

## About the standards of care

*You have a right to live in a safe and stable home.*

### What are the 'standards of care'?

The 'standards of care' explain the quality of care that is required for children and young people, who are being looked after by a foster carer, kinship care or a residential care service.

You can ask your Child Safety Officer for a copy of the '*Statement of standards*'.

### What happens if there are concerns about the care you are receiving?

When there are concerns about the standard of care being provided to you, then the department has a responsibility to work out what is happening and what is needed to improve the standard of care you are receiving.

The department will:

- talk to your carer or to the people who are caring for you, to work out if you are being cared for properly
- talk to you so that we can make sure you are feeling safe and that your views are heard and understood.

### What can happen?

The department, the carer or the care service (for example a residential care service) may develop a plan to help your carer or youth worker care for you in the future.

In really serious cases where there are concerns for your safety, it may be decided that you should be moved from the placement. Your views will be taken into account where possible.

### Who can help and support you during this time?

You can have a support person, who you choose, to help you when you are talking to the department or a support worker about what is happening. Their job is to support you and make sure that you understand what is being said, and make sure that you are being heard properly. The department can help you choose a support person if you like and organise for them to help you.

### Who can you talk to for more information?

You might choose:

1. Your Child Safety Officer
2. CREATE Foundation.
  - Phone: (07) 3255 3145 or Freecall: 1800 655 105
  - Website: [www.create.org.au](http://www.create.org.au) or Email: [queensland@create.org.au](mailto:queensland@create.org.au)
3. Your Community Visitor
4. The Office of the Public Guardian
  - Phone: (07) 3225 8325 or Freecall: 1800 661 533
  - Website: [www.publicguardian.qld.gov.au/child-advocate](http://www.publicguardian.qld.gov.au/child-advocate)