

## Exhibit 82

Last sentence on page 8 and pages 9 and 10 are under a not for publication order.

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Commissioner  
QCPCI  
17/10/2012

QCPCI

Date: 16.10.2012

Exhibit number: 82

OPERATIONAL DATA SNAPSHOT GULF AND MOUNT ISA CHILD SAFETY SERVICE CENTRES- NOT FOR PUBLIC RELEASE

|   |  | CSSC BASED OPERATIONAL CLIENT DATA   |                                    |                                    |                                  |
|---|--|--|------------------------------------|------------------------------------|----------------------------------|
|   |  | 2009   | 2010                               | 2011                               | 2012 (to date)                   |
| CCRS  |  | 2009   | 2010                               | 2011                               | 2012 (to date)                   |
| Total number of Child Concern Reports   |  | Average 43 per month   | Average 77 per month               | Average 48 per month               | Not available at time of report  |
| Investigation and assessment (I&A)  |  | 2009   | 2010                               | 2011                               | 2012 (to date)                   |
| Total I & As for period: Joint Mount Isa/Gulf 24 hours/5 days/10 days   |  | 322 (143 Gulf; 179 Mount Isa)  | 251                                | 263                                | 267                              |
|   |  | Average 6.19 per week  | Average 4.82 per week              | Average 5.05 per week              | Average 7.41 per week            |
| I & As as a % for response times: 01 Jan-30 Sept 2012: I & As- 18% (24 hour response), 30% (five days), 52% (10 days) |  |  |                                    |                                    |                                  |
| Child I & As SUB CINOP for period (Children %)  |  | 564 children (total) – 22% Sub CINOP   | 451 children (total) 31% Sub CINOP | 533 children (total) 29% Sub CINOP | 519 children total 14% Sub CINOP |
| Gulf & Mount Isa CSSCs  |  | 2009   | 2010                               | 2011                               | 2102                             |
| Age of children as a % within the I & As  |  |  |                                    |                                    |                                  |
| Unborn  |  | .34%   | .20%                               | .365%                              | 1.18%                            |
| Under 4   |  | 10.35%   | 25%                                | 31.56%                             | 34.45%                           |
| 4 to under 10   |  | 32.45%   | 34.16%                             | 34.86%                             | 34.89%                           |
| 10-15   |  | 27.73%   | 25%                                | 24.27%                             | 23.64%                           |
| 15+   |  | 29.11%   | 15.62%                             | 8.57%                              | 5.91%                            |
| Average length of time to complete an I & A, and are we meeting timeframes overall                                    |  | Over the last 12 months the combined Gulf/Mount Isa I&A team has had no more than 5 matters open longer than 2 months (Sept 12 – 1)  |                                    |                                    |                                  |
| Themes: Risk of harm types identified in I & A (eg DV, neglect, physical harm)  |  | Majority of 24Hours commenced in timeframe<br>2012 – Physical Harm – Neglect<br>2011 – Risk Physical Harm – Neglect; Risk of Physical Harm<br>2010 – Risk Physical – Neglect; Emotional Harm<br>2009 – Risk Physical Harm – Neglect; Risk of Physical Harm |                                    |                                    |                                  |
| How many children entered care in each year from: Mornington Island (note orders through/by Children's Court only)    |  | 2009   | 2010                               | 2011                               | 2012 (to date)                   |
| Doomadgee   |  | 1  | 2- one sibling group               | 4- two sibling groups              | 2                                |
| Other Gulf location   |  | 13 (four sibling groups)   | 7- one sibling group               | 0                                  | 3                                |
| Average Caseloads   |  | 1 (Normanton)  | 7- five sibling groups             | 1                                  | 0                                |
| Mount Isa CSSC  |  | 30 June 2009   | 30 June 2010                       | 30 June 2011                       | 31 March 2012                    |
| Gulf CSSC   |  | 16.5   | 16.0                               | 22.5                               | 17.9                             |
|   |  | 27.6   | 14.4                               | 17.5                               | 17.3                             |

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| Ongoing Intervention (total numbers) (Gulf CSSC)  | As at July 2009 | As at July 2010 | As at July 2011 | As at Sept 2012 (to date) |
|---|-----------------|-----------------|-----------------|---------------------------|
| IPAS  | 15              | 17              | 26              | 14                        |
| Orders- Short Term  | 97              | 73              | 65              | 52                        |
| Orders- Long term   | 14 CE - 2 Other | 9 CE - 2 Other  | 15 CE - 2 Other | 21 CE - 9 Other           |
| Gulf CSSC- Physical location (%) of children under ongoing intervention:                    |                 |                 |                 |                           |
| - Mornington Island   | 16%             |                 |                 |                           |
| - Doomadgee   | 23%             |                 |                 |                           |
| - Normanton   | 17%             |                 |                 |                           |
| - Mount Isa   | 34%             |                 |                 |                           |
| 53 children (55%) live in their community of origin (Doomadgee/Mornington Island/Normanton) |                 |                 |                 |                           |
| Children reunified  | 2012 (to date)  |                 |                 |                           |
| Doomadgee   | 3               |                 |                 |                           |
| Mornington Island   | 5               |                 |                 |                           |

| Ongoing Intervention (total numbers) (Mount Isa CSSC) | As at July 2009 | As at July 2010  | As at July 2011  | As at Sept 2012 (to date) |
|---|-----------------|------------------|------------------|---------------------------|
| IPAS  | 24              | 21               | 40               | 15                        |
| Orders- Short Term                                    | 76              | 95               | 84               | 58                        |
| Orders- Long term                                     | 19 CE - 9 Other | 20 CE - 11 Other | 20 CE - 15 Other | 21 CE- 22 Other           |
| Children reunified                                    | 2012 (to date)  |                  |                  |                           |
|   | 14              |                  |                  |                           |

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Mount Isa and Gulf CSSC Establishment (position, level, number, Indigenous status)

| Gulf Child Safety Service Centre |       |           |              |  | Mount Isa Child Safety Service Centre |         |        |            |  |
|----------------------------------|-------|-----------|--------------|--|---------------------------------------|---------|--------|------------|--|
| Position                         | Level | Number    | Aboriginal   |  | Position                              | Level   | Number | Aboriginal |  |
| Manager                          | AO8   | 1         | 0            |  | Manager                               | AO8     | 1      | 1          |  |
| Senior Practitioner              | PO5   | 1         | 1            |  | Senior Practitioner                   | PO5     | 1      | Nil        |  |
| Team Leader                      | PO5   | 3         | 1 (I & A TL) |  | Team Leader                           | PO5     | 3      | Nil        |  |
| Court Coordinator                | PO4   | 1         | Nil          |  | Court Coordinator                     | PO4     | 1      | Nil        |  |
| Business Support Officer         | AO5   | 1         | Nil          |  | Business Support Officer              | AO5     | 1      | Nil        |  |
| Family Group Meeting Convenor    | AO5   | 1         | Nil          |  | Family Group Meeting Convenor         | AO5     | 1      | 1          |  |
| Child Safety Support Officer     | AO4   | 6         | 6            |  | Child Safety Support Officer          | AO2/3/4 | 1/1/1  | 2          |  |
| Info & Admin Officer             | AO3   | 1         | Nil          |  | Info & Admin Officer                  | AO3     | 1      | Nil        |  |
| Child Safety Officer             | PO2/3 | 8 (2 PO3) | Nil          |  | Child Safety Officer                  | PO2/3   | 10     | 2          |  |
| Administration Officer           | AO2   | 1         | Nil          |  | Administration Officer                | AO2     | 2      | 1          |  |
|                                  |       |           |              |  | Records Officer                       | AO3     | 1      | Nil        |  |
|                                  |       |           |              |  | SCAN Team Coordinator                 | PO3     | .5     | Nil        |  |
|                                  |       |           |              |  | SCAN Admin Officer                    | AO3     | .5     | 1          |  |

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| Human Resource Information- Gulf CSSC   |  |
|---|--|
| What is the average length of time current CSOs in Gulf CSSC have been employed in the CSO role                         | Average – 2.7years<br>Min 1 year<br>Max 6.5 years  |
| What is the average length of time CSOs and Team Leaders have spent in the human services field overall                 | Average – 10 years<br>Min 1.5 years<br>Max 29 Years<br>Team Leaders (9 years, 12 years, 23 years)  |
| What is the average length of time that our CSSOs have been employed in the CSO role                                    | Average – 6.875 years<br>Min 1 year, max 7.5 years   |
| What are the professional qualifications of the existing CSOs, Team Leaders, Senior Practitioner, and Court Coordinator | CSO's: <ul style="list-style-type: none"> <li>• Bachelor of Arts - Psychology</li> <li>• Bachelor of Social Work</li> <li>• Bachelor of Psychology – Indigenous</li> <li>• Masters of Science Human Resource Management</li> <li>• Diploma in Nursing</li> <li>• Bachelor of Arts – Philosophy (Honours)</li> <li>• Bachelor of Social Science</li> <li>• Diploma in Human Studies</li> <li>• Diploma in Counselling</li> <li>• Bachelor of Arts – Psychology</li> <li>• Bachelor of Arts</li> <li>• Diploma of Teaching</li> <li>• Bachelor of Human Services</li> <li>• Bachelor of Science – Psychology</li> </ul> Team Leaders: <ul style="list-style-type: none"> <li>• Bachelor of Social Work</li> <li>• NZASW Competency Cert</li> <li>• NZASW: Competency Re-cert, 2009 (NZ Assoc. Social Work)</li> <li>• Diploma of Management</li> <li>• Bachelor of Social Science</li> <li>• Postgraduate certificate of child protection practice</li> <li>• Bachelor of Social Science – Indigenous Australia Studies</li> </ul> |

|   |   |             |             |             |     |
|---|---|-------------|-------------|-------------|-----|
| What is the total number of staffing days spent in communities each year (excluding CSSOs based in the two communities) | Senior Practitioner: <ul style="list-style-type: none"> <li>• Bachelor of Social Science</li> <li>• Post Graduate certificate in Child Protection.</li> </ul> Court Coordinator: <ul style="list-style-type: none"> <li>• Bachelor or Arts and Bachelor Laws</li> </ul> |             |             |             |     |
|   | <b>2009</b>   | <b>2010</b> | <b>2011</b> | <b>2012</b> |     |
|   | Doomadgee   | 152         | 338         | 344         | 196 |
|   | Mornington Island   | 63          | 163         | 97          | 156 |
|   | Normanton   | 57          | 92          | 136         | 109 |

**Doomadgee**

OI case work average 4 days per month per 3 CSOs – total work time 12 days per month  
 TL supervision average 4 days per month (rotated between CSOs)  
 CSSO average 4 days per month  
 I&A when needed

**Mornington Island**

OI case work average 4 days per month per 2 CSOs – total work time 8 days per month  
 TL supervision 2 days per month.  
 CSSO lives permanently on Mornington Island (when position is filled)

**Normanton**

OI case work average 4 days per month for 1 CSO – total work time 4 days per month  
 TL supervision 2 days per month.  
 CSSO lives permanently in the community.

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| Human Resource Information- Mount Isa CSSC  |   |
|---|---|
| What is the average length of time current CSOs in Mount Isa CSSC have been employed in the CSO role                    | Avg: 5.2 years<br>Min: 1<br>Max: 10   |
| What is the average length of time CSOs and Team Leaders have spent in the human services field overall                 | Avg: 11.6 years<br>Min: 1<br>Max: 30  |
| What is the average length of time that CSSOs have been employed in the CSSO role                                       | 3 years   |
| What are the professional qualifications of the existing CSOs, Team Leaders, Senior Practitioner, and Court Coordinator | <p>CSO:</p> <ul style="list-style-type: none"> <li>• Bachelor of Justice</li> <li>• Bachelor Human Services</li> <li>• Bachelor of Education</li> <li>• Bachelor Psychology</li> <li>• Bachelor of Law</li> <li>• Bachelor of Health science</li> <li>• Bachelor of Community welfare</li> <li>• Graduate Certificate of Child Protection</li> <li>• Bachelor of Social work</li> <li>• Bachelor of social science</li> </ul> <p>Team Leaders:</p> <ul style="list-style-type: none"> <li>• Bachelor of Human services</li> <li>• Bachelor of Social Science</li> <li>• Bachelor of Education</li> <li>• Bachelor of Social work</li> </ul> <p>Senior Practitioner</p> <ul style="list-style-type: none"> <li>• Diploma of Social Work/ Bachelor of Social Science/ Masters of Counselling</li> </ul> <p>Court Coordinator</p> <ul style="list-style-type: none"> <li>• Bachelor of Laws</li> </ul> |

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Census data Gulf CSSC

| Census data 2011     |                              |                      |                      |   |  |
|----------------------|------------------------------|----------------------|----------------------|---|--|
| Population Doomadgee | Population Mornington Island | Population Normanton | Population Burketown | Population Carpentaria-Burke-Mornington |  |
| 1257                 | 1257                         | 1468                 | 201                  | 5031                                    |  |
| 1168 (Indigenous)    | 1005 (Indigenous)            | 697 (Indigenous)     | 85 (Indigenous)      | 3093 (Indigenous)                       |  |
| Median Age Doomadgee | Median Age Mornington Island | Median Age Normanton | Median Age Burketown | Median Age Carpentaria-Burke-Mornington |  |
| 20 (Indigenous)      | 21 (Indigenous)              | 29 (Indigenous)      | 33                   | 23 (Indigenous)                         |  |



## Practice Examples

### Narrative on some of the work that Intake and Assessment team does

The I&A team is lead by a team leader who identifies as being Aboriginal, the team is committed and actively works to preventing children and young people from entering the child protection system as much as possible and has processes in place at the front line of the child protection continuum to achieve this. For example:

- **Family based arrangements.** This usually involves the child or young person being placed with extended family members whilst the parents are provided with the opportunity to address the child protection concerns. These family arranged placements are meant to be short term to medium term which generally exists for up approximately three (3) months. In certain cases, these family arrangements become long term and remain in place for a considerably longer period of time.
- **Voluntary Care Agreements, TAOs, TCOs and CAOs** to ensure that vulnerable children and young people are able to be placed in out of home care whilst further assessments are able to be made regarding the parents' willingness and ability to protect.

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- The Recognised Entity is routinely consulted in assessments of whether a relative can be considered a parent under section 11 of the CPA.
- Without this section of the Act (11), the department may not be able to place children with relatives who are not approved carers which may result in a larger number of children being removed from their communities.

**Youth Initiative Team: Mount Isa & Gulf Child Safety Service Centres joint initiative.**

- The Youth Initiative Team (YI Team) was formed as a joint team between service centres in August 2010.
- The YI Team targets our most complex needs young people.
- These include dual order clients, self placing vulnerable young people, high engagement of Volatile Substance Misuse clients, and Complex Needs placements (previous Transitional Placement Packages TPPs).
- The YI Team has a Team Leader, three CSOs – 1 x PO3 and 2 x PO2s, and one CSSO (AO4).
- Lower case loads – average case load of 16 enabling workers to provide intensive case work to complex needs young people.
- The YI Team case workers have been in the team for an average of 11 months.

**Strategies developed and implemented include:**

- One entry point for Youth Justice
- Participation on Youth Justice Project 200 – targeting young people with high number of offences and providing collaborative intensive intervention with services to reduce recidivism
- Consistency with court processes eg Information provided to police and legal representatives developing awareness of Child Safety role, and building and maintaining positive working relationships
- Stability of team provides consistency for young people and their families
- Regular meetings with stakeholders to develop and maintain effective communication and collaborative working relationships to achieve positive outcomes for young people
- Regular complex case clinics for case planning and ongoing intervention with specialists eg Disability Services, CYMHS, educational facilities, Forensic Mental Health, Youth Justice
- Case plans developed with young person central to services, collaboration, communication

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- Participation in stakeholder meetings eg: MISIMAG, Youth Alliance Integrated Case Management Group, Centacare Reconnect Program.

**Outcomes**

- 13 complex needs placements (Complex and Extreme Needs Placements) in May 2011 reduced to 1 in October 2012.
- Young person having been in a highly expensive residential model of care with 24hour youth worker support for a period of 2 years transitioned to a Semi Independent Living (SIL) unit, and further transitioned to a Department of Housing unit at the age of 18 years.
- Two highly complex young persons successfully reunified with family after a period of 2 years in complex needs placement through engagement with Centacare Reconnect Program.
- Transition from Care plans active for all young people.
- Reduced number of young people being placed in expensive models of care due to engaging with extended family and supporting them to provide care for their young people through engagement with community services.
- Young people re-engaging with education through Bridge Program and Flexi Learning Centre.

**Practice: Detention of young people**

**How many CYP are in detention at the moment and what is the reason for them being remanded (ie no placement, bail being objected etc)**

- 1 child for Gulf CSSC remanded in custody in Cleveland Detention Centre Townsville. YP remanded for further assessment as to his capacity to plea.

**Practice: Young People requiring housing or semi independent living (SILs)**

- Gulf & Mount Isa CSSCs have access to two 2 SILs units in Mount Isa which are currently both full.
- 1 x Mount Isa client & 1 x Gulf client. These clients are expected to be in the units for the next 18 months.
- Currently within Mount Isa there are four young persons who would meet the criteria for the SILs unit and four young persons who will be turning 16 years old within the next 12 to 18 months who would also meet the criteria.
- Many families across both Gulf and Mount Isa are on housing waiting lists.
- All young persons with Transition from Care plans will have an application to housing submitted when applicable at the age of 16 years and Centrelink Youth Allowance is established
- Young persons are also placed on the YHARS waiting list managed by Young People Ahead (YPA) in Mount Isa.

**Stakeholders**

|                   |                       |                              |                                       |
|-------------------|-----------------------|------------------------------|---------------------------------------|
| Youth Justice     | Young People Ahead    | Ngurri Ngurri Womens Shelter | Pathways Residential                  |
| Future for Kids   | GenX                  | CVMHS                        | Youth Forensic Mental Health Services |
| Centacare         | Department of Housing | Police                       | Disability Services                   |
| Bridge Program    | Flexi Learning Centre | Nawamba Recognised Entity    | RAATSICC                              |
| Uniting Care      | DATSIMA               | ATODS                        | ACT for Kids                          |
| Mission Australia | Save the Children     | Medicare local               | Education Queensland                  |