



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Children, Youth and Families

Reference: HCSD

Hearing: 12 November 2025

In relation to: CYPS responsiveness

Question received: 19 November 2025

Answer Due: 27 November 2025

1. I hear reports from parents trying to navigate the child protection service, that it can still be difficult to get CYPS and Police to actually pay attention to concerns. I've heard concerns about potential exposures to drugs and prostitution, I have heard concerns of potential child abuse or child kidnapping.

Can you explain to me why it is that people have these concerns, why are these sorts of complaints not treated as requiring an urgent and compassionate response?

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

The ACT Government takes these matters very seriously and has multiple mechanisms and pathways by which people can raise concerns, complaints or bring attention to issues about the safety and wellbeing of children and young people navigating the child protection system.

These mechanisms include:

- Children, Youth and Families (CYF) undertake a risk assessment of all information received about children and young people. This assessment can then lead to multiple pathways for either entry into the system, referral to other services or no further action.
- When concerns are raised about a child or young person already in care that meet a threshold for risk of significant harm, CYF carry out Abuse in Care investigations and undertake activities under the Reportable Conduct Scheme. This includes advising birth parents, carers and oversight bodies about allegations where appropriate or required.

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- CYF has a dedicated complaint and feedback team that work closely with people connected to the child protection system to support them through the complaint process.
- From 1 July 2025, amendments to the *Children and Young People Act* 2008 enacted the current [Internal](#) and [External](#) Merits Review mechanisms.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date: 2.12.25

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