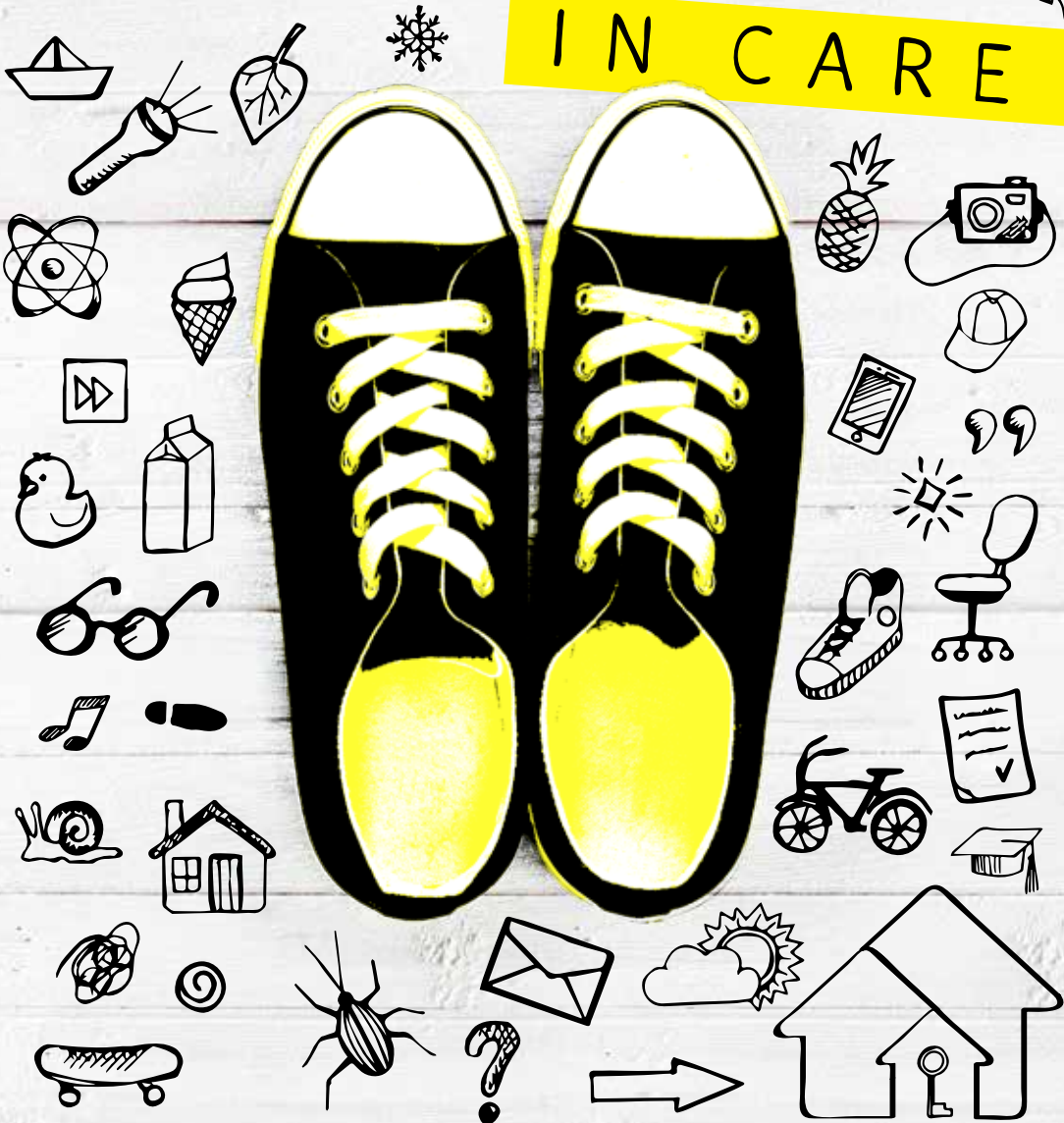




IN CARE





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1

So, you have just come into care...

Why have I come into care?

You have come into care because things are not okay in your family home at the moment, and people such as the police, your teachers or your neighbours, are concerned about you.

The Department of Child Safety, Youth and Women (often called 'Child Safety'), is worried that it is not safe for you to be at home right now, and the Children's Court believes it is better for you to live with someone else for a while.

Why can't I live at home?

Sometimes families have a hard time. This is not your fault.

You have the right to live in a place where you are safe, have food, clothes, a roof over your head and people looking after you.

You should not be scared or hurt, or worried about what might happen to you at home.

***The main thing is that
you are safe.***

There may be many reasons why you cannot live at home now. You can ask your Child Safety Officer, who is usually called a 'CSO', to explain the reasons to you.

Where will I be living, and who will it be with?

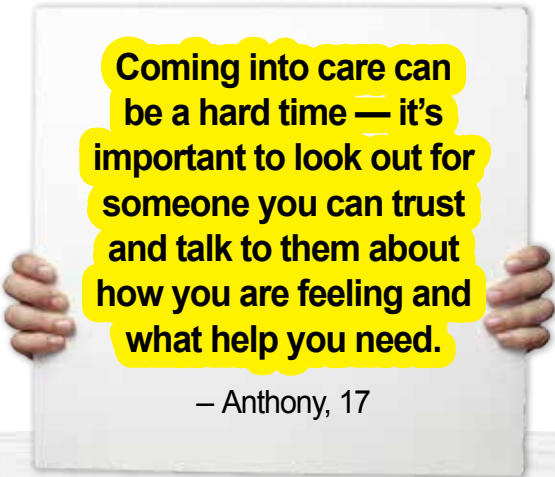
You might be living with a carer or in a residential home.

A carer can be someone in your family, such as a grandparent, an aunt or even a family friend — these carers are called kinship carers. A carer can also be someone who has chosen to look after kids because they care about what happens to them — these carers are called foster carers. Child Safety will make sure your carer can look after you and keep you safe.

You might be living in a residential home with other people your age, as well as some staff. These places are set up for teenagers. There is no set time that you may spend in a residential home, but the aim is always to make it as short a stay as possible. Your Child Safety Officer will explain how things work where you are staying, and the reasons for this decision.

If you are unhappy with your placement in a new home, please talk to your Child Safety Officer. You can also talk to a Child Advocate from the Office of the Public Guardian by calling 1800 661 533 (free call from a telephone).

Ask someone you trust to hear your views. This may be a close friend, a coach, a teacher or your counsellor.



**Coming into care can
be a hard time — it's
important to look out for
someone you can trust
and talk to them about
how you are feeling and
what help you need.**

— Anthony, 17

Who are the Department of Child Safety, Youth and Women and what do they do?

The Department of Child Safety, Youth and Women is part of the Queensland Government. The people who work for the department have the job of keeping kids safe in their family homes and when they come into care.

You will have met some Child Safety Officers. They will be the people from the department (Child Safety) who you see the most. Child Safety Officers work in a team. They have a team leader and a manager, and work in an office called a child safety service centre. Child Safety Officers will always have some form of ID, stating who they work for.

You might meet other people who work for Child Safety, as well as people from community agencies that work with Child Safety. Child Safety works with these agencies to give you and your family the best support they can, and to make sure you are safe.

Who are the people that I will meet?

People that you will meet include:

FOSTER OR KINSHIP CARER — this is a person who offers to care for you when you cannot live at home. They may be from within your family or the community. They may have children of their own, care for children from different families or they may be a single person. Carers receive special training and have the skills to make sure they are able to care for kids.

CHILD SAFETY OFFICER (CSO) — this person works for Child Safety and has a responsibility to look out for you, and to see that your needs are being met. A Child Safety Officer will be your main contact in Child Safety, but you can also contact their team leader if they are not available.

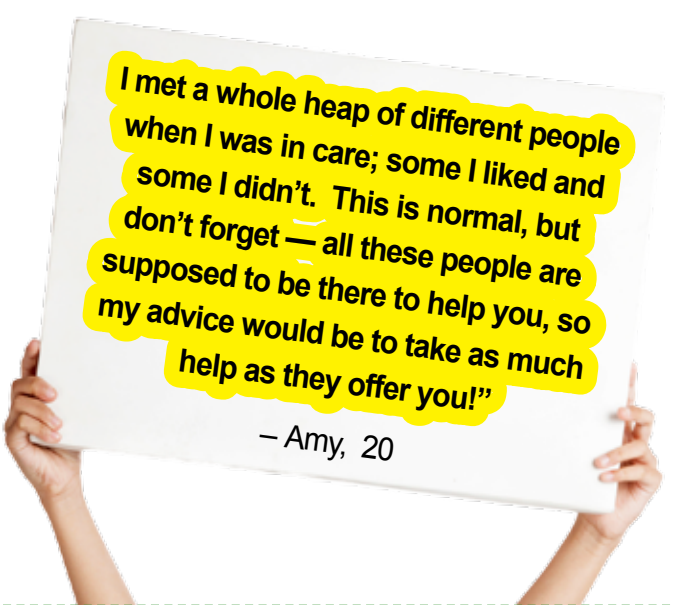
CHILD SAFETY SUPPORT OFFICER (CSSO) — this person also works for Child Safety providing extra support to help parents look after their children. They will be supporting your Child Safety Officer to get things done for you.

RECOGNISED ENTITY — this is an Aboriginal or Torres Strait Islander organisation or person who works with Child Safety to help Aboriginal and Torres Strait Islander children and families.

COMMUNITY VISITOR — this person works for the Office of the Public Guardian. They will visit you while you are in care to make sure you are being listened to, help you with any issues and connect you to people who can support you.

CHILD ADVOCATE — this person is a lawyer who works for the Office of the Public Guardian. They help and stand up for children and young people in the child protection system. You can call the Office of the Public Guardian on 1800 661 533 (free call from a telephone) to speak to a Child Advocate. They can support you in a court or tribunal, help with problems at school or with the police, and ensure that your views and wishes are heard by adults making decisions about you and your care arrangements.

CREATE FOUNDATION — this is a community agency that offers a wide range of programs and activities to connect and empower children and young people in out-of-home care. You can call the CREATE Foundation on 1800 655 105 (free call).

A person's hands are visible holding a white rectangular sign. The sign features a large yellow speech bubble containing text. Below the speech bubble, the text '- Amy, 20' is written in black.

I met a whole heap of different people when I was in care; some I liked and some I didn't. This is normal, but don't forget — all these people are supposed to be there to help you, so my advice would be to take as much help as they offer you!"

– Amy, 20

What about my stuff?

If there are things at your family home that you would like to have with you, talk to your Child Safety Officer about trying to get them for you.

You can talk to your carer about how things are looked after in their home. Every household is different, but your personal needs and privacy are important in whatever house you are living in.

2

What about my family?

Does my family know where I am?

Your family knows that Child Safety has found you a safe place to stay. If you or someone else in your family has been hurt by someone in your home, Child Safety may not tell your family where you are until they know that you will be safe.

If a decision is made not to tell your family where you are, your Child Safety Officer will talk to you about this and explain the reasons why.

If you do not agree with this decision, you can talk to the Queensland Civil and Administrative Tribunal by calling 1300 753 228 to have the decision reviewed.

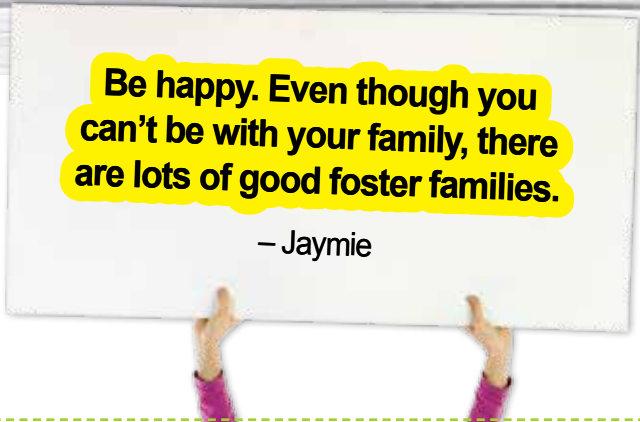
How can I contact my family and friends?

Your Child Safety Officer can help you contact people you would like to talk to. Just ask.

You have the right to keep in touch with your family and friends. Sometimes there may be reasons why you cannot see some people in your family, such as if they are far away, in hospital, or if it could be unsafe for you.

If a decision is made about having contact with your family and friends, your Child Safety Officer will talk to you about this.

If you do not agree with the decision, you can talk to a Child Advocate from the Office of the Public Guardian by calling 1800 661 533 (free call from a telephone) who will help you to make an application to the Queensland Civil and Administrative Tribunal, or make the application for you.

A person's hands are visible at the bottom, holding a white rectangular sign. The sign has a yellow speech bubble-like shape on it containing text. The background is a light grey wood-grain texture.

**Be happy. Even though you
can't be with your family, there
are lots of good foster families.**

— Jaymie

What if I do not want to see anyone in my family?

You don't have to see someone in your family if you don't want to, but you need to talk to your Child Safety Officer about this. They will not force you to see anyone.

Are my parents in trouble?

The department is concerned about whether your parents have been able to look after you safely — that is why you have come into care. Your parents need some help to overcome the problems they are having. Your Child Safety Officer will support you and your parents to get the help they need.

***It is very important
that you remember that
you are not in trouble!***

Sometimes parents break the law when they are looking after their kids, and the police might be involved. If the police are involved, your Child Safety Officer will let you know what they are doing.

3

Making plans

A case plan

A case plan is a written agreement between you, your family and Child Safety. It sets out the best way to help you stay happy and safe while you are in care, and how you can achieve your future goals and dreams.

A case plan may include:

- the things that Child Safety, your parents and others may be worried about
- your goals and care needs, and how they can be met
- the needs of your family, and how they can be met
- contact arrangements between you and your family members
- support available to you
- how your parents and carer's will keep you safe
- who will be helping you and your family, and at what times

A cultural support plan

If you are Aboriginal or Torres Strait Islander, or identify with another culture, a cultural support plan will be developed as part of your case plan. Your cultural support plan will aim to keep you connected to your culture, family and community regardless of where you live.

How is a case plan created?

Child Safety will organise a family group meeting to talk about your strengths, needs and goals. After discussing all of these things, your case plan is worked out based on what is best for you.

You can ask for someone to be with you and support you, such as an aunty or uncle, during the family group meeting.

Who is involved in my case plan?

Your Child Safety Officer will invite other people to the family group meeting to develop your case plan. These people include you, your family, your carer, people from school and other members of your community and safety network.

If you are Aboriginal or Torres Strait Islander, a Recognised Entity will also be invited to support you and your family.

If you have your own lawyer, you can also invite them to the family group meeting.

A Child Advocate from the Office of the Public Guardian can also support you, or speak on your behalf about your wishes and views at the family group meeting.

Do I have to go to a family group meeting?

No, you don't have to go to a family group meeting.

The family group meeting is about working out a case plan for you, so it would be good if you went to the meeting.

You can go to the family group meeting by yourself or with a support person.

If you don't want to go, you can tell your Child Safety Officer everything that you would like said about your goals.

How does a case plan work?

You will get a copy of the case plan that shows all of the things that everyone has agreed to do.

After six months, your case plan will be reviewed with your Child Safety Officer and your family, to see how things are going and make any changes that are needed.

If your carer has been made your guardian by the court (you can ask your Child Safety Officer about this), then you have the right to ask Child Safety to review your case plan at any time.

If Child Safety makes a decision not to review your case plan when you ask, you can talk to the Queensland Civil and Administrative Tribunal to have the decision reviewed.

You can also talk to a Child Advocate from the Office of the Public Guardian by calling 1800 661 533 (free call from a telephone) to help you to make an application to the Queensland Civil and Administrative Tribunal, or make the application for you.

My Child Health Passport

Information about your health will be written into a Child Health Passport, and the passport will be given to your carer. If you move to a different placement, your Child Health Passport will go with you so that your health needs continue to be met.

It will help you to know how to look after your health when you leave care too.

4

School and stuff

Will I still be able to go to school?

Yes. It is important that you keep going to school.

Can I go to the same school?

Wherever possible, Child Safety will try to keep you at the same school, but sometimes, if your carer lives a long way away from your school, you may have to go to a new school.

Will anyone at my school be told about what has happened to me?

Your Child Safety Officer will only share your information with certain people at school, such as the school principal. The principal may talk to your teacher and support staff like a guidance officer, but it's nobody else's business.

Let your Child Safety Officer know if you are worried about others knowing about your situation.

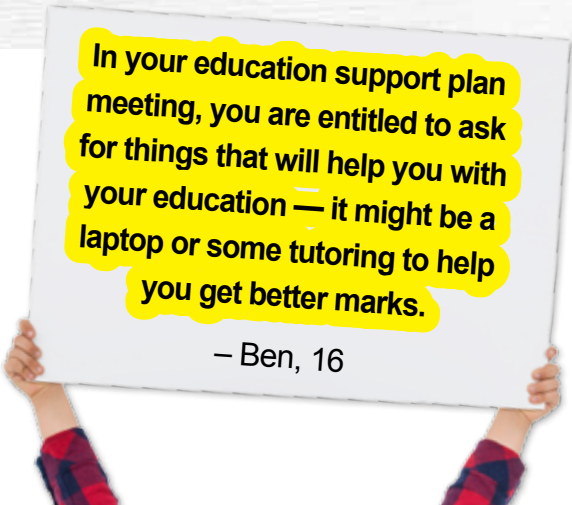
It's up to you to decide who you want to talk to about what is happening in your life.

My education support plan

You have a right to go to school and get the best education possible.

A person's hands are visible at the bottom, holding a white rectangular sign. The sign has three lines of text in yellow, bold, sans-serif font, each line enclosed in a yellow speech bubble-like shape. The text reads: 'I want to go to uni.', 'I want to be a', and 'park ranger.' Below the bubbles, the text '- Craig, 15' is written in a smaller, black, sans-serif font.

I want to go to uni.
I want to be a
park ranger.
– Craig, 15



In your education support plan meeting, you are entitled to ask for things that will help you with your education — it might be a laptop or some tutoring to help you get better marks.

– Ben, 16

Your carer, family (if this is okay), Child Safety Officer, and support staff from your school will get together to talk about your educational goals. These goals are written into an education support plan for you.

An education support plan includes all of the things you want to achieve at school, and how people can help you do this.

How do I get involved?

There will be meetings with your Child Safety Officer, teacher or support staff to develop your education support plan. This is a time for you to tell everyone what your goals are, and what you want to do to achieve them.

Your education support plan will be reviewed at least once a year, or when something major happens in your life.

You can always talk to your Child Safety Officer or teacher who can explain more about the education support plan.

Why is the Children's Court involved?

When Child Safety thinks that it may not be safe for you to live at home, the Children's Court will make the final decision about where you will live.

Child Safety will work with a legal person from the Director of Child Protection Litigation (this is another agency that is part of the Queensland Government) to talk to the Children's Court about your care situation.

If the Magistrate agrees, a legal document called a Child Protection Order, will be given to Child Safety so they have responsibility to look after you, for a certain amount of time.

What happens at court?

Your Child Safety Officer will write a legal document called an affidavit to give to the court. The affidavit tells the court the reasons why you are not able to live at home.

When in court, a legal person from the Director of Child Protection Litigation will tell the magistrate why they think it is not safe for you to live at home. If your parents are there, they can tell the magistrate what they think should happen to make sure you are safe.

There will be lots of questions and talking, and the magistrate will think very carefully about what everyone has said, so they can make a decision.

Sometimes it can take a long time for your story to be heard in court. Your Child Safety Officer will tell you what is happening with the court and the important dates you need to know.

Do I need to go to court?

Children and young people can attend court, especially if you are older and want to be involved in the process.

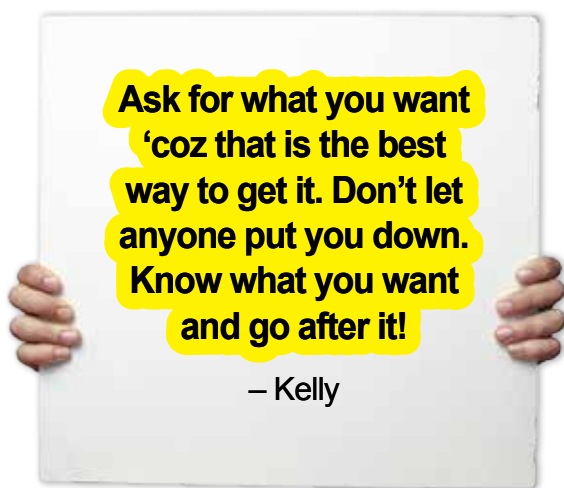
You can talk to your Child Safety Officer if you want to go to court. It may be possible for you to attend some of the court case.

Who will be in court?

Each court case is different. There might only be the legal person from the Director of Child Protection Litigation and the magistrate, but your parents have the right to go as well.

It might be important for other people to attend, such as your support person, or a Child Advocate who is a lawyer just for you.

Your Child Safety Officer will explain more about all of the people who will go to court.



Do I need a lawyer?

Depending on your age, you may be able to be represented by a lawyer.

There are a few options available to you to find a lawyer. You can call Legal Aid Queensland on 1300 651 188 (for the cost of a local call, however mobile phone rates apply if you are calling from a mobile phone), to find out more.

Your Child Safety Officer can help you to understand the role of a lawyer in the court process and what they can help you with.

Your Child Safety Officer can help you to get a lawyer or you can choose to do this yourself.

Child Advocates from the Office of the Public Guardian are lawyers who can help you to express your views and wishes in court. Call 1800 661 533 (free call from a telephone).

You can also call the Youth Advocacy Centre on 3356 1002 for information about court. They can help you with legal questions and to understand your rights.

The court may also decide whether to appoint a separate representative (a lawyer organised by Legal Aid Queensland) when you, or your parents, do not agree with the order Child Safety is asking for.

This lawyer has the job of telling the magistrate your views and wishes, but they must also consider what is in your best interest based on all of the information.

Will my parents be told what I have said about them?

Your Child Safety Officer will try to make sure that anything you do not want your parents to know about is kept private — but this is not always possible.

The magistrate will want to know what your opinions are about the court application. Your Child Safety Officer needs to provide any important information that will help the magistrate to make the right decision. If your Child Safety Officer thinks something you have said is really important, they will have to tell the magistrate.

Your parents have the right to know what your Child Safety Officer is telling the magistrate, so they will hear this information as well.

What will the magistrate do?

The magistrate will decide whether or not to give Child Safety an order, which may be an Assessment Order, Temporary Custody Order or a Child Protection Order.

The magistrate will explain why they have made this decision to Child Safety and your parents, if they are there.

How will I find out about what happens in court if I am not there?

Your Child Safety Officer will talk to you as soon as possible about what happened at court, the decision the magistrate made and what this means for you. They must also provide you with a copy of the order, if one was given.

If you have a separate representative, or your own lawyer, you can ask to speak to them about the decision that was made.

If you do not agree with the decision that the magistrate has made, you can speak with your lawyer if you have one, or contact Legal Aid Queensland, the Office of the Public Guardian or the Youth Advocacy Centre.

What is custody?

Custody means that the person who is granted custody of you by the court is responsible for looking after your daily needs and making decisions about your needs, with you. For example, looking after you each day; providing food and clothes; and taking you to see a doctor when you need to.

What is guardianship?

The person who is granted guardianship of you by the court has the rights and responsibilities to meet your daily needs and make decisions about these. They can also make decisions about your long-term care in the same way that a parent could, such as being able to choose a new school for you.

If Child Safety has guardianship of you, it also has custody, so they will make decisions with you.

6


Living away from home

Do I have rights?

Yes! There is a Charter of Rights for all children and young people in care, and there is a copy of the charter in the back of this book.

The charter explains your right to things like an education, medical and dental treatment. It says that other people must consider your privacy, and that you are allowed to have a say in the decisions about your life — like where you are going to live.

You can talk to your Child Safety Officer, a Community Visitor or Child Advocate from the Office of the Public Guardian, or the CREATE Foundation about the Charter of Rights, and what it means for you.

A hand is shown holding a white rectangular card. On the card, there is a yellow speech bubble with black text. Below the speech bubble, the name 'Craig' is written in black.

**I regard my carers as
my parents and I'm
happy for them to
make decisions.**

– Craig

What do I do if my rights and needs are not being met in care?

If you have any problems while you are living in care, you should talk to your Child Safety Officer.

If your problem is about the care that is being provided where you are living, Child Safety has a responsibility to look into this — so talk to your Child Safety Officer first.

If this does not fix or change things, you could:

1. talk to your Community Visitor or Child Advocate from the Office of the Public Guardian about the problem. Call 1800 661 533 (free call from a telephone). If the Community Visitor can't work out a solution with your Child Safety Officer and carer, they may report the problem to the Office of the Public Guardian. The Office of the Public Guardian will then contact Child Safety and ask them to report on what is being done about the issue.
2. call the manager of your local child safety service centre or call Child Safety's Complaints Unit on 1800 080 464 (free call).
3. call the Queensland Civil and Administrative Tribunal on 1300 753 228 (free call), if Child Safety has made a decision that you do not agree with about:
 - who you should live with
 - whether your parents should know where you are living
 - the amount of contact you should have with your family.

You have 28 days from the date of the decision made by Child Safety, to contact the Tribunal.

Who makes decisions about what I can do?

This depends on what you want to do.

Your carers can make some every-day decisions with you. They can sign most permission slips from school, and decide things such as staying at a friend's house for a night.

Some decisions can only be made by your Child Safety Officer, your parents or your Child Safety Officer's manager. These people have to make the tough decisions, for example, if you need to have an operation, or giving you permission to do something where you could get hurt.

Who will pay for the things I need?

Your carers receive money from Child Safety to pay for food, clothes and everyday things like your toothbrush and shampoo.

If you need money for extra things you can talk to your carer, or Child Safety Officer. They will have to check with their manager and will tell you when a decision is made.

If you have a disability, your Child Safety Officer can help you register for the disability support pension with Centrelink when you turn 16 years old. You may also be able to apply for the pensioner education supplement, so ask your Child Safety Officer about this payment.

***You have a right to get the
essential things you need,
at the right time.***

Kicbox

It's often tricky to keep track of your photos, records and important papers when you are living away from home. Accessed on a mobile phone or via a web browser, Kicbox is a bit like an electronic memory box — where information, documentation and memories can be stored securely, and accessed by you from anywhere. All children and young people who are in the care of Child Safety should have a Kicbox account, where their Child Safety Officer has copied photos of family contact and other important records like birth certificates, report cards and medicare card details.

How do I know what is on my file?

Young people who have come into the care of Child Safety are often curious about what has happened to them and their family while they have been in care.

You have a right to access information about you. You can get this information from a few different places:

- To find out about your history and your family, the first place you should try is with your own family, if you can.
- Your Child Safety Officer can talk to you about your family history and the information that is kept about you in Child Safety's files and in your Kicbox account. They can sit down with you and work through the things that you would like to know about your life. Even if your Child Safety Officer has not been working with you for very long, they are able to help you find out about your history.
- Recognised Entities or other Aboriginal and Torres Strait Islander agencies may be able to provide you with information about your country, language and kinship group. Your Child Safety Officer can provide you with contact details.
- You may be able to get your personal records through the Right to Information, Information Privacy and Screening unit in Child Safety, by calling 1800 809 078 (free call).

7

Need to talk

Can I contact my Child Safety Officer at any time?

You can contact your Child Safety Officer at their office or by sending them a private message on Kicbox during work hours from 9am to 5pm, Monday to Friday.

Your Child Safety Officer may not always be able to take your call straight away, so leave a message if they are not available. You can also speak with the team leader or manager if it is really important.

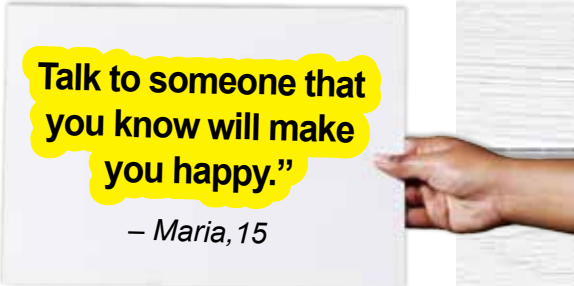
If there is something urgent that you need help with outside Child Safety's working hours, you can call the Child Safety After Hours Service Centre on 1800 177 135 (free call).

Who else can I talk to?

It is important that you have someone you can talk to, ask questions and share your feelings.

If you feel upset, worried or anxious about what has been happening in your life, it helps to speak to someone about this.

You can talk to your family, your carer, your Community Visitor, a support person or guidance counsellor at your school, a doctor or any other adult that you know and trust.



**Talk to someone that
you know will make
you happy."**

– Maria, 15

Remember, you have the right to feel safe and be heard.
Find someone who will listen to you and support you.

If you need to speak to a counsellor, you can call Kids Helpline 24 hours a day, 7 days a week on 1800 55 1800.
Or you can visit the Kids Helpline's website www.kidshelpline.com.au to start WebChat or email counselling.

What if I'm in trouble with the police?

If you are having trouble with the police, you can call Legal Aid Queensland on 1300 651 188, or the Youth Advocacy Centre on 3356 1002.

Legal Aid Queensland or the Youth Advocacy Centre will help with legal problems, or let you know if there is another service that can give advice.

It is a good idea to get legal advice before talking to the police.



8

Moving on

What happens if I can't stay where I am?

There are a lot of reasons why you may need to move, including changes for you or your carer's family.

It is important to let your Child Safety Officer know if things are changing for you. Your Child Safety Officer and carer will talk to you and your family about what is the best option for you, if things are changing where you are.

What are my options for places to live and can I live independently?

The options available to you will depend on how old you are, and if there are any special needs you may have:

- If you live with a kinship carer and they can no longer look after you, Child Safety will find another carer for you.
- If you live with a foster carer and they can no longer look after you, Child Safety will find another carer for you.
- If you are over 12 years old, you may stay in a residential care house with other young people who are around the same age as you.
- If you are 16 years or older, it may be decided that you are able to live by yourself and have a worker come to visit you when needed. This is called independent living.

Child Safety may make a decision that where you are living is no longer safe or the best place for you, and want you to live somewhere else.

If you do not agree with this decision, you can call the Queensland Civil and Administrative Tribunal on 1300 753 228 (free call).

You can also call a Child Advocate from the Office of the Public Guardian on 1800 661 533 (free call from a telephone). The Child Advocate can help you make an application to the Queensland Civil and Administrative Tribunal application, or do this for you.

When can I choose where I live?

As you get older, your Child Safety Officer will keep working with you to try and find the best living arrangements for you, this usually happens around the age of 15.


The Child Advocate from the Office of the Public Guardian can help you to express your views and wishes to Child Safety.

What happens when I turn 18?

From around the time you turn 15 years old, your Child Safety Officer should start talking to you about what you are going to do when you turn 18. This is called 'transition to adulthood'.

As part of your case plan, your Child Safety Officer will work with you to develop a transition to adulthood plan, which looks at your goals and how you can be supported to achieve them.

You can keep accessing Kicbox when you are independent but you won't be able to add any more photos or send any private messages to your Child Safety Officer.



Transition to independence for me was fun but a bit scary at the same time — my advice is to make sure you have a good social network and don't be afraid to speak up and ask for support!

— Mary, 19

How can my Child Safety Officer help me?

Depending on your transition to independence goals in your case plan, your Child Safety Officer may help you with:

- getting financial or study help (including Centrelink)
- maintaining your bank accounts
- paying for a course of study/apprenticeship/traineeship
- getting a driver licence
- developing life skills and attending courses such as life skills workshops, cooking or budgeting
- living independently or in semi-supported accommodation
- accessing counselling and support services
- getting transport to visit or reconnect with your family
- getting the disability support you need.

Your Child Safety Officer will do a lot of planning with you to help you to live your life independently.

What help is available when I am not officially 'in care' anymore?

Sometimes, young people who have left care still need a little care.

Next Step After Care provides young people between 15 and 21 years old and who have been in care, with support to build independent lives.

Next Step After Care can sort out any issues, no matter how big or small, such as housing, training, finances, health, relationships with family and friends, legal advice, and more.

Call 1800 NEXT STEP (1800 639 878) if you need help.



9

Going home

Why am I going home now?

Going home will be a goal in your case plan that everyone has agreed to work towards. It will usually be discussed with you and your family for some time before it happens.

You will only be able to go home when everyone feels that things have changed and it is safe for you to be there. You need to be part of the decision to go home. It is very important that you feel safe.

You may have visited or stayed at home for trial periods before you finally make the move home.

Sometimes, the decision for you to go home comes quite suddenly. This is more likely to happen if you have not been in care for long, and a magistrate at court decides that your parents are able to keep you safe at home.

What if I do not want to go home?

You can tell your Child Safety Officer if you do not want to go home. Your Child Safety Officer has to make sure that you have your say about going home. The Child Advocate from the Office of the Public Guardian can help you to express your views and wishes to Child Safety.

Will Child Safety still be around for me?

The role that your Child Safety Officer will play in your life when you return home will depend on your circumstances.

Sometimes, even when you are living back at home, Child Safety may still be in contact with you for a while. During this time, your Child Safety Officer will keep visiting you.

You can contact your Child Safety Officer at any time if you feel unsafe, or if things are not working out at home.

Can I still see my carer?

If you and your carer want to keep in touch after you go home, this will have to be discussed with your parents.

*Wherever possible,
arrangements can be made
for you to keep in contact
with your carer.*

10

Making it better for other kids

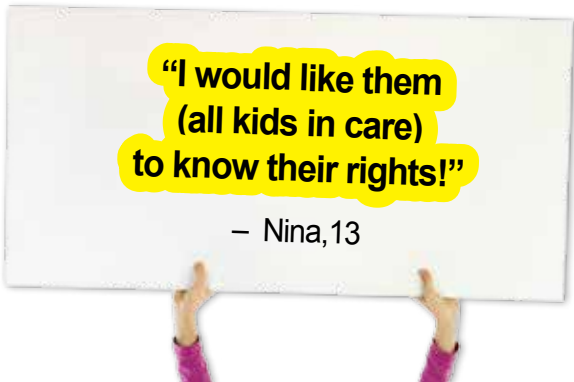
How can my experiences make a difference to other kids?

Child Safety is always working towards providing the best possible care for children and young people.

During your time in care and while you have been living away from home, you may have had the chance to be involved in group discussions or surveys about how your needs are being met, and how things could be improved for you and other kids in care.

You may also want to get involved with the CREATE Foundation. CREATE can offer you training and opportunities to support other children and young people while you are still in care, and after you leave care.

By talking to your Child Safety Officer throughout your time in care, you will be making a difference. We can learn from all of the kids who are in care, including you.



**"I would like them
(all kids in care)
to know their rights!"**

— Nina, 13

For further information, contact:

CREATE Foundation

1800 655 105

www.create.org.au

Other contacts

**Department of Child Safety, Youth
and Women**

Phone: 1800 811 810

Website: www.csyw.qld.gov.au

Child Safety After Hours Service Centre

Phone: 1800 177 135

Child Safety Complaints and Review Unit

Phone: 1800 080 464

**Right to Information, Information Privacy and
Screening**

Phone: 1800 809 078

Office of the Public Guardian

Phone: 1800 661 533

Website: www.publicguardian.qld.gov.au

Queensland Civil and Administrative Tribunal

Phone: 1300 753 228

Website: www.qcat.qld.gov.au

Kids Helpline

Phone: 1800 551 800

Website: www.kidshelp.com.au

Health Information Line

Phone: 13 Health (13 43 25 84)

Website: www.health.qld.gov.au

Legal Aid Queensland

Phone: 1300 651 188

Website: www.legalaid.qld.gov.au

Youth Advocacy Centre

Phone: 3356 1002

Website: www.yac.net.au

Aboriginal and Torres Strait Islander Legal Service

Phone: 1800 012 255

Website: www.atsils.com.au

Next Step After Care

Phone: 1800 NEXT STEP (1800 639 878)

Email: info@nextstepaftercare.com.au

Website: www.nextstepaftercare.com.au

CHARTER OF RIGHTS FOR A CHILD IN CARE

The *Child Protection Act 1999* establishes the following rights for a child or young person in care:

- (a) To be provided with a safe and stable living environment.
- (b) To be placed in care that best meets the child's needs and is most culturally appropriate.
- (c) To maintain relationships with the child's family and community.
- (d) To be consulted about, and to take part in making decisions affecting the child's life (having regard to the child's age or ability to understand), particularly decisions about where the child is living, contact with the child's family and the child's health and schooling.
- (e) To be given information about decisions and plans concerning the child's future and personal history having regard to the child's age or ability to understand.

All children and young people have a right to participate in decision making about their own life. Children and young people's participation is a right, not an option.

G H T S

C A R E

**You read it right –
children do
have rights!**

- (f) To privacy, including, for example, in relation to the child's personal information.
- (g) If the child is under the long-term guardianship of the chief executive, to regular review of the child's care arrangements.
- (h) To have access to dental, medical and therapeutic services, necessary to meet the child's needs.
- (i) To have access to education appropriate to the child's age and development.
- (j) To have access to job training opportunities and help in finding appropriate employment.
- (k) To receive appropriate help with the transition from being a child in care to independence, including, for example, help about housing, access to income support and training and education.





record

Keep photos, memories, thoughts and feelings safe and sound.



visualise

Create life goals through words and images.



store

A single place to keep all the important documents you need.



connect

Contact your Child Safety team through secure and private messages.



wherever you are

kicbox is a private, electronic memory box, inside your phone.

The app helps you keep your most important papers, photos, feelings and thoughts secure, for whenever you need them. Safe, all in one place.

Talk to your Child Safety team to get started.







For further information, contact:

CREATE Foundation

1800 655 105

www.create.org.au



Creating a better life for children and young people in care

Supported by



**Queensland
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