

## What options do I have?

You can choose not to take part in a Support Service Case, or you may change your mind about working with the Department once a Support Service Case has started. If this happens, the Department may:

- take no further action with your family
- complete further assessments to determine if there are any remaining concerns about your child's safety in the home, or
- offer you some information about other services and agencies in the community that may assist you.

## Who can I talk to for further information?

You can ask your Child Safety Officer about anything you do not understand about the Support Service Case.

## Contact information

The Child Safety Officer's name is	
The Child Safety Service Centre is	
The contact number is	
The Child Safety Support Officer's name is	
The name of the Recognised Entity is	
The Team Leader's name is	

For more information about the Department of Child Safety you can also visit [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au)

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Child protection... our first priority

## Support Service Case Information for parents



## Why is the Department offering me a Support Service Case?

The Department recently visited you and your family to talk about concerns for your child. From this visit, the Department believes that you and your family may benefit from some support to help you parent and care for your child and to address any identified safety and well being concerns.

The Department believes that most families can care for their children. However at times some families may need help. A Support Service Case is a way of working with you and your family to find ways to keep your children safe at home.

## What is a Support Service Case?

A Support Service Case:

- is a voluntary agreement to work with the Department
- aims to link you and your family with services and agencies in the local community to help support and strengthen your family
- does not involve a court order; you will keep custody of your child.

The length of time for a Support Service Case is different for every family and depends on the needs of your family. Usually a Support Service Case will not last more than 12 months.

## Where will my child stay?

Your child will stay at home with you while you and your family work with the Department.

If your child is not living at home, they will stay where they normally live while you and your family are working with the Department.

## What happens next?

A Child Safety Officer works with you to develop a plan that will:

- list the goals you, your family and the Department think are important to achieve
- list what you, your family and the Department can do to meet these goals
- identify services and agencies that may help you and your family meet these goals.

A Child Safety Officer will meet with you regularly to support you in meeting your goals. This may happen in your home, at your local child safety service centre, or somewhere else agreed by you and the Department.

The Department will regularly review the plan with you and your family. You will be asked to continue working with the Department until all the identified plan goals have been met.

