



Proposed Quality of Care Response Model Feedback for carers of children and young people

What this consultation was about

The Department for Child Protection (DCP) is reforming the way care concerns are managed. Over 100 stakeholders both internal and external to DCP were consulted throughout this process and participants drew on their experience in and with the child protection system, to provide expert advice and feedback. Following this period of early consultation, the drafted Model underwent a period of design and development which was informed by the compiled feedback. The specifics of this included changes to naming conventions including the term 'Care Concern' being replaced with 'Quality of Care Report'. The proposed Model is therefore titled the proposed **Quality of Care Response Model**. The proposed Model was released for **public consultation** for seven weeks throughout March-May 2025. As part of this process, feedback was sought across the state via the state Government's YourSAy consultation platform and a series of Information Sessions were held with key stakeholder groups to discuss the proposed Model and help inform written feedback.

Who we spoke to



538

People became aware of the proposed Model on YourSAy



349

People downloaded the proposed Model



36

Survey responses received



12

Group written submissions received



90

Stakeholders attended Information Sessions



10

Information Sessions held

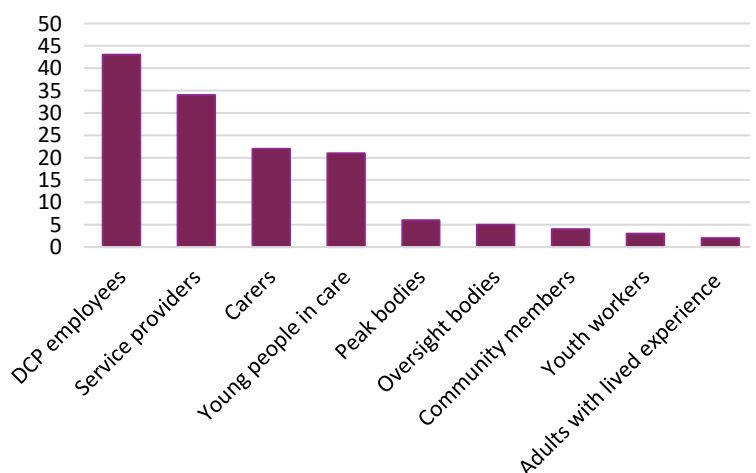
Written submissions



Survey responses



Public consultation participation profile





What we asked

How does the proposed Model deliver on the following 4 key priority areas?



Strengthen assessment quality and consistency



Implement more targeted response pathways



Maintain principles of procedural fairness



Improve data visibility to support timely responses

What you told us

Screening and Assessment	Shared Decision Making	Cultural Considerations	Voice of the Child	Carer Engagement	Workforce Development
<p>The Client Incident Management Assessment Guide 'child impact' indicators will need to include behaviours to make for reliable assessment.</p> <p>Concerns regarding the use of Structured Decision Making tools and recommendation to design an alternative approach.</p> <p>A register for capturing broader systemic issues is needed to give greater priority to the formal capture of this information.</p> <p>Model is still geared to be reactive rather than proactive.</p>	<p>Support for a multidisciplinary case mapping process.</p> <p>Carers and children and young people should be involved in case mapping as a default, unless there is a rationale to exclude them.</p> <p>School leaders should also be included if relevant.</p> <p>Support for use of placement support plans.</p> <p>Concerns regarding time delays due to waiting for stakeholders.</p>	<p>Need for guidance on concerns regarding cultural connection and cultural harm.</p> <p>Cultural consultation for Aboriginal children and young people should be mandatory throughout the process.</p> <p>Relevant families need access to interpreters and cultural advocates throughout the process.</p>	<p>Positive that children and young people may be involved in case mapping.</p> <p>The principle of no decision for them without them must be a test for judging when it is appropriate to communicate with children and young people.</p> <p>Communication with children and young people should be led by DCP, not just at the request of the child or young person.</p>	<p>The Statement of Commitment should be explicitly embedded in each step of the process.</p> <p>Principles of procedural fairness should be more explicitly named rather than referenced or implied.</p> <p>Information should be shared with carers prior to Quality of Care Report determination.</p> <p>All 'Criteria Unmet' reports should be shared with carers.</p>	<p>Support for a standalone response unit.</p> <p>Support for an informal case management response.</p> <p>Referrals for case management response should not occur if there is conflict between the carer and case management.</p> <p>Need for Aboriginal-specific roles.</p> <p>Requires investment in training and organisational support to sustain change.</p> <p>A robust training package should be rolled out to support changes.</p>

What happens next?

- 1) The proposed Quality of Care Response Model is finalised, informed by the feedback received
- 2) ICT system enhancements and assessment approach finalised
- 3) Preparation for implementation begins, including workforce considerations



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.**