

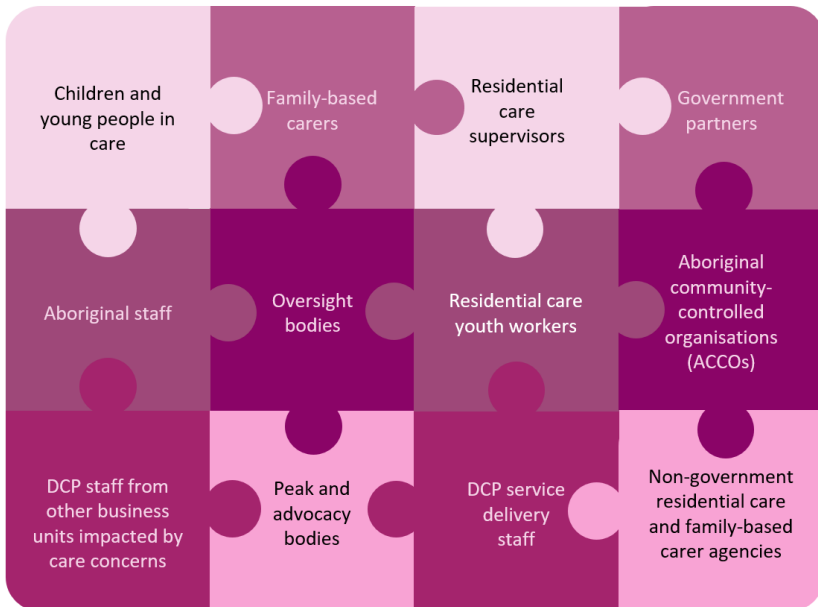


Care Concern Reform Consultation Feedback for carers of children and young people

What this consultation was about

Care concern management within the Department for Child Protection (DCP) has long been seen to be an area needing broad scale reform. The current care concern management model was first developed in 2018 and implemented in 2019. Phase 2 of the Care Concern Reform Project started in May 2022 with the main aim of designing and putting in place a new all-inclusive approach for managing care concerns. As part of this process, a series of Expert Consultative Groups (ECGs) and targeted 1:1 consultation sessions were held to discuss the 4 concepts proposed to underpin a new model for managing care concerns. The purpose of consultation is to ensure that care concern reform is informed by the voices of people impacted by care concerns, in particular, those who provide care to children and young people in care.

Who we spoke to



Our approach

Between September and December 2023:



106
stakeholders consulted

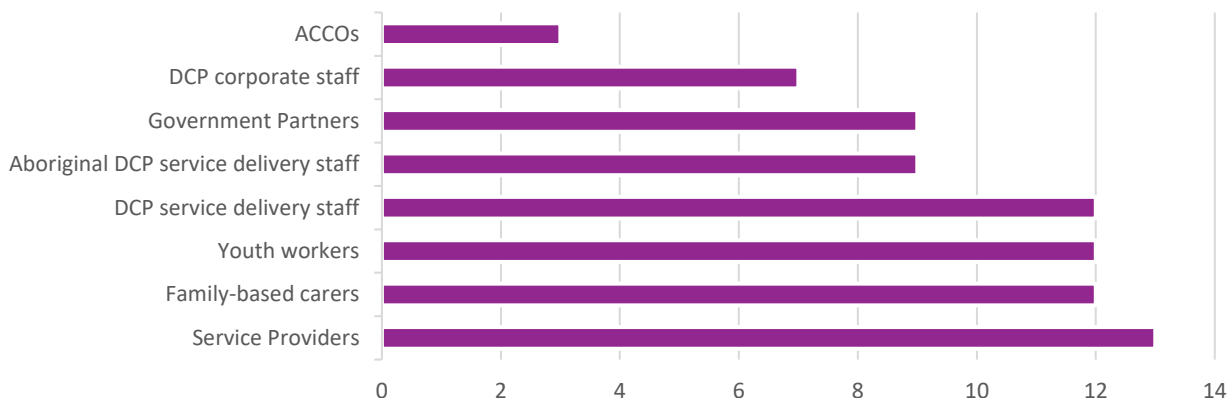


12
expert consultative group sessions held



7
targeted 1:1 consultation sessions held

Expert Consultative Group Participants





What we asked



Current model

What is functioning well?
What needs urgent improvement?



Proposed concepts

What are the strengths?
What still needs to be addressed?
Any additional feedback, input, or ideas?

What you told us

Key themes that emerged from the consultation included:

Themes

- ❖ Support for a **shift in language**, including the use of the term 'care enquiry' to replace 'care concern'
- ❖ Support for **separate pathways** for family-based care and residential care placements
- ❖ Support for using **one tool** for both children and young people in care and those in the general community
- ❖ Support for the addition of a **review** pathway relating to care concern outcomes
- ❖ Highlighted need for 'case mapping' process to be led by someone **independent** of case management
- ❖ Highlighted need for a **dedicated workforce** to oversee care concerns
- ❖ Highlighted need for more **guidance** and resources for children and young people, carers, and support agencies, including in **accessible** formats and multiple languages
- ❖ Highlighted need for **cultural** consultation **prior** to decision making for Aboriginal children
- ❖ Highlighted need for **support** planning and actions to continue **after** the care concern is closed

Some questions asked in consultation included:

Q&A

- Q How will DCP resource 'case mapping' and will this result in a delay in timeframes or response?**
- A We are considering this and will address it when designing the workforce requirements
- Q How will bias or people having different opinions be managed when case mapping?**
- A Through clear guidance and decision makers that are independent of case management and the care team
- Q How will the new model capture ongoing patterns of behaviour that don't quite meet the threshold?**
- A The case mapping process allows for 'bigger picture' thinking and taking cumulative harm into account
- Q Will incident classifications in the residential care pathway be updated and modernised?**
- A Yes! All classifications and definitions are being reviewed and revised
- Q What workforce is going to be needed to make the proposed model work?**
- A We are considering this and will address it when designing the workforce requirements

What happens next?

- ❖ The proposed care concern management model is finalised, informed by the feedback received
- ❖ A period of formal consultation is undertaken to seek feedback on the proposed model
- ❖ Additional ad hoc consultation sessions are held to seek specialised input
- ❖ Planning for implementation begins



DCP sincerely thanks all who dedicated time to participate in these consultations and provide feedback.

We appreciate you.

We hear you.

We're working on improvements.