



**Fact Sheet 15**

**October, 2007**

**The Department of Child Safety**

This fact sheet contains information about one of the key agencies in child protection in Queensland. Further information concerning Department of Child Safety can be accessed on Fact Sheets 16, 17 and 18.

**Who are we?**

The Department of Child Safety is a department dedicated to protecting Queensland's children and young people, and ensuring they are safe from abuse and neglect.

The Department works closely with non-government and government partners to support and protect vulnerable children and young people.

We employ a range of people to assist us in caring for Queensland's vulnerable children and young people. These include Child Safety Officers (with tertiary qualifications in social work and behavioural science degrees), Senior Practitioners, and different types of frontline community workers, (people who have lots of experience in working with children, families and young people, but not necessarily any formal qualifications).

**What do we do?**

We respond to families in crisis across Queensland 24 hours a day seven days a week. Where possible we keep families together, offering counselling and support services to help families help themselves. In situations where children and young people need to be removed from their parents for their own safety, we try to place them with extended family members – to keep the family together.

Preventing children from being abused and neglected, is a focus of the Department, with specialised teams of people dedicated to working with families and young people who are identified as 'at risk'.

When we are notified that abuse and neglect is occurring within families, we act quickly, with the best interests of the child or young person as our focus (See Fact Sheet 16 for more information about what happens after a report/notification to the Department of Child Safety).

We help to place children away from harm in times of crisis (temporarily and long-term) and we work with people in the community to find alternative living arrangements for young people and children.

Support is vital for children and young people who have been separated from their families, and the people who volunteer to care for them. We provide support and counselling to children and their families during times of separation and provide support and training for alternative (foster) carers. We also help families and individuals to cope with relationship problems, family crises and difficulties with adolescents.

**Where do we work?**

Our frontline workers operate from child safety service centres. These centres incorporate our three specialist service areas, alternative care, Suspected Child Abuse and Neglect (SCAN) team coordinators and court officers. (See Fact Sheet 16 for contact details for these centres.)

**Our central office address is:**

Address: 111 George Street  
BRISBANE QLD 4001

Postal Address: GPO Box 806  
BRISBANE QLD 4000

Telephone: (07) 3224 8045

Free Call: 1800 811 810

Email: [info@childsafety.qld.gov.au](mailto:info@childsafety.qld.gov.au)

Web address: [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au)

**Further information:**

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