



Commission of Inquiry prioritises complaints system for frontline carers in the child safety system

The Commission of Inquiry into the Child Safety System has today confirmed that improving the complaints system for people working and caring within the child safety system will be one of its first priorities.

Commissioner of the Inquiry, the Honourable Paul Anastassiou KC, said the Inquiry has heard the concerns raised by residential care workers and foster and kinship carers about their ability to speak up safely and without fear of reprisal.

“Residential care workers and foster and kinship carers play a critical role in supporting some of Queensland’s most vulnerable children,” Mr Anastassiou said.

“We have heard serious concerns from frontline carers about the risks they face and the barriers they encounter when trying to raise issues about safety, working conditions, and the level of support they receive.”

“There is particular concern that people are fearful of making complaints due to possible repercussions or loss of employment or placements.”

In response, the Inquiry has made the complaints system a key early focus and is now inviting submissions from anyone who wishes to share their views or experiences on this issue.

“We want to hear directly from those affected, including residential care workers, foster and kinship carers, and others working within the child safety system,” Mr Anastassiou said.

Submissions on this issue can now be sent to: info@childsafetyinquiry.qld.gov.au

Further information about the Inquiry is available at: www.childsafetyinquiry.qld.gov.au

The Commission of Inquiry formally commences today, 1 July 2025.

ENDS.

For media enquiries, please contact media@childsafetyinquiry.qld.gov.au