

# How can your community visitor (CV) help?

Every child or young person coming into care – or re-entering care – receives a visit from a community visitor (CV) from the Office of the Public Guardian (OPG).

**An OPG community visitor is not part of the Department and can help you:**

- by expressing your views to your child safety officer
- with your education, health or counselling needs
- with concerns about the place where you are living
- with contact with your family or child safety officer
- with legal matters through an OPG child advocate
- resolve other issues you may have.

How often your CV visits will depend on your needs. They will tell you how often they will visit and you can contact them directly – by phone or email – between visits whenever you need to. You can even request them to come and visit you if you need to see them.

**You can also contact your CV through the OPG by:**

- calling our free-call number 1800 661 533
- emailing [child@publicguardian.qld.gov.au](mailto:child@publicguardian.qld.gov.au)
- sending an SMS to 0418 740 186
- using OPG quick message online

You can find out more about the OPG and how we help children and young people in care at [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

**You can also follow us on Facebook and Twitter.**



## Contact Us

If you want to speak with either a child advocate or a community visitor from the Office of the Public Guardian you can contact us by phone, text message (sms), email or quick message, through the 'Contact Us' page on the Office of the Public Guardian website.

t. 1800 661 533

sms. 0418 740 186

e. [child@publicguardian.qld.gov.au](mailto:child@publicguardian.qld.gov.au)

[www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

## The Standards of Care for young people in the care of Child Safety Services Queensland

- (1) The chief executive must take reasonable steps to ensure a child placed in care under section 82(1) is cared for in a way that meets the following standards (the *statement of standards*):
  - (a) the child's dignity and rights will be respected at all times
  - (b) the child's needs for physical care will be met, including adequate food, clothing and shelter
  - (c) the child will receive emotional care that allows him or her to experience being cared about and valued and that contributes to the child's positive self-regard
  - (d) the child's needs relating to his or her culture and ethnic grouping will be met
  - (e) the child's material needs relating to his or her schooling, physical and mental stimulation, recreation and general living will be met
  - (f) the child will receive education, training or employment opportunities relevant to the child's age and ability
  - (g) the child will receive positive guidance when necessary to help him or her to change inappropriate behaviour; techniques for managing the child's behaviour must not include corporal punishment or punishment that humiliates, frightens or threatens the child in a way that is likely to cause emotional harm
  - (h) the child will receive dental, medical and therapeutic services necessary to meet his or her needs
  - (i) the child will be given the opportunity to participate in positive social and recreational activities appropriate to his or her developmental level and age
  - (j) the child will be encouraged to maintain family and other significant personal relationships; the child's carer must act in accordance with the chief executive's reasonable directions
  - (k) if the child has a disability—the child will receive care and help appropriate to the child's special needs.
- (2) For subsection (1)(g), techniques for managing the child's behaviour must not include corporal punishment or punishment that humiliates, frightens or threatens the child in a way that is likely to cause emotional harm.
- (3) For subsection (1)(j), if the chief executive has custody or guardianship of the child, the child's carer must act in accordance with the chief executive's reasonable directions.
- (4) The application of the standards to the child's care must take into account what is reasonable having regard to:
  - (a) the length of time the child is in the care of the carer or care service; and
  - (b) the child's age and development.