



Is your information confidential?

Yes, your information is confidential. We only share it with people who need to know, or have a right to know.

By sharing information, we can arrange the right support for your family to get back on track.

If you want to know the information recorded about your family, call our Right to Information, Information Privacy and Screening unit on freecall 1800 809 078.

What if you disagree with our assessment?

If you disagree with our assessment about what should happen next, you can ask for a review by calling any of the following organisations:

- Queensland Civil and Administrative Tribunal (QCAT) (ph. 1300 753 228)
- Queensland Ombudsman (freecall 1800 068 908)
- Crime and Misconduct Commission (freecall 1800 061 611)
- Aboriginal and Torres Strait Islander Legal Services (freecall 1800 012 255)

If you want to make a complaint, call our Complaints unit on freecall 1800 080 464.

More information

You can ask questions or talk to our child safety officers, at any time.

Child safety officers:

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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

When child safety officers visit your home

Information for parents





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

We work with families to help them protect and care for their children.

We're visiting your home because someone who is worried about your child's safety has contacted us. By law, we can't tell you who spoke to us, but we need to talk to you about their worries.

What happens when we visit?

We'll talk about the information we've received about your child, and ask you to tell us about your family situation.

We'll also talk to your child and other people who know your family, such as:

- your partner
- any other adult who lives in your house
- other family members
- your child's teacher or childcare worker
- your family doctor.

In some cases, the law allows us to talk to your child at school or childcare before talking to you. If this happens, we'll talk to you as soon as possible afterwards about our concerns.

We'll be thoughtful and respectful in working with you and your family. You'll be involved in discussions about your child's safety and care. You may choose to have a family member or friend with you when talking to us.

What can you do to help?

It's important that you help us as much as you can, so we understand your worries and how we can help.

You can choose not to talk to us, but it's better if you can tell us about your family situation.

We may need to make further visits to your home, if we need more information.

If you decide not to talk to us, we may apply for an order from the Childrens Court so we can collect the information we need.

Who can you talk to?

As child safety officers, we're trained to help families who are having tough times. You can talk to us about your worries or ask for help.

If you want someone else to talk to, you can call the senior team leader or manager from the local child safety service centre.

You can also talk to a lawyer, or a local community organisation for legal advice:

- Legal Aid Queensland (ph. 1300 651 188)
- Community Legal Centres Queensland (ph. 3392 0092)
- The Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd (freecall 1800 012 255)



What happens next?

If we assess that your child is being safely cared for at home, we'll close the case.

If we're worried about your child's safety, we may:

- help you work out a safety plan to care for your child at home
- put you in touch with intensive family support services, if you're facing a lot of difficult problems all at once
- arrange for your child to stay with a relative, trusted friend or foster carer, while we help you get the support you need.

If we assess that your child is at immediate risk of harm, we may apply for an order from the Childrens Court to take your child into our custody, while we collect the information we need.