

Communication Support Guide

A guide to support timely communication between the Care Team once information has been provided by kinship and foster carers

Response:
Acknowledgement email expected.
Action: Timeframes and acknowledgement expected

Child Safety Service Centre:
Agency Number:
Agency After Hours:
Foster and Kinship Care Support Line: **1800 647 983**
Queensland Foster and Kinship Care: **07 3256 6166**
Ambulance/Police/Fire: **000**

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	HIGH 24 Hours	MEDIUM 2 - 4 Days	LOW 7 Days	WHO TO CONTACT
Experienced harm or at-risk of harm (child/carer)	<ul style="list-style-type: none"> Any emergency services response to the home Domestic violence in the home Life threatening injury self-harm or suicidal ideation Significant injury requiring immediate attention Parents threatening to harm carer family child accessing explicit content Child/young person missing or absent Aggressive/controlling behaviour Immediate Safety/ Disclosure of Harm 	<ul style="list-style-type: none"> Historical allegation (child not in immediate risk) Non-life threatening incidents/illnesses 	<ul style="list-style-type: none"> Safety plan check-in Critical incident follow up 	
Placement needs for the child/young person	<ul style="list-style-type: none"> Placement breakdown Urgent Respite Urgent travel request Unauthorised contact with family Same day changes to family time or transport arrangement Child/YP arrested, committed a crime or court appearance School suspension/exclusions Child or YP self-placing Safety planning 	<ul style="list-style-type: none"> Non-urgent changes to family time school permission slip/payment/excursions Medical - medication, appointments, NDIS Change in child's presentation Request for additional family time Child/YP wanting to speak with CSO Staff changes Family time/events and cultural events Travel/holiday planning within 7 days School awards for parents/care team attendance Death in the family/funeral arrangements/ notification of Sorry Business School support High-risk activities 	<ul style="list-style-type: none"> School camps/activities permissions School or daycare enrolment Family time/events and cultural events beyond 7 days Reunification updates Transition to adulthood planning Cultural plans/event planning Dental non-urgent Celebrations/achievements Placement agreement and case plan planning Medical planned - non-urgent Future travel - Passport Health Passport Planned short break • Family contact changes 	
Placement needs for the carer	<ul style="list-style-type: none"> Emergency placement approval Significant property damage - natural disaster/intentional Change to adult household - Blue Card needed Hospitalisation/death/injury in the carer household/family Suitability changes - changes with offence/Blue Card cancelled Urgent practical support (e.g. transport) Urgent financial assistance Urgent practical support Urgent travel approval Urgent short break Authority to Care 	<ul style="list-style-type: none"> Sharing medical information Casework changes - changes to family time Arrange support and information for new placement/offers/short break Carer finance issues/missed payments Changes to planned meetings that are scheduled Providing information about upcoming hospital appointments Planned transition or planning placement endings Documents/birth certificates/hospital letters/court order/transition plan Placement under pressure support needed Escalation of outstanding issues Placement at risk • Unplanned respite needs 	<ul style="list-style-type: none"> Interstate/international travel approval Planning for meetings - stakeholders, home visits, NDIS & School Carer renewal of approval process Document request - placement agreement, case plan or minutes from stakeholder meetings Feedback regarding family contact HSNA/CSNA financial application Non-urgent/future changes to carer circumstances, household members & Blue Card application Ex-gratia claims/CRC/non-urgent financials/mileage Additional care arrangement support Home visits - arrangements and notification Changes in carer circumstances • ACCS Letter Holiday planning • Short break planning 	

This guide is merely a communication support tool. All reporting requirements remains as per policies and procedures.