

# Care concerns: Manage outcomes of a Serious Care Concern Investigation Procedure

---

## 1. Purpose

This procedure has been developed to support the aims and objectives of the Department for Child Protection (DCP) [Manual of Practice – Raising and Responding to Care Concerns chapter](#).

It is intended to be read in conjunction with other established procedures relating to the management of care concerns.

This procedure describes the process for managing the outcomes of a Serious Care Concern Investigation (SCCI).

## 2. Scope

This procedure applies to staff within the DCP Care Concern Management Unit (CCMU) and DCP offices. Those with specific roles and responsibilities related to this procedure include the Manager CCMU, Principal Care Concern Officer (PCCO), Senior Care Concern Officer (SCCO) and DCP office staff (manager, supervisor and case worker) responsible for the child or young person at the centre of the Serious Care Concern.

## 3. Authority

### 3.1 Legislative context

*Children and Young People (Safety) Act 2017*  
*Children and Young People (Safety) Regulations 2017*

Section 152 of the *Children and Young People (Safety) Act 2017* establishes the mechanism by which information relating to the health, safety, welfare or wellbeing of a particular child or young person or class of children or young people can be shared, with or without consent, between service providers and DCP as well as other government departments.

Section 164 of the *Children and Young People (Safety) Act 2017* provides for the disclosure of information to the Commonwealth or another State or Territory for the agencies exercising their official duties under an Act relating to the care or protection of children and young people.

*Criminal Law Consolidation Act 1935*

Section 64A and 65 of the *Criminal Law Consolidation Act 1935* outline additional responsibilities for DCP employees (including students, volunteers and agency carers) in responding to allegations of sexual harm perpetrated by another DCP employee.

## 3.2 Whole of Government requirements

- The [National Standards for out-of-home care 2011](#)
- [Charter of Rights for Children and Young People in Care](#)
- Information sharing guidelines for promoting safety and wellbeing.

## 3.3 DCP requirements

- [Assessment framework for DCP Staff](#)
- [The DCP Practice Approach](#)
- [Quality and Safeguarding Framework \(2020\)](#).

# 4. Procedure requirements

## 4.1 Record the outcome on C3MS

Upon endorsement of the Outcome Briefing by the Director, Quality and Practice, the SCCO will record on C3MS the outcomes (including rationales) against each required ground and for each Serious Care Concern included within the scope of the SCCI. In addition to this, the SCCO will note any additional tasks for the DCP office responsible for the case management of the child or young person. The C3MS record is to be made within one business day of receipt by CCMU of the endorsed briefing. The SCCO will upload onto C3MS a scanned copy of the SCCI report, the endorsed Outcome Briefing and the Care Concern Outcome Panel (CCOP) Agenda across each relevant Serious Care Concern within the scope of the SCCI.

The endorsed Outcome Briefing is to be scanned and saved to the electronic file in the Digital Workspace and the CCMU tracking register is to be updated with the specific care concern outcomes.

If additional follow-up action is required by the office, the SCCO will update the Serious Care Concern Planning Discussion (SCCPD) Response Plan saved under the 'action plan' tab of the CCR or create a new Response Plan if the plan created during the SCCPD has already been finalised. The SCCO will primarily assign the Serious Care Concern case/s to the supervisor of the office responsible for the child or young person to action and finalise. The DCP case worker and supervisor must review all documents relating to the Care Concern outcome, including the SCCI report, outcome decision/s and rationale/s. The DCP case worker, in consultation with the supervisor, will identify any additional action that needs to be undertaken in response to the Care Concern outcome. Once the supervisor is satisfied that all necessary work (by the office) has been completed (for example all Response Plan items have been completed, including any reflection and/or case conceptualisation tasks and the child or young person has been advised of the outcome), the Care Concern is to be submitted to the office manager for closure approval. The manager will receive a workflow notification and, if satisfied, close the care concern.

## 4.2 Provide an outcome to stakeholders

In circumstances where the care concern involves information that a current or former DCP employee (including students, volunteers or agency carers) is the alleged perpetrator of sexual harm toward the child or young person (even if they are now an adult), all DCP staff that are advised of the outcome must refer to the [Reporting a suspicion a child or young person is at risk procedure](#). In accordance with section 64A of the *Criminal Law Consolidation Act 1935*, it is an offence for a DCP employee not to report to SAPOL if they know, suspect sexual harm of a child perpetrated by another DCP employee and has a maximum penalty of imprisonment for three years. In accordance with section 65 of the *Criminal Law Consolidation Act 1935*, it is also an offence for a DCP employee to negligently fail to reduce or remove a substantial risk of sexual harm

of the child or young person allegedly perpetrated by a current DCP employee and has a maximum penalty of imprisonment for 15 years. Consideration should also be given to whether the situation needs to be managed in accordance with the [Significant Incident Reporting Procedure](#).

#### 4.2.1 Outcome meeting

Where the CCOP has identified the need for an outcome meeting to be convened, the Manager CCMU will allocated an SCCO to convene a meeting within two business days. The SCCO will identify relevant stakeholders, this will vary dependent on the nature of the concerns and the placement situation, but may include:

- Manager or PCCO, CCMU.
- SCCO, CCMU, DCP (minute taker).
- Supervisor/senior practitioner or DCP case worker (based on location of child, young person and/or carer. Where multiple children or young people are managed by different DCP offices, a representative from each office should be in attendance).
- Principal social worker (PSW).
- Principal Aboriginal consultant (PAC).
- Kinship Care support worker.
- Disability Support Team clinician (when relating to child or young person with a disability).
- Agency support worker.

The meeting will consider how to appropriately provide the outcome of the Serious Care Concern to the Person Subject of Concern (PSOC) and to the children or young people. The attendees will consider the following and formulate an agreed plan to providing the outcome:

- who would be best placed to advise the PSOC of the outcome
- who will speak to the child or young person about the outcome
- cultural considerations when providing the outcome
- repair of the relationship and safety considerations for the child or young person.

Minutes of the meeting will be recorded by the SCCO on the Care Concern Referral on C3MS.

#### 4.2.2 Written outcome to stakeholders

The Manager CCMU will provide written advice of the outcome to the PSOC, the service provider and any other relevant stakeholders (including, where relevant, SAPOL and CPS). The written advice of the outcome to the PSOC is to be prepared using the [PSOC Serious Care Concern Outcome Letter Template](#) and saved as a document in the 'notes and document' tab of the Care Concern on C3MS with the subject title 'Care Concern Outcome to PSOC'.

Service providers and any other relevant stakeholders, including the Director Quality and Practice (via the [DCPQuality&PracticeDocumentation@sa.gov.au](mailto:DCPQuality&PracticeDocumentation@sa.gov.au) inbox), will be advised of the outcome via email from the SCCO using the [Stakeholder Outcome Email Template](#). A copy of this email is to be attached to the Care Concern on C3MS and uploaded to Digital Workspace. Where the PSOC is a current DCP staff member, CCMU will consult with the staff member's manager for the most appropriate way to provide the PSOC with the outcome advice. Where it is agreed that the staff member's manager will provide the outcome letter in person, CCMU will request an email upon completion of this task.

If the matter was sexual in nature and was referred to the Guardian for Children and Young People (GCYP) (as per the [Care concerns: CCMU reporting to external agencies](#)), the GCYP is to be informed of the outcome

and provided with a copy of the SCCI report, CCOP minutes and the Outcome Briefing once endorsed by the delegate (Director, Quality and Practice).

If the PSOC is a DCP employee, any written advice to the PSOC in regards to potential staff misconduct identified during the care concern process undertaken separately by DCP Human Resources, Employee Relations.

Irrespective of whether the child or young person raised the care concern, the DCP case worker or other appropriate person will inform the child or young person of the outcome, unless it is considered to not be in their best interests. The child or young person should also be informed of any action taken that will impact them. The discussion with the child or young person, or rationale for not informing the child or young person of the outcome, must be recorded on the care concern in C3MS. Any correspondence distributed after the care concern has been closed must be added as a case note by the SCCO to ensure local office staff have visibility where appropriate.

### 4.3 Report an outcome to the Independent Commissioner Against Corruption (ICAC)

Where the Chief Executive has accepted a referral from the Office for Public Integrity (OPI) or correspondence from Ombudsman SA, the Chief Executive must provide an outcome to OPI or Ombudsman SA within the timeframe detailed in the OPI or Ombudsman SA correspondence.

The SCCO will inform the Group Manager, Employee Relations via email, of the finalisation of any Serious Care Concerns that have been referred to OPI or Ombudsman SA. The Group Manager will then prepare a briefing to the Chief Executive and outcome letter to OPI or Ombudsman SA for the Chief Executive's endorsement.

The SCCO will inform the Group Manager, of the finalisation of a care concern.

## 5. Compliance, monitoring and evaluation

The SCCO will remain additionally assigned to the CCR/s to monitor and liaise with the office in relation to the completion of any follow-up actions required and the status of open care concerns.

The Manager and PCCO will track and monitor any additional operational and/or reflective tasks following the closure of a SCCI until the matter has been finalised and provide advice to the delegate upon their request to satisfy that such corrective actions have been undertaken. For additional information refer to the CCOP Terms of Reference.

## 6. Related documents

Related documents, forms and templates
<a href="#">Manual of Practice – Raising and Responding to Care Concerns</a>
Determination Email to Stakeholders Template
PSOC Outcome Letter Template
Stakeholder Outcome Email Template
<a href="#">Information Sharing Practice Guide</a>
<a href="#">Significant Incident Reporting Procedure</a>

[Reporting a suspicion a child or young person is at risk procedure](#)

## 7. Glossary

Term	Meaning
C3MS	Connected Client and Case Management System
CCMU	Care Concern Management Unit
CCR	Care Concern Referral
DCP	Department for Child Protection
GCYP	Guardian for Children and Young People
OPI	Office for Public Integrity
PCCO	Principal Care Concern Officer
PSOC	Person Subject of Concern
SCCO	Senior Care Concern Officer
SCCPD	Serious Care Concern Planning Discussion

## Document control

Reference No./ File No.			
Document Owner	Lead Writer (position)		
Directorate/Unit: Quality and Practice Directorate	Manager, CCMU		
Accountable Director: Director Quality and Practice			
Commencement date	20 July 2023	Review date	7 July 2026
Risk rating	Consequence Rating	Likelihood	Risk Rating
<a href="#">Risk Assessment Matrix</a>	Moderate	Possible	Moderate

REVISION RECORD		
Approval Date	Version	Revision description
6 August 2021	1.0	Final
18 February 2022	1.1	Minor amendment to reflect new ICAC changes.
25 October 2022	1.2	Minor amendment to reflect new requirements under the <i>Criminal Law Consolidation Act 1935</i>
28 March 2023	1.3	Minor amendment to reflect retirement of Standards of Alternative Care
7 July 2023	2.0	Review and minor amendments including removal of Care concern Practitioner (CCP)