



# Inquiry into annual and financial reports 2024–2025

## Answer to question on notice

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Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Children, Youth and Families

Reference: HCSD

Hearing: 12 November 2025

In relation to: Early Intervention Programs through the Support Services Branch and Children and Youth Protective Services

Question received: 19 November 2025

Answer Due: 27 November 2025

I refer to your response to the Standing Committee on Health and Wellbeing on page 106 of the report which recommended that “additional active and effective support is provided to families before taking statutory intervention through CYPS”.

1. Your response appears to be a list of services that I would expect that you would provide to all parents. Can you tell me how you flag issues that could potentially give rise to intervention by CYPS?
  - a. Once a case has been flagged as potential concerns, what is your process to ensure that additional support is provided to families so that referral to CYPS is not required?
  - b. What tracking systems do you have in place to ensure that you follow through on cases where risks are identified?
  - c. What is your confidence level that no child at risk may be let down by the system?
  - d. Is there an increased risk that this policy could lead to referrals to CYPS being delayed beyond the point that intervention should have occurred? How do you mitigate that risk?

Mr Michael Pettersson MLA: The answer to the Member’s question is as follows:

1. The services listed on page 106 of the Community Services Directorate Annual Report include Child and Family Centres and the Child Development Service and are free services available to all families in the ACT. All staff employed at these services are mandatory reporters. Mandatory reporters must report to Childre, Youth and Families (CYF) if they believe a child they work with has experienced or is experiencing abuse.

- a. If a mandatory report is made, a risk assessment is completed by child protection staff. If the concerns reported do not meet the threshold of risk of significant harm, referrals will be made to ensure the family can receive the supports they need. Engagement with non-statutory services is voluntary and services will work proactively to maintain family engagement and to support them in a tailored way to meet their needs.

Child and Family Centre staff will work directly with families where possible, otherwise connect them with the tailored support they need. This could include parenting programs, health and counselling services, community programs, and practical assistance such as housing, access to education, disability support, family violence services, or drug and alcohol interventions.

- b. The Child and Family Centres monitor all client matters through the Children and Youth Record Information System (CYRIS) which tracks and captures all client information, communication, activities and referrals in and out of the system. CYRIS is the primary client management system across child protection, Bimberi Youth Justice Centre, the Child Development Service and the Child and Family Centres.
- c. The ACT Government strives to deliver high quality, trauma informed services to children and families in the ACT. Where family engagement is voluntary, services work proactively to maintain family engagement and deliver tailored supports. In child protection matters, [internal and external review processes](#) are embedded in decision making and the rights of children, families and carers are clearly communicated.
- d. No. Child and Family Centre staff are mandatory reporters and are required by law to report to CYF if they believe a child they work with has experienced or is experiencing non-accidental physical injury or sexual abuse. In circumstances where this occurs, Child and Family Centre staff will often continue to work with and engage the family, to directly support them and respond to identified risk.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date: 3.12.25

By the Minister for Children, Youth and Families, Mr Michael Pettersson MLA