

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**

Did this guide support timely communication?
Give us feedback
SCAN HERE



HIGH | 24 Hours

- 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

MEDIUM | 2 - 4 Days

- Historical allegation (child not in immediate risk)
- Non-life threatening incidents/illnesses

LOW | 7 Days

- Safety plan check-in
- Critical incident follow up

WHO TO CONTACT

Experienced harm or at-risk of harm (child/carer)

Placement needs for the child/young person

Placement needs for the carer

- 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

- 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

- 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

- 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
- 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.