Raising and responding to care concerns flowchart

Government of South Australia
Department for Child Protection

DCP staff member raises the care concern
- Notification is received by the Child Abuse Report Line (CARL)
- If the notification meets the screening criteria for a care concern, a referral is made to the Care Concern Management Unit (CCMU) for response.

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CCMU determines response pathway
- CCMU reviews the care concern and other relevant information and decide on an assessment pathway
- CCMU forwards the care concern determination to relevant stakeholders for a response
- No Action care concerns are closed

Care concern determined to be minor or moderate → DCP office with case management responsibility for the child or young person assumes responsibility for managing the care concern

Care concern determined to be serious → DCP Investigations Unit assumes responsibility managing the care concern

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Relevant DCP staff member undertakes assessment of the child or young person's immediate safety and takes action as required

Minor or moderate care concern →

DCP office arranges planning discussion to develop a response plan to respond to the concerns
- For minor care concerns, ensure the planning discussion is undertaken within 15 business days of allocation of the care concern.
- For moderate care concerns, ensure the planning discussion is undertaken within five business days of allocation of the care concern.
- Provide the completed response plan to all participants within 24 hours of the planning discussion.

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DCP case worker advises the PSOC of the minor or moderate care concern

Minor care concern →

DCP case worker discusses the care concern(s) with the child or young person

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DCP staff member nominated as part of planning discussion undertakes a discussion about the concern(s) with the PSOC
The PSOC may invite a support person to attend.

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DCP office advises the carer of the care concerns and the agreed actions in writing

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Supervisor closes the minor care concern
No formal outcome decision is recorded.

Moderate care concern →

DCP case worker offers PSOC a meeting to discuss concern(s) in writing
The carer support agency (where relevant) is sent a copy of the letter.

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DCP case worker discusses the concerns with the child or young person

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DCP convenes a formal meeting with the PSOC to discuss the concerns within 15 days of the care concern being allocated
The PSOC may invite a support person to attend.

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DCP case worker advises the PSOC of the care concern and the agreed actions in writing
Provide the PSOC with at least seven calendar days to respond to the concerns.

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DCP case worker in consultation with the supervisor reaches a decision on whether harm occurred
The DCP office issues a letter formally advising the PSOC and other relevant stakeholders of the outcome in writing.

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DCP office manager closes the moderate care concern and records the formal outcome
Advise relevant stakeholders (such as SAPOL or CPS) of the closure.

Serious care concern →

CCMU arranges serious care concern planning discussion within two business days of the Care Concern Assessment Panel (CCAP) finalising the care concern assessment

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CCMU sends letter to person subject of concern (PSOC) advising them of the serious care concern

Serious care concern →

DCP investigator undertakes an investigation of the care concern, including:
- discussion with the child or young person
- formal interviews with the PSOC
- Interviews with other witnesses

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DCP investigator prepares an investigation report summarising their findings

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Care Concern Outcome Panel reviews the investigation report and makes a decision about whether harm occurred
The panel may also make recommendations on follow up actions.

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DCP delegate endorses the outcome

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The Care Concern Outcome Panel advises the PSOC and other relevant stakeholders of the outcome in writing

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Manager, CCMU closes the serious care concern and records a formal outcome

To be read in conjunction with the Raising and responding to care concerns chapter of the Manual of Practice