

Child Safety POLICY

Title:	Support Service Case
Policy No:	406-5

Policy Statement:

The Department of Children, Youth Justice and Multicultural Affairs (Child Safety) is committed to providing, or helping provide, preventative and support services to strengthen and support families.

Child Safety has a responsibility to offer a support service case to a pregnant woman when it is determined that an unborn child will be a child in need of protection after he or she is born, or to a young person after their 18th birthday, who was previously in care, to support them to transition to adulthood. A support service case is short-term and supportive in nature and requires the consent of the pregnant woman or young person.

The safe care and connection of Aboriginal and Torres Strait Islander children with family, community, culture and country will be a key consideration when undertaking a support service case for an Aboriginal or Torres Strait Islander unborn child or young person.

Child Safety is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Child Safety has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

Principles:

- The preferred way of ensuring a child's wellbeing is through the support of the child's family.
- Families have the primary responsibility for the upbringing, protection and development of their children.
- In taking action to decrease the likelihood an unborn child will be in need of protection after their birth, Child Safety will respect and uphold the rights and liberties of the pregnant woman.
- Support services should maintain family relationships and be supportive of individual rights and ethnic, religious and cultural identity and values.
- Young people have a right to be involved in making decisions and planning for their future.
- Young people transitioning from care to adulthood have the right to receive assistance and support in order to maximise their life opportunities and choices.
- Child Safety will act and make decisions in a way that is compatible with human rights and obligations under the *Human Rights Act 2019*.
- The five elements of the Aboriginal and Torres Strait Islander Child Placement Principle (prevention, partnership, placement, participation and connection) under the *Child Protection Act*

1999, section 5C, apply to any processes, decisions and actions taken for an Aboriginal or Torres Strait Islander child.

Objectives:

This policy aims to ensure that preventative and supportive services are offered by Child Safety to:

- a pregnant woman, to decrease the likelihood of future harm to an unborn child following their birth
- a young person, following their 18th birthday, to help and support their transition to adulthood.

Scope:

This policy refers to service provision by Child Safety, with consent, where:

- an unborn child has been assessed as needing protection after his or her birth
- a young person requires support to transition to adulthood.

Note: A young person may have been subject to a child protection order granting custody or guardianship to the chief executive, or previously subject to a child protection order where an approved carer was subsequently granted the long-term guardianship of the child.

When a support service case is opened, a support plan is developed with the pregnant woman or young person. The support plan outlines the goals and actions required for the intervention, and is reviewed six-monthly, or more often if required. Support service cases are not subject to case planning and review requirements that are required for a child in need of protection.

Roles and Responsibilities:

The roles and responsibilities of Child Safety staff in relation to support service cases are outlined in the Child Safety Practice Manual and associated resources.

Authority:

Child Protection Act 1999, section 7(b)

Delegations:

Refer to the instruments of delegation for delegations relevant to support service cases.

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Date to be reviewed:	08 July 2025

Office: Office of the Chief Practitioner

Help Contact: Child Protection Practice

Links:

Procedure

Child Safety Practice Manual

Related policies

Investigation and assessment (386)

Supporting children in the care of long-term guardians (607)

Related Legislation or Standard

Human Rights Act 2019

Public Guardian Act 2014

Queensland Civil and Administrative Tribunal Act 2009

Forms

Support plan

Rescinded Policy

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