**Date**

**<Sal> <First Name> <Surname>**

**<Email address> or**

**<Street address>**

**<SUBURB> <STATE> <POSTCODE>**

Dear <Name>

This letter is to advise you that the assessment of concerns received by Child Safety about your child/children, [insert name/s] has been completed. The outcome is Assessed and closed [or] Assessed, referred and closed.

**Choose one:**

**(for Assessed and closed)** This means that [names of the child’s/children’s] immediate safety has been assessed as ‘safe’, a family needs assessment has been completed and your family [choose one]:

did not require a referral for help and support because you don’t require it at this time  
[or]

did not require a referral for help and support because you are already connected with appropriate services or supports  
[or]

did not consent to referrals for help and support.

**(for Assessed, referred and closed)** This means that [names of the child/children] immediate safety has been assessed as ‘safe’, a family needs assessment has been completed and your family has been referred to [name/s] for [further assessment/support coordination/intervention] to help you with [record the focus of the support that is being accessed].

Child Safety will not have any further involvement with your family at this time. [add if no support needs identified or family refused referral] However, if you feel that you need help in the future to keep your child safe, please contact [insert contact details for local Aboriginal and Torres Strait Islander Family Wellbeing Service or Family and Child Connect].

We would like to thank you for your engagement and participation in this process. I know it may have been a difficult time for you. If you would like to discuss what did not work well and what Child Safety could do differently, please call me on [contact details]. You can also call my senior team leader, [name] on [contact details] or my manager [name] on [contact details].

If you still have concerns after talking to us, you can visit the Child Safety website for information about how to make a complaint: [https://www.cyjma.qld.gov.au/contact-us/compliments-complaints](https://www.csyw.qld.gov.au/contact-us/compliments-complaints).

Yours sincerely

[Name]

[Position]

**xxxx Child Safety Service Centre**

**Department of Families, Seniors, Disability Services and Child Safety**