

Support service case

Information for parents
and pregnant women

More information

We're here to help you. If you have any questions about what's happening, you can talk to our child safety officers or team leader at your local child safety service centre, at any time.

We'll always try to answer your questions and respond to you as quickly as we can.

Child safety officers:

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Senior team leader:

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Child safety service centre:

ph.

Child Safety After Hours Service Centre:

ph. 3235 9999 or freecall 1800 177 135

For more information go to www.csyw.qld.gov.au



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Caring for children and keeping them safe and well is very important. Sometimes, parents need help to do this.

There are a number of different ways we work with families to help them protect and care for their children.

Sometimes, it means referring parents to community support services to get help with caring for their child. This happens after we've made an assessment of the family's situation.

If we're worried about your child, we may talk to you about a support service case.

What is a support service case?

A support service case is a way of working with you when we've assessed that:

- your child is not in need of protection but we're worried about your family situation and want to help you make positive changes to keep your child safe
- your unborn baby will need protection after birth, and we want to help you make the changes needed to safely care for your child.

It's a voluntary agreement you have with us that lasts up to 12 months depending on your support needs. If you're pregnant, a support service case lasts until the birth of your child.

Under a support service case, there are no court orders.

How does it work?

We'll work with you and your family to develop a support plan that:

- sets out the changes you'd like to make to care for your child
- shows the steps you can take
- includes the community support services who can help you.

We'll meet with you regularly to make sure you're getting the support you need. We'll also review your support plan after 6 months.

Our child safety officers will keep working with you until you've made the changes in your support plan.

How does a support service case end?

A support service case ends when you've made the changes in your support plan. If we're still worried about your child's safety and wellbeing, we'll talk about other ways we can help you care for your child at home.

If you're pregnant, the support service case ends when your baby is born. We'll make an assessment about your family situation to see if we need to work with you in a different way to care for your child.

If you change your mind about working with us, the support service case will end. We'll provide information about other community support services who can help you.