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CHILD SAFETY COMMISSION OF INQUIRY
STATE OF QUEENSLAND
PROACTIVE STATEMENT NO.5

STATEMENT OF BERNADETTE HARVEY

I, **Bernadette Harvey**, of care of Crown Law, Level 11, 50 Ann Street, Brisbane, in the State of Queensland state as follows:

Role and qualifications

1. My qualifications include a Bachelor of Arts (Psychology), Bachelor of Applied Science (Psychology), Bachelor of Laws and an Executive Masters in Public Administration.
2. I have extensive experience with the Department of Families, Seniors, Disability Services and Child Safety (the Department) and other former Departments in their child protection and youth justice capacity dating back to 1992. I have held various roles for differing periods including Child Safety Officer, Team Leader, Senior Resource Officer, Manager, Director, Regional Director, Executive Director, Regional Executive Director and A/Deputy Director General roles including 12 months as A/Deputy Director General Youth Justice. These roles have included delivering and overseeing child safety and youth justice (under previous departmental arrangements) service provision in Central Queensland, South West Queensland, North Queensland and Brisbane and Moreton Bay regions.
3. As Acting Deputy Director-General of Commissioning, Department of Families, Seniors, Disability Services and Child Safety (the Department), I have responsibility for providing the strategic and operational leadership, management and engagement for the delivery of, and investment in, government and non-government organisations to deliver services for vulnerable Queenslanders including children, families, seniors and carers and to support victims and people impacted by domestic, family and sexual violence.
4. Prior to commencing as Acting Deputy Director-General, Commissioning I held the position of Regional Executive Director Brisbane and Moreton Bay Region. This is my substantive position and is a senior executive role where I have responsibility for the oversight of child protection service delivery and investment in outsourced service delivery to children and families and people impacted by domestic, family and sexual violence.

INTRODUCTION AND CONTEXT

5. This statement outlines the out-of-home care system in Queensland.
6. The information provided in this statement is based on publicly available information for the Department, supplemented with advice from business units responsible for child and family program management and reporting within the Department.
7. The delivery of child protection services in Queensland is guided by the Queensland *Child Protection Act 1999 (CP Act)* and the *Child Protection Regulation 2023 (CP Regulation)*, supported by operational policies, procedures and practice guidelines.
8. The Department serves as the lead government agency for child protection in Queensland. It delivers statutory child protection services to protect children who have experienced significant harm, are experiencing significant harm or are at risk of experiencing significant harm, and do not have a parent able or willing to protect them.
9. A child is placed in care when it is assessed that they are unable to remain safely with their family. The Department has a responsibility to provide a safe, supportive and therapeutic environment for the child. At the same time, the Department works towards either family reunification or an alternative permanency option. A child may be placed in care during the assessment or ongoing intervention phases of child protection intervention.
10. Every child assessed to be a child in need of protection must have a case plan developed and reviewed in line with Part 3A of the CP Act. A case plan is a written plan for meeting a child's protection and care needs.
11. A child protection order is an order made by the Childrens Court under the CP Act Chapter 2, Part 4. Among other matters, the Childrens Court may only make a child protection order if it is satisfied the child is in need of protection and the order is appropriate and desirable for the child's protection. A child in the custody or guardianship of the chief executive must be placed in accordance with the CP Act. Section 82 provides the options the chief executive may consider when deciding where and in whose care a child should live. Placement decisions are guided by departmental policies and procedures.
12. In accordance with section 82 of the CP Act, a child may be placed in the care of:
 - a) an approved kinship carer for the child; or
 - b) an approved foster carer; or
 - c) an entity conducting a departmental care service; or
 - d) a licensee of a care service; or

- e) if it is not possible, or not in the child’s best interests, for the child to be placed in the care of an entity mentioned in paragraphs (a) to (d)—a provisionally approved carer for the child; or
 - f) if the chief executive is satisfied another entity would be the most appropriate for meeting the child’s particular protection and care needs—that entity.
13. The chief executive must take reasonable steps to ensure that children placed in care are cared for in a way that meets the Statement of Standards outlined in section 122 of the CP Act.

14. There are a broad range of services designed to support children and young people placed in care and their families including but not limited to intensive family support services, counselling intervention services and sexual abuse counselling services.

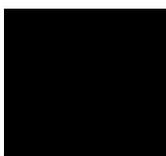
CARE PLACEMENT SERVICES

15. The Department outsources a range of services to support families and children involved in the child protection system including:
- a) Family support services aimed at assisting families with identified risk factors to avoid statutory intervention or more intensive forms of intervention, by strengthening their ability to care for their children;
 - b) Intensive family support services provided to families with children under statutory intervention, aimed at ensuring children can remain safely living at home or facilitating reunification of children who are living away from home;
 - c) Therapeutic and specialist counselling and support services for children and young people under statutory intervention, as well as their carers, to promote placement stability; and
 - d) Child protection care placement services.

16. Service providers contracted and funded to deliver child protection care placement services are responsible for managing and ensuring the quality of these placements by:
- a) recruiting, training and supporting family-based carers and non-family based staff;
 - b) equipping and supporting kinship carers to best meet the needs of specific children and young people;
 - c) providing safe, stable, and nurturing non-family based care environments that meet the physical, emotional, and developmental needs of children and young people;



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- d) assessing family-based carer applicants for provisional, initial, renewal and review, for final approval by the Department and providing support to carers throughout the assessment and approval process;
 - e) identifying carers to provide short-term emergency placements and supporting the Department's Child Safety After Hours Service Centre with access to available placements;
 - f) ensuring all carers, adult household members, volunteers and staff hold a valid working with children check (blue card) before caring for children and young people (except for provisionally approved care households);
 - g) co-delivering pre-service training and ongoing training of carers with the Department, including intensive training for carers supporting children and young people with higher level needs and cultural capability support for carers supporting Aboriginal and Torres Strait Islander children and young people; and
 - h) providing ongoing support to carers including carer learning plans, access to cultural capability support, access to respite, and on-call after-hours support.
17. Service delivery to children and families is guided by departmentally approved policies, the Child Safety Practice Manual (CSPM) and related practice guides and resources.
18. The CPSM is available on the Department's public website and relevant sections are accessible to service delivery partners to support their role in their direct care of children.
19. The Department funds care placement services through:
- a) **Outsourced Service Delivery (OSD) funding**, which involves contracts spanning multiple years for general service provision with payment made to the service provider a quarter in advance. Contracts may fund a single site or consolidate several sites under one contract; and
 - b) **Fee-for-service funding**, which involves Individualised Placement and Support (IPS) arrangements for specific children and young people identified as having particular care and support needs that cannot be provided through contracted OSD. Payment is made after services have been delivered.
20. When OSD capacity is exhausted, or if the capacity available is assessed as not the most appropriate care arrangement for the child or young person, the Department will make a referral directly to a fee for service provider.
21. Both OSD and fee-for-service funded arrangements may be provided by licensed and/or unlicensed service providers.

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22. OSD and fee-for-service funded arrangements have different procurement and contracting processes however, both arrangements are guided by two investment specifications
 - a) Child Protection (Placement Services) Investment Specification (Version: 2.4 Date: Effective August 2025); and
 - b) Family Based Care Services Investment Specification (Version 2 Date: March 2024).
23. These investment specifications outline the priorities, objectives, requirements and performance expectations for programs or initiatives, ensuring that investments are targeted effectively to support the safety and wellbeing of children in care. They also help align service delivery with legislative requirements, departmental strategies, and evidence-based practices.
24. Unify is the online system for making referrals to OSD providers. It is a contemporary case and client management system to enable and support best outcomes for children, young people and families experiencing vulnerability and improved information sharing and collaboration across Queensland Government, social services and justice sectors.
25. The level of service outputs delivered and their alignment with the capacity for which the OSD service is funded is monitored by the Department.
26. Where a service is unable to achieve the level of outputs for which they are funded under the Service Agreement, they must notify the Department as soon as possible as per contractual requirements. The Department will work with the service provider to resolve the identified issues and if required can enter into an action plan, by agreement, outlining areas of concern, actions to be taken by whom and by when, which demonstrates how the service will be able to achieve its funded capacity.
27. If a service consistently delivers outputs below its level of funded capacity, the Department may seek to renegotiate the service's funded capacity to a more achievable level.

REGULATION OF CARE PLACEMENT SERVICES

28. The department requires all care placement services to comply with:
 - a) the charter of rights of a child in care (Sch 1) and statement of standards (see s 122);
 - b) relevant departmental policies, procedures, program descriptions and related guidelines; and
 - c) requirements under relevant investment specifications.

29. When family-based care (**FBC**) arrangements are established, an authority to care is granted to the approved or provisionally approved carers. For a child or young person in a non-family based care (**NFBC**) arrangement, the authority to care is issued to the funded service provider.
30. As part of their case work, Child Safety Officers (**CSOs**) will monitor the care and wellbeing of the child. Through that monitoring, the department assesses whether the approved or provisionally approved carer or the service provider is caring for the child in a way that meets the statement of standards (CP Act s 122).

STRENGTH AND NEEDS ASSESSMENT FRAMEWORK

31. For children and young people under statutory intervention, the Department has identified four levels of support needs to guide the selection of the most suitable care placement arrangement. These levels, detailed further in the CSPM, are as follows:
 - a) Moderate: Needs typical of most children and young people in care as a result of the harm and trauma they have experienced, which can be managed through limit-setting or other interventions.
 - b) High: Needs that indicate serious emotional, medical or behavioural issues for the child or young person that require additional professional or specialist input.
 - c) Complex: Needs that significantly impact on the child or young person's daily functioning, usually characterised by health conditions, disabilities or challenging behaviours.
 - d) Extreme: Needs that have a pervasive impact on the child or young person's daily functioning, usually characterised by the presence of multiple, potentially life-threatening, health or disability conditions, and extreme challenging behaviours that may necessitate a constant level of supervision and care.


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TYPES OF CARE PLACEMENT ARRANGEMENTS

32. There are a range of both FBC and NFBC options available when making a placement decision.

FAMILY-BASED CARE

33. Foster and kinship care are referred to as FBC arrangements.
34. FBC arrangements are preferred for all children, with kinship care as the first option, followed by foster care, because they provide children with a care experience most consistent with being raised at home with a parent.
35. Foster care is provided in a carer's home (not the child or young person's home) to children and young people who the carer/s are not biologically related to.
36. Kinship care is provided in a carer's home (not the child or young person's home) to children and young people by a family member who is a person of significance to the child; another person who is recognised by the child or the family as a person of significant; and for an Aboriginal and Torres Strait Islander child, a person who is regarded as kin of the child under Aboriginal tradition or Island custom or is a person with whom the child has a cultural connection.
37. Foster and kinship care services may also support carers who have been provisionally approved by the Department to enable them to care for children (often family members), while their initial carer assessment is completed.

SUPPORT FOR FAMILY-BASED CARE SERVICES

Intensive foster care support services

38. Intensive foster care support services are provided to both foster and/or kinship carers who care for children and young people who have been assessed as having a complex or extreme level of support needs.
39. Intensive foster care support services include:
- a) higher frequency of regular and emergency respite;
 - b) access to on-call support arrangements;
 - c) access to higher levels of training;
 - d) intensive one-on-one support, including assistance in developing strategies for promoting positive behaviours;
 - e) partnership in providing a range of therapeutic and other supports for the child or young person;

- f) practical support, for example, through support workers; and
 - g) counselling, when needed, and particularly following critical incidents or placement disruptions.
40. When carers are supported by an intensive foster care support service, there is no change to the type of care certificate they hold and no change to the way financial supports are provided.
41. Foster and kinship care services are not generally funded to provide support to carers who have been granted long-term guardianship. Where the long-term guardian experiences a crisis or emergency which temporarily impacts their ability to provide direct care and no other option is available within the guardian's support network, foster and kinship care services can provide time-limited support.

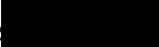
Care allowance

42. The care allowance is the base payment provided to all approved foster and kinship carers providing direct care for a child or young person cared for under the CP Act. This allowance is paid fortnightly in arrears, at different rates depending on the age of the child or young person and is also paid to long-term guardians and permanent guardians.
43. While the allowance may not cover all costs associated with caring for a child, it is expected to help meet the day-to-day costs of caring, such as clothing, personal care items, schooling expenses, medical services, general travel costs, leisure and recreational activities, holidays, utilities (pro rata) and household goods for the child.
44. This allowance is not considered an income and carers therefore do not need to declare it in tax returns. Additionally, the allowance does not affect any Australian Government benefits carers may receive.
45. From 1 January 2025, Queensland's standard fortnightly care allowance payments are as follows:
- a) \$623.00 for children aged 0-5 years;
 - b) \$671.30 for children aged 6-10 years; and
 - c) \$729.68 for young people aged 11-17 years.

Establishment allowance

46. The establishment allowance is a one-off payment of \$671.30 for all children and young people provided the first time a child or young person enters statutory care, or when a child or young person returns to care after an unsuccessful reunification and their original order has expired. The allowance is to assist the carer with establishment costs for the child or young person once a care arrangement is


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confirmed for longer than 7 days, with items purchased to remain the property of the child or young person.

- 47. A child subject to an assessment order or a temporary custody order is not eligible for establishment allowance.

Start-up/outfitting allowance

- 48. The start-up/outfitting allowance is a one-off payment for initial set up costs to establish appropriate accommodation and resources for a new placement longer than five nights, including respite care placements. This allowance may be paid for placements fewer than five nights depending on the child's need and the individual circumstances of the carer. The rate of start-up allowance for children and young people is \$134.82.
- 49. A child subject to an assessment order or a temporary custody order is not eligible for start-up/outfitting allowances.

High support needs allowance

- 50. A high support needs allowance (**HSNA**) may be provided to assist carers with the direct care costs of a child assessed as having a high level of support needs where the needs consistently lead to expenses exceeding the fortnightly care allowance.
- 51. HSNA is approved for a specified period or on an ongoing basis for children with ongoing medical or psychological needs.
- 52. The proportion of FBC arrangements supported by HSNA (\$219.38 per fortnight) has increased from 23% in 2020-21 to 55% as at June 2025.
- 53. Permanent guardians and long-term guardianship carers of a child or young person may be eligible for HSNA upon review of the child's current support needs and the available support options.

Complex support needs allowance

- 54. A complex support needs allowance (**CSNA**) may be provided to assist a carer to meet the direct and additional indirect costs of caring for a child assessed as having a complex or extreme level of support needs, that consistently result in costs exceeding both the fortnightly care allowance and the HSNA.
- 55. CSNA is paid fortnightly at one of three different rates, depending on the cost impact on the carer 's household. It is expected the payment will cover the child's medical needs, transport, recreation and leisure, skills development, family contact and additional indirect care costs.
- 56. The proportion of FBC arrangements supported by CSNA has increased from 10% in 2020-21 to over 25% as of June 2025.

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57. The three rates are:
- a) Level 1: \$284.06 per fortnight;
 - b) Level 2: \$567.56 per fortnight; and
 - c) Level 3: \$851.34 per fortnight.
58. Permanent guardians and long-term guardianship carers of a child or young person may be eligible for CSNA upon review of the child's current support needs and support options available for the child or young person.

Regional and remote loading

59. Regional and remote loading is an additional fortnightly payment in locations with higher retail prices, paid at 10% of the fortnightly care allowance. It is paid to carers residing in the Child Safety Service Centre catchment areas of Cape York South (including Cooktown), Cape York North and Torres Strait Islands (including Weipa), Emerald, Gladstone, Mackay, Mt Isa, parts of Roma, and applicable Aboriginal Councils and Aboriginal and Torres Strait Islander communities. The rates of regional and remote loading are:
- a) \$62.86 for children aged 0-5 years;
 - b) \$67.76 for children aged 6-10; and
 - c) \$73.36 for children and young people aged 11 and over.

Dual payment of carer allowances

60. Subject to approval by the Child Safety Service Centre Manager, both the primary carer and the respite carer may receive allowances simultaneously for the duration the child is in respite care, capped at:
- a) 52 days per financial year for a child with moderate or high support needs;
 - b) 78 days per financial year for a child with complex or extreme support needs but not exceeding the equivalent of three days per fortnight; and
 - c) an additional 20 days per financial year for emergent respite.

TRAINING FOR FOSTER AND KINSHIP CARERS

61. Foster carers are required to complete *Getting Ready to Start* training as a pre-requisite for initial approval as a foster carer. This training equips prospective foster carers with essential knowledge and skills to provide safe, supportive, and nurturing care for children in need, focusing on understanding their roles, responsibilities, and the unique needs of children in care.

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- 62. Following initial approval as a foster carer, the Department or licensed care service providing support to the foster carer will ensure that each foster carer has an individualised learning plan, recorded as part of their Foster Carer Agreement.
- 63. In conjunction with planned support, the Department or licensed care service will ensure the foster carer successfully completes training modules relating to promoting positive behaviours and career support and advocacy as well as Hope and Healing training within 12 months of initial approval as a foster carer.
- 64. The Hope and Healing Framework sets the foundation to care for children and young people that responds to trauma in a therapeutic way. The Framework recognises that, while not all children and young people in care require specialist therapeutic care, all have experienced trauma.
- 65. The Hope and Healing e-learning modules for Foster Carers and Residential Care Workers are administered and maintained by PeakCare Queensland Inc and are available on PeakCare's website, with additional support available for remote access and group training.
- 66. The 10 e-learning modules are tailored for foster carers and for residential care workers with an introductory module and specific module topics covering Development, Safety, Cultural Safety, Nurture, Healing, Relationships, Connection, Emotional Know-How, and Positive Identity.
- 67. Water safety awareness training must be completed within the first 12 months of the carer's approval and is mandatory for both foster and kinship carers, regardless of whether their home or property has a pool, spa, creek, dam or access to any body of water.
- 68. Further information on training for foster and kinship carers has been provided in response to NTP – 25.

NON-FAMILY BASED CARE

- 69. If an appropriate FBC arrangement cannot be identified, either because there is no suitable arrangement to meet the needs of the child (such as where a child has complex or extreme behavioural needs) or an arrangement is not available, another placement, which is determined to be in the best interests of the child is made in accordance with the CP Act (s 82(1)(d) or 82(1)(f)). These arrangements are referred to as NFBC arrangements.

Residential care

- 70. Residential care is primarily for children and young people aged 12-17 years with moderate, high, complex and/or extreme needs. Sibling groups may be better accommodated in residential care regardless of their support needs.

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71. Care is provided in residential premises (not a carer's or child or young person's home) by paid or contracted workers and/or volunteers who may be live-in and are generally rostered workers.
72. Children and young people are cared for 24 hours per day, seven days per week, via a combination of awake and sleepover shifts and may have on-call arrangements for support for workers and/or recall to work capacity.
73. Children younger than 12 years may only be considered for placement in residential care if a comprehensive assessment indicates they have needs best met by residential care and/or they are one of a sibling group that would benefit from being placed together.
74. Residential care arrangements are intended to:
 - a) prepare the child or young person for reunification, transition to a FBC arrangement or other appropriate care arrangement to meet specific identified needs, or transition to independent living; and/or
 - b) meet the child or young person's need for a medium or long-term stable placement, where a comprehensive assessment indicates the child or young person's needs are best met by residential care, and regular case reviews indicate the placement continues to meet the child or young person's needs.

Safe houses

75. Safe houses are for children and young people aged 0-17 years old to enable them to remain safely in their communities, including while their child protection needs are being assessed.
76. Safe houses deliver supervised residential care services (not in a carer's or young person's home) by paid or contracted workers and/or volunteers in remote Aboriginal and Torres Strait Islander communities.
77. Children and young people are cared for 24 hours per day, seven days per week, via a combination of awake and sleepover shifts and may have on-call arrangements for support for workers and/or recall to work capacity.
78. Family intervention service offers practical support to families of children placed in safe houses and deliver parenting interventions during supervised contact, aligned with case plan goals. These services aim to facilitate family reunification, particularly for children and young people placed outside their communities, where such reunification is assessed to be in the child's best interests.
79. Further information on policies, procedures and resources relating to the use of safe houses is being provided in response to NTP - 41

Supported independent living



80. Supported independent living involves individual or small group living and is most suited for young people aged 15-17 years who have been assessed as having moderate, high or complex support needs who are transitioning to independent living. Services are funded to provide a specified number of places for young people.
81. Support is provided to young people in a residential premises (not a carer's or young person's own home) by paid or contracted workers and/or volunteers, where the workers generally do not live in the house but provide external support through regular visiting.
82. Services must provide practical support to young people in preparation for transitioning to independent living. Services must have a strong focus on:
 - a) supporting the development or enhancement of young people's life skills and self-care;
 - b) assisting young people to develop or improve their social skills and relationships, including with family, peers and other social networks, as appropriate;
 - c) increasing young people's access to information and community supports, including in relation to future accommodation, housing, health and income support; and
 - d) facilitating access of young people to ongoing education, employment and skills acquisition opportunities.

LICENSED ORGANISATIONS

83. Licensed organisations deliver services that fall within the Child Protection (Placement Services) Investment Specification and the Family Based Care Services Investment Specification and are certified under the Human Services Quality Framework (HSQF) for child protection placement services.
84. It is a contractual requirement for OSD funded service providers delivering placement services to become licensed. Failure to meet this requirement can lead to suspension or termination of funding.
85. Service providers must be incorporated, delivering care services, be deemed to be in scope of licensing, and be certified under the HSQF before they are invited to apply for a care service licence.
86. The Department will accept a licence application as properly made if it meets legislated requirements outlined in s 125 of the CP Act.

The departmental licensing delegate may only grant the licencing application if the applicant meets the legislative requirements of section 126 of the CP Act. The organisation is then issued with a licence, which is valid for 3 years.

87. The central Child Safety Licensing team develops annual licence monitoring schedules in consultation with regional Investment and Partnerships (I&P) teams. I&P team members are authorised officers under s 146 of the CP Act and are therefore able to enter and inspect licensed premises to ensure compliance with the CP Act. Both organisational governance and individual care service provision are monitored to ensure compliance with the CP Act.
88. Child Safety Licensing conduct annual reviews to assess a licensed organisation's overall compliance with legislative requirements. Organisations are required to complete recertification under the HSQF in sufficient time to submit a licence renewal application at least 30 days prior to the licence expiry date.
89. Monitoring of licensed NFBC services occurs through announced and unannounced visits and assessments of records by authorised officers, who assess compliance of individual NFBC services with licensing requirements. At a minimum, one announced and one unannounced inspection must occur at each licensed NFBC service during a 12-month period.
90. Monitoring of licensed FBC services occurs through announced visits and assessments of records by authorised officers, who assess compliance of individual FBC services with licensing requirements. At a minimum, one announced inspection must occur at each licensed FBC service during a 12-month period.

UNLICENSED SERVICES

91. Service providers may operate without a licence under the following circumstances:
 - a) the service provider does not hold a current licence and has entered into a new OSD placement service contract and is working towards becoming licensed in accordance with OSD contractual requirements;
 - b) the service provider is engaged on a fee-for service basis (via an IPS Agreement) either:
 - on short term basis in emergency situations; or
 - on a longer term basis because the child or young person has more complex or extreme needs, including but not limited to behavioural or disability or mental health needs, and/or where no suitable placement option is available through contracted OSD services.
92. These arrangements may be considered for a child subject to a care agreement, an assessment order, a temporary custody order or a child protection order granting custody or guardianship to the chief executive.
93. Where a child is placed with an unlicensed service provider or in a site that has not yet been added to the licence, a comprehensive assessment of an entity's ability to

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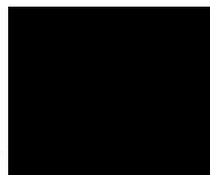
meet the standards of care and the needs of the specific child is completed by the Child Safety Officer.

94. This includes, but is not limited to, the standards of care, reporting harm and concerns about the standards of care, suitability of care staff to work with children including working with children (blue card) checks, the use of appropriate behaviour support strategies, and the safety and suitability of premises.
95. As the care arrangement is not monitored via a licensing arrangement or a carer approval process, Child Safety Officers are required to have more regular face-to-face contact than the minimum monthly requirement with the child.
96. It is not a contractual requirement for fee for service providers delivering placement service under IPS agreements to become licensed.
97. Where a service provider has been contracted via fee for service funding to supply IPS, an IPS Agreement will be executed by the Department and the service provider for each child or young person placed, which states that the Department may require a service provider to become licensed.
98. Fee for service providers may be considered in scope of licensing when the following factors apply:
 - continuity of placement service delivery (no breaks)
 - placements have increased over 6 – 12 months and
 - placements have been maintained for over 12 months.
99. Details about the in scope of licensing process is provided at **Attachment 1**
100. The IPS Agreement comprises four parts: Individuals Placement and Support Agreement; Request for Quote; Supplier Response; Pricing Schedule and outlines the requirement for providers delivering care services to comply as outlined in the Regulation of Care section. The template IPS Agreement documents are provided at **Attachment 2**
101. These care arrangements do not include emergent accommodation, which is the overnight and short-term use of commercial accommodation sites such as motels, hotels and caravan parks, to provide care and support to children and young people in circumstances where there is the unforeseen need for a care arrangement for a child or young person and no other care arrangement is available.
102. The delegated officer may approve the use of commercial accommodation for an initial period of up to seven nights. An extension can only be considered where there is clear evidence that no suitable care arrangement is available.

HUMAN SERVICES QUALITY FRAMEWORK (HSQF)


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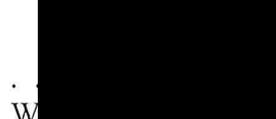
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103. HSQF is the quality assurance framework for assessing and promoting improvement in the quality of human services including the FBC and NFBC service types.
104. The HSQF was developed in collaboration with the non-government sector to maintain important safeguards for people using services while streamlining quality requirements. It incorporates:
- a) the Human Services Quality Standards (the Standards), which cover the core elements of human service delivery;
 - b) an assessment process to measure performance of service providers against the standards (assessment occurs at organisation level across all in-scope services); and
 - c) a continuous improvement framework, which supports the participation of people who use services in quality improvement.
105. All placement services, including those that are unlicensed, are required to be delivered in compliance with the Standards.
106. Licensed service providers are required to achieve and maintain certification against the HSQF relating to:
- a) governance and management;
 - b) service access;
 - c) responding to individual need;
 - d) safety, wellbeing and rights;
 - e) feedback, complaints and appeals; and
 - f) human resources.
107. Independent third parties assess organisations' compliance with the Standards and determine whether certification under the Standards should be granted.

MINIMUM QUALIFICATION STANDARDS (MQS) AND THE HOPE AND HEALING FRAMEWORK

108. On 1 January 2019, the Minimum Qualification Standards (MQS) for all residential care staff and their direct supervisors working in Queensland took full effect. The MQS fact sheet has been provided in the Department's response to NTP - 25
109. In accordance with the MQS, all residential care staff and their direct supervisors employed by licensed residential care services (excluding safe houses) must:



- a) hold or be enrolled in and working towards a recognised relevant qualification. Staff may be enrolled as part of their recruitment process with the residential care service provider but must be enrolled prior to commencing any unsupervised direct care work with children and young people;
- b) for those staff currently enrolled, obtain the qualification within the timeframes determined by the relevant training authority; and
- c) complete the online Hope and Healing Framework Foundational Training prior to commencing unsupervised direct care work with children and young people.

- 110. There are four optional master class Hope and Healing modules that focus on trauma-informed care, positive behaviour support, prohibited practices, and managing high-risk behaviours offered. Completion of the master class modules is not mandatory, but residential care staff are encouraged to complete them to support ongoing learning in providing care to young people.
- 111. All licensed NFBC services are also required to maintain records demonstrating that all relevant staff have undertaken, or are scheduled to undertake, cultural competency training, positive behaviour support training, and reporting harm / potential harm.
- 112. Water safety awareness training is available and strongly encouraged for all NFBC providers.

Young people turning 18

- 113. The Department can continue to pay the base rate of the fortnightly caring allowance to all approved carers, as well as to long-term guardians and permanent guardians, to care for young people up to their 21st birthday or until the young person leaves the carer household.
- 114. Young people who turned 18 after 1 July 2023 are eligible for Extended Post Care Support up to their 21st birthday. For young people who continue living in a carer household, an Extended Post Care Support service will work directly with the young person to provide practical support, such as applying for a job or enrolling in a training course, maintaining a connection with Country and culture and accessing services to meet their physical and emotional health needs.
- 115. If the young person leaves the carer household to live as an independent adult, they are eligible to receive up to \$16,000 a year in financial support until their 21st birthday to help cover their living expenses.

\$1500 BOOST FOR ALL CHILDREN AND YOUNG PEOPLE IN CARE

- 116. Every child and young person under 18 years living in a FBC or NFBC care arrangement or living independently, is eligible for their carer to receive a \$1,500 per year payment (\$750 paid twice per year) to fund extracurricular activities that

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promote a child or young person’s health, creativity, learning, wellbeing, cultural connection, or social, emotional or physical development.

- 117. Extracurricular activities include outside school tutoring, activities relating to art, sport, recreation, music, culture and citizenship, On Country programs and camps, and participation in clubs.
- 118. The extracurricular activities are determined by the child or young person and carer based on what is important to them and do not need to be part of an organised lesson or event.
- 119. This boost complements other Queensland Government programs available to children and young people in care, such as Play On vouchers. Accessing other universal supports does not impact the child or young person’s eligibility for the \$1,500 funding boost.

NEW INVESTMENT SPECIFICATION

- 120. The CS Act provides a legal framework for the funding and delivery of community services, particularly those delivered by service providers. The CS Act allows for funding declarations by Ministers to apply the provisions of the CS Act to specific funding programs or contracts, and sets out provisions for service safeguards, including the quality of services and the protection of users, particularly vulnerable groups.
- 121. In March 2024, the Family Based Care Services Investment Specification (Version 2) was published following a three-year research project between the Queensland Government and the Community Services Industry Alliance (CSIA), in consultation with the sector. This project investigated the relationship between investment and outcomes for children and young people receiving intensive foster care support services, particularly in the context of rising placement demand and increasing complexity of children and young people’s support needs.
- 122. The new Family Based Care Services Investment Specification:
 - a) addresses limitations of the Child Protection (Placement Services) Investment Specification, including limited differentiation across service types and limited ability to determine the true cost of care, performance, value and quality;
 - b) allows for supports to be individualised to carer households, resulting in a funding model with a ‘base’ cost for care arrangements and services plus ‘brokerage’ for use across the service’s pool of carers and prospective carers;
 - c) includes new service models which better support the activities of finding and assessing foster and kinship carers to respond to the changing needs of carer households and address the costs of delivering care;

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- d) provides greater flexibility in how services are delivered, particularly for Aboriginal and Torres Strait Islander CCOs and Indigenous Businesses, and help to recruit and retain more carers, increase the percentage of children cared for by kin, and reduce the percentage of children living in residential care.

123. The transition to the new Service Types under the FBC Services Investment Specification:

- a) is a priority for the Department and will ensure a better care system for children and young people and will improve way support is provided to Foster and Kinship carers;
- b) will be adaptable to local needs and conditions; and
- c) will occur over three phases over three years, which began in 2025. Market testing and early adopter services have already commenced in some locations. The three phases are:
 - i. Phase 1: The statewide Expression of Interest has closed for Market Sounding, aimed at gathering market interest and coverage prior to finalising transition plans;
 - ii. Phase 2: From 1 July 2025, program level work will occur to realign existing service providers to deliver the new FBC Service Types, focusing on increasing carer numbers and increasing investment and coverage to Aboriginal and Torres Strait Islander CCOs and Indigenous Businesses This phase will focus on implementing region-wide Foster Care Recruitment service/s and establishing Kinship services as a different function under a new Kinship Care program; and
 - iii. Phase 3: System level work will occur with transition across multiple providers in a region or district to establish separate Foster and Kinship Care programs including Supporting Kin services to match supply mix targets and new Supporting Foster Care services.

124. The current and new Service Models will operate concurrently with regions working to fully transition all FBC services to the new Service Types by 30 June 2028. This will be followed by two years of evaluation.

125. The new service types are Connecting Kin, Equipping Kin, Supporting Kin, Foster Care Recruitment, Supporting Foster Care, and Specialist FBC.

OUT-OF-HOME CARE STATISTICS

126. Most children and young people (82.2% or 10,447) in out-of-home care are cared for in FBC arrangements within the homes of approved kinship or foster carers.

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127. Nearly half (48.2% or 6119) of all children and young people in out-of-home care in Queensland are cared for by kin with approximately 2,000 more children and young people living with kin as compared to foster carers.

128. 21% of approved kinship carers identify as Aboriginal and/or Torres Strait Islander.

129. As at 31 March 2025, there were 6,534 Queensland carer families, caring for 12,705 (6,119 placed with kin) children and young people in Queensland. Of these:

- a) 3,917 were approved foster carers;
- b) 2,329 were approved kinship carers; and
- c) 288 were provisionally approved carers.

130. As at 31 March 2025, 2,257 or 17.8% of children and young people in care were living in residential care, and of these 752 or 9.3% of children under 12 years of age were living in residential care, including 78 children under the age of 5 years.

I make this statement of my own free will believing its contents to be true and correct.

Dated this 3rd day of September 2025.

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Bernadette Harvey

[Redacted witness signature]

Witness

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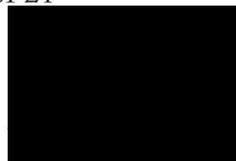
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List of annexures

Annexure 1 LCS Factsheet – In Scope Licensing Process

Annexure 2 Individualised Placement Support Agreement



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COMMISSION OF INQUIRY INTO QUEENSLAND'S CHILD SAFETY SYSTEM

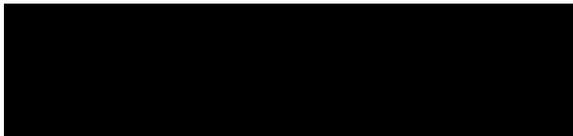
PROACTIVE STATEMENT OF BERNADETTE HARVEY

A/DEPUTY DIRECTOR-GENERAL, COMMISSIONING, DEPARTMENT OF
FAMILIES, SENIORS, DISABILITY SERVICES AND CHILD SAFETY

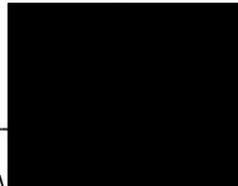
Annexure 1 – LCS Factsheet IPS Suppliers

This and the preceding 1 page is the annexure mentioned and referred to as

“Annexure 1 in the statement of BERNADETTE HARVEY dated 3 September 2025.

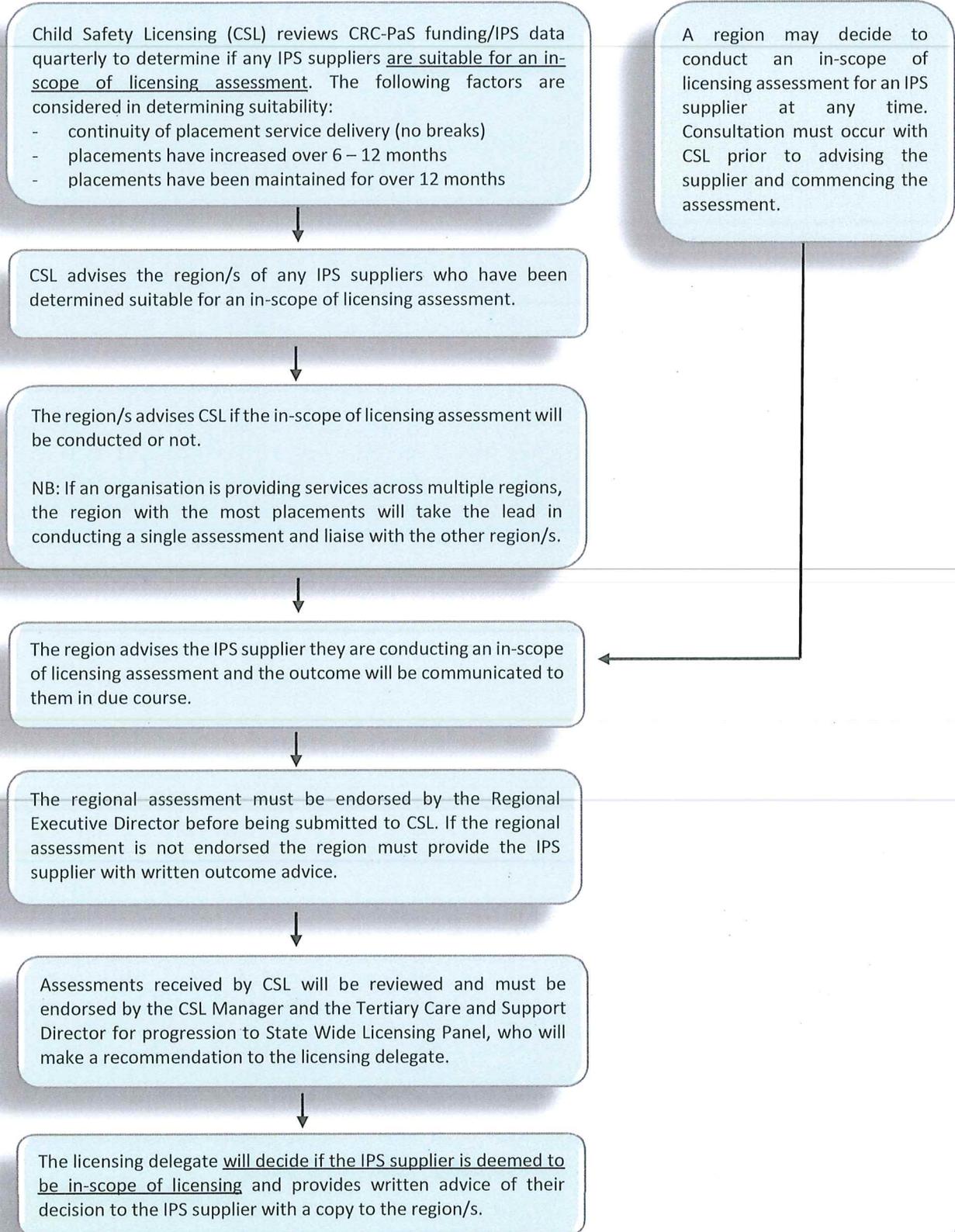


Bernadette Harvey



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The In-Scope of Licensing Process for Individualised Placement and Support (IPS) Suppliers



COMMISSION OF INQUIRY INTO QUEENSLAND'S CHILD SAFETY SYSTEM

PROACTIVE STATEMENT OF BERNADETTE HARVEY

A/DEPUTY DIRECTOR-GENERAL, COMMISSIONING, DEPARTMENT OF
FAMILIES, SENIORS, DISABILITY SERVICES AND CHILD SAFETY

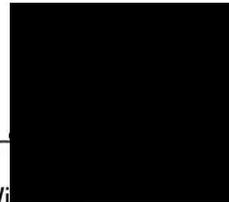
Annexure 2 – IPS Agreement

This and the preceding 6 pages is the annexure mentioned and referred to as

“Attachment 2” in the statement of BERNADETTE HARVEY dated 3 September 2025.



Bernadette Harvey



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Individualised Placement and Support Agreement

This Agreement comprises four parts:

Individuals Placement and Support Agreement; Request for Quote; Supplier Response; Pricing Schedule.

THE PARTIES

STATE OF QUEENSLAND, through the Department of Child Safety, Seniors and Disability Services (ABN: 75 563 721 098)

and

Supplier name	Insert supplier name		
ABN/ACN	Insert ABN	Child Safety licence number <i>For Placement only</i>	Insert number or Not applicable
Business Address	Insert street address		
Postal address	Insert postal address or As Above		
Key contacts	Insert contact name	Insert position	Insert contact name Insert position
	Insert phone number		Insert phone number
	Insert email		Insert email

CHILD AND DEPARTMENT DETAILS

Pursuant to the provisions of the *Child Protection Act 1999*, the Supplier above is authorised to care for the child whose details appear below.

Child name	Insert name	Date of Birth	Dd/mm/yyyy	ICMS ID	Insert ID
Child Safety Service Centre	Insert service centre	Region		Choose region	

IMPORTANT DATES

Start date	dd/mm/yyyy	End date	dd/mm/yyyy
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SERVICE DETAILS

As per Request for Quote, Supplier Response and Pricing Schedule attached

In enacting the terms of this Agreement, the department and the supplier will comply with all requirements of the *Child Protection Act 1999*, including the legislated standards of care (section 122) and Charter of Rights for a Child in Care (Schedule 1).

Alternative proposal (departure from the Request for Quote)

The details below hold precedence over the requirements in the Request for Quote, details in the Supplier Response and Pricing Schedule.

Request for Quote	Insert details or Not Applicable
Supplier Response	Insert details or Not Applicable
Pricing Schedule	\$Insert revised total amount for the term of the Agreement or Not Applicable

REQUIREMENTS

Overarching Placement principle	The supplier will work with the department towards building capacity and capability of the child or young person, and where applicable preparing for transition to more stable permanent / long term placement arrangement.
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The supplier will work in partnership with the department and other stakeholders to achieve the goal of the child's case plan, which may include the development, monitoring and review of care plans for the child.

PAYMENTS

The supplier will deliver agreed services to the subject child, in accordance with this Agreement. All items purchased for the subject child will remain the property of the child throughout and following the placement.

Total investment under Agreement	\$Insert total amount for the term of the Agreement including GST
Payment type	Fee for service – Electronic funds transfer
Timing of payment	Example: After delivery of services under this arrangement on receipt of invoice Monthly: Insert date of each month
Termination payment	Placement transitions will be planned to the extent possible. In the event of the unplanned end of a placement the department may provide up to seven (7) days' notice, after which no further payments will be made.

TERMS AND CONDITIONS

1. Placement Agreement

- (a) In addition to the Individualised Placement and Support (Agreement), the department and the supplier will enter into a Placement Agreement in accordance with the *Child Protection Act 1999*, section 84.

2. Extension or variation of Agreement

- (a) The department and the supplier may extend or vary this Agreement subject to agreement by both parties. Extensions and variations must be in writing and attached to the original Agreement.

3. Termination of Agreement due to planned or unplanned transition or exit

- (a) Placements:
- Either party may end the Agreement at any time. In the event a child transitions to another placement, the Agreement will be terminated and funding will cease to be provided to the service supplier. If a subsequent placement through child related costs is required, a new Agreement must be made with the supplier for placement.
 - Placement transitions will be planned to the extent possible. In the event of an unplanned end of a placement:
 - the supplier has a duty of care to the child until a new placement is made for the child;
 - the department may provide seven days' notice after which, no further payments will be made.
- (b) Support:
- In the event of the department terminating this Agreement for support services, the department may continue to pay all reasonable costs to the supplier for a maximum of seven days beyond its termination, on a pro-rata basis.

4. Licensing Requirements for Child Safety Placement Services

- (a) Suppliers providing Placements under section 82(1)(f) of the *Child Protection Act 1999* do not require a Care Service Licence under the Act.
- (b) The department may require suppliers providing Placements under this Agreement to be Licensed Care Services under the authority of the *Child Protection Act 1999*, or require the supplier to be actively working toward application of a licence.
- (c) If the supplier holds a Care Service Licence to deliver services of the same type as the Services provided under this Agreement and the address or service outlet through which the Services will be delivered is not included under the Care Service Licence:
- The supplier must apply in the Approved Form for the Care Service Licence to be amended to include the address or service outlet, within 30 days from Agreement commencement; and
 - The application must be successful.

- (d) If the supplier holds a Care Service Licence that does not include services of the same type as the Services provided under this Agreement:
- The supplier must apply in the Approved Form for the Care Service Licence to be amended to include services of the relevant type, within 30 days of invitation to provide services; and
 - The application must be successful.
- (e) If the supplier is requested to apply for a Care Service Licence, the supplier must:
- apply in the Approved Form for a Care Service Licence that includes services of the same type as the Services provided under this Agreement, within 30 days of invitation to so apply; and
 - The application must be successful.
- (f) If The supplier holds a Care Service Licence, or are approved or otherwise authorised to deliver a service or activity under the Child Protection Act or another Act or regulatory scheme:
- The supplier must ensure that the grounds and conditions upon which the licence, approval or authority was given, continue to be met for the duration of the Agreement; and
 - if the Care Service Licence, approval or authority is suspended, cancelled or surrendered, the department may, by giving the supplier notice, immediately vary, suspend or terminate the Agreement, for any Services:
 - to which the Care Service Licence, approval or authority relates;
 - that the Care Service Licence, approval or authority is required to lawfully deliver.

The department may do this without following a show cause process.

- (g) If, under clause 4(f)(ii) the Agreement is terminated:
- the department's acceptance and payment of future invoices will cease;
 - the supplier must:
 - comply with the requirements specified in the notice of termination, including about the handling of records, information and assets;
 - comply with requirements for continuity of care

5. Quality Standards

- (a) Suppliers in-scope of quality standards (as advised by the department) must achieve and maintain their certification/accreditation for the duration of their contract.
- (b) In instances where a supplier has been required to hold a licence under 4(b) of this Agreement, but has not attained full certification under the *Human Services Quality Framework*, the supplier must work with departmental staff to implement recommendations in order to attain full compliance of the Quality Standards.
- (c) Where the department requires a service to be licensed under 4(b) of this Agreement the organisation must achieve HSQF certification within

18 months of first funding for services in scope of licensing.

6. Assessment of compliance

- (a) The supplier may be required to demonstrate or provide evidence that Services are being delivered in compliance with the relevant Quality Standards as outlined in the Request for Quote.

7. Audit reports

The supplier agrees that:

- (a) any auditing body that conducts an audit of the supplier may provide the department with a copy of any audit report prepared and any information about the supplier or any of the Services obtained in the course of conducting the audit; and
- (b) The department may use any such audit report or information as part of standard and performance monitoring to ensure that the supplier is complying with obligations under the Agreement.

8. Information Privacy

The supplier must:

- (a) comply with parts 1 and 3 of Chapter 2 of the *Information Privacy Act 2009* in relation to the discharge of its obligations under the Agreement as if the supplier were the department;
- (b) not use Personal Information other than for the purposes of the Agreement, unless required or authorised by law;
- (c) not disclose any personal information without our prior written consent unless required or authorised by law, or transfer personal information, including backing up of information, outside of Australia without our prior written consent;
- (d) comply with the confidentiality provisions contained in sections 187 and 188 the *Child Protection Act 1999*;
- (e) For records relating to children in care under the Agreement, as required by the *Information Privacy Act 2009 (Qld)*, it is prohibited to transfer or store child related information overseas, including overseas servers or cloud storage overseas.

9. Records and files for Service Users subject to Child Protection Act

- (a) The supplier must maintain an individual file for each child in care under the Agreement.
- (b) Where the file or record relates to a child in care who is known to the State through the administration of the Child Protection Act, the supplier must:
 - i. allow departmental officers or employees access to the file or records; and
 - ii. give the file or record to the department in the event that:
 - a. the supplier ceases to deliver the Services;
 - b. the child in care to whom the file or record relates is no longer subject to the Child Protection Act; or

- c. the child in care to whom the file or record relates turns eighteen years of age.

- (c) Where, under clause 9(b)(ii), the department requires the supplier to provide files or records, the supplier:
 - i. must give the department the original files and any records; and
 - ii. may only keep copies of original files or records for recordkeeping purposes.
- (d) The supplier must comply with all directions given to the supplier by the department regarding the storage and destruction of any files or records (including copies of files) created during the execution of the Agreement.
- (e) This clause 9 will survive termination or expiration of the Agreement.

10. Notification

The supplier must immediately notify the department:

- (a) if the supplier becomes aware of the death of, or life threatening injury or situation suffered by or involving, a child in care; or
- (b) within 1 Business Day if the supplier becomes aware of an incident that involves harm, within the meaning of the Child Protection Act, to any child in care who is subject to the Child Protection Act:
 - i. an incident that affects or is likely to affect the delivery of any of the Services;
 - ii. an incident that relates to any of the Services or children in care and that requires an emergency response including fire, natural disaster, bomb threat, hostage situation, death or serious injury, or threat of death or serious injury, of any person or any criminal activity;
 - iii. an incident that may relate to any child in care subject to interventions by the department, staff and carers; or
 - iv. a matter where significant media attention has occurred or is likely to occur

11. Compliance with departmental policy and procedure

- (a) The supplier must comply with the department's policies, procedures (including the Child Safety Practice Manual), program descriptions, and related guidelines, as outlined in the Request for Quote, relevant to the type of Services being provided under the Agreement.

12. Liabilities

- (a) The supplier is responsible for ensuring that property (including dwellings and contents) are appropriately insured against damages. Expenses resulting from damage by the subject child are the responsibility of the supplier. Insurance costs may be part of the quote provided to the department.
- (b) Where the subject child is cared for by an approved foster or kinship carer, or provisionally approved carer, the carer may receive reimbursement for costs resulting from damages by the subject child, in accordance with departmental policy Special Payments (including Ex-gratia).

