and Torres Strait Islander children and young people including:

- an Aboriginal or Torres Strait Islander child and their family must be given the opportunity to participate in significant decisions, including decisions about where and with whom the child will live where the child is subject to a child protection care agreement or order granting custody or guardianship to the chief executive
- an Aboriginal or Torres Strait Islander child and their family have a right to have an independent person to help facilitate their participation in significant decisions for the child unless it is:
  - not practicable because an independent person is not available or because the decision must be made urgently
  - likely to have a significant adverse effect on the safety or emotional wellbeing of the child or another person
  - not in the child's best interest.

### **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 Users**

### **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 for 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 who are known to one another would best be placed together for continuity of relationships, and either one of the children has been assessed as having a complex or extreme level of support needs, or the group as a whole is considered to have a complex or extreme level of support needs.

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

Alternatively, where organisations are funded for both intensive foster care and foster and kinship care services, a child or children may be placed with a carer as an intensive foster care placement/s while other children 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 is placed with a carer, including sibling groups, and where it is determined that the child's or children's 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 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**

*Title: Child Protection (Placement Services) Investment Specification*

*Author: Child Safety Date: October 2018 Version: 2.1*

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 with a service may only be made where all children in the placement are of one sibling group, and the premises can reasonably accommodate the children.

## **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, but 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 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 all children in the placement are of one sibling group, and the premises can reasonably accommodate the children.

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 Child Safety 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.

#### **8.1.1 Requirements — Foster and Kinship Care**

Services must provide the management and monitoring of quality foster care and kinship care placements through:

- local level recruitment of foster carers and/or identification of kinship carers
- co-delivery (with Child Safety of pre-service training, and ongoing training of carers, including intensive training for carers supporting children with higher level needs
- assessment of carer applicants for approval by Child Safety and assessment of carers for renewal of approval by Child Safety
- identifying carers that best meet the needs of children and young people referred by Child Safety

- ongoing support of carers, including carer learning plans, access to respite, and on-call after-hours support
- identifying carers to provide some short-term emergency placements and support Child Safety after-hours access to placements.

Recruitment and training of carers must occur at central, regional and local levels to be most effective. Child Safety s and foster and kinship care services will work collaboratively to ensure that their activities are complementary with Child Safety 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 Child Safety in accordance with Child Safety policies as identified below.

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:

- [Kinship care 632](#)
- [Child Safety Practice Manual - Chapter 8. Regulation of care](#)
- [Kinship Care Program Description \(2012\)](#)
- [Procedures and guidelines for Quality Care: Foster Care Training](#)
- [Foster and Kinship Carer Handbook](#)
- [Statement of Commitment between the Department of Communities, Child Safety and Disability Services and the foster and kinship carers of Queensland](#)

### 8.1.2 Considerations — Foster and Kinship Care

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

- [Expenses - fortnightly caring allowance 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](#)

## 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 Child Safety 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.

### 8.2.1 Requirements — Intensive Foster Care

Services must provide the management and monitoring of quality intensive foster care placements through the same range of activities as foster and kinship care services:

- local level recruitment of foster carers and/or identification of kinship carers
- co-delivery (with Child Safety) of pre-service training, and ongoing training of carers
- assessment of carer applicants for approval by Child Safety and assessment of carers for renewal of approval by Child Safety
- identifying carers that best meet the needs of children and young people referred by Child Safety Services
- ongoing support of carers, including carer learning plans, access to respite, and on-call after-hours support
- identifying carers to provide some short-term emergency placements and support Child Safety after-hours 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 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 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 Child Safety on a negotiated basis.

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

- [Kinship care 632](#)
- [Child Safety Practice Manual - Chapter 8. Regulation of care](#)
- [Intensive Foster Care Program Description \(2012\)](#)
- [Procedures and guidelines for Quality Care: Foster Care Training](#)
- [Foster and Kinship Carer Handbook](#)
- [Statement of Commitment between the Department of Communities, Child Safety and Disability Services and the foster and kinship carers of Queensland](#)

## 8.2.2 Considerations — Intensive Foster Care

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

- [Expenses - fortnightly caring allowance 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 intensive foster care services are:

- [Carer participation 460](#)
- [Foster care training 383](#)
- [Carer learning and support 457](#)

## 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 Child Safety policy [Complex support needs allowance 612](#). In general, services are not expected to access additional contingency-based funds held by Child Safety 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 Child Safety 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](#)

### **8.3.2 Considerations — Residential Care**

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

- [A contemporary model of residential care for children and young people in care \(2010\)](#)

## **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 Child Safety policy [Complex support needs allowance 612](#). In general, services will not be eligible to access additional contingency-based funds held by Child Safety 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 Child Safety 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](#)

## 8.4.2 Considerations — Safe Houses

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

- [A contemporary model of residential care for children and young people in care \(2010\)](#)

## 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 Child Safety policies [Expenses - fortnightly caring allowance 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 Child Safety policy [Complex support needs allowance 612](#).

In general, services are not expected to access additional contingency-based funds held by Child Safety 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 Child Safety 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](#)

## **8.5.2 Considerations — Supported Independent Living**

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

- [A contemporary model of residential care for children and young people in care \(2010\)](#)

## 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 Child Safety.

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 Child Safety 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:

- [Therapeutic residential care 577](#)
- [Residential Care 606](#)
- [Service Model for Therapeutic Residential Services \(2010\)](#)
- [Therapeutic Residential Care \(Placement\) Services State-Wide Protocol \(2009\)](#)

### **8.6.2 Considerations — Therapeutic Residential Care**

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

- [A contemporary model of residential care for children and young people in care \(2010\)](#)

## **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 [Outputs & Performance Measures Catalogue Version 1](#)

Service Users	Service Types	Outputs
<p><b>U2260</b> - 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</p> <p><b>U2270</b> - 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</p> <p><b>U2273</b> – 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</p> <p><b>U2289</b> – 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</p> <p><b>U2296</b> – 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</p> <p><b>U2307</b> - 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</p>	<p><b>T204</b> - Placement services - Foster and kinship care</p> <p><b>T205</b> - Placement services - Intensive foster care</p> <p><b>T206</b> - Placement services - Residential care</p> <p><b>T207</b> - Placement services - Safe houses</p> <p><b>T208</b> - Placement services – Supported independent living</p> <p><b>T209</b> - Placement services – Therapeutic Residential care</p>	<p><b>A02.4.02</b> – Out of home care placement and post-placement supervision</p>

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 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	
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 Interagency 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

<b>U2260</b>	T205	<b>IS219</b>	Number of Aboriginal and/or Torres Strait Islander Service Users placed with an Aboriginal and/or Torres Strait Islander person
<b>U2260</b>	T205	<b>IS255</b>	Number of new Service Users
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
<b>U2260</b>	T205	<b>IS35</b>	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
<b>U2260</b>	T205	<b>IS39</b>	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
<b>U2260</b>	T205	<b>IS205</b>	Number of female Service Users
			<b>Or</b> Number of male Service Users
<b>U2260</b>	T205	<b>IS207</b>	Number of Service Users over 15 years
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
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.			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
<b>U2260</b>	T205	<b>IS222</b>	Number of carers
<b>U2260</b>	T205	<b>IS130</b>	Average cost per place per annum
<b>U2260</b>	T205	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.



**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

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
<b>U2270</b>	T204	<b>IS35</b>	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
<b>U2270</b>	T204	<b>IS39</b>	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
<b>U2270</b>	T204	<b>IS205</b>	Number of female Service Users
			<b>Or</b> Number of male Service Users
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
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.			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
<b>U2270</b>	T204	<b>IS222</b>	Number of carers
<b>U2270</b>	T204	<b>IS130</b>	Average cost per place per annum
<b>U2270</b>	T204	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.

**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 Interagency 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

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
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
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
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.			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
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.

**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 Interagency 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

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
<b>U2289</b>	T208	<b>IS35</b>	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
<b>U2289</b>	T208	<b>IS39</b>	Number of Service Users identifying as being from Culturally and Linguistically diverse backgrounds
<b>U2289</b>	T208	<b>IS205</b>	Number of female Service Users
			<b>Or</b> Number of male Service Users
<b>U2289</b>	T208	<b>IS207</b>	Number of Service Users over 15 years
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
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.			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
<b>U2289</b>	T208	<b>IS130</b>	Average cost per place per annum
<b>U2289</b>	T208	<b>IS214</b>	Number of direct care workers
<b>U2289</b>	T208	<b>IS215</b>	Number of Aboriginal and/or Torres Strait Islander direct care workers
<b>U2289</b>	T208	<b>IS247</b>	Number of hours of services delivered
<b>U2289</b>	T208	<b>GM16</b>	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	<b>A02.4.02</b> Out of home care placement and post-placement supervision	Number of placement nights	NA	<b>A02.4.02</b>	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	<b>IS133</b>	Number of existing Service Users
U2296	T209	<b>IS145</b>	Number of Service Users who have exited from the service
U2296	T209	<b>IS147</b>	Number of Service Users that received a service
U2296	T209	<b>IS209</b>	Number of Service Users with Placement Agreements
U2296	T209	<b>IS210</b>	Number of Service Users with Education Support Plans
U2296	T209	<b>IS211</b>	Number of Service Users with Cultural Support Plans
U2296	T209	<b>IS212</b>	Number of Service Users receiving therapeutic or behaviour support from Evolve Interagency Services during the period
U2296	T209	<b>IS213</b>	Number of Service Users over 15 years with Transition from Care Plans
U2296	T209	<b>IS216</b>	Number of Service Users with unplanned moves
U2296	T209	<b>IS255</b>	Number of new Service Users

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
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
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
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.			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
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.



## 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	<b>A02.4.02</b> Out of home care placement and post-placement supervision	Number of placement nights	NA	<b>A02.4.02</b>	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	<b>IS133</b>	Number of existing Service Users
U2307	T206	<b>IS145</b>	Number of Service Users who have exited from the service
U2307	T206	<b>IS147</b>	Number of Service Users that received a service
U2307	T206	<b>IS209</b>	Number of Service Users with Placement Agreements
U2307	T206	<b>IS210</b>	Number of Service Users with Education Support Plans
U2307	T206	<b>IS211</b>	Number of Service Users with Cultural Support Plans
U2307	T206	<b>IS212</b>	Number of Service Users receiving therapeutic or behaviour support from Evolve Interagency Services during the period
U2307	T206	<b>IS213</b>	Number of Service Users over 15 years with Transition from Care Plans
U2307	T206	<b>IS216</b>	Number of Service Users with unplanned moves
U2307	T206	<b>IS255</b>	Number of new Service Users

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Data</b>	
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
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
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.			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
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.

## 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.csyw.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres>

For information regarding current funding opportunities at the Department of Child Safety, Youth and Women, please go to <https://www.csyw.qld.gov.au/about-us/funding-grants>

## 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. Older people
  8. Community
  9. Service System Support and Development

[Catalogue](#)

[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 from:  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.

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

Supplementary qualitative evidence to outcome measure:
