

# Children and Young People in Out of Home Care Information Booklet

Overview of the Health Assessment  
Pathway for strengthening health  
assessments for children and young  
people in out of home care.



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# The journey

Every child and young person in out of home care has a different story. A different set of experiences, many of which are outside of their control, that may have an impact on their current and future health.

For some children/young people, this can mean that their touch points with health care professionals have been minimal, or in some cases, non-existent.

Providing health care pathways for children/young people in out of home care requires a holistic approach, one that takes into account the mental and physical, learning and development, and social and emotional wellbeing needs of the child/young person.

This requires a child/young person-centred, coordinated approach which includes the advice and encouragement of a broad range of health professionals and stakeholders including their carer.

It is important to note, that wherever possible, reunification is the aim as well as creating a sense of purpose for the child or young person.



Darling Downs and West Moreton PHN would like to acknowledge and thank the members of the Community of Practice, including The Department of Children, Youth Justice and Multicultural Affairs, Kambu Health, Aboriginal and Torres Strait Islander Corporation for Health and Education Queensland for their contribution to this information booklet.

# I am a parent

**Together, we are a team – you are an important part of your child/young person’s health journey.**

Child Safety wants to support you to be involved in your child/young person’s health assessment and in managing their health needs.

## **What is your role?**

As a parent or guardian you play a significant role in enabling effective care for your child/young person. Their health and wellbeing is important to you. You can help with your child/young person’s health and wellbeing in the following ways:

- share current and relevant health information with Child Safety and other significant health professionals related to your child/young person’s care in a timely manner via phone, email or in person;
- where possible, participate in their health appointments;
- make certain medical decisions;
- have a positive relationship with your child/young person’s carer; and
- receive information about your child/young person’s health needs.

## **Who will advise you?**

Child Safety will contact you to help you stay involved in your child/young person’s health journey. You can also talk to your child safety officer (CSO) about being involved, providing and receiving information about your child/young person, and being notified of medical emergencies.



	Pathway	Role	Time Frame	Done
STEP 1	Initiating a health assessment and gathering information	Provide Child Health Passport (CHP) information i.e. previous GP, medical history, Medicare card, immunisations, etc.	During investigation and assessment stage	<input type="checkbox"/>
STEP 2	Preliminary Health Check	Where possible, participate in the health appointments.	Within 30 days of Interim Order* (define)	<input type="checkbox"/>
STEP 3	Comprehensive Health Assessment	Where possible, participate in the health appointments.	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 4	Development of a Health Management Plan (HMP)	Where possible, participate in the health appointments.	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 5	Targeted Services/Early Intervention	Carer and child/young person attend health appointments in accordance with HMP.  Record all appointments in CHP.	As needed	<input type="checkbox"/>
STEP 6	Periodic Review	CSO will liaise with carer and child/young person to advise of review.	6 or 12 months	<input type="checkbox"/>

\* Refer to list of definitions on page 22 of this booklet

# I am a carer

## What is your role?

As a carer, your role is to book a long appointment with the GP and bring the necessary documentation, including:

- proof of your identity;
- document of your authority to care;
- information regarding who has legal authority to make health decisions;
- child/young person's Medicare card;
- child/young person's Child Health Passport (CHP); and
- any other medical documents.



You will need to make a Comprehensive Health Assessment appointment with the GP and take into consideration the child/young person's schooling/other needs, parent's involvement and Aboriginal and Torres Strait Islander status. Please note the CHP needs to be taken to every appointment.

You will also need to advise the GP of the process if they are unfamiliar.

## Why do you need to do a Comprehensive Health Assessment for the child/young person when there are no obvious issues?

Part of the Child Safety policy is for all children/young people to have a Comprehensive Health Assessment completed even when there are no obvious concerns.

## Why do you need to keep taking the child/young person back to the GP or dentist once the Comprehensive Health Assessment has been completed?

Just like adults, a child/young person's body is constantly growing and changing. It is important for GPs and dentists to complete a check-up every 6 - 12 months to ensure the child/young person remains healthy.

## Why is it important for the child/young person to continue seeing the same GP?

Continuity of care is important for everyone. Seeing the same GP makes this process smoother for the child/young person, so they don't have to keep repeating their story.

	Pathway	Role	Time Frame	Done
STEP 1	Initiating a health assessment and gathering information	<p>Meet with carer agency to confirm placement of the child/young person and advise of the following:</p> <ul style="list-style-type: none"> <li>• discuss who is the preferred GP for the preliminary health check;</li> <li>• receive copy of the Child Health Passport (CHP);</li> <li>• Carer Connect app; and</li> <li>• Kicbox app for child.</li> </ul>	At time of Interim Order	<input type="checkbox"/>
STEP 2	Preliminary Health Check	<p>Carer and child/young person attend initial appointment/s with GP.</p> <p>Take CHP for GP to view.</p> <p>Make GP aware of any of the child/young person's concerns.</p> <p>Carer can claim 'gap fee' from Child Safety Service Centre.</p>	Within 30 days of Interim Order	<input type="checkbox"/>
STEP 3	Comprehensive Health Assessment	<p>Carer and child/young person attend appointment with GP or Community Child Health (if applicable) for Comprehensive Health Assessment.</p> <p>Carer can claim 'gap fee' from Child Safety Service Centre.</p>	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 4	Development of a Health Management Plan (HMP)	<p>Carer and child/young person contribute to the development of the HMP; consent to targeted services interventions.</p> <p>Carer updates Child Health Passport folder and checks that Carer Connect is updated.</p>	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 5	Targeted Services/ Early Intervention	Have the opportunity to attend/ contribute.	As needed	<input type="checkbox"/>
STEP 6	Periodic Review	Have the opportunity to attend/ contribute.	6 or 12 months	<input type="checkbox"/>

# I am a child or young person



## Who can help you?

- GPs;
- child safety officers;
- teachers;
- carers;
- child health nurses;
- ACCHOs workers;
- allied health professionals (i.e. physiotherapist, occupational therapist, social worker, speech pathologist, psychologist etc.);
- family and friends; and
- community visitors.

## How can they help?

- keep you safe;
- listen to your concerns;
- check your health to make sure you're healthy and happy;
- refer you to medical specialists, allied health professionals, support groups; and
- put a plan in place to help you learn and have fun at school.

## How long will you need to keep going to medical appointments?

The Comprehensive Health Assessment process is reviewed every 12 months by your GP (doctor) and they will determine if you need further appointments while you remain in out of home care.

## Who might you see at the hospital?

- child health nurses;
- paediatricians;
- child development services;
- other allied health professionals (i.e. physiotherapist, occupational therapist, social worker, speech pathologist, psychologist etc.); and
- emergency department (ED) doctors or nurses.

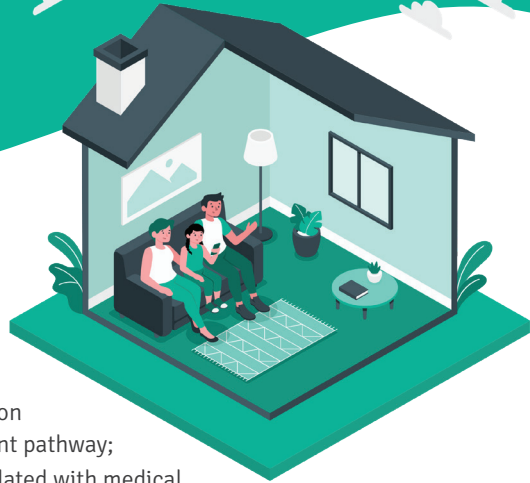


# I am a kinship carer, foster carer or residential agency

## How can you help the carer?

As the kinship carer, foster carer or residential agency, your role is to ensure the carer is aware of:

- the importance of the child/young person going through the full health assessment pathway;
- keeping the child safe officer (CSO) updated with medical reports and updating the Carer Connect app;
- you can also ensure the carer understands the importance of keeping the same GP for continuity of care.



## What services can you make the carer aware of?

- public allied health services;
- Aboriginal and Torres Strait Islander medical services available; and
- trauma-informed paediatricians.

## How can you help Child Safety?

- work with carers to understand the importance of inviting significant family members where possible and relevant to appointments; and
- keep Child Safety informed of medical needs and the carers plans to address these with appropriate approvals.

## How can Child Safety help you?

Child Safety can provide you with:

- advice around medical billing reimbursements that carers will receive and time frames of when they will receive funds;
- written advice of financial delegation of pending ongoing medical/dental treatment; and
- clear communication regarding liability of consent - parental consent, departmental consent or carer consent with regards to medical management decisions.

# General Practice

## CHILDREN AND YOUNG PEOPLE IN OUT OF HOME CARE HEALTH ASSESSMENT PATHWAY

Within 30 Days		
<b>Child Safety Preparation:</b>	Step 1: Initiating Information Gathering and Health Assessment Process	Step 2: Preliminary Health Check
Child Health Passport (CHP) information gathering initiated by child safety officer (CSO) from previous GP, Department of Education, etc.	Parent provides CSO with preferred GP preference, previous medical history, Medicare number, immunisation list, etc.  Parent provided opportunity to attend GP appointment along with carer.	GP treats any urgent medical conditions identified.  GP performs age appropriate health check.  Recall for follow up comprehensive assessments and Health Management Plan (HMP).
	School Principal – completes Education Questionnaire.	
Parent/carer provides CSO with preferred GP.	GP to receive a secure email from Child Safety with medical history of child/young person.	
	GP – supported by PHN to upload templates and given HealthPathways login and FAQ.	
	GP to review My Health Record and The Viewer prior to appointment.	

Within 90 Days		As needed	6/12 month
Step 3: Comprehensive Health Assessment	Step 4: Development of Health Management Plan (HMP)	Step 5: Targeted Services for Intervention	Step 6: Follow up/Review
<p>Nurse to conduct part of age appropriate health assessment.</p> <p>GP to complete assessment and develop Health Management Plan (HMP).</p>	<p>Consider development of:</p> <ul style="list-style-type: none"> <li>Mental Health Treatment Plan</li> <li>GPMP/TCA</li> </ul> <p>Referrals as per HMP</p> <p>GP to share treatment plans with Child Safety and others</p> <p>GP to upload Shared Health Summary into My Health Record</p>	<p><b>Required interventions:</b></p> <p>Mental health</p> <p>Child development checks at required ages</p> <p>Dental checks 6 monthly from first teeth</p> <p>GP obtain reports from targeted services to support periodic review</p>	<p>Implementation of plan is monitored by care coordinator.</p>
		<p>Care coordinator to monitor and share HMP as appropriate.</p>	<p>GP completes annual review every 12 months with child or every 6 months if child under age 5.</p>
		<p>Case conferences held with health care team and care coordinator as appropriate.</p>	<p>Dental review to occur every 6 months.</p> <p>Annual review to be initiated by care coordinator.</p>

# Aboriginal Community Controlled Health Organisations (ACCHOs) CHILDREN AND YOUNG PEOPLE IN OUT OF HOME CARE HEALTH ASSESSMENT PATHWAY

Within 30 Days		
<b>Child Safety Preparation:</b>	Step 1: Initiating Information Gathering and Health Assessment Process	Step 2: 715 Indigenous Health Check
Child Health Passport (CHP) information gathering initiated by child safety officer (CSO).	Parent provides CSO with preferred GP preference, previous medical history, Medicare number, immunisation list, etc. Parent provided opportunity to attend GP appointment along.	One-hour appointment. (Patient to arrive 15 minutes prior to appointment to complete necessary paperwork). ACCHOs nurse completes general review of health, eye check, hearing, social and emotional well-being, necessary blood tests, medication review, immunisation status, etc.
Parent/carer provides CSO with preferred GP preference being ACCHOs.	School Principal – once received 159 request completes Education Questionnaire.	GP completes review and makes internal and external referrals to ACCHOs Child and Family Centre, allied health and specialists (if appropriate).
Engage with Connect Plus Program to help gather information using S159 request from previous GP, Department of Education, etc.	ACCHOs – made aware and educated by PHN on child/young person in out of home care has been referred and process to follow. GP to review My Health Record and the Viewer prior to appointment.	

Within 90 Days		As needed	6/12 month
Step 3: Comprehensive Health Assessment	Step 4: Development of Health Management Plan	Step 5: Targeted Services for Intervention	Step 6: Follow up/Review
Child referred to ACCHOs Children and Family Centre for further assessments/ interventions completed i.e. Ages and Stages assessment completed, (PUPS, Circle of security, PPP also available).	Health Management Plan (HMP) developed based on results of 715 Indigenous and comprehensive assessment results.	<b>Required Interventions:</b> Mental health Child development checks at required ages Dental checks 6 monthly from first teeth	Implementation of plan is monitored by care coordinator.  GP completes 715 Health Check every 9-12months with child.
		Care coordinator to monitor and share Health Management Plan as appropriate.	Dental review to occur every 6 months.
		Case conferences held with health care team and care coordinator as appropriate.	Annual review to be initiated by care coordinator.

# I am a GP



## How can you help the child/young person?

1. Ask your receptionist to flag in your practice software that the child/young person is in out of home care ensure recalls and health assessments are appropriate for their needs.
2. Use a child/young person-centred approach.
3. Ask the carer/young person how many placements the child has had since entering care.
4. Conduct an age appropriate health assessment and develop a management plan that is shared with Child Safety and uploaded to My Health Record.
5. Ensure recall process includes carer, Child Safety and/or child/young person, and parent.

## Where can you go to better understand the process?

Make contact with your local Darling Downs and West Moreton PHN General Practice Liaison Officer (GPLO) or Primary Care Liaison Officer (PCLO) for further information or visit your HealthPathways portal for referral documentation, Child Safety guides for health professionals and decision making. Contact your Medical Defence Organisation if you have any medico-legal concerns around consent for any visit.

## What is the process in an emergency or after-hours situation if parent consent is not received?

1. You can contact the child safety officer (CSO) or after-hours number (see details at the back of this booklet) to advise of the situation and seek advice.
2. The CSO will make every reasonable attempt to contact parent(s) for consent. If unable to obtain consent, the CSO will make the decision.\*

\*Medical professionals have the legal authority to proceed with treatment in a life threatening emergency where appropriate consents cannot be obtained prior to treatment, or the time taken to obtain appropriate consent, would jeopardise the child's life.

# I am an ACCHOs worker



## How can you help the child?

1. Ask your receptionist to flag in your practice software that the child/young person is in out of home care to ensure recalls and health assessments are appropriate for their needs.
2. Use a young person-centred approach.
3. Conduct an age appropriate health assessment and develop a management plan that is shared with Child Safety and uploaded to My Health Record.
4. Ensure recall process includes carer, Child Safety and/or child/young person, and parent.

## Where can you go for help to better understand the process?

Make contact with your local Darling Downs and West Moreton PHN GPLO or PCLO for further information or visit your HealthPathways portal for referral documentation, Child Safety guides for health professionals and decision making. Contact your medical defence organisation if you have any medico-legal concerns around consent for any visit.

## What services are available at your ACCHOs:

- transport
- free play group for under 5's
- coordinated care
- allied health care
- incentives to have 715 health check
- culturally safe and appropriate care
- comprehensive health care
- multidisciplinary health care
- visiting audiologist
- healthy hearing team
- visiting paediatrician
- on-site psychologist
- parenting education
- circle of security

## What is the process in an emergency or after-hours situation if parent consent is not received?

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2. The CSO will make every reasonable attempt to contact parent(s) for consent. If unable to obtain consent, the CSO will make the decision.

# I am a child safety officer (CSO)

(This section is relevant to your role as a child safety officer (CSO) role within Child Safety).

## How can you help the child?

As the CSO, your role is to gather information to develop the Child Health Passport (CHP) and provide it to the carer/parent and to coordinate the steps to support the child/young person through the pathway with clear communication between the different stakeholders.



## What services can you make the carer and child/young person aware about?

- CHP;
- Carer Connect and Kicbox apps;
- Health Assessment Pathway process; and
- additional supports and services.

	Pathway	Role	Time Frame	Done
STEP 1	Initiating a health assessment and gathering information	<p>CSO will start gathering information to compile the Child Health Passport (CHP).</p> <p>CHP information gathering initiated by CSO with previous GP, local hospital and health service, Department of Education, etc.</p> <p>CSO will obtain parent consent (including immunisations) and preferred GP preference.</p> <p>CSO will provide parent with Parent Resource.</p> <p>CSO to confirm placement of child/young person and advise carer of the following:</p> <ul style="list-style-type: none"> <li>• need to book in with preferred GP for health assessment process;</li> <li>• CHP;</li> <li>• Carer Connect app; and</li> <li>• Kicbox app for child.</li> </ul>	Prior to initial appointment	<input type="checkbox"/>



	Pathway	Role	Time Frame	Done
STEP 2	Preliminary Health Check	<p>CSO provides opportunity for parent to be involved at health appointment in collaboration with carer and child/young person where possible.</p> <p>CSO updates Child Safety health care file.</p> <p>CSO progresses reimbursement to carer 'gap fee' associated with Comprehensive Health Assessment.</p>	Within 30 days of Interim Order	<input type="checkbox"/>
STEP 3	Comprehensive Health Assessment	<p>CSO provides opportunity for parent to be involved at health appointment in collaboration with carer and child/young person.</p> <p>CSO updates Child Safety health care file.</p> <p>CSO progresses reimbursement of carer 'gap fee' associated with health assessment.</p>	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 4	Development of a Health Management Plan (HMP)	<p>CSO contributes to the development of the HMP.</p> <p>CSO provides opportunity for parent to be involved in HMP.</p> <p>CSO progresses Child Related Costs (CRC) form for any expenditure approval in advance to reduce time for carer's reimbursement on any additional services.</p> <p>CSO integrates the HMP into the child/young person's Case Plan with linkages to Education Plan.</p>	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 5	Targeted Services/Early Intervention	<p>CSO ensures CHP folder is provided to new carers or parents if restored.</p> <p>CSO liaise and handover with GP when child/young person changes placement.</p>	As needed	<input type="checkbox"/>
STEP 6	Periodic Review	CSO liaises with GP to ensure HMP review occurs when due.	6 or 12 months	<input type="checkbox"/>

# At the hospital



## Who might you see at the hospital?

- child health nurses;
- paediatricians;
- child development services;
- other allied health professionals (i.e. physiotherapist, occupational therapist, social worker, speech pathologist, psychologist etc.); and
- emergency department (ED) doctors or nurses.

## How can hospital staff help?

Hospital staff will communicate with the child/young person, carer and/or parent, and Child Safety to complete screenings and assessments as requested by either Child Safety or the GP.

## Where can I go to better understand the process?

You can make contact with the hospital's paediatric nurse navigator or Darling Downs and West Moreton PHN's General Practice Liaison Officer.

	Pathway	Role	Time Frame	Done
STEP 1	Initiating a health assessment and gathering information	Complete questionnaire and S159 request sent by child safety officer (CSO) at Child Safety.	Within 30 days of Interim Order	<input type="checkbox"/>
STEP 2	Preliminary Health Check	GPs need to send referral to West Moreton Health via central intake number 1800 607 030 and request that they receive assessment outcome and recommendations.	Within 30 days of Interim Order	<input type="checkbox"/>
STEP 3	Comprehensive Health Assessment	<p>Complete following referral from GP and provide report/outcome of assessments back to GP.</p> <p>Community Child Health (CCH) have capacity to complete the PEDS, ASQ and growth and development assessments at any of their clinics within a one to two-week timeframe once referral received.</p> <p>Appointments need to be made for these assessments.</p> <p>CCH are able to complete hearing screens for 4 - 18 year olds.</p>	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 4	Development of a Health Management Plan (HMP)	Contribute to the HMP and attend any stakeholder meetings if arranged by GP or Child Safety.	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 5	Targeted Services/Early Intervention	<p>Further appointments at the hospital may be with:</p> <p>Paediatrician or the child development service i.e. speech therapist, physiotherapist, occupational therapist, social worker, psychologist, etc.</p>	As needed	<input type="checkbox"/>
STEP 6	Periodic Review	Nil actions required unless otherwise directed.	6 or 12 months	<input type="checkbox"/>

# I am a teacher



## How can you help the child/young person?

1. Start by getting to know the student and their individual learning needs.
2. Be proactive in accessing school-based support where required to support access, participation and engagement in learning.
3. Discuss any concerns promptly with appropriate staff at your school (principal, guidance officer, etc.).
4. Let Child Safety know, through your line manager, if the child or young person is presenting with any concerns regarding learning, development or safety.
5. Be actively involved in any discussions and meetings with stakeholders.
6. Implement any agreed recommendations.

## What services can you make the carer and child/young person carer aware of?

You can discuss the needs of the student with your administration team, guidance officer or relevant support staff to determine appropriate services that could be discussed at stakeholder meetings.

Where local programs and offerings to support students exist, i.e. youth based health nurses or youth support coordinators, these staff may provide relevant support to assist student engagement at school.

Where additional support may be required, access to regional staff including principal advisors – autism and therapists can be made through the school principal and leadership team.

	Pathway	Role	Time Frame	Done
STEP 1	Initiating a health assessment and gathering information	Complete Questionnaire and S159 request sent by Child Safety.	Within 30 days of Interim Order	<input type="checkbox"/>
STEP 2	Preliminary Health Check	Nil action required.	Within 30 days of Interim Order	<input type="checkbox"/>
STEP 3	Preliminary Health Check	Nil action required.	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 4	Development of a Health Management Plan (HMP)	Care coordinator integrates the HMP into the child/young person's Case Plan with linkages to Education Plan.	Within 90 days of Interim Order	<input type="checkbox"/>
STEP 5	Targeted Services/Early Intervention	Care coordinator liaises with school to ensure intervention is occurring. Care coordinator liaises and completes handover with school when child/young person changes placement.	As needed	<input type="checkbox"/>
STEP 6	Periodic Review	If applicable, child safety officer (CSO) will liaise with school if any changes occur.	6 or 12 months	<input type="checkbox"/>

# Resources

## Contact details:

### Darling Down and West Moreton PHN

West Moreton General Practice Liaison Officer (GPLO)

**Email:** [practicesupport@ddwmpnh.com.au](mailto:practicesupport@ddwmpnh.com.au)

You can also contact your Darling Downs and West Moreton PHN Primary Care Liaison Officer to assist with uploading templates into your practice software to guide your assessment and Health Management Plan development

## Definitions:

**Interim Order:** Made on adjournment of child protection order, these orders are normally made during the course of the proceedings before the Children’s Court.

It is a temporary order and will usually only last until the matter is next in court. An interim order can include granting temporary custody of a child to Child Safety until a Short-Term Child Protection Order or Long Term Child Protection Order is made before the court.

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