

Baseline Analysis of Best Practice Implementation of the Aboriginal and Torres Strait Islander Child Placement Principle Queensland

April 2018

Introduction

This resource presents a baseline analysis of the progress of Queensland in implementing the full intent of the Aboriginal and Torres Strait Islander Child Placement Principle (ATSICPP) with reference to the best practice approach as set out in <u>Understanding and Applying the Aboriginal and Torres Strait Islander Child Placement Principle – A Resource for Legislation, Policy, and Program Development.</u>

The baseline analysis considers the alignment of the five elements of the ATSICPP – prevention, partnership, placement, participation, and connection – with five interrelated system elements – legislation, policy, programs, processes, and practice. However, as the analysis reveals, there is significant interconnectedness and intersectionality of both the ATISCPP and system elements. Further, piecemeal compliance with a single or even several elements does not, and cannot, lead to the full realisation of the ATSICPP. Instead it is clear that holistic processes of reform are required to ensure full implementation and compliance with the ATSICPP's intent to keep Aboriginal and Torres Strait Islander children safely connected to their families, communities, cultures, and country.

It is important to note that the baseline analysis has a particular focus on child safety, protection, and family support service systems and the work of government departments with primary responsibility for those systems, and so has some limitations to its scope. For example, the prevention element of the ATSICPP covers a broad scope of systems and multiple departmental responsibilities for universal service provision in areas such as health, education, and disability; however, these broader support systems are largely outside the scope of this review. Another important caveat is that the analysis is based on available documentation gathered through a desktop review and requests to state and territories for relevant documentation. State and territory governments have had opportunity to input to each baseline as have Aboriginal and Torres Strait Islander sector leaders.

The development of this resource – and equivalent analyses for each state and territory jurisdiction – has been guided by the work of the Aboriginal and Torres Strait Islander Working Group established under the *Third Three-Year Action Plan 2015-2018* for the *National Framework for Protecting Australia's Children 2009-2020*. The Working Group is tasked with ensuring implementation of the ATSICPP throughout the Third Action Plan and as part of this work seeks, through the current analyses, to establish the current status of implementation in each state and territory in order to track and measure progress towards enhanced implementation.

Overview - Queensland

The Queensland Government has taken significant recent steps to promote improved alignment of its legislation, policy, programs, processes and practice with the Aboriginal and Torres Strait Islander Child Placement Principle. *Our Way - A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families 2017-2037 (Our Way)* outlines the Queensland Government's commitment to the Family Matters Statement of Commitment which includes a principle to promote and enable the full implementation of the ATSICPP in line with its intent to maintain quality cultural connections for Aboriginal and Torres Strait Islander children throughout their involvement with child protection systems.

More broadly, *Our Way* is a 20-year generational strategy to eliminate the over-representation of Aboriginal and Torres Strait Islander children in the child protection system and achieve the shared vision that all Aboriginal and Torres Strait Islander children in Queensland grow up safe and cared for in family, community and culture. It will require targeted investment, policy, practice, and legislative reforms. The *Changing Tracks* Action Plan is the first of seven plans to achieve the long-term goals set out in *Our Way*. While not accompanied by new resources, it delivers some immediate changes and sets the foundations for long-term change.

Queensland is the first state to expressly and correctly describe the five elements of ATSICPP in its legislation. The recently amended legislation also includes additional principles that recognise the right of Aboriginal and Torres Strait Islander people to self-determination, and require that the long-term effects of decisions on a child's identity and connection with their family and community be taken into account in the decision-making process. The amended Act provides greater flexibility and choice for Aboriginal and Torres Strait Islander children and families regarding culturally appropriate support for their participation in decision-making, recognising that children and families are best placed to provide cultural knowledge.

The recent legislative amendments also enable the Chief Executive of the Department of Child Safety, Youth and Women (Department) to delegate some or all of their functions and powers in relation to an Aboriginal or Torres Strait Islander child in need of protection or who is likely to become in need of protection, to an appropriate Aboriginal or Torres Strait Islander entity. In another important step towards increased self-determination and partnership, through *Our Way* the Queensland First Children and Families Board will be established with majority Aboriginal and Torres Strait Islander sector and community membership to guide implementation, investment and evaluation of Our Way and associated action plans.

Despite strong legislative and program requirements for Aboriginal and Torres Strait Islander participation in decision-making through recognised entities, past implementation of participatory processes have been recognised as highly limited. The *Queensland Child Protection Commission of Inquiry Final Report* (2013)¹ (Carmody Inquiry) of 2013 called for significant reform of the recognised entities to achieve 'a more meaningful role to ensure the system is responsive to the needs and concerns of Aboriginal and Torres Strait Islander children' and that would see Aboriginal and Torres Strait Islander agencies 'taking a growing responsibility for statutory practice over time'. Recent trials of Aboriginal and Torres Strait Islander Family-Led Decision Making (ATSIFLDM) and a commitment to implement the process statewide have demonstrated a more genuine commitment to, and support of, Aboriginal and Torres Strait Islander family and community participation in decision making in the future.

While Queensland is at the beginning of a promising reform journey, current outcomes for Aboriginal and Torres Strait Islander children are very poor. Aboriginal and Torres Strait Islander children are 8.5 times more likely to be in out-of-home care (OOHC) than non-Indigenous children in Queensland. While this is the second lowest rate of over-representation in the country, it remains unacceptably high. Queensland also has one of the lowest relative investments in family support services compared to child protection and OOHC, at just 13.6%. Notably children are placed with Aboriginal and Torres Strait Islander family and kin at a rate well below the national average, at 55.3%, and review has found limited compliance with quality cultural support planning. Queensland has rapidly increased its investment in early intervention services since 2015. At November 2017, this includes \$12 million per annum on community based intake and referral services and \$58 million per annum on intensive family support services. Specifically, in relation to Aboriginal and Torres Strait Islander children and families, Queensland is providing \$150 million over five years for community-controlled Family Wellbeing Services in 20 locations, and continues to provide funding – about \$38.8 million over four years – for integrated Aboriginal and Torres Strait Islander Children and Family Centres, around half of which are community-controlled.

		LEGISLATION

Refers to the Children Protection Act 1999 (QLD) (Current as at 1 January 2018 and not including recent amendments yet to take effect) unless otherwise stated **PLACEMENT**

Queensland legislation contains some strong recognition of the primary role of the family and importance of cultural connections. and the State's role in supporting family including through preventative services.

PREVENTION

Section 5B sets out the general principles for ensuring the safety. wellbeing, and best interests of a child. including:

- that a child's family has the primary responsibility for a child's upbringing, protection and development:
- the preferred way of ensuring safety and wellbeing is by supporting families;
- state intervention should only be taken if warranted:
- · a child should have stable living arrangements that provide for a connection with family and community;
- · a child should be able to maintain relationships with parents and kin; and
- a child should be able to know, explore, and maintain their identity and values, including cultural identity.

Section 5C sets out additional principles for Aboriginal and Torres Strait Islander children, providing that a child should be allowed to develop and maintain connections with family, culture, traditions. language, and community and that the long-term effect of a decision on a child's identity and connection with family and community should

The Queensland Act does not explicitly reference selfdetermination of Aboriginal and Torres Strait Islander peoples. The legislation sets out clear and strong requirements for consultation with, and participation of a 'recognised entity' - effectively an organisation that includes Aboriginal and Torres Strait Islander members, has appropriate knowledge of child protection, and provides services to Aboriginal and Torres Strait Islander people (s246I) - in decision-making about a child.

PARTNERSHIP

For significant decisions including placement (examples of significant decisions are set out in section 6 and include a decision about placing a child in care) a recognised entity must be given an 'opportunity to participate' in the decision-making process (ss6(1), 83(2)). For all other (nonsignificant) decisions, a recognised entity must be 'consulted' prior to the decision being made (s6(2)). If urgency or unavailability prohibits participation or consultation, subsequent consultation must occur as soon as practicable after the decision is made (s6(3)). More broadly, the Department is required to consult with recognised entities about the administration of the Act in relation to Aboriginal and Torres Strait Islander children (s7(1)(0)).

If the Children's Court exercises a power under the Act in relation to

Queensland legislation strongly aligns with best practice of the placement hierarchy and also provides for consideration of the views of, and consultation with, a recognised entity.

Section 83 sets out the placement hierarchy, starting with members of the child's family, then a member of the child's community or language group (though this is not specified to necessarily be an Aboriginal or Torres Strait Islander person), then an Aboriginal or Torres Strait Islander person who is compatible with the child's community/language group, and lastly another Aboriginal or Torres

Strait Islander person.

If placement is not made within the hierarchy, a placement proximate to the child's family or community/ language group needs to be considered (s83(6)). If placement is with a non-Indigenous person, that person's commitment to ensuring family contact and cultural connections needs to be considered (s83(7)). More broadly, section 83(5) requires proper consideration be given to ensuring a placement decision provides for the 'optimal retention' of the child's relationships with family and other significant persons.

A recognised entity must be given an opportunity to participate in the making of a decision regarding placement, or in cases of urgency or unavailability, must be consulted as soon as practicable afterwards

Queensland legislation provides qualified requirements for family participation in decision-making. Section 5D provides that 'to the extent that it is appropriate, the views of relevant persons should be sought and taken into account before a decision is made' under the Act. Relevant persons include the child, parents, or siblings and long-term quardians (s5D(3)). Appropriate assistance should be provided to a child when obtaining his/her views (s5E).

PARTICIPATION

Section 6(5) provides that 'as far as is reasonably practicable' the Department or the Litigation Director 'must try to conduct consultations, negotiations, and family group meetings' in a way and place that is appropriate to custom.

Division 2 of Chapter 2 of the Act provides for family group meetings. Section 51G provides describes family group meetings as an inclusive process to develop familybased responses for planning and making decisions relating to a child's protection and care needs. The child, if appropriate, parents, other family, the child's legal representative, and the recognised entity for the child, amongst others. must be given a reasonable opportunity to attend and participate (s51L).

Before making a protection order, the Children's Court must be satisfied the child's wishes or views have been made known to the

The Act recognises the importance of family relationships and cultural connections by stating that these 'should' be maintained (s5B) and specifically in relation to Aboriginal and Torres Strait Islander children that they 'should be allowed to develop and maintain connections with family, culture, traditions, language, and community' (s5C). There are no explicit provisions allowing for contact with family to be court ordered, though section 59(1)(b) requires the court to be satisfied of an appropriate case plan, including for long-term orders where case plans contain information and direction regarding living arrangements and contact arrangements. Section 80 provides if a person is granted custody or guardianship of a child, they must tell the parents where the child is living, give them information about the child's care, and provide opportunity for contact with parents and other family members. Where the Department has custody or quardianship of a child, the Chief Executive is obliged to provide the opportunity for contact between the child, their parents and other appropriate family members (s87). In relation to Aboriginal and Torres Strait Islander children, the Department 'must' provide opportunity for contact with the community/language group (s88). In relation to cultural support, a child's case plans 'may' address

contact with family and

CONNECTION

Refers to the <i>Children</i>	LEGISLATION Refers to the Children Protection Act 1999 (QLD) (Current as at 1 January 2018 and not including recent amendments yet to take effect) unless otherwise stated						
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION			
be taken into account. Section 7 sets out the chief executive's functions for the administration of the Act and includes: • providing, or helping to provide, information or services to families to help protect and reduce harm to children; • helping Aboriginal and Torres Strait Islander communities to establish programs for preventing or reducing incidences of harm to children (s7(1)(f)). The Act allows for referral to preventative services by mandatory reporters who are prescribed entities where they do not suspect a child is in need of protection, but consider they require support to prevent them from becoming in need of protection (see sections 13B, 159BA and 159M).	an Aboriginal or Torres Strait Islander child, it must have regard to the views of a recognised entity for the child, or members of a child's community, about the Aboriginal tradition and Island custom for that child (s6(4)(a)(i)).	(s83(2),(3)).	court aware of the child's views (s59(1)(d)). The court must as far as practicable ensure that a child, parents and other parties understand the proceedings (s106). A child, parents and other parties have a right to appear personally or be represented by a lawyer (s108). If a parent appears in an application for a child protection order and is not legally represented, the court may only continue to hear a matter if satisfied a reasonable opportunity has been given to a parent to obtain legal representation (s109). The court may order that a child is legally represented by a separate representative – this representative is to act in the child's best interests regardless of instructions and is required to help the child take part in proceedings and present the child's views and wishes to the court (s110).	arrangements for maintaining connection with cultural identity (s51B). The participation of a child, parent, appropriate member of the family group, and Aboriginal and Torres Strait Islander agencies in case planning is encouraged (s51D). Case plans are to be reviewed every 6 to 12 month (ss51V, 51VA). In relation to reunification, section 5B provides for some presumptive efforts for reunification – 'if a child is removed support should be given for the purpose of allowing the child to return to the child's family if the return is in the child's best interests'.			

Note: The Queensland Department of Communities Child Safety and Disability Services (DCCSDS) has provided additional information regarding legislative amendments that will take effect in 2018 which is included in Annexure A.

		POLICY		
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION
Queensland has a strongly stated policy position that promotes the diversion of families, including Aboriginal and Torres Strait Islander families, wherever possible from the statutory child protection system to community based early intervention and family support services. ³ The Supporting Families Changing Futures – 2017 update continues the Queensland Governments commitment to seven strategic directions for reform including supporting families earlier and meeting the needs and requirements of Queensland's Aboriginal and Torres Strait Islander children, families and communities. ⁴ At 20 June 2017 there has been a 12% decrease in the number of child safety intakes of Aboriginal and Torres Strait Islander children since the commencement of the reform journey in 2013. Further, there has been a 5% decrease in the number of Aboriginal and Torres Strait Islander children in need of protection. Our Way ⁵ and Changing Tracks ⁶ (see also 'Policy – Partnership) – commit to increased early intervention supports for Aboriginal and Torres Strait Islander children and families, including increased proportional investment in early intervention as compared to OOHC. Significantly, Our Way expressly recognises culture as a protective factor and the importance of community and family networks that support children within	Queensland policy confirms the strong legislated position requiring consultation and participation of a recognised entity in decision-making. The Queensland Government is continuing investment in the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) body to deliver capacity building projects to improve access to services and better support ACCOs. It is also prioritising re-investment in ACCOs, and development and delivery of training programs with recognised entities. In a significant act of partnership, the Queensland government has recently worked with Family Matters Queensland, the Queensland working group of the national Aboriginal and Torres Strait Islander-led Family Matters campaign, to develop <i>Our Way</i> and its first action plan. The Strategy seeks to eliminate the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system by 2037. Its approach focuses on participation, control, and self-determination of Aboriginal and Torres Strait Islander peoples and organisations. <i>Our Way</i> commits to building and transferring capacity to ACCOs to provide services and drive local solutions to local issues. It also recognises the need for increased investment in ACCOs 'which are best placed to determine, design, and deliver services that will meet the needs of Aboriginal and Torres	Queensland policy promotes the placement hierarchy, particularly high priority placements by requiring thorough assessments of all placements and review of lower ranked placements (see 'Processes' below). Policy documents also recognise and promote the participation of family and the recognised entity in placement decision-making. The Supporting Families Changing Futures – Advancing Queensland's Child Protection and Family Support Reforms document prioritises a trial assessment process for Aboriginal and Torres Strait Islander kinship carer applicants. A trial of the Winangay kinship care assessment tool is currently running throughout Queensland (see 'Processes' below). Changing Tracks commits to more children living with kin if they are unable to safely stay with their family. This will involve increased kinship care investment, support and resources to maximise the use of kinship care placements. The Queensland Family and Child Commission (QFCC) led a comprehensive examination of the blue card and foster care systems in Queensland's Children More Than Safe Foster Care System Review report, released September 2017, and 42 recommendations. Recommendations are in line with the Queensland Child Protection Commission of Inquiry Final Report (2013) (Carmody Inquiry) and Changing Tracks, and recognise	In addition to supporting established family group meetings that may be convened or coconvened by a recognised entity, Queensland has demonstrated its support for culturally safe family participation through the recent trials of ATSIFLDM. This model recognises the needs and strengths of Aboriginal and Torres Strait Islander families and communities by placing families at the centre of decision-making and ensuring that the process for support is led by Aboriginal and Torres Strait Islander people and agencies. The Changing Tracks Action Plan commits to investing in ACCOs to implement ATSIFLDM across the state.	Queensland policy is stronger than legislation in requiring a cultural support plan to be developed for all children in OOHC and for all Aboriginal and Torres Strait Islander children subject to ongoing intervention. These documents refer to the participation of family and recognised entities in the development of cultural support plans that will seek to maintain connections to family, community and culture. The Policy Statement regarding the Aboriginal and Torres Strait Islander Child Placement Principle states that returning a child to his or her family, or maintaining contact or involvement with family, community, and culture is 'always' in the child's best interests. Our Way builds on this, committing to support and promote a priority to safely reunify children with families wherever it is possible to do so. The Changing Tracks Action Plan seeks for more Aboriginal and Torres Strait Islander children in OOHC to reunite with their parents and families.

POLICY				
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION
community. Changing Tracks sets an intention to halt the increasing rate of Aboriginal and Torres Strait Islander children entering the child protection system.	Strait Islander children, families, and communities'. <i>Our Way</i> establishes the Queensland First Children and Families Board with majority Aboriginal and Torres Strait Islander sector and community representation to guide implementation and inform evaluations. The <i>Changing Tracks</i> Action Plan commits to enabling delegation of functions and powers for Aboriginal and Torres Strait Islander children on protection orders to ACCOs (see legislative amendments in 'Legislation' above).	the uniqueness and importance of kinship care so that more children, particularly Aboriginal and Torres Strait Islander children, live safely with their families. It recommends: • A standard carer assessment tool that: includes specific resources for assessing foster carers and kinships carers; and addresses cultural issues for Aboriginal and Torres Strait Islander carers and culturally linguistic carers (recommendation 15); • Kinship carers do not undergo another full assessment process where they have already been assessed for a previous placement within a two year timeframe (recommendation 18); • a training program specifically for kinship carers (recommendation 28); • Development and implementation of measures to increase support and supervision for new carers during their first 12 months as carers. The measures must recognise the difference between the support needs of foster carers and kinship carers (recommendation 32).		

	PROGRAMS				
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION	
Aboriginal and Torres Strait Islander Family Support services are community controlled family support services. The <i>Child Safety Practice Manual</i> states that 75% of these services are delivered at the early intervention stage, however, the 2013 <i>Carmody Inquiry</i> found that many referred families already had significant child protection involvement. ¹⁴ There are multiple referral pathways including through the Department, other government departments, ACCOs, other NGOs and self-referral. Family and Child Connect is a free community-based service aimed at connecting families with services so they can care for their children at home. There are 17 catchment areas for Family and Child Connect, with 2 areas having ACCO service providers. Intensive Family Support works with families who are at risk of involvement in the statutory child protection system. There are 21 Intensive Family Support catchment areas but only 1 area has an ACCO service provider. As part of the <i>Supporting Families Changing Futures</i> reform, the	PARTNERSHIP A recognised entity may be an individual or organisation that is appropriate to be consulted about a child's protection and care — effectively to provide culturally appropriate and family advice regarding Aboriginal and Torres Strait Islander child protection matters. As set out above in the 'Legislation' section, a recognised entity organisation is an organisation that includes Aboriginal and Torres Strait Islander members, has appropriate knowledge of child protection, and provides services to Aboriginal and Torres Strait Islander people. The primary role of a recognised entity is to participate in decision-making about any significant decisions about an Aboriginal or Torres Strait Islander child, and to be available for consultation about decisions that are not significant. There are 13 ACCOs that provide recognised entity functions. Currently, recognised entities are being engaged to design a better way to provide cultural advice, support, and facilitate family participation — see additional comments regarding 'Legislation' above.	PLACEMENT Legislated recognised entity participation provides advice and input to placement decision-making. The Department operates the Safe House initiative to deliver child safety placements in remote Aboriginal and Torres Strait Islander communities. The Safe Houses offer short to medium term accommodation within communities so that young people are able to retain connections to family, culture and land. The Department is working with the current mainstream providers of the Safe Houses to transition management to community control. The Department also funds a number of Foster and Kinship Care service operated by ACCOs to recruit, train and support Indigenous foster carers and kin carers. The Out of Home Care Reform Initiative (OOHCRI) has responded to the Carmody Inquiry Recommendation 8.3 to recognise the uniqueness of kinship care and the need to strengthen service delivery and investment in kinship care.	PARTICIPATION As noted above and in the 'Partnership – Programs' section, ATSIFLDM has been trialed in Queensland and will be rolled out throughout the state by ACCOs according to Changing Tracks. 15 General legal services and Aboriginal and Torres Strait Islander legal services may provide government-funded legal advice and representation to children, parents and family members in child protection matters. The Community Visitors program provides for children in OOHC to be visited in order to assess their needs and provide advocacy and support if required. Visits will continue only if assessed to be required. Visits are not required for children on long-term guardianship orders. Visits are required for children in visitable sites. The Office of the Public Guardian by way of the Child Advocates program may appear in proceedings on an application for an order on a child. Their role is to support the child by presenting the child's views and wishes to the court as well as make submissions, call witnesses and the cross examination of witnesses. Child	CONNECTION Family group meetings have been specifically identified as a site for the initial cultural support plan to be developed (see 'Processes' below). The recently trialed ATSIFLDM may also incorporate this. According to Changing Tracks, ATSIFLDM will be delivered throughout the state by ACCOs, with corresponding investment in ACCOs. The ACCO run Aboriginal and Torres Strait Islander Family Support services offer reunification supports.	
protection system. There are 21 Intensive Family Support catchment areas but only 1 area has an ACCO service provider. As part of the Supporting Families	Currently, recognised entities are being engaged to design a better way to provide cultural advice, support, and facilitate family participation – see additional	to the Carmody Inquiry Recommendation 8.3 to recognise the uniqueness of kinship care and the need to strengthen service delivery and investment in kinship	proceedings on an application for an order on a child. Their role is to support the child by presenting the child's views and wishes to the court as well as make submissions,		
Queensland government is investing \$150 million over five years in new community-run Family Wellbeing Services to better support Aboriginal and Torres Strait Islander families and communities. These services combine functions of existing family support programs		Work has commenced in the development of a stand-alone kinship care program that responds to the specific needs of kinship carers including Aboriginal and Torres Strait Islander kinship carers. The OOHCRI has also responded			
into one community-run service. ACCOs have led the design and		to Carmody Inquiry recommendation 8.5 with an			

	PROGRAMS					
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION		
delivery of the services.		investment to transfer the				
At November 2017, all catchments		management and support of				
except Torres Strait have finalised		departmentally managed carers to				
the procurement of Family		non-government organisations.				
Wellbeing Services. In the Torres		The investment will ensure all				
Strait, the procurement process is		carers, including carers in remote				
expected to be finished in early		locations, are managed by non-				
2018.		government organisations and				
The Queensland government		where available, receive support				
continues to support 10 Children		from licensed community controlled				
and Family Centres, which bring		or Aboriginal and Torres Strait				
together early childhood education		Islander agencies.				
and care, family support, and child						
and maternal health services for						
Aboriginal and Torres Strait						
Islander children (birth to 8 years)						
and families. Six of these centres						
are ACCO-run.						
Aboriginal and Torres Strait						
Islander Funded Services provide						
early childhood and family support						
services in remote communities.						
The Changing Tracks Action Plan						
contains several priority areas in						
prevention and early intervention						
space: the needs of young women						
under 25 years and their partners,						
before and during pregnancy,						
especially during the first 1000						
days – including the First 1000						
days program; increasing access to						
early years and other programs for						
children aged 2 to 5 years –						
including the Early Years program						
and Families as First Connectors;						
and providing families who have						
complex needs and children at risk						
with the rights services.						

		PROCESSES		
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION
An extensive online <i>Child Safety Practice Manual</i> sets out processes and procedures for child protection practice and links to relevant practice resources and policy statements. In the context of wider child protection system reforms, the <i>Protecting Children and Supporting Families – A Guide to Reporting Child Protection Concerns and Referring Families to Support Services</i> document provides additional emphasis and guidance on referral pathways. The requirement and process for early identification of a child as Aboriginal or Torres Strait Islander is highlighted in the <i>Manual</i> , stating that at intake action is to be taken to identify cultural identity. The <i>Practice Resource – The Child Placement Principle</i> provides further guidance, including that identification should be confirmed in collaboration with a recognised entity. The <i>Manual</i> and the linked practice resource set out referral processes to secondary services on intake, noting that 'actions taken at this point are intended to provide support to children and families in need and prevent the need for Child Safety intervention in the future'.	The Manual specifies what significant decisions are for the purposes of recognised entity participation. The list goes further than the examples provided in legislation and includes decisions early in the life of child protection involvement such as recording a notification, referral to family support service, planned intervention, and later decisions such as case planning and court applications. Further, the Manual requires 'meaningful participation', setting out processes for providing relevant information in a timely manner to the recognised entity and that meetings are to be scheduled with sufficient notice in a respectful forum. The Manual and Practice Resource – Working with a Recognised Entity require that the recognised entity's participation and views be recorded. 20 As part of the Our Way and Changing Tracks agendas, a Queensland First Children and Families Board will be established to guide implementation and evaluate effectiveness of the strategy and action plans. The Board will include representatives from Family Matters Queensland and the broader Aboriginal and Torres Strait Islander community, with the majority of members to be Aboriginal and Torres Strait Islander community, with the majority of members to be Aboriginal and Torres Strait Islander people. This seeks to ensure decision-making, self-determination, and accountability led by Aboriginal and Torres Strait Islander peoples. Our Way and Changing Tracks	The Manual and linked material Practice Resource – The Child Placement Principle provide some guidance about Aboriginal and Torres Strait Islander kinship relationships. 21 These resources then set out processes and requirements to seek family and recognised entity participation. Safe kinship options are listed as the first option to consider, as is the requirement to consider a carer's ability to ensure a child's connections. Significantly, the documents call for the 'regular review' of placements with non-Indigenous carers, in partnership with a recognised entity, in order to obtain a higher prioritised placement. As noted above in 'Policy', the Winangay kinship care assessment tool has been trialed throughout Queensland and the department is considering approaches to support the use of the tools into the future (see Support Families, Changing Futures website 22).	In relation to the established practice of family group meetings, the <i>Manual</i> sets out, in line with legislation, that such meetings are held within 30 days of the decision that a child is in need of protection, or within a timeframe set by the court. The <i>Family Group Meeting Convenor Handbook</i> provides that a staff member from a recognised entity should be considered as a convenor or co-convenor of a family group meeting. The <i>Handbook</i> sets out that the child, if appropriate, parents, other relevant family members, other persons significant in the child's life, and a recognised entity must be given an opportunity to attend and participate in the meeting. The <i>Handbook</i> also sets out processes to provide information and support to participants, and to consult with a parent who is unwilling to attend a family group meeting. There is no requirement for meetings to be convened by an Aboriginal person or agency. The <i>Changing Tracks</i> action plan commits to invest in ACCOs to implement Aboriginal and Torres Strait Islander family-led decision-making across the state. 24	The Practice Resource – Developing a Cultural Support Plan for Aboriginal and Torres Strait Islander Children outlines that a cultural support plan must include information about support of the carer to maintain and support activities outlined in the plan, including any financial support approved by Child Safety and required training. The Practice Resource identifies that the initial cultural support plan should be developed when the first case plan is developing during the family group meeting. It – and the Policy Statement regarding the Aboriginal and Torres Strait Islander Child Placement Principle direct practitioners to work with the child, family, recognised entity, community Elders and other individuals significant in the child's life to develop the cultural support plan. The Manual sets out processes to implement the case plan and cultural support plan, such as monitoring carers' responsibility to meet the cultural support plan. The Practice Resource and Manual go on to state that the cultural support plan. The Practice Resource and Manual go on to state that the cultural support plan, is reviewed when the case plan is reviewed. Changing Tracks and Our Way recognise the importance of connections, with the Action Plan committing to undertaking family and kin mapping for Aboriginal and Torres Strait Islander children in OOHC who are not already connected to family and kin. 27

PROCESSES					
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION	
	also commit to producing a publicly available report annually and will act as a report card to monitor progress in achieving targets under the strategy. An Aboriginal and Torres Strait Islander Child and Family Wellbeing Outcomes				
	Framework will be developed in partnership with government, Family Matters Queensland and the Queensland First Children and Families Board to assist with the reporting process.				

	PRACTICE					
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION		
The proportion of Queensland	Following recommendations of	The proportion of Queensland	The Carmody Inquiry found	Department data indicates that as		
spending on intensive family	Carmody Inquiry, the Queensland	Aboriginal and Torres Strait	numerous deficiencies in the	at 30 June 2017, 95% of Aboriginal		
support services and family support	Government established the	Islander children placed with	practice of family group meetings,	and Torres Strait Islander children		
services in relation to total	Queensland Family and Child	Aboriginal or Torres Strait Islander	including number/power imbalance	with ongoing intervention had a		
spending including on OOHC and	Commission (QFCC). The purpose	family or other family, or an	of Departmental staff compared	cultural support plan. ³⁸		
other child protection services rose	of the QFCC is to promote the	Aboriginal or Torres Strait Islander	with family, lack of independence	The Carmody Inquiry questioned		
from 11.4% in 2011-2012 to 13.7%	safety, wellbeing and best interests	home-based carer rose slightly	given the convenor is a	the quality of cultural support		
in 2015-2016. ²⁸	of children and young people and	from 52% as at 30 June 2012 to	Departmental officer, and the lack	planning for Aboriginal and Torres		
Of all children commencing an	improve the child protection	55.3% at 30 June 2016. ³⁴	of provision of private family time	Strait Islander children placed		
intensive family support service in	system, including to provide	At 30 June 2017, 24% of Aboriginal	for family discussion. The Carmody	outside the specifications of the		
Queensland within 2015-2016,	oversight of the child protection	and Torres Strait Islander children	Inquiry recommended improved	child placement principle.		
38.8% were Aboriginal and Torres	system (s9 of the Family and Child	were placed with an Aboriginal	processes and a trial of	Queensland is implementing		
Strait Islander. This proportion is up	Commission Act 2014).	and/or Torres Strait Islander	ATSIFLDM. ³⁶	Inquiry recommendation 7.5 – that		
from 33.7% in 2011-2012. ²⁹	The 2013 Carmody Inquiry	relative/kin, 19% were placed with	SNAICC recently completed 18	cultural support plans have a		
The Family Wellbeing Services	reported numerous problems about	non-Indigenous relative/kin and	month trials of ATSIFLDM in four	requirement that arrangements be		
operate across the continuum from	recognised entity participation,	14% were placed with an	Queensland locations. Although	made for regular contact with at		
prevention through to tertiary	including absence of notification by	Aboriginal and Torres Strait	these trails were on a relatively	least one person who shares the		
intervention with families involved	the Department, reluctance to	Islander carer or care service.	small scale, SNAICC observed that	child's cultural identity.		
in the child protection system.	share information by the	Further, 43% of Aboriginal and	the trials demonstrated the great	Queensland ACCOs have indicated		
While not rigidly mandated at this	Department, and involvement being	Torres Strait Islander children in	potential and capacity of Aboriginal	that the legislative requirement to		
point, it is anticipated that	treated as a 'tick and flick' exercise	out-of-home care were placed with	and Torres Strait Islander	provide the opportunity for contact		
approximately 25% of the caseload	instead of meaningful participation.	either non-Aboriginal or Torres	organisations and professionals to	for Aboriginal and Torres Strait		
will be families already subject to a	The Carmody Inquiry	Strait Islander caregivers or in a	empower families to genuinely	Islander children in care on certain		
child protection intervention.	recommended a 'shared practice	non-Indigenous residential care	participate in decisions for the care	orders only occurs subject to		
However, many of those families	model' that would allow recognised	service.35	and protection of their children. The	Departmental resources and there		
with whom services are working in	entities to work more closely with		evaluation is completed but has not	are instances where separated		

	PRACTICE					
PREVENTION	PARTNERSHIP	PLACEMENT	PARTICIPATION	CONNECTION		
an early intervention capacity may be known to the Department through previous Child Concern Reports or Notifications. Since the January 2015 establishment of Family and Child Connect to 30 June 2017, there have been 40,486 enquiries to the Department. In Queensland, Aboriginal and Torres Strait Islander children represented 41.7% of all children in DOHC as at 30 June 2016, an increase from 38% as at 30 June 2012. Aboriginal and Torres Strait Islander children were 8.5 times more likely than non-Indigenous children to be in OOHC at 30 June 2016, an increase from the rate of 7.3 times more likely as at 30 June 2012. As at 30 June 2016, 4% of all Aboriginal and Torres Strait Islander children in Queensland were in OOHC, an increase from 3.6% at 30 June 2012. As at 30 June 2012.	the Department. ³³ Feedback from the Queensland Aboriginal and Torres Strait Islander community sector is that the current practice of recognised entity participation in decision making is significantly limited and affected by the Department funding of recognised entities. In-line with Carmody Inquiry recommendation, Queensland is working with ACCOs to re-scope the role of the recognised entity to make it more meaningful.	T EROLINEIVI	yet been released. It confirms the value of a family led decision making approach at various points in a family's involvement in the family support and child protection systems. It identifies the conditions in which family led decision making is likely to be successful, and highlights the cultural changes required by the Department to ensure that its staff are willing to transfer power and control in the process to the independent Aboriginal or Torres Strait Islander convenor. It is expected the final report will be circulated to stakeholders in the near future. The Carmody Inquiry called for a refocused Community Visitor program for children in OOHC, giving the most vulnerable children a voice outside of formal complaint mechanisms. The Inquiry recommended that a Child Guardian assume responsibility for the program. It is now administered by the Office of the Public Guardian. ³⁷	siblings in care rarely see each other.		

ANNEXURE A - Additional information provided by the Queensland Department of Communities, Child Safety and Disability Services

LEGISLATION

Other significant amendments yet to take effect in the Child Protection Reform Amendment (CPRA) Act 2017:

Independent Aboriginal or Torres Strait Islander Entity

Section 6 of the Child Protection Act 1999 CPA requires the chief executive, an authorised officer and the litigation director to give an opportunity to a recognised entity to participate in, or be consulted about, decision-making for an Aboriginal or Torres Strait Islander child. The CPRA provides greater flexibility and choice for Aboriginal and Torres Strait Islander children and their parents about who is culturally appropriate to support them to participate in decision-making and recognises that the child, child's family and community are best placed to provide cultural knowledge.

The amendments broaden the range of entities or individuals that may support the provision of relevant cultural advice for an Aboriginal or Torres Strait Islander child and their family beyond recognised entities to help ensure this function is performed by an entity or individual that has relevant and appropriate cultural authority for the family.

References to 'recognised entities' will be replaced with a new concept of an 'independent Aboriginal or Torres Strait Islander entity' for a child. The role of an independent Aboriginal or Torres Strait Islander entity for a child will be to facilitate the meaningful participation of the child and the child's family in decision-making. This recognises that the child and the child's family is the primary source of cultural knowledge in relation to the child.

The scope of entities that may be an independent Aboriginal or Torres Strait Islander entity for a child will be broad and may include an entity funded by the department to provide advice (such as a recognised entity under the funded recognised entity program); a significant individual for a child and their family, such as a relative, kin or elder; or another person nominated by the child's family as having cultural authority for the child and their family. The involvement of the entity will be subject to the child and family consenting to their involvement.

These amendments support work being delivered by the department, in partnership with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) and recognised entity services, to redesign the recognised entity program to facilitate the participation of Aboriginal and Torres Strait Islander children and families in decision-making and case planning.

Chief Executive's functions

The CPRA amends the chief executive's functions in section 7 of the *Child Protection Act 1999* to include arranging for independent Aboriginal or Torres Strait Islander entities to facilitate the participation of children and their families in decision making.

Delegation of powers and functions for some Aboriginal and Torres Strait Islander children

The CPRA includes amendments to enable the chief executive to delegate some or all of the chief executive's powers, in relation to an Aboriginal or Torres Strait Islander child, to a suitable individual within an Aboriginal and Torres Strait Islander entity, with appropriate safeguards.

This option was widely supported by stakeholders during consultation undertaken as part of the review of the *Child Protection Act 1999*, and will support the implementation of the Our Way strategy and Changing Tracks action plan Action 4.2 - to enable statutory child protection functions and powers for Aboriginal and Torres Strait Islander children who are subject to a child protection order to be delegated to the chief executive of an Aboriginal and Torres Strait Islander entity.

The CPRA reflects stakeholder feedback that the exercise of such a delegation should be limited to circumstances when the chief executive is satisfied that the receiving entity has the capacity and capability to exercise the specific power or function to be delegated in relation to a particular child, and the entity formally accepts the delegation. Appropriate guidance will be provided to the delegate to support them in performing their role. All delegates will have to hold a current blue card and the chief executive will be satisfied they are appropriately qualified and suitable to perform a delegated function or exercise a delegated power. Any additional conditions of a delegation will be determined on a case-by-case basis.

Case Planning

The CPRA amends case planning requirements to include details of how the plan is consistent with the connection principle for an Aboriginal or Torres Strait Islander child.

Placement Hierarchy

The CPRA amends section 83 of the *Child Protection Act 1999* to strengthen the requirement to place an Aboriginal or Torres Strait Islander child with a person who is a member of the child's family group. Only if this is not practicable, an amended hierarchy of placement options will apply. The amended hierarchy will state that, if an Aboriginal or Torres Strait Islander child cannot be placed with their family, they must be placed with:

- a member of the child's community or language group, or
- another Aboriginal person or Torres Strait Islander who is compatible with the child's community or language group, or
- another Aboriginal person or Torres Strait Islander, or
- if there is no appropriate person in the listed placement categories, then the child may be placed with a person who has demonstrated capacity to ensure continuity of connection to kin, country and culture.

Permanent Care Orders

The CPRA introduces a new type of child protection order — a permanent care order - to provide an option for a child requiring long-term out-of-home care. The new order provides improved certainty and stability for the child, and will be the most appropriate order for young people who are unable to return to the care of their parents. The order will not permanently sever the legal relationship with the child's family, but will transfer guardianship to a permanent guardian until the child turns 18. Specific safeguards for Aboriginal or Torres Strait Islander children are included:

- the Court must have regard Aboriginal tradition and Island custom for the child and the child placement principles
- the Court must be satisfied the child's case plan includes appropriate details about how their connection to culture, community or language group will be developed and maintained
- the Court must be satisfied the decision to apply for the order has been made in consultation with the child, if appropriate

the Court may have regard to the views of the child, their family or the independent entity for the child to be satisfied of these matters.

PRACTICE

The Child Safety Practice Manual (CSPM) is currently being reviewed, and will reflect the legislative amendments (see above) related to the child placement principle.

The CSPM currently supports the 5 elements: prevention, partnership, placement, participation and connection throughout the ten chapters of the manual.

The CSPM includes information and advice from staff for working with Aboriginal and Torres Strait Islander families, including procedures and practice guidance for promoting prevention, partnership, placement, participation and connection. Some of the resources included in the CSPM include:

- Practice Paper: Working with Aboriginal and Torres Strait Islander people, outlines the need for prevention and early intervention services to enhance skills, knowledge and resources to prevent children entering the child protection system. It stipulates the department's legislative responsibility regarding consultations with Recognised Entities, as well additional requirements placing Aboriginal and Torres Strait Islander children in care (including placing a child with family and community). The paper explains the role departmental staff must undertake to incorporate cultural considerations into practice.
- Practice Resource: Legislative Provisions in Relation to Aboriginal and Torres Strait Islander Children and Collaboration with Recognised Entities outlines the legislative responsibilities in relation to Aboriginal and Torres Strait Islander children and families. This includes: decision making, case planning, placement matching and Recognised Entities.
- Practice Resource: The Child Placement Principle, outlines additional requirements for placing an Aboriginal or Torres Strait Islander child in care, including placing a child, in order of preference, with (1) family, (2) community or language group, (3) another person who is Aboriginal or Torres Strait Islander and compatible with the child's language or community, and (4) another Aboriginal person or Torres Strait Islander. It also outlines the roles and responsibilities of departmental staff in regards to ensuring a child's participation, working with the Recognised Entity, cultural support and placement planning.

Practice Resource: Working with the Recognised Entity, stipules the roles and responsibilities of departmental and Recognised Entity staff in working together to ensure decisions and interventions provided to Aboriginal and Torres Strait Islander children and families are culturally appropriate, maintain the child's sense of identity and connections to their cultural and community.

¹ Carmody, T. (2013). Taking Responsibility: A Roadmap for Queensland Child Protection, Brisbane: Queensland Child Protection Commission of Inquiry

² Carmody, T. (2013). Taking Responsibility: A Roadmap for Queensland Child Protection, Brisbane: Queensland Child Protection Commission of Inquiry, pp353, 364.

³ Child Safety Services, Department of Communities, Queensland Government (2010). *Policy Statement regarding Working with Aboriginal and Torres Strait Islander Children, Families and Communities*, available at https://www.communities.gld.gov.au/resources/childsafety/child-protection/working-atsi-children-families-communities-610.pdf

⁴ Department of Communities, Child Safety and Disability Services, Queensland Government (2017), *Supporting Families, Changing Futures – 2017 Update*, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/supporting-families-changing-futures-2017-update.pdf

⁵ Department of Communities, Child Safety and Disability Services, Queensland Government (2017). Our Way – A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families 2017-2037, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/our-way.pdf

⁶ Department of Communities, Child Safety and Disability Services, Queensland Government (2017). Changing Tracks – An Action Plan for Aboriginal and Torres Strait Islander Children and Families 2017-2019, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/changing-tracks.pdf

⁷ Child Safety Services, Department of Communities, Queensland Government (2010). *Policy Statement regarding Working with Aboriginal and Torres Strait Islander Children, Families and Communities*, Policy No. CPD610-1, available at https://www.communities.qld.gov.au/resources/childsafety/child-protection/working-atsi-children-families-communities-610.pdf; Child Safety Services, Department of Communities, Queensland Government (2010). *Aboriginal and Torres Strait Islander Child Placement Principle*, Policy No. CPD609-1, available at https://www.communities.qld.gov.au/resources/childsafety/child-placement-principle-609.pdf

⁸ Child Safety Services, Department of Communities, Queensland Government (2010). *Aboriginal and Torres Strait Islander Child Placement Principle*, Policy No. CPD609-1, available at https://www.communities.qld.gov.au/resources/childsafety/child-protection/atsi-child-placement-principle-609.pdf

⁹ Department of Communities, Child Safety and Disability Services, Queensland Government (2016), Supporting Families Changing Futures – Advancing Queensland's Child Protection and Family Support Reforms, available at https://cabinet.gld.gov.au/documents/2016/Apr/SupFChF/Attachments/Report.pdf

¹⁰ Queensland Family and Child Commission (2017), *Keeping Queensland's Children More Than Safe Foster Care System Review*, available at https://www.qfcc.qld.gov.au/sites/default/files/final_report_FC_review.pdf

¹¹ Carmody, T. (2013). Taking Responsibility: A Roadmap for Queensland Child Protection, Brisbane: Queensland Child Protection Commission of Inquiry

¹² Child Safety Services, Department of Communities, Queensland Government (2010). Aboriginal and Torres Strait Islander Child Placement Principle, Policy No. CPD609-1, available at https://www.communities.qld.gov.au/resources/childsafety/child-protection/atsi-child-placement-principle-609.pdf; Child Safety Services, Department of Communities, Queensland Government (undated). Practice Resource – Developing a Cultural Support Plan for Aboriginal and Torres Strait Islander Children, available at https://www.communities.qld.gov.au/resources/childsafety/practice-manual/pr-developing-cultural-support-plan-atsi.pdf

¹³ Child Safety Services, Department of Communities, Queensland Government (2010). Aboriginal and Torres Strait Islander Child Placement Principle, Policy No. CPD609-1, available at https://www.communities.qld.gov.au/resources/childsafety/child-protection/atsi-child-placement-principle-609.pdf

¹⁴ See https://www.gfcc.gld.gov.au/sites/default/files/final_report_FC_review.pdf, p172.

¹⁵ Department of Communities, Child Safety and Disability Services, Queensland Government (2017). Changing Tracks – An Action Plan for Aboriginal and Torres Strait Islander Children and Families 2017-2019, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/changing-tracks.pdf

¹⁶ See https://www.communities.qld.gov.au/childsafety/foster-kinship-care/regulation-care/community-visitors-child-advocates

¹⁷ See https://www.communities.gld.gov.au/childsafety/child-safety-practice-manual

¹⁸ See https://www.communities.gld.gov.au/resources/campaign/supporting-families/protecting-children-supporting-families.pdf

¹⁹ See https://www.communities.qld.gov.au/resources/childsafety/practice-manual/pr-the-child-placement-principle.pdf

²⁰ See https://www.communities.qld.gov.au/childsafety/child-safety-practice-manual; https://www.communities.qld.gov.au/resources/childsafety/practice-manual/pr-working-with-the-recognised-entity.pdf

²¹ See https://www.communities.qld.gov.au/childsafety/child-safety-practice-manual; https://www.communities.qld.gov.au/resources/childsafety/practice-manual/pr-the-child-placement-principle.pdf

²² See https://www.communities.gld.gov.au/campaign/supporting-families

²³ See https://www.communities.gld.gov.au/childsafety/protecting-children/resources-publications/family-group-meeting-convenor-handbook

²⁴ Department of Communities, Child Safety and Disability Services, Queensland Government (2017). *Changing Tracks – An Action Plan for Aboriginal and Torres Strait Islander Children and Families 2017-2019*, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/changing-tracks.pdf

²⁵ See https://www.communities.gld.gov.au/resources/childsafety/practice-manual/pr-developing-cultural-support-plan-atsi.pdf

²⁶ See https://www.communities.gld.gov.au/resources/childsafety/child-protection/atsi-child-placement-principle-609.pdf

²⁷ Department of Communities, Child Safety and Disability Services, Queensland Government (2017). *Our Way – A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families 2017-2037*, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/our-way.pdf; Department of Communities, Child Safety and Disability Services, Queensland Government (2017). *Changing Tracks – An Action Plan for Aboriginal and Torres Strait Islander Children and Families 2017-2019*, available at https://www.communities.qld.gov.au/resources/campaign/supporting-families/changing-tracks.pdf

Steering Committee for the Review of Government Service Provision, Productivity Commission, Report on Government Services – Chapter 16 – Child Protection, 2017, Table 16A.1

²⁹ Steering Committee for the Review of Government Service Provision, Productivity Commission, *Report on Government Services – Chapter 16 – Child Protection*, 2017, Table 16A.30

³⁰ Steering Committee for the Review of Government Service Provision, Productivity Commission, Report on Government Services - Chapter 16 - Child Protection, 2017, Table 16A.17

³¹ Steering Committee for the Review of Government Service Provision, Productivity Commission, Report on Government Services - Chapter 16 - Child Protection, 2017, Table 16A.17

³² Steering Committee for the Review of Government Service Provision, Productivity Commission, Report on Government Services – Chapter 16 – Child Protection, 2017, Table 16A.17 and Table 16A.34

³³ Carmody, T. (2013). Taking Responsibility: A Roadmap for Queensland Child Protection, Brisbane: Queensland Child Protection Commission of Inquiry, p361-365

³⁴ Steering Committee for the Review of Government Service Provision, Productivity Commission, Report on Government Services – Chapter 16 – Child Protection, 2017, Table 16A.23

³⁵ Child Safety Services, Department of Communities, Queensland Government (2017). *Aboriginal and Torres Strait Islander Child Placement Principle*, available at https://www.communities.qld.gov.au/childsafety/about-us/our-performance/representation-aboriginal-torres-strait-islander-children

³⁶ Carmody, T. (2013). Taking Responsibility: A Roadmap for Queensland Child Protection, Brisbane: Queensland Child Protection Commission of Inquiry, p216-221

³⁷ Carmody, T. (2013). Taking Responsibility: A Roadmap for Queensland Child Protection, Brisbane: Queensland Child Protection Commission of Inquiry.

³⁸ Department of Communities, Child Safety and Disability Services, Queensland Government (2017). *Our Performance – Cultural Support Plan*, available at https://www.communities.gld.gov.au/childsafety/about-us/our-performance/high-quality-services-improved-wellbeing/cultural-support-plan