

Child Safety Practice Manual

Respond to concerns about a child in care

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Respond to concerns about a child in care

Use this procedure to take appropriate actions when the standards of care may not have been met for a child in care. It includes taking action to ensure the child is safe from harm, resolve the identified concerns, and respond in partnership with carers, family based care services and non-family based care services to concerns received.

Content updates

This page was updated on 30 June 2026. To view changes, please see [page updates](#)

This procedure applies to a child who is placed under the *Child Protection Act 1999*, [section 82\(1\)](#). (Refer to Procedure X [Types of care arrangements](#).)

This procedure does not apply to a child in the care of their long-term guardian or permanent guardian. (Refer to Procedure 1 [Information about a child with a long-term or permanent guardian](#).)

Overview

Use this procedure to:

- take appropriate actions when
 - the standards of care may not have been met for a child in care or
 - a child has experienced harm or it is suspected the child has experienced harm, or is at risk of harm
- take action to ensure the child is safe from harm, and that actions are taken to resolve the identified concerns
- respond in partnership with carers, family based care services and non-family based care services to concerns received.

This procedure explains how to:

- determine if a standards of care consultation meeting is required to determine the appropriate response to concerns received
- undertake a standards of care consultation meeting
- assess a standards of care review

- assess a harm report
- take appropriate action in relation to a carer.

This procedure does not apply to a child who:

- resides in a care environment, but is not placed in care under the authority of the *Child Protection Act 1999*
- is under a child protection order granting short-term custody to a relative
- has a long-term or permanent guardian.

Throughout this procedure, the term:

- *carer* is used when referring to foster, kinship and provisionally approved carers
- *family based care service* is used when referring to services whose funding and service agreement requires them to recruit, train, monitor and support carers
- *non-family based care service* is used when referring to services, such as residential care services, safe houses, placements with another entity and supported independent living services
- *safety and support network* is used to specifically refer to a team of family, friends, community members, carers and professionals who are willing to work with the child, the family and Child Safety to keep the child safe. Network members keep in regular contact with the child and their families, and take specific actions when there is a danger and risk of harm to a child.

Purpose

Child Safety is responsible for taking action when it is indicated that the standards of care provided to children placed under the *Child Protection Act 1999* [section 82\(1\)](#) are consistent with the statement of standards (*Child Protection Act 1999*, [section 122](#)) and taking action when the standards of care may not have been met for a child.

Policies

[Carer learning and support \(457\)](#)

[Children and young people with gender and sexual orientation diversity \(648\)](#)

[Complaints management](#)

[Conflict of interest](#)

[Critical incident reporting](#)

[Decisions about Aboriginal and Torres Strait Islander children \(641\)](#)

[Dual payment of carer allowances \(289\)](#)

[Emergent accommodation \(631\)](#)

[Extracurricular activities boost payment for children and young people in care](#)

[Foster care matching: a partnership approach \(639\)](#)

[Foster care training \(383\)](#)

[Kinship care \(632\)](#)

[Managing high risk behaviours \(646\)](#)

[Participation of children and young people in decision-making \(369\)](#)

[Placement of children in care \(578\)](#)

[Placement of children with Child Safety employees \(36\)](#)

[Residential care \(606\)](#)

[Responding to concerns about the standards of care \(326\)](#)

[Responding to reportable conduct by a family-based carer or adult household member \(654\)](#)

[Response to children who have been sexually abused while in care \(627\)](#)

[Response to children who have experienced significant detriment caused by the actions or inactions of Child Safety \(634\)](#)

[Supporting children with disability \(644\)](#)

Legislation

[*Acts Interpretation Act 1954*](#)

[*Child Protection Act 1999*](#)

[*Child Protection Regulation 2023*](#)

[*Child Safe Organisations Act 2024*](#)

[*Criminal Code 1899*](#)

[*Human Rights Act 2019*](#)

[*Public Guardian Act 2014*](#)

[Working with Children Check Act 2000](#)

[Youth Justice Act 1992](#)

Key steps

Version history

Published on: 30 June 2026 **Last reviewed:** 30 June 2026

Page history

30 June 2026

New procedure for Reportable Conduct Scheme implementation.

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