

## 10.11 Quarterly Care Reports

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### Policy

#### Purpose

This entry explains the requirement for child protection workers to visit children in the care of the Chief Executive Officer (CEO) of the Department for Child Protection and Family Support (the Department) on a minimum of a quarterly basis and produce a report of the visit.

#### Legislative Authority

[Children and Community Services Act 2004 - Section 30 Child in the CEO's care](#)

[Children and Community Services Regulations 2006 - Regulation 29 Children in the CEO's care](#)

#### Standards

[Better Care, Better Services - Standards for Children and Young People in Protection and Care](#)

### Practice Requirements

- Quarterly Care Reports are required for all children in the CEO's care. Child protection workers are required to meet with the child alone at least once every three months to assess their wellbeing, build relationships, determine how they are progressing in care, and hear their views and wishes.
- The written report should confirm that the child and their carer(s) have been seen and spoken with at least once in the last quarter. It should document all significant issues in the child's life and the strategies to manage these issues and address any concerns expressed.
- The responsibility for completing Quarterly Care Reports belongs to department child protection workers and cannot be undertaken by staff from other agencies that may be providing care for the child.
- As per the principle of child participation, children should be consulted privately in a neutral setting concerning their circumstances and wishes as part of the preparation of the Report.
- Assist must be updated to record that a Quarterly Care Report has been generated.

### Process Map

Not applicable

### Procedures

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### Procedure - 10.11 Quarterly Care Reports

#### Development of the Quarterly Care Report

Where a district office maintains case management of a case (i.e. does not transfer the case), but requests another district office to supervise the placement arrangement of a child because of the location of the child, then the Quarterly Care Report would normally be written by the district office who is supervising the child's placement.

Where a child from another state is being supervised by the Department, it is recommended that Quarterly Care Reports should also be completed. The completed reports would then be forwarded to the child protection worker in the state with legal responsibility for the child and would constitute a summary report of the child's progress.

If the child is of Aboriginal descent, child protection workers should refer to the existing cultural plan or other relevant cultural information that will inform the interview process. It may be appropriate for the Aboriginal practice leader (or other relevant Aboriginal officer) to be consulted prior to the visit.

Where a child has a culturally and linguistically diverse (CaLD) background, specific language and cultural needs must be considered. Where possible, this information should be obtained from the child's family and community. Additional cultural information is available through the CaLD SharePoint Resource Library ([link in related resources](#)).

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#### Recording the Quarterly Care Report in Assist

The Quarterly Care Report should be recorded directly in Assist.

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### **Preparation for a planning meeting may suffice as a Quarterly Care Report**

When a child protection worker visits a child as preparation for the development or modification of a provisional care plan or care plan, a separate Quarterly Care Report is not required if the child has been visited within one month before or after the due date of the Quarterly Care Report.

The information normally required in a Quarterly Care Report should be recorded by the child protection worker in the provisional care plan or care plan, or modified care plan. The Chair of the meeting should note that the information from the quarterly visit informed the planning.

When the Quarterly Care Report obligation is fulfilled in this manner, it is to be recorded in the care plan function of Assist by indicating that the care plan meets the Quarterly Care Reporting criteria.

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### **The Record of Child Information (ROCI) and the Quarterly Care Report**

The ROCI is published every three months. This can be done at the same time as the Quarterly Care Report is recorded. If an update to the ROCI satisfies the requirements of a Quarterly Care Report then the Quarterly Care Report can be published from the ROCI, with approval.

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### **Step by step procedures on how to complete a Quarterly Care Report**

This is a step by step guide of what needs to be done to complete a Quarterly Care Report.

#### Step 1

Plan the visit to the child in advance, this would include:

- giving notice to the child and carer(s) of your visit
- planning where you are going to meet privately with the child
- awareness of what the care plan or provisional care plan and on the ROCI is
- organising an interpreter if needed
- considering whether having someone else with you would make the child more at ease, for example an Aboriginal practice leader.

#### Step 2

Visit the child. It is generally anticipated that the child protection worker will see the child on their own when undertaking a quarterly visit.

#### Step 3

If controversial matters or issues of serious concern are raised during the visit, these should be immediately raised with the team leader and entered into the Quarterly Care Report. The team leader should immediately bring them to the attention of the district director and the relevant Executive Director (Metropolitan or Country Services) by forwarding a copy of the report or contacting the Executive Director.

#### Step 4

Following the meeting, write up the Quarterly Care Report. Ensure that all the child's details are updated in Assist.

#### Step 5

Update the child's information on the ROCI.

#### Step 6

The Quarterly Care Report is to be approved by the team leader.

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