

Impact & Insights Report: 2023-24

Children | Young People | Futures



Acknowledgement of Country

PeakCare acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians. We recognise their cultures, histories and diversity and their deep connection to the lands, waters and seas of Queensland and the Torres Strait.

We acknowledge the Jagera and Turrbal people as the Traditional Custodians of Meanjin (Brisbane), the lands on which we meet, work and learn, and acknowledge the Traditional Custodians of all lands across Queensland.

We pay our respects to Elders past and present and strive each day for true reconciliation for all First Nations children, young people, families, and communities.



Contents

PAGE	CONTENT
4	About Us
5	PeakCare's New Vision
6	PeakCare's Strategic Intent
7	Letter from the Chair
8	Letter from the Chief Executive Officer
9	Our Board
10	Our Team
11	PeakCare's Impact at a Glance
12	Policy, Advocacy & Research
18	Sector Partnerships
30	Catalyst for Care
32	PeakCare's Brand Refresh
34	PeakCare's Office Transformation
35	Thank You



About Us

PeakCare is Queensland's peak body for the child and family sector, providing an independent voice representing and promoting matters of interest to a membership base of almost 100 non-government member organisations and associate members.

PeakCare aims to improve the wellbeing of Queensland's children, young people, and families by:

- championing innovation
- creating impactful partnerships
- anchoring our actions in evidence
- driving forward-thinking advocacy
- amplifying the voice of our members and the sector.

Our vision is that Queensland children, young people and families in all their diversity are thriving with access to support when and where it's needed.



PeakCare's New Vision

In February 2024, following consultation with member organisations, the PeakCare Board approved a refreshed strategic plan that will shape PeakCare's work for the next five years. While our vision has evolved from "Safe and well children, safe and well families" to "ensuring that Queensland's children, young people, and families thrive with access to support when and where it's needed," our focus has also broadened. We are now prioritising innovation, impactful partnerships, and forward-thinking advocacy, while continuing to amplify the voices of our members and the sector. This shift ensures that our work remains responsive and relevant in improving outcomes for those we serve.

Moving forward, PeakCare's efforts will centre on Innovation and Partnerships, Policy and Advocacy, Capacity Building, and Research. By collaborating closely with our members and fostering new approaches, we aim to make a lasting impact for Queensland's child and family sector. Together, we are committed to ensuring the rights and wellbeing of children, young people, and families are at the heart of everything we do.



PeakCare's Strategic Intent

PeakCare has four strategic pillars which underpin all aspects of our work



Policy and Advocacy

We use our independent voice and evidence-based analysis to influence policies and practices which improve outcomes and better support the rights of children, young people and families in Queensland



Innovation and Partnerships

We collaborate with a diverse range of partners to create new and better ways of supporting children, young people and families in Queensland



Capacity Building

We support and equip our members and the sector through education, awareness raising, training and development to enhance their skills and knowledge in delivering quality services to children, young people and families in Queensland



Research

We undertake, translate and promote the best available knowledge, research and insights into new practices, policies and reforms to ensure the sector is best equipped to improve outcomes and wellbeing for all Queensland children, young people and families



From the Chair

I am pleased to submit the PeakCare Impact and Insights Report for 2023-24 on behalf of the PeakCare Board and team. This year saw a change in leadership for PeakCare and in September 2023, we were pleased to appoint Tom Allsop as our new Chief Executive Officer. Under Tom's leadership, the past year has included significant growth in advocacy work with government and the child and family service sector, including increased state-wide engagements with our members, supporters, and partner organisations. The PeakCare team has continued in 2023-24 to place children, young people, and the organisations who support them at the centre of everything we do.

The past year has seen significant focus and attention placed on Queensland's residential care system, the intersection of health, education and youth justice on child and family wellbeing, and an increased focus on advocating for increased investment in the prevention and early intervention services which will reduce the number of children and families in need of support.

Moving forward, PeakCare will continue to ensure the voices of young people and our members are heard and amplified. The Board thanks every member organisation, staff member, and stakeholder for their ongoing support and for their contributions during 2023-24.

Queensland's children, young people, families, and communities have benefited from your commitment and dedication. I look forward to continuing to work with all of you across the child and family sector.

Sincerely,

Kym Langill
Chairperson, PeakCare Board



KYM LANGILL

Board Chairperson



From the Chief Executive Officer

I am proud to present the PeakCare Impact and Insights Report for 2023-24. This report highlights the achievements of PeakCare towards our vision that Queensland children, young people and families in all their diversity are thriving with access to support when and where it's needed.

The past year has seen significant challenges and opportunities for the child and family sector which continues to experience unprecedented demand and workforce challenges. PeakCare has continued to advocate for the rights and entitlements of children, young people, families, and the organisations and individuals who support them by sharing knowledge and research, contributing policy analysis, submissions and recommendations, and regularly engaging and amplifying the voices of our members and sector partners.



TOM ALLSOP

Chief Executive Officer

I look forward to continuing to partner with our members and sector to support better outcomes for children, young people, families and communities, and PeakCare looks forward to continuing our shared journey of making a positive and lasting difference in the lives of children, young people and families in Queensland.

Sincerely,

Tom Allsop
Chief Executive Officer



Our Board

The strategic direction and governance of PeakCare is guided and monitored by a Board comprised of elected representatives from our member organisations



Kym Langill
Chairperson



Carly Jacobitz
Vice Chairperson



Vivien Bull
Treasurer



Michael Currie
Executive Member



Jo Allen-Keeling
Executive Member



Carol Ronken
Executive Member



Thomas McIntyre
Executive Member



Our Team

PeakCare staff: 1 July 2023 - 30 June 2024



Tom Allsop

Chief Executive Officer



Jennifer Inoue

General Manager,
Operations & Innovation



Kate Bjur

General Manager, Policy
Research & Advocacy



Bianca Richards

Executive Director, Sector
Development



Gavin Deeprise

Executive Director,
Catalyst for Care



Gayle Walters

Principal Advisor



Elizabeth Hansen

Senior Advisor, Policy
Research & Advocacy



Anushri Bellary

Advisor,
Operations & Innovation



Julie Ling

Engagement Lead,
Catalyst for Care



Joanna Liszewski

Office Coordinator



Mark Jeffery

Media Manager



PeakCare's impact at a glance

82

Full and Associate Members, representing diverse interests across Queensland's child and family sector

800+

Stakeholders consulted across more than 18 statewide and regional forums

11

Site visits to inform the Queensland Residential Review and associated Residential Care Roadmap

38

Newsletters and special announcements, keeping our subscribers directly informed and engaged

54

Individuals successfully gaining employment with the child and family service sector through the PeakCare Talent Centres.

Reached

324,647

views with professionals, amplifying our message and advocacy

We now have

30,483

learners registered for Hope & Healing, building sector capacity

14

Evidence-based formal submissions to Parliament and Government agencies on policies impacting the sector, leading our advocacy

274

Workshops and training events listed on PeakCare's website, supporting sector partnerships, capacity building and showcasing latest research

1,357

Mainstream media mentions in tv, radio and print, underscoring our commitment to protecting Queensland's children and families

788

Social media posts expanded our influence, fueling advocacy and change



Policy, Advocacy & Research

In 2023-24, PeakCare focused on transforming the best available knowledge, research, and insights into innovative practices, policies, and reforms. This ensured the child and family sector was well-equipped to improve outcomes and foster greater wellbeing for all children, young people, and families in Queensland.

Government Engagement

Throughout 2023-24, PeakCare actively participated in numerous state government forums and strategic meetings aimed at improving system capacity and capability. These engagements included:

Participated in **12** key forums including the Queensland Child Death Review Board and the Residential Care Review Project Executive Group, where PeakCare provided critical insights and recommendations.

Representation in all Social Services Industry Reference Group meetings, focusing on exploring the true cost of service delivery and improving sector sustainability.

Regular attendance at the Youth Justice Strategy Reference Group meetings, contributing to discussions on youth justice reforms and the intersection between child safety and youth justice systems.

15

Individual meetings and briefings with Ministers, Directors-General, and other senior government officials.

Support for Aboriginal and Torres Strait Islander Children

PeakCare continued to support the transition of child protection services to Aboriginal and Torres Strait Islander community-controlled organisations. Our engagement with QATSICPP and participation in the Queensland Family Matters Leadership Group has been central to these efforts. We have actively promoted culturally safe practices and advocated for the rights of First Nations children and families.

Supporting cultural needs: Working with culturally and linguistically diverse children in out-of-home care

In March 2024, PeakCare co-hosted an online focus group in partnership with Western Sydney University, Macquarie University and the University of Sydney about upholding the right to cultural connection for children from culturally and linguistically diverse (CALD) backgrounds in care. The focus group contributed to a research project to support the development of an exemplary model of care for children from culturally and linguistically diverse (CALD) backgrounds.

Promotion of Child Safety Legislation

PeakCare has been actively involved in promoting and supporting the implementation of the *Human Rights Act 2019* within the child protection sector. We have disseminated educational resources and engaged with sector members to ensure compliance and enhance understanding of the Act's implications on service delivery. This has included publishing detailed position statements and facilitating workshops aimed at integrating human rights principles into everyday practices within the sector.



Strengthening Extended Post Care Support for Young Queenslanders

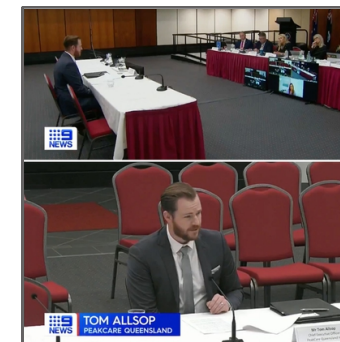
PeakCare has successfully campaigned for improvements to the Extended Post-Care Support (EPCS) program, ensuring young people transitioning from care to independence receive essential support. One key achievement was securing the application of indexation to EPCS independent living allowances, ensuring these payments keep pace with inflation and meet the evolving needs of young people.

In November 2023, PeakCare convened a key forum with EPCS service providers from across Queensland to address concerns about the services available to young people transitioning from care. These issues were raised with the Department of Child Safety, Seniors and Disability Services, resulting in the establishment of quarterly meetings between service providers and the Department.

Additionally, PeakCare has prioritised building capacity among service providers. In 2023-24, we advocated for workshops that brought together EPCS providers and partners from across Australia, creating opportunities for shared learning and collaboration. These workshops allowed providers and government representatives to work through challenges encountered in the program's rollout while celebrating successes. One of these workshops was delivered in May 2024, focusing on overcoming implementation challenges, improving accessibility, and ensuring consistent, meaningful support for young people leaving care. This collaborative approach between service providers and the Department aimed to deliver more impactful post-care support, empowering young people as they transition to adulthood.

Youth Justice Reform Submission: Advocating for Systemic Change

In February 2024, PeakCare made a significant contribution to the Youth Justice Reform Select Committee's inquiry into Queensland's youth justice systems. Our Chief Executive Officer, Tom Allsop, delivered evidence in Brisbane, and our team participated in



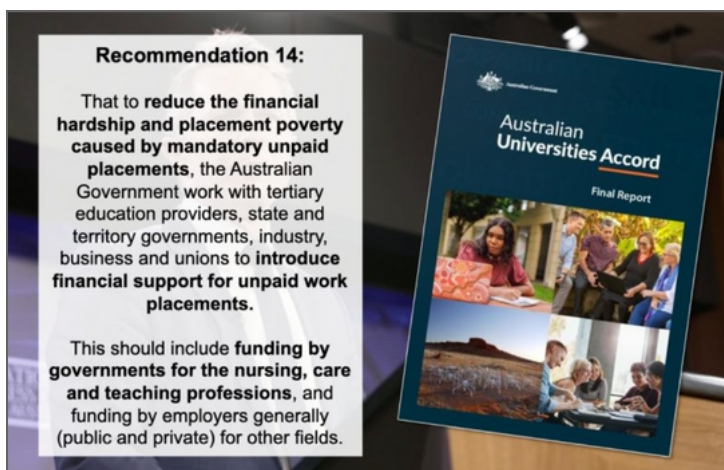
public hearings across regional Queensland, ensuring that the voices of frontline workers, young people, and communities were heard. PeakCare's contributions helped shape the discussion around youth justice reform, advocating for substantial, evidence-based changes.

Our submission highlighted the intersecting needs of children involved in both the child protection and youth justice systems. We advocated for early intervention services that protect children's rights and emphasised the importance of a culturally sensitive justice system informed by the lived experiences of young people and their families. Additionally, we called for research-driven reforms that prioritise the wellbeing of children and create a youth justice system that provides opportunities for them to thrive in supportive environments. Through this advocacy, we aimed to build a sustainable and responsive system that improves community safety, public confidence, and better supports all Queenslanders.

Supporting Future Social Workers: PeakCare's Advocacy for Paid Placements

In 2023, PeakCare took a strong stance in advocating for the financial support of students undertaking lengthy, unpaid placements in fields like social work. Recognising the impact these unpaid placements have on student wellbeing and workforce diversity, PeakCare made a submission to the Australian Universities Accord.

Our advocacy didn't stop there - we also presented at the Reimagining Field Education Summit, highlighting the urgent need for support to ease the burden on students and help bridge critical workforce shortages. We were thrilled to see this advocacy come to fruition with Recommendation 14 of the Australian Universities Accord Final Report, calling for financial backing for unpaid student placements across various fields.



Chief Executive Officer Tom Allsop, PeakCare: Community Safety Committee

In May 2024, Tom Allsop gave evidence to *Queensland Parliament's Community Safety and Legal Affairs Committee* regarding the Queensland Community Safety Bill. Tom emphasised that the measures outlined in the Bill fall short of addressing the root causes of youth crime and rebuilding community trust, and that the need for innovative, community-driven solutions that address serious repeat offending and set a visionary path for the safety of children, young people, and their communities. Tom also highlighted the limitations of Queensland's current detention system, noting that despite detaining the highest number of children in the nation, reoffending rates remain alarmingly high.

Tom urged the Committee to rethink what “last resort” truly means, advocating for a shift away from punitive measures toward more effective, long-term strategies that foster rehabilitation and community involvement.

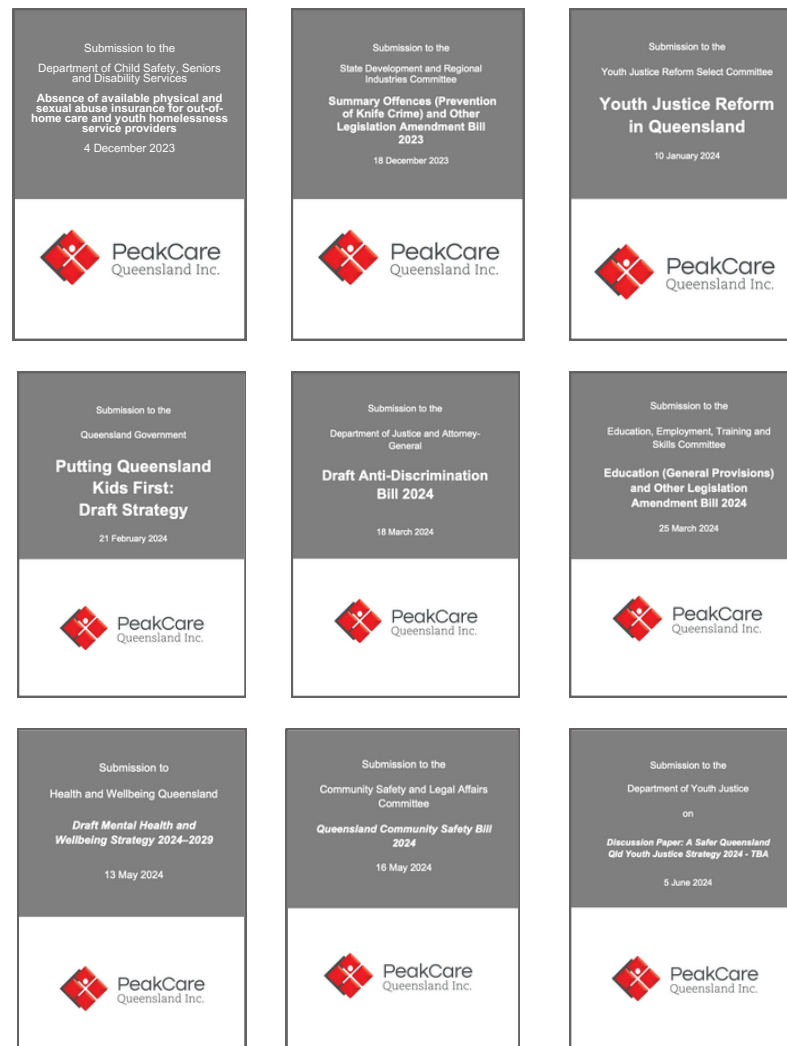
Empowering Change: PeakCare's Advocacy 2023-2024

Throughout 2023-24, PeakCare has continued to be a driving force in advocating for policies that prioritise the wellbeing of Queensland's children, young people, and families. Over the past twelve months we developed a series of submissions that addressed crucial issues across youth justice, anti-discrimination, education, mental health, and community safety.

We stood firm in advocating for youth justice reform that prioritises rehabilitation over punishment, ensuring that the voices of young people directly affected by these policies were heard. Our submission to the draft Anti-Discrimination Bill called for a proactive and inclusive approach to eliminate discrimination and empower all Queenslanders, particularly those from vulnerable communities.

In education, we advocated for policies that safeguard the rights of all students, especially those in out-of-home care and with disabilities, ensuring they have the support needed to succeed. Our advocacy for the Queensland Mental Health and Wellbeing Strategy highlighted the need for integrated and accessible mental health services that promote resilience and wellbeing.

Recognising the complexities of knife crime, we supported legislative measures that focus on prevention and early intervention, advocating for solutions that address the root causes rather than simply imposing punitive actions. Our submission to the Putting Queensland Kids First Draft Strategy advocated for a holistic approach to children and young people's wellbeing, emphasising the importance of early intervention, community engagement, and a human-rights-based framework. PeakCare remains committed to driving change and creating a Queensland where every child and young person has the opportunity to thrive.



Championing the Voices of Young People

PeakCare has been engaging directly with children in Queensland's youth detention centres. Children and young people are at the centre of everything we do and we are committed to providing them with a platform to share their voices on the issues that impact them the most. We didn't just listen—we amplified their stories, insights, and hopes, ensuring they were heard to help inform potential changes to government policy and legislation.



These young people, who volunteered to share their experiences, bravely allowed us to include their words in critical submissions to government. Their voices underpinned our advocacy, highlighting the importance of genuine, youth-centred policy and legislative design. Their contributions informed several key submissions, including:

- The *Youth Justice Reform Select Committee*, contributing to the conversation on the future of Youth Justice Reform in Queensland.
- The *Community Safety and Legal Affairs Committee*, where their words influenced discussions on the Queensland Community Safety Bill 2024.
- The *Department of Youth Justice*, shaping the draft Youth Justice Strategy with their living experiences.

We compiled these invaluable perspectives into our report, *Young People's Voices*, a powerful testament to the resilience and wisdom of these young people. This report has been shared back with the young people who gave their time and stories, ensuring they know their voices matter.

At PeakCare, our core belief is unwavering: children and young people are at the heart of everything we do. We're committed to working alongside our sector members to not just hear, but amplify the voices of the children and young people who navigate these systems every day. Our advocacy will continue to highlight these voices, ensuring that our recommendations to government and our messages to the public are informed by those who know the system best, young people themselves.



Sector Partnerships

In 2023-24, PeakCare worked alongside a variety of partners to develop and implement innovative solutions, enhancing the support available to children, young people, and families throughout Queensland

Promoted **149**
sector-related workshops
and training events,
elevating best practices
and addressing emerging
issues in child protection

Over **150** people
attended the launch
of the Safe & Sound
in Queensland Toolkit
launch



Our efforts to disseminate
critical information have also
been extensive, with
television appearances **177**

614 Completions of **Positive Behaviour Support**
and **Managing High Risk Behaviours**

Hope & Healing Masterclass as at 30 June 2024,
supporting advanced trauma-informed practice in
residential care

Supporting Innovation: Bindi Bindi Place

PeakCare is proud to have supported Communify in their successful advocacy for Bindi Bindi Place, a groundbreaking early intervention service for children from birth to age six. This program takes a proactive approach by integrating medical, early education, and mental health services into one location, all wrapped around the needs of the child. The child-focused model ensures that parental engagement is a priority, fostering positive parenting and helping children remain safely in their homes.

Bindi Bindi Place addresses the complex needs of at-risk families by providing comprehensive, coordinated support. This multi-disciplinary approach strengthens family bonds and builds community capacity, offering a strong diversionary pathway away from the statutory child protection system. It also plays a key role in reunification processes, ensuring that children can thrive in safe and nurturing environments.

With a focus on collaboration between professional services, families, and the broader community, Bindi Bindi Place is a critical initiative that lays a solid foundation for the wellbeing of both children and families.



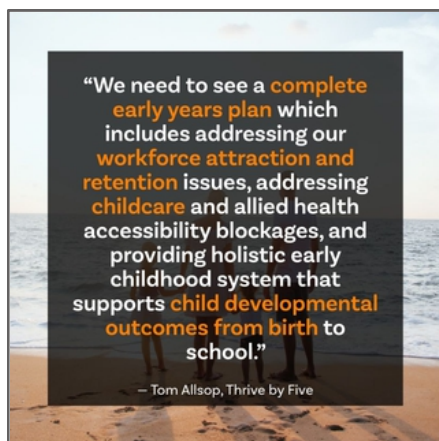
Innovation in Action: Hackathon with YFS Ltd and IXDA

In early 2024, PeakCare collaborated with YFS Ltd and IXDA in a mini hackathon, bringing together a group of problem solvers from diverse fields to tackle the issue of improving financial literacy for young people exiting care. This group of thinkers listened and sought insight on the problem from the Extended Post Care Support team and came up with solutions ranging from the use of artificial intelligence assistants through to board games, virtual reality experiences and mentoring.

Thrive by Five Queensland: Early years advocacy support

Investing in early support for families is both economically smart and crucial for long-term success. PeakCare has been a key partner in the Thrive by Five Alliance and the Right to Learn campaign, which emphasise the need for quality early education. These initiatives focus on providing children with the foundation they need to stay in school, giving them the opportunities and support that will set them on a prosperous path in life.

The first key to keeping children safe is ensuring they have access to appropriate health checks and early education. PeakCare as a leading peak body in Queensland has called for a stronger commitment to ensuring every child can “thrive by five”, including access to universal free kindy for three and four year olds.



Keeping children in schools is critical to addressing some of the root cause of crime. Department of Education acknowledge that children who are disengaged from education by the time they are seven years old, are more likely to end up in contact with the youth justice system.

The Right to Learn campaign urges that school suspensions be used only as a last resort, aligning with recommendations from the Disability Royal Commission. Although 7% of Queensland students receive a School Disciplinary Absence (SDA), the most vulnerable are disproportionately affected: 15% are First Nations, 15% have disabilities, and nearly 25% come from out-of-home care. This highlights how vulnerable students are more likely to be excluded from education despite relatively low overall numbers.

In May 2024, PeakCare participated in the Minister for Education’s Roundtable on school behaviour, which focused on addressing SDAs. Representing our sector and advocating for children and young people in out-of-home care, we emphasised the importance of keeping children in school, fostering their engagement in learning, and ensuring schools remain safe and supportive environments for education.

Strong partnerships with the non-government sector are critical in reversing these trends. As the peak body for child and family services, PeakCare is committed to keeping children in school, ensuring they remain engaged in learning and feel safe. This approach is central to reducing future youth offending rates, particularly for children with disabilities, First Nations children, and children-in-care.

Safe & Sound in Queensland: Keeping Kids Safe and Supported

In response to the rising concerns around missing children in care, PeakCare partnered with Queensland Family and Child Commission (QFCC) and Project Paradigm to create the Safe & Sound in Queensland Toolkit — a resource designed to give both young people in care and service providers the tools they need to navigate these challenging situations with confidence and care.

Safe & Sound offers practical, professional support for children who go missing from their home or place of care, with strategies and step-by-step guidance to help care workers. The resource is designed to support children and young people to feel heard and to help reshape their experiences before, during, and after an episode of going missing.

The toolkit brings together the latest best practices, informed by real input from children, youth workers, law enforcement, and child protection professionals. It's designed to compliment and enhance the work agencies are already doing, ensuring that every missing child gets the safest, most compassionate response possible.

With this toolkit in hand, we're ensuring that when a child goes missing from care in Queensland, the response is consistent, thoughtful, and aligned with international best practices.

We're incredibly proud of this collaboration with QFCC and Project Paradigm, and we're excited to see it make a real difference in the lives of Queensland's children.





Building Tomorrow's Workforce: PeakCare's Talent Centres

At the heart of our sector are the incredible workers who show up every day for children, young people, and families, and thanks to PeakCare Talent Centres, we're growing that workforce even further.

Through partnerships with Workforce Connect and Look Now Training, the program combines expert-led training with work placements, career planning, and employer networking. Whether delivered face-to-face or virtually, PeakCare Talent Centres ensure accessibility and provide participants with a direct pathway to employment in this rewarding field.

This vital initiative, proudly funded by the Queensland Government through the Workforce Connect Fund, is helping to shape the next generation of workers in child and family services.

Exploring Global Approaches to Youth Wellbeing: PeakCare's Conversation with This Life Cambodia

In June 2024, PeakCare partnered with This Life Cambodia to host a discussion on international approaches to enhancing wellbeing and ensuring safety and justice for young people, their families, and communities.

This Life Cambodia has achieved remarkable reductions in recidivism rates - from 60% to less than 2% - through approaches rooted in community engagement, participation, and empowerment, leading to transformative outcomes for imprisoned young people.

This was an inspiring session featuring insights from Margaret Allison AM and Billy Gorter, Executive Director of This Life Cambodia, offering valuable lessons for how we might rethink and strengthen youth justice and family support systems here in Queensland.

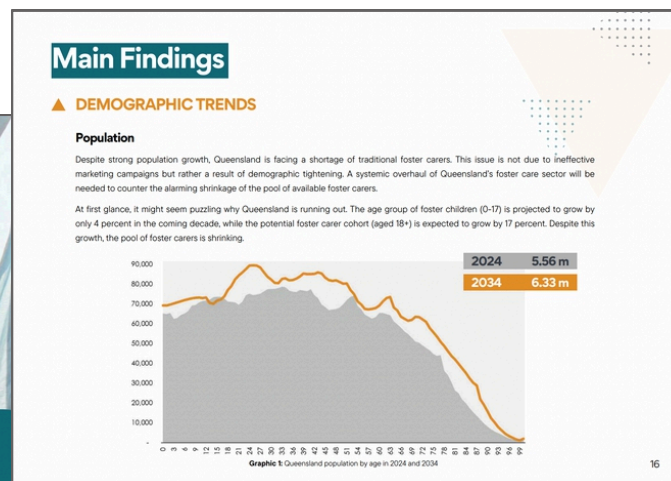


Reforming Foster Care: New Report Unveils Critical Shortages

In June 2024, PeakCare, in partnership with the Queensland Family and Child Commission (QFCC) and The Demographics Group, released the Queensland Foster Carer Demographic Insights Report - a comprehensive analysis revealing the challenges facing Queensland's foster care system. This report is the first of its kind in Queensland and provides a critical evidence-base for addressing the significant strain on foster care.

The report reveals a concerning trend: the pool of available foster carers is shrinking despite the overall population growth in Queensland. Rising living costs, changes in household composition, and evolving social norms are key factors contributing to this decline. Fewer families have spare bedrooms, and financial pressures are making it increasingly difficult for individuals and families to commit to the role of foster carers.

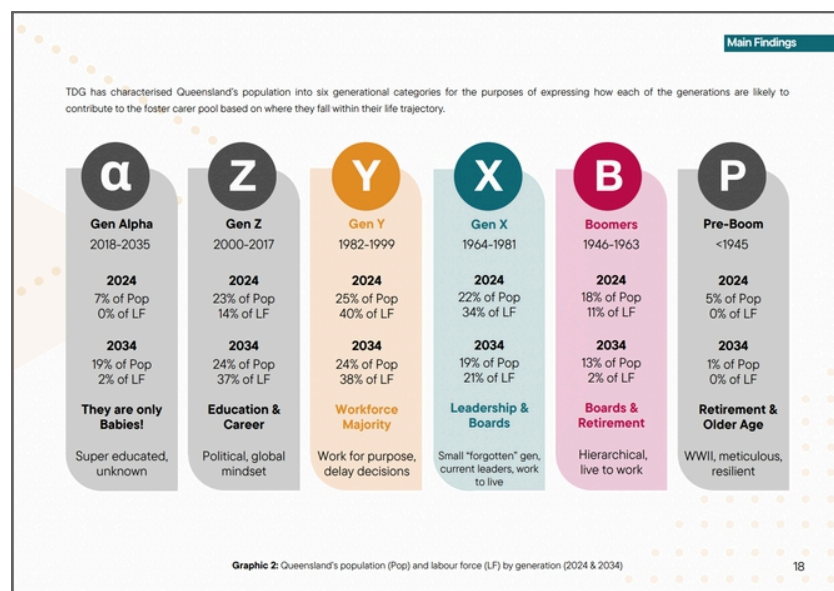
Until recently, Queensland foster carer numbers have remained relatively stable, but latest Australian Institute of Health and Welfare (AIHW) data shows a decline, compounded by residential care placement numbers which have more than doubled in the last five years – higher than any other jurisdiction in Australia. This is especially concerning for First Nations children who continue to be significantly over-represented in the child protection system.



The report provides generational insights and explores some of the traditional foster carer personas, helping to understand the unique challenges and opportunities for agencies striving to recruit and retain carers.

Highlighting the need for systemic reform, the report calls for greater financial and logistical support for foster carers and agencies, and innovative models of foster care. It also emphasises the state's need for an improved approach to recruitment and retention recognising the critical role foster carers play in child protection.

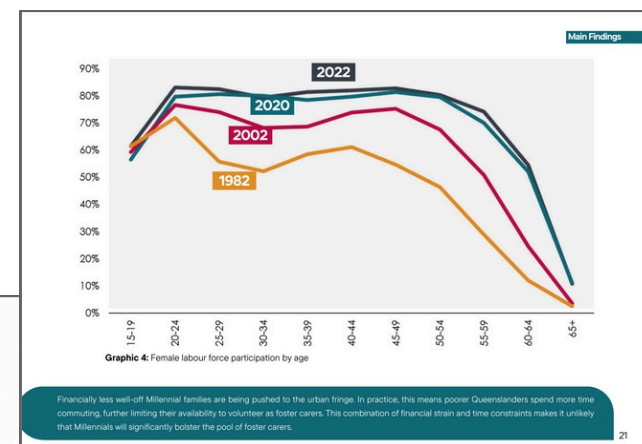
The Queensland Foster Carer Demographic Insights Report represents a significant step forward in tackling some of the issues facing the care system. By leveraging these insights and implementing the recommended strategies, Queensland can develop a more resilient and effective foster care workforce that meets the needs of children, young people, families and carers across the state.



AGENCY CHECK POINT

When asked what their agency is doing, or would like to see done to **improve the recruitment and retention of foster carers in Queensland**, they said...

- "Funding needs to be realistic to attract, recruit, assess and train"
- "Higher financial reimbursements for carers or models of care that can provide professionalisation without having to go through so many hoops with the ATO"
- "Looking at ways to streamline process from EOI to approval"
- "Paid Superannuation for carers"
- "A system that far better supports First Nations children and families"
- "Ensuring carers are considered as genuine partners in the care team, consulted in decision making, their views respected and taken into account"
- "Children need to come into a new placement with supports in place [for the carer] not when it reaches critical pressure points"



Driving Change with Data: Evidence-Based Decision Making Masterclass

In October 2023, PeakCare, in collaboration with OzChild and the Center for Evidence-Based Management, hosted a masterclass on Evidence-Based Decision Making in Brisbane. The event was attended by 35 sector leaders, including CEOs and practitioners and has equipped sector leaders with the tools to make informed, data-driven decisions that will enhance service delivery across Queensland.

Feedback was overwhelmingly positive, with **90%** of participants rating their overall satisfaction as very good or excellent.



Hope & Healing Masterclass: Positive Behaviour Support & Managing High-Risk Behaviours

Hope & Healing continued to grow in 2023-24 with over **30,483** registered users as of 30 June 2024. This program remains a major element of our capacity-building efforts, providing mandated training to carers and workers across the state. In partnership with the Department of Child Safety, Seniors and Disability Services, PeakCare introduced the Positive Behaviour Support & Managing High-Risk Behaviours Masterclass, an advanced training opportunity for graduates of the mandatory Hope & Healing - Residential Care training in January 2024. As at 30 June 2024, we had **614** completions of this offering.

This Masterclass was designed to provide residential care workers and supervisors with a deeper understanding of Positive Behaviour Support practices and the Department's Managing High-Risk Behaviours policies.

The training builds on the foundational Hope and Healing course by enhancing trauma-informed care practices for young people with complex behavioural needs. The course covers key topics such as trauma-informed care, understanding prohibited and restrictive practices, and effective strategies for managing high-risk behaviours.

Masterclass modules have so far received an average satisfaction rating of **4.6 out of 5**, highlighting our commitment to continuous professional development and capacity uplift for the sector.

Recognising the Importance of Kinship Care: A National Call for Support and Action

Kinship carers play a crucial role in protecting and supporting children across all jurisdictions. While many believe kinship carers are mostly grandparents, the latest Census data reveals a broader reality—nearly half of all kinship carers are other relatives or close family friends. Over 80% of these carers provide informal care, receiving little to no recognition or financial support from child welfare systems.

In June 2024, PeakCare, in partnership with Kinship Alliance Australia, was honoured to host a special in-person event featuring Kate Bundle, former Chief Executive Officer of the NZ Grandparents Raising Grandchildren Trust. The event focused on achieving national recognition and support for all kinship care families.

We were delighted to have Meredith Kiraly, Honorary Fellow at the University of Melbourne, and Mike Feszczak, Chief Executive Officer of Grandcarers SA, join us to introduce Kinship Alliance Australia. This alliance holds regular meetings with the Federal Parliamentary Friends of Grandparent and Kinship Carers, advancing important discussions and advocacy for kinship care.

This highly anticipated event reached full capacity, sparking a meaningful conversation about the future of kinship care and we are proud to announce that PeakCare has since joined Kinship Alliance Australia. We will continue to update our members as we advocate for stronger support for kinship carers at the federal level.



Changing the Balance: Strengthening First Nations Child & Family Support

All states and territories have committed to the Australian Government's Safe and Supported Framework for Protecting Children, a critical action plan aimed at shifting investment in child and family services for Aboriginal and Torres Strait Islander communities. This plan focuses on increasing the proportion of funding directed to Aboriginal and Torres Strait Islander Community Controlled Organisations (ACCOs) to better serve these communities.

In May 2023 PeakCare CEO, Tom Allsop, joined the Families Australia Board of Directors. Families Australia, the national peak body for children and families, was tasked in early 2024 with leading a research project called Changing the Balance, exploring the impact of this funding shift on mainstream non-government organisations. This project complements a broader initiative led by SNAICC, which aims to strengthen the capacity of ACCOs.

As part of this work, Families Australia was responsible for facilitating sector consultations across Australia. In April 2024, PeakCare proudly partnered to deliver these consultations in Brisbane and regional Queensland. These sessions were well-supported by PeakCare members and provided a platform for collaborative discussions on the impacts of funding realignment, building capacity, and ensuring all children, young people, families, and communities in Queensland receive the support they need.



Beyond a Checklist: Shaping the Future of Queensland's Residential Care System

Throughout 2023, PeakCare travelled across Queensland to engage directly with frontline workers, service organisations, carers, parents, and, most importantly, young people. These conversations were central to our report, *Beyond a Checklist: Guiding the Road Forward for Queensland's Residential Care System*, which consolidates the voices and expertise of the sector to shape a better future for residential care.

Beyond a Checklist amplifies these voices and offers clear opportunities for improvement, especially around recruitment, retention, and the wellbeing of residential care workers, carers, and children alike.

The report highlights both the strengths and challenges within the system, making clear that the future of residential care must focus on connection, consistency, and trust. PeakCare is incredibly grateful for the individuals and organisations willing to share their experiences and ideas throughout the review process and we acknowledge these voices are vital in shaping a system that is more responsive, sustainable, and centred on the needs of the children and families it serves.

From forums across the state to in-depth conversations during residential care home visits, we heard stories of dedication, struggle, and hope. These insights are not just valuable—they are essential to creating a care system that works for everyone involved.

This report calls for urgent reforms, including innovative approaches to foster carer recruitment, workforce support, and service delivery models. We believe that with the right plan in place, Queensland's residential care system can move beyond stop-gap measures and towards sustainable, long-term solutions that put children's needs first.



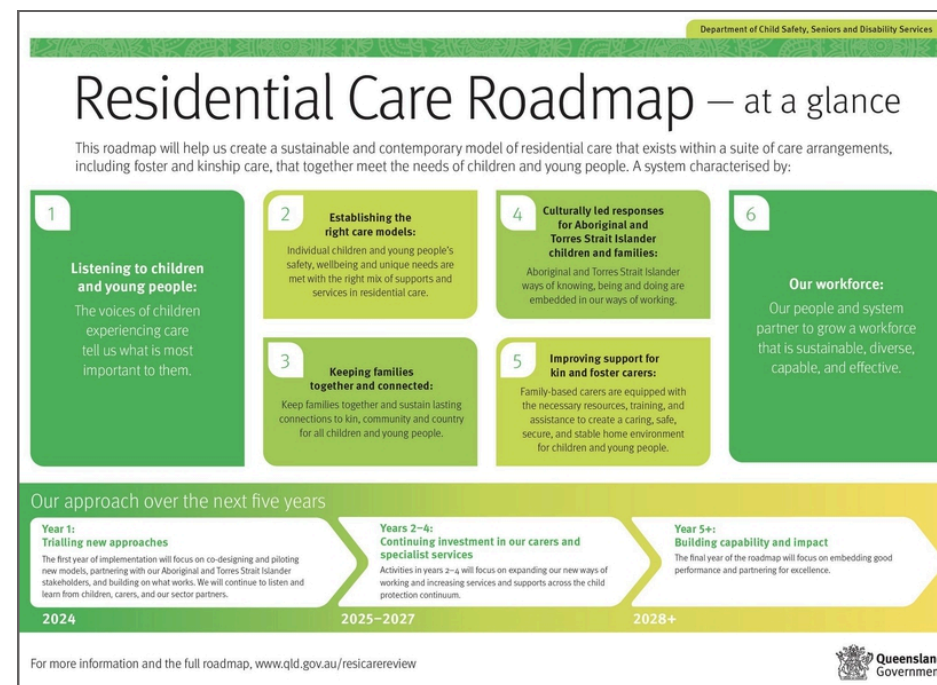
The Road Ahead: Release of the Residential Care Roadmap

In February 2024, the Queensland Government's Residential Care Roadmap was released, resulting from the Government's review into the residential care system. PeakCare played a pivotal role in shaping the Roadmap, which outlines 31 essential actions needed to improve outcomes for young Queenslanders, representing a significant step forward in our collective effort to enhance Queensland's residential care system.

PeakCare remains committed to advocating for the reforms outlined in Beyond a Checklist. We are hopeful that Queensland's Residential Care Roadmap will set the foundation for a new, aspirational path, one that integrates disconnected service systems and puts relationships, trust, and respect at the heart of our non-family-based care system.

Key focus areas for this roadmap include halving the number of children and young people living in residential care, increasing the number of children and young people cared for by kin and foster carers, improving culturally led and intervention support, and reducing the disproportionate representation of Aboriginal and Torres Strait Islander children and young people in care.

The release of the Roadmap for Residential Care in Queensland does not mark the end of this important process. It instead opens a new chapter for residential care in Queensland. A chapter where success is not measured by the number of actions proposed, but by how these actions are delivered on to create the best possible system for the smallest number of children who need it most.





Catalyst for Care

In 2023-24, PeakCare looks ahead to the establishment of the Catalyst for Care Program, a new initiative designed to address opportunities to best support the residential care sector workforce

Catalyst for Care is a program commissioned by the Queensland Government to improve outcomes for young people in residential care by addressing current and emerging workforce challenges.

To do so, the Program will deliver:

1. A **residential care workforce strategy**, to meet the current and future workforce needs of the sector
2. An expansion of Queensland's **Hope and Healing Framework** and related training to equip the workforce with a broader range of essential knowledge
3. A new **sector-led forum** to showcase and recognise best practice across the sector

Our phases of work

Phase 0: Program Initiation

Phase 0: Program Initiation

- Development of a detailed communications and program plan
- Onboarding of critical resources
- Establishment of governance, reference and advisory groups.

Phase 1: Laying the foundations for change

Phase 1a: Workforce Strategy project

- Literature review
- Sector-wide survey
- Review of framework, delivery models and development pathways
- Economic analysis
- Workforce Strategy & Insights Report.

Phase 2: Being the catalyst for change

Phase 2: Implementation & showcase

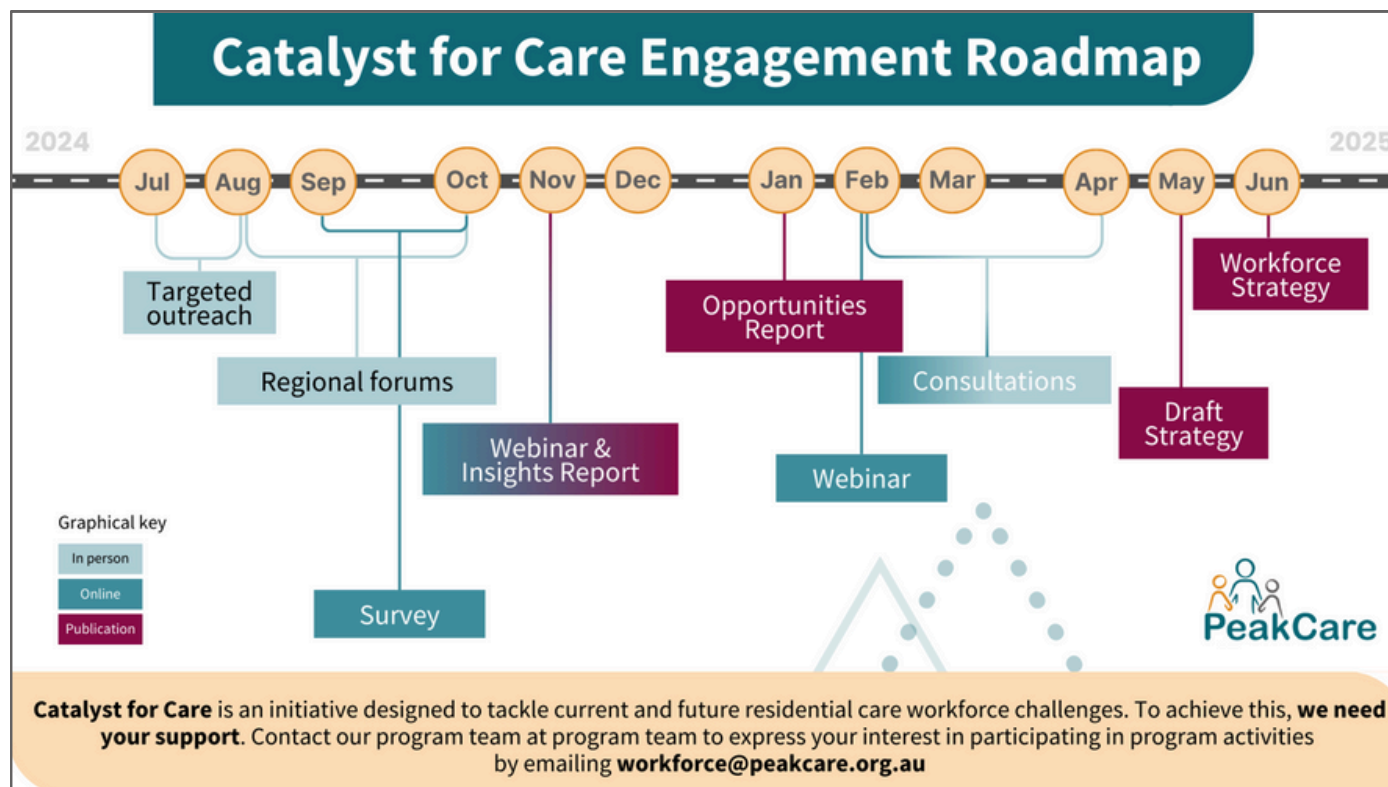
- Implementation plan and roadmap
- Sector-led forum.

Phase 1b: Expansion project

- 1x Masterclass for the sector
- Learning and development capacity enhancement
- Technology platform review
- Hope & Healing Framework refresh
- Learning strategy & plan for modernisation.

In line with our commitment to sector engagement, we will over the next 12 months conduct extensive consultations to gather direct feedback from every region of Queensland on what employers and employees need to create a sustainable and stable residential care workforce.

These consultations will inform the development of a comprehensive workforce strategy and guide the modernisation of the Hope & Healing Framework. The program will also plan Queensland's first-of-its-kind event celebrating and affirming excellence in residential care.





PeakCare's Brand Refresh

In 2023-24, PeakCare undertook a major brand refresh to modernise our brand design, logo, and accommodations to enable us to better support the needs of our Members, the sector, and children and young people

For over four decades your child and family peak body has celebrated and advocated for children, young people and families in Queensland, continually evolving our vision, purpose and identity to meet the needs of the changing child welfare landscape. This year marks 25 years of PeakCare as we know it today.

The last decade has seen significant change for our sector. In the last five years, as the number of children, young people and families receiving non-government support continues to increase, there is a greater need for strong peak body leadership to represent our Members and the children, young people, families and communities we support.

In February 2024, PeakCare's Board endorsed a brand and logo refresh to enhance our purpose and visibility to the children and young people for whom we advocate, the sector broadly and our key stakeholders.



The logo

The PeakCare creative device serves as a symbol of unity and collaboration. The imagery of intertwined figures conveys a sense of collective effort and shared responsibility in working towards a brighter future for children and young people.

The emphasis on diversity and partnership highlights the importance of inclusivity and cooperation among various stakeholders.

The icon is a visual representation of a people-centric approach to a human system, where everyone works together towards common goals and better outcomes – with children and young people at the centre of everything we do.

The colours

The primary PeakCare brand colour is a deep and balanced green 'Empathy Emerald', invoking balance, compassion and optimism. This is complimented by two secondary colours; 'Sunshine Orange', a nod to our state invoking energy and vitality, and 'Courageous Charcoal' conjuring strength and safety.

The tagline

PeakCare has vision for a Queensland where children, young people and families in all their diversity are thriving, with access to support when and where it's needed. With children and young people at the centre of everything we do, our tagline is meaningfully simple – children, young people, futures.

We hope you like the rebrand as much as we do!

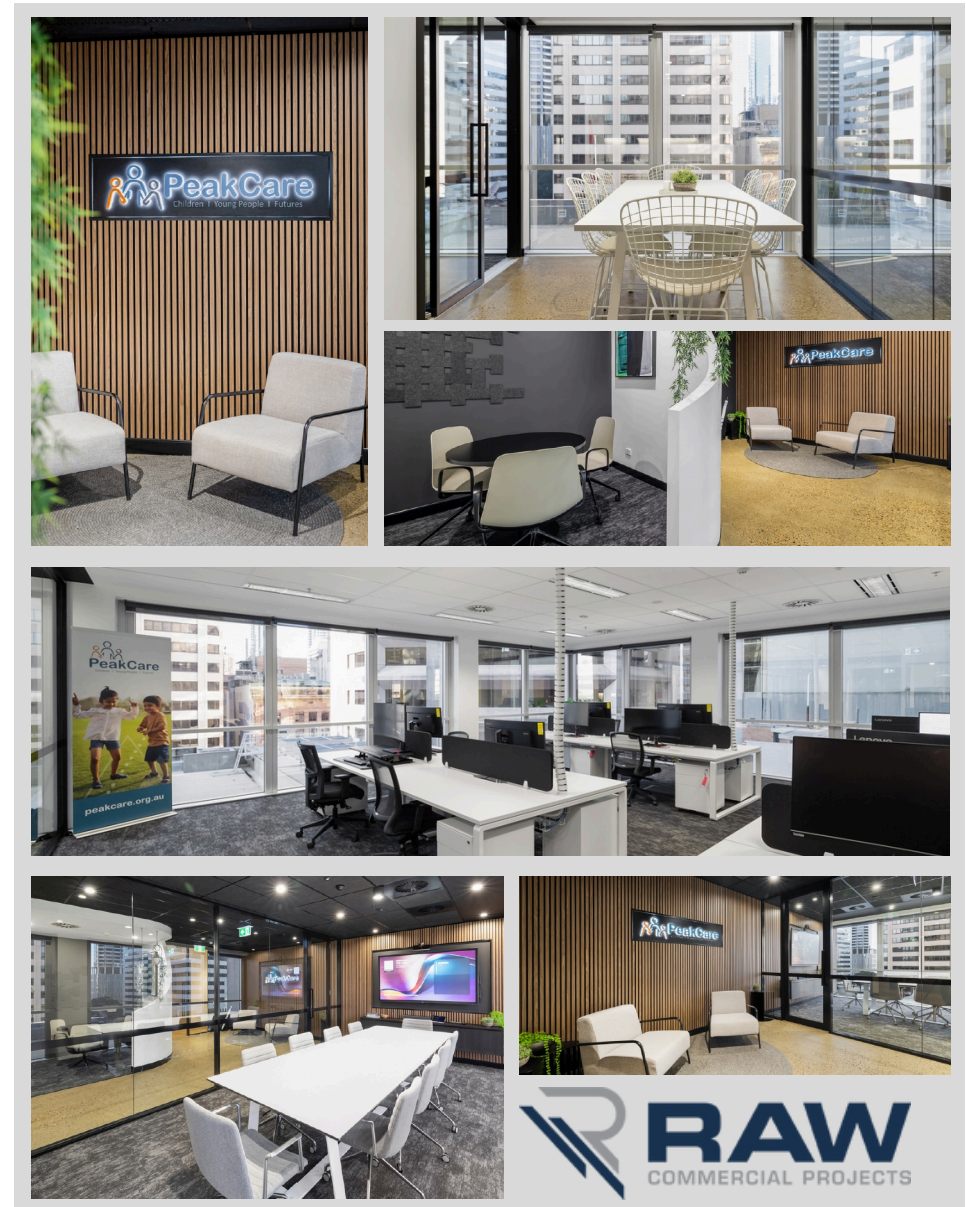


PeakCare's Office Transformation

After many wonderful years in Paddington, PeakCare has relocated to a new office space in Brisbane's CBD. Our new office is a space that embodies PeakCare's commitment to innovation, collaboration, and excellence in the child and family sector.

Our new office is not just a space for PeakCare staff – it is available for use by all PeakCare members. We have designed this space for collaboration and innovation - whether for meetings, workshops, or to hot desk for the day, we hope our office will be a welcoming space where our members can come together to share ideas, connect, and work towards a brighter future for Queensland's children and young people.

This move wouldn't have been possible without the dedication and support of everyone involved and we are incredibly grateful to everyone who contributed to making this transition seamless and successful.





Thank You

PeakCare thanks all of our members, associate members and suppliers who have supported us in 2023-24

PeakCare Members

54 Reasons (Save the Children Australia) | Act for Kids | All Care Australia | Alternate Care Pty Ltd | Althea Projects | Anglicare - Central Queensland | Anglicare - North Queensland | Anglicare - Southern Queensland | Arches Foundation | Aruma Services | Australian Red Cross | BABI Youth & Family Services | Bravehearts Inc | Carinity Baptist Community Services | CatholicCare Central Queensland | Centacare Family & Relationship Services | Churches of Christ Care | Community Living Association | Connecting Families Disability Services (Connect Care) | Dynamic Community Care | Encircle Limited | Family Centred Support Services | Foundations Care Ltd | HenderCare Foundation | HYPAR | IFYS Limited | Inala Community House | Infinity Community Solutions | ITEC Youth | Key Assets – The Children's Services Provider (Queensland) | Kingston East Neighbourhood Group | Kyabra Community Association | Life Without Barriers | Little Stars Foundation | MANAWISE Group | Mercy Community | Micah Projects Inc | Mission Australia | NAPCAN | North West Youth Accommodation Service | OzChild | Peirson Services, Peirson Memorial Trust | South Burnett CTC Inc | Southern Cross Support services | Stride Mental Health | The Benevolent Society | The Pyjama Foundation | UnitingCare Queensland | Warrama Li Pty Ltd | Wellways Australia Ltd | YFS Limited | YourTown | Youth Advocacy Centre | Youth Care Support Services | Youturn Youth Services

PeakCare Associate Members

Capricorn Community Development Association | Community Centres & Family Support Network Association of Qld | Deb Doherty Consulting | Encompass Family & Community Pty Ltd | Foundations Child & Family Support Ltd | Laura Campbell | Leaning In Consultancy Pty Ltd | MySummit ABTS | ProCare Australia | Youth Affairs Network Queensland

PeakCare Suppliers

Community Services Australia | Complete Quality Consult | Compono Australia | Configured Business Solutions | Grizzly Bear | Independent Audit Services | Isentia | Key Technologies | RAW Commercial Projects | Saclaire Consultancy | Social Vantage Advisory | The Alliance for Leadership Learning | Windsor Group | Workforce Connect



Achieving national recognition & support for all kinship care families

Friday 28 June - 10am to 1:45pm
Victoria Park, Brisbane

PeakCare Queensland Inc.

Bravehearts
bravehearts.org.au

THE BRITAIN'S BALL

brotherhood

Act for kids

PeakCare
Queensland Inc.

Kate
PeakCare
Queensland Inc.

PeakCare to lead residential care workforce strategy

PeakCare welcomes the Queensland Government's investment in a dedicated workforce strategy to be strengthened residential care workforce capacity.

This investment will help create a better system for thousands of dedicated workers, carers and service providers who are essential in giving back hope to children and families who need it most.

PeakCare

PeakCare

Queensland Foster and Kinship Care

Achieving National Recognition & Support for all Kinship Care Families

a better life for children and young people

PeakCare

PeakCare

PeakCare

ING A VITAL SYSTEM
ure of Foster Care

PeakCare

TOGETHER
Creating a better future for all

PeakCare

PeakCare

PeakCare

QUT

PeakCare

PeakCare

PeakCare

PeakCare

PeakCare

PeakCare

PeakCare

PeakCare
Queensland Inc.

New adventures
await for PeakCare

PeakCare
Queensland Inc.

PeakCare Queensland supports a joint statement from QPS First Nations Advisory Group, supporters and allies in response to Police Union President's recent comments in the media.

See the statement for full details

PeakCare

PeakCare is providing facts on youth crime in Queensland at today's public hearing on the Community Safety Bill

PeakCare

KATE BARR

Justice Centre

Justice Centre

Behaviour Roundtable
Friday 18 July 2023
10am - 12pm

PeakCare

PeakCare

TOM ALLSOP
PEAKCARE QUEENSLAND

PeakCare

doing school differently
national flexible + inclusive education conference

PeakCare

peakcare.org.au
office@peakcare.org.au

