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Our ref: DHS/22/06559
Your ref: 16106105

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Sent by email: heysen@parliament.sa.gov.au

Dear Mr Teague

I refer to your application under the *Freedom of Information Act 1991* (the Act) received by the Department of Human Services (DHS) on 29 July 2022 seeking access to:

All documents (including but not limited to correspondence, emails, minutes of meetings and briefings) held by the Department of Human Services regarding the criteria that needs to be met in order for a child to be referred to the Department of Child Protection.

On 11 August 2022, your office clarified that you were seeking information that would govern at what stage, or for what reasons, DHS would refer a family it's working with to the Department for Child Protection (DCP).

I apologise that DHS did not make a determination within 30 days as required by the FOI Act. However, DHS has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the FOI Act.

One document was located that fits within the scope of your request and I have determined to release this document in full, please find copy enclosed.

I have been advised by Safer Family Services (SFS) that practitioners use the attached Child and Family Risk Matrix to assist in determining when to refer/escalate a matter to DCP. The matrix is utilised in conjunction with the application of existing practice knowledge, and guidance provided by the *Children and Young People Safety Act 2017* (CYPS Act). Each Safer Family Services region has regular partnership meetings between Department of Child Protection and Regional SFS Managers and Supervisors that includes discussion of any matters of concern that may require escalation. Please note that practitioners are also mandatory notifiers under the CYPS Act, and any reasonable suspicion of child abuse and/or neglect is reported through the Child Abuse Report Line.

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The following information that can be found on DHS' website may also be useful to provide you further information regarding the range of early intervention services funded and delivered by DHS:

1. Roadmap to Reform
[DHS - Roadmap for reforming the Child and Family Support System - Practitioner Version](#)
2. Child and Family Support Services (rainbow diagram – includes description of Intensive Family Services)
[DHS - CFSS services](#)
3. Safer Family Services Risk and Safety Planning Practice Guide
[DHS - Risk and Safety Planning Practice Guide](#)
4. Safer Family Services Case Management Framework
[DHS - Safer Family Services Case Management Framework 2020](#)

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, will be published on the agency's disclosure log. A copy of PC045 can be found at <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>

If you have any questions in relation to this matter, please contact Fiona Braendler, Senior FOI Officer, on telephone 8413 9094 or by email at DHSFreedomofInformation@sa.gov.au. If you disagree with publication, you will need to advise the Senior FOI Officer within two weeks of the date of this determination.

Yours sincerely

Eamonn Maloney
ACCREDITED FREEDOM OF INFORMATION OFFICER

10 /10 / 2022

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CHILD AND FAMILY RISK & SAFETY RATING

<input type="checkbox"/> Extreme Risk - Escalation	<input type="checkbox"/> Very High	<input type="checkbox"/> High Risk	<input type="checkbox"/> Medium Risk	<input type="checkbox"/> Low Risk
<p>Extreme Risk – Escalation Child or young person is at immediate risk of harm to self or others. Failure to act could result in death or serious injury without statutory intervention.</p>	<p>Very High Risk There is a high likelihood that the child or young person will suffer serious harm, given their current circumstances and/or history of safety and risk concerns i.e:</p> <ul style="list-style-type: none"> - Ongoing and persistent DV and FV - Chronic and frequent substance use that directly impacts on the safety of the infant/child/YP - Chronic mental health that directly impacts on the safety of the infant/child/YP - Current threats to the infant/child/YP’s physical and sexual safety - Neglect/deprivation of a child’s physical and/or medical needs resulting in harm or serious illness - Family/YP currently homeless <p>Requires immediate intervention to secure child’s safety.</p>	<p>High Risk There is a high likelihood that the child or young person will be at risk of abuse, given their current circumstances and/or history of safety and risk concerns i.e.:</p> <ul style="list-style-type: none"> - Sporadic DV and FV - Ongoing substance use which impacts on the wellbeing of the infant/child/YP - Ongoing mental health concerns which impact on the wellbeing of the infant/child/YP - Concerns for the infant/child/YPs health and wellbeing as a result of cumulative harm - Family/YP at risk of homelessness i.e. couch surfing 	<p>Medium Risk Requires intervention to maintain safety and wellbeing. Without additional support may escalate to a higher degree of risk for the child or young person.</p>	<p>Low Risk Requires intermittent support to maintain safety and wellbeing. Does not present as a risk of harm to others.</p>
<p>ACTION:</p> <ul style="list-style-type: none"> - If imminent risk is assessed contact SAPOL immediately (131444) - Call CARL on 131478 and make notification. - Contact your Line Manager to consult re internal escalation to DCP. - Ensure relevant information is updated on C3MS and accessible to relevant agencies. Add alert to C3MS if applicable. <p>Duty of care processes to be followed.</p>	<p>ACTION:</p> <ul style="list-style-type: none"> - Sight the children using social distancing methods - Undertake remote case management (i.e. phone and text) to support the family - Consult with Line Manager re immediate actions to mitigate safety concerns - Monitor risk through active case management and refer to supports to mitigate risk and support infant/child/YP where possible - Ensure CARL notifications are made as necessary 	<p>ACTION:</p> <ul style="list-style-type: none"> - Undertake remote case management (i.e. phone and text) to support the family - Monitor risk through active case management and refer to supports to mitigate risk and support infant/child/YP where possible - Sight the children as required using social distancing methods - Ensure CARL notifications are made as necessary 	<p>ACTION</p> <ul style="list-style-type: none"> - Undertake remote case management (i.e. phone and text) to support the family - Monitor risk until such time as active case management can be resumed and supports are in place to mitigate risk and support infant/child/YP 	<p>ACTION</p> <ul style="list-style-type: none"> - Provide the family/YP with contact details for practitioners so they can contact SFS if requiring assistance. - Provide the family/YP with contact details for emergency services and other supporting agencies (i.e. SAPOL, DV Services, MH Services, Kids Helpline et al)