



Commission for Children and Young People

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 please
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 GCFSG*

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 Reference: 2004/00995/8901

4 October 2004

Ms Vicki Batten
 Chief Executive Officer
 Gold Coast Family Support Agency
 PO Box 2597
 Southport BC 4215

Dear Ms Batten

On the 16 August 2004 the Commission for Children and Young People and Child Guardian received correspondence (attached) from REDACTED regarding her disabled son REDACTED. In her letter REDACTED outlines a range of concerns regarding the Gold Coast Family Support Agency, currently licensed and funded by Disability Services Queensland. The concerns outlined include:

- Lack of support provided by the agency to children and families associated with the organisation;
- Lack of adherence to the organisation's policies and procedures;
- Lack of consultation with parents regarding decisions made about children receiving support from the organisation;
- A lack of duty of care regarding children receiving support from the organisation;
- Alleged cover up of a reported criminal incident involving a child being sexually abused by an employee of the service; and
- Drugs allegedly being used by support workers on children camps.

It has come to the Commission attention that at least two separate complaints of a similar nature have been received by the Commission regarding the Gold Coast Family Support Agency.

It would be appreciated if you could confirm for the Commission your receipt of this information and advise of action taken. This information has also been forwarded to Disability Services Queensland.



Commission for
Children & Young People
 Queensland Government

8-10-01; 7:58PM;

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If any clarification is required please contact Paula Cumner, A/Manager (Complaints and Investigations) on REDACTED

Yours sincerely



BARRY SALMON
A/Commissioner for Children and Young People
and Child Guardian