

# Child Safety Commission of Inquiry

**Voices of family  
members**



# Voices of family members

**The Commission sought to hear the voices of family members in a range of different ways.**

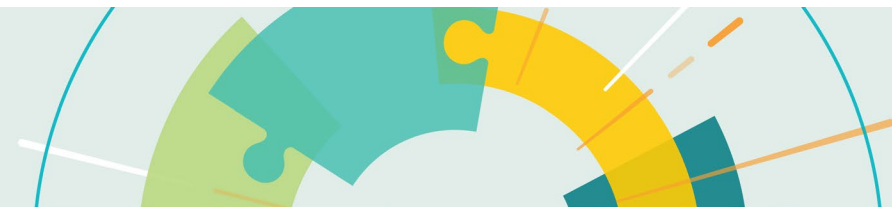
**During the Inquiry, the Commission heard from people through submissions, public evidence, forums and surveys.**

*The following statements reflect the words and submissions of individuals who contributed to the Child Safety Inquiry. They represent the personal experiences, perspectives, and accounts of those who chose to share their voices with the Commission.*

*In recognition of the significance of these experiences, the statements have been reproduced as provided, as far as possible. This includes retaining original language and, where present, grammatical or formatting irregularities, to preserve the integrity and authenticity of each account.*

*The Commission acknowledges and thanks all those who shared their experiences of the child safety system in various capacities. We recognise the strength it can take to share personal experiences and are grateful for the trust placed in the Commission.*

*All stories, including those not published, have been heard and have significantly informed the work of the Commission.*



## Disclaimer

Given the volume of material received, the Commission has adopted an approach of publishing a representative selection of submissions to reflect the breadth and diversity of experiences shared. Not all submissions are published. Decisions about publication have been made having regard to the Commission's Terms of Reference, the preferences of submitters, privacy considerations, and whether the material is appropriate for public release.

To support the safety and privacy of contributors and others, the Commission has taken all reasonable steps to de-identify material as far as possible, including removing or altering names, locations, and other identifying details. Only material from submitters who have consented to the sharing of their de-identified accounts has been included. Material has been reviewed and, where necessary, redacted to support safe publication while maintaining the meaning and integrity of each account. However, due to the nature of personal experiences, there remains a possibility that individuals already familiar with particular circumstances may recognise aspects of the accounts shared. These statements are published without adoption or endorsement by the Commission and do not represent findings of fact.

## Content Warning

Some material may be distressing. These statements may include references to child harm, violence, abuse, neglect, exploitation, self-harm, and may contain strong or confronting language. Some narratives may be about Aboriginal or Torres Strait Islander people who have passed away. Readers are encouraged to engage with this material in a way that supports their wellbeing.

*If you need support, please visit the Commission's Contact & Support page or reach out to a trusted person or a relevant support service.*

## Family member 1

After 12 years of safe care, completed all extra training child safety requested, put supports in place, also separated from my partner of 16years,yet after 8months I'm still waiting to be approved as a sole carer, treated as though I've failed when the real harm came from child safety delays-none of it factual

Now heading to tribunal plus our daughter is dealing with this trauma

Relieved the Commissioner is now involved, otherwise the truth of child safety's actions would not come out-if needed, I believe the media should be aware

## Family member 2

Child Safety services:

My grandson is in foster care. I have had numerous contact with this office over the last few years.

My daughter is the mother of the child in Foster care.

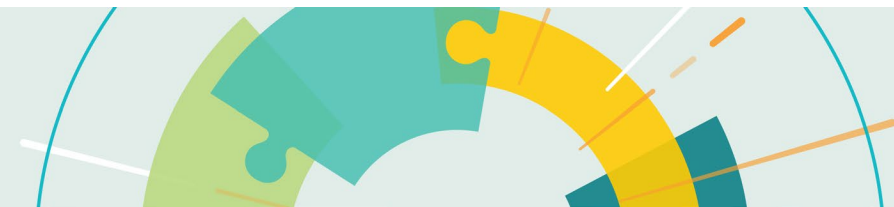
We both have a good relationship with his Foster family.

## Family member 3

We have been caring for our two grandchildren before we felt we had no choice but to give the children up to the department. We got very little help from the department and our allocated support.

If one little thing goes wrong the department is down on you from that day forward. They will continue to write things in their report even when not true nothing substantiated but it still goes in their report to make you look bad and they just keep building negatives never anything positive. Early intervention programs may suit some children but the high needs ones far from it.

Our grand daughter was diagnosed with [a medical condition]. Both children have [medical condition] and [medical condition]. She needed a whole lot more care day and night due to being only 6 when diagnosed. The dept only found more ways to breach us. We went through complaints processes they were all useless. The dept doesn't have to prove anything to anyone not even the gov.



## Family member 4

My husband and I were kinship carers for 3 grandchildren. My husband passed away in [date].

Docs was still visiting after this happened and the last visit our CSO told me no one would take the kids away no matter what. He did the exact opposite 4 days later and gave them to the mother who was never allowed to have them back in her care with a court order from N.S.W.

It just snowballed after that with child services covering their mistake with every wrong decision made.

## Family member 5

Report writing is only by the writer CSO we do not get to view what is written about us or confirm its truth.

I have been treated like a bad parent not a concerned grandparent wanting to help in the day to day care of my grandson. He was put into daycare at [age] 3 days a week. Because the current carer wanted to return to work. Techniques were used to trigger behaviours. Child Safety Officer encouraged the carer to go back to work and not feel guilty. CSO supported daycare not me. CSO documented complete lies and contradicted herself. No feedback has ever been given to me about the 2 years I have attended the contact centre. The Child Safety Service Centre complained about not having the resources to increase my hours at the contact centre. However they managed to pay for 2 external assessors to destroy my character.

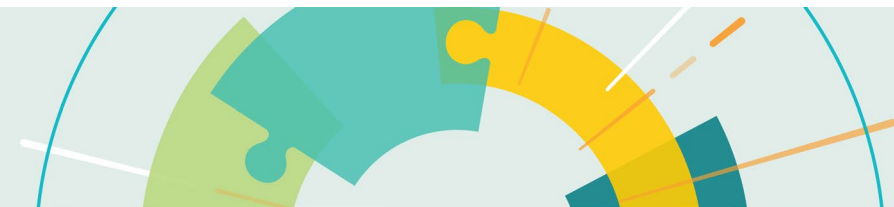
My beliefs were thrown in my face as if they were wrong and Child Safety were right. I still do not believe daycare was in the child's best interest.

## Family member 6

My experience as a grandmother watching Child Safety take my sons children away from him unfairly whilst he was still grieving the death of their mother. The story of my experience at the injustice are lengthy so I will generalise my wording as thus till I can make another submission that tells my full upsetting story of what CPS have done to destroy our family bonds with our loved little members so cruelly taken away from us.

Firstly I will say I have a [university] degree and I know for a fact my sons children thus should never have been taken on as a case with the CPS. He just needed a little intensive family support whilst grieving that's all.

Sadly too many indigenous children are taken away by Child Safety unfairly and the only initial trauma they really have experienced is being ripped away from those they love and fostered out to strangers. The bonds deliberately - destroyed with their real family when they are 1st taken



## Family member 7

My nephews and nieces have been in the system for years when they were removed from [family member]. She then got them handed back to her within 9 months of them being removed. Child safety came back involved after multiple reports made over the 2 year period they had been home they were then removed and placed within the family. The mother had zero contact for months.

Child safety allowing children to have unsupervised time with a non-sober parent with multiple mental issues. Child safety have let the children to stay with a carer who is doing the wrong thing and the children suffer. Child safety doesn't do their job properly.

## Family member 8

The child safety system particularly in QLD ignores safe suitable family members when children go into care.

Aboriginal grandparents are shut out. Despite having blue cards and passing police checks. They even ignore their own assessments who recommended the children live with my their Aboriginal grandmother. Instead placing them in a overcrowded house with complete White strangers where they still reside.

We don't see them at all for over a year now . Child safety keep denying us any knowledge. My aboriginal grandchildren live with white people. It's wrong and unnecessary.

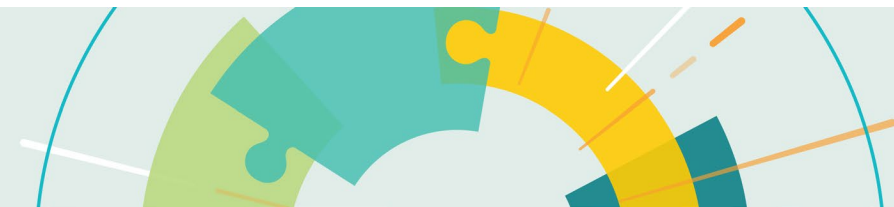
## Family member 9

I have made complaints in regards to the safety and care of my grandson to Child Safety.

The constant complaints being neglect, and living in appalling conditions. he is also subjected to violence at the hands of his mother and her current partner.

I have requested Welfare checks to be done and repeatedly told it would take more than me alone issuing complaints.

My most recent complaint to CPS I emailed photographic evidence. I also made a complaint to Crime Stoppers.



## Family member 10

My son had his children removed because of homelessness and arguing. His wife would start arguments and then blame him for it. CS never told him what he had to do to get the kids back, he only found out from family members.

So he did a support program. I made contact because I heard before the kids had been taken or on the verge of being taken. I had rang CS to let them know I would take the kids so they would not go in the system, but never told another branch of CS.

My son came to live with me and get of the grog he was no longer on the ganja he had given that up and his wife didn't like that.

## Family member 11

My grandchildren have been involved with Child Safety for the past 10 years on and off .They are endangering my grandchildren who are once again in foster care. And ignoring my concerns as their grandparent.

They have continued exposure to Domestic violence, an overcrowded unsafe house which is where they currently reside. I am an indigenous grandma not allowed to see or ask about my grandchildren. I have no criminal convictions, I hold a current blue card and police check and I'm still being denied access to them. Child safety ignore my whole side of even after I took them to the Human rights commission. They lied to the commission saying they would let me see the kids.

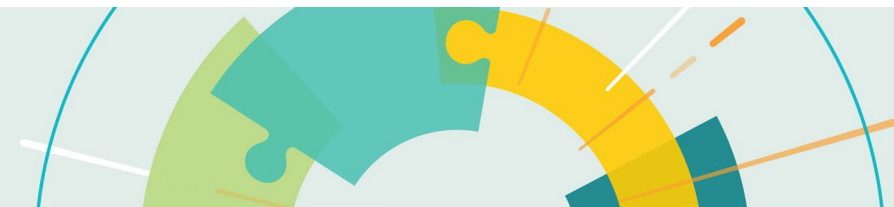
Two years later I'm still waiting. The children are living with their father's family under child protection orders. But my side who is their mother's side are denied all access. The children are beaten and starved and physically abused and whenever our family complains we are ignored.

## Family member 12

Child safety remove children and place them with 20-year-old strangers who, although they possess a blue card that just means you haven't been convicted. One carer took photos of my nephew.

My niece was supported to emancipate herself. As her extended family, we have no contact and no idea what's happening to her. They gave her a new phone with a new number. Her excuse for not wanting to stay with me was because I occasionally yell. This was provided without context. As the only time I have yelled at her it's when I was trying to get her out of bed to go to school. She couldn't say my house was not safe or that she ever felt afraid. She basically can do whatever she chooses. Whether it's to her own best interest or not. Who picks up the pieces when she's 18. Because child safety will cut her off. Not caring, not factoring in the damage to her family relationships.

Without any trial, child safety are judge jury and executioner. Whether accusations prove to be false.



## Family member 13

My grandson was removed soon after he was born by Child Safety. From his mother. My son is the father. The mother lead my son and I to believe the unborn baby was my sons. At about 7 months into her pregnancy the mother left the relationship with my son. At this time she told me I would never have anything to do with her baby. Child Safety Officers completely disregarded my existence.

A DNA test was required which took at least 8 weeks and confirmed it was my grandchild. The complaints fell on deaf ears and dogged attitudes to ensure I was kept in the background. I wanted to babysit to avoid the infant going to daycare at 4 months of age. Child Safety reports were written with the child safety officers documenting their version of conversations. A lot was not correct or accurate.

I made numerous complaints that got me nowhere. Many complaints were withdrawn

## Family member 14

I was granted kinship care of my 3 grand babies. After 3 months of being the carer. There were 2 false reports made of me bringing harm to the children.

All reports are false and exaggerated. No investigation was done just instant removal of children.

My whole family is my 3 kids and my 3 grandkids. Child Safety has successfully destroyed all members of my family. I am not allowed to see my grandkids.

## Family member 15

My grandson was removed in [year] due to a historical issue that happened over 40 years ago.

My grandson is aware of what his grandfather did. Child safety stated in [year] that they have nothing on my husband. They have also written the wrong information in documents handed into the court, they have also stated that my grandchildren have made no reports of being abused by their grandfather.

