

# PROGRESS REPORT

Out-of-Home Care Monitoring Program, February 2026

**A PLACE AT THE TABLE: FOLLOWING UP ON  
CHANGES TO CASE MANAGEMENT IN CARE**

In December 2023, the Commissioner for Children and Young People (CCYP) released an investigation report called ***A Place at the Table*** about changes to case management for many children and young people in care.

You can read about ***A Place at the Table*** here:



## WHAT THE A PLACE AT THE TABLE INVESTIGATION FOUND OUT

The department didn't keep its promise to children and young people in care when it did not give them a say or listen to them before changing the way they were looked after by case managers.

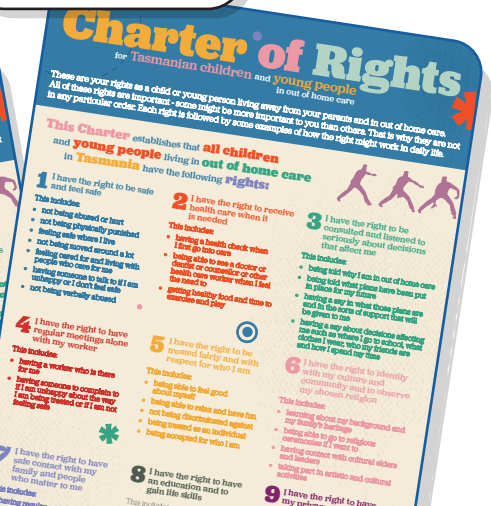
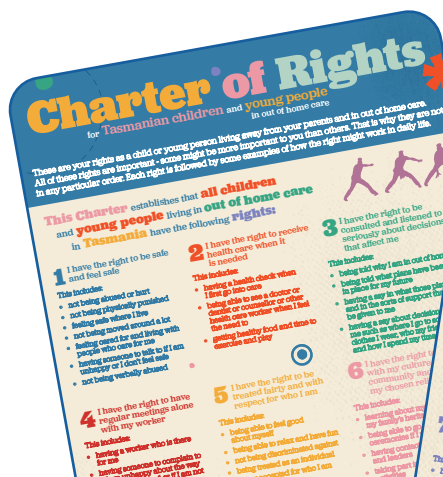
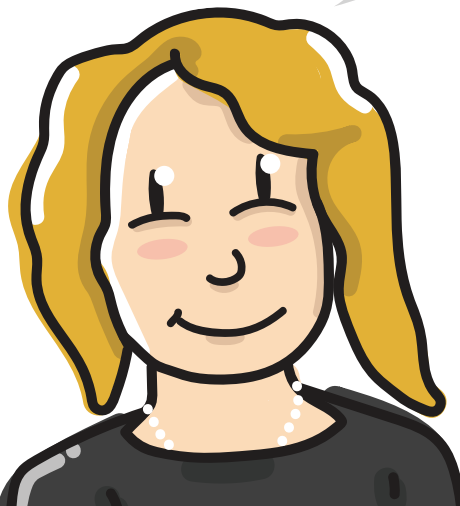
The CCYP also found out that because of this change, some children and young people in care:

- did not feel safe (***Charter Right 1***)
- did not receive healthcare when needed (***Charter Right 2***)
- did not have regular meetings alone with their workers (***Charter Right 4***)
- were not treated respectfully (***Charter Right 5***)
- did not have safe contact with family (***Charter Right 7***)
- were less supported in their schooling and getting ready for when they leave care (***Charter Right 8***).

Hi, I'm Issy Crompton and I am the Interim Commissioner for Children and Young People. As part of my job, I have been keeping an eye on how the Department for Education, Children and Young People (the department) is changing the way it looks after children and young people in care.

Children and young people in care have special rights. These rights are written down in the ***Charter of Rights for Tasmanian Children and Young People in Out-of-Home Care***. The Charter is a promise made by the department to children and young people in care about what it will do to make sure they are well cared for and have what they need for a good life.

You can find out more about your rights here:



# WHAT IS THE DEPARTMENT DOING ABOUT THE THINGS THE CCYP RECOMMENDED?

The department agreed to do all the big things recommended by the CCYP to make things better for all children and young people in care. It has given updates to the CCYP about what it is doing to improve things for children and young people.

## 1. MAKING THINGS RIGHT

The department has said:

- it agrees it did not keep its promise to children and young people under the *Charter of Rights for Tasmanian children and young people in care*
- it's working on a participation and empowerment strategy to help make sure every child and young person gets more say in decisions about their care
- Care Teams are the main way for children and young people to have a say.

You can learn more about the department's participation and empowerment strategy here:



**You talk. We listen.**

### Participation and Empowerment Strategy Action Plan Year 1

**What and why?**

- All children and young people have the right to have a say in decisions that affect their lives.
- The Department for Education, Children and Young People (DECYP) are developing a Participation and Empowerment Strategy to help us do our part in upholding your rights, and ensure diverse voices are heard equally.
- We need to put children and young people's rights at the centre of all the work we do.
- We will achieve this when adults respectfully share power with children, and act in ways that say "I will listen and take children seriously".

**How?**

- In the first year, we have an Action Plan to increase the influence of children and young people in the work that we do in DECYP.
- We will partner with children, young people, parents, carers and DECYP staff to do this work.
- We will do this by:
  - meeting with existing groups
  - connecting with individuals so they can share their views in a way that is best for them (like one-on-one conversations, artwork, and so on).

**When?** During 2025, we will:

- 1. Learn**  
Learn more about children and young people's rights and make sure we uphold them in our work.
- 2. Create**  
Create resources and provide support that guides everyone in DECYP to seek, listen and give influence to child, youth and communities.
- 3. Develop**  
Develop advisory groups that include children and young people, ensuring their voices are heard.

**Do you want to participate?**

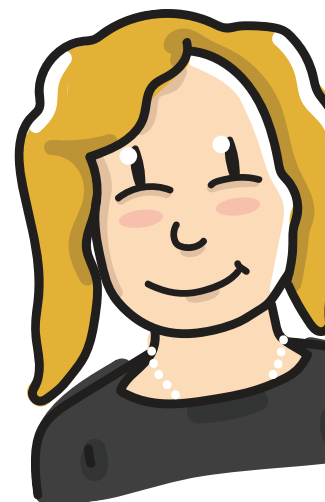
If you would like to share your ideas, we would love to hear from you! Please contact:

I know not everyone has a Care Team, and from time to time some of you still do not have a dedicated (or key) worker while you are in care. I also know that Care Teams might not always work in the way you want or need them to. The department has told me they are working to get every child and young person a Care Team and worker - the CCYP is keeping a close eye on this.

## 2. TEACHING THE PEOPLE WHO WORK WITH CHILDREN AND YOUNG PEOPLE ABOUT THEIR RIGHTS

The department has said:

- it is working to make sure everyone who supports children and young people in care knows about their rights
- it will think more about how to make sure everyone respects the rights of children and young people in care.



### 3. MAKING A BETTER PLAN FOR LOOKING AFTER CHILDREN AND YOUNG PEOPLE IN CARE

The department has said:

- it's making a new plan for looking after all children and young people in care, and will speak with children and young people with a care experience as it continues this work

### 4. MAKING SURE THERE ARE ENOUGH PEOPLE TO HELP

The department has said:

- it has employed more case workers to better support children and young people in care
- it's working towards making sure every child and young person in care has a key worker.

### 5. MAKING SURE EVERYONE KNOWS WHAT'S GOING ON

The department has said:

- it is working to make Care Teams better, and to better support children and young people to participate in them.

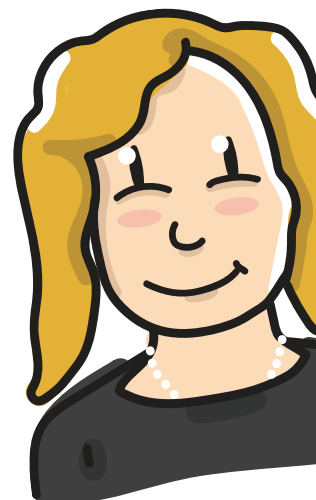
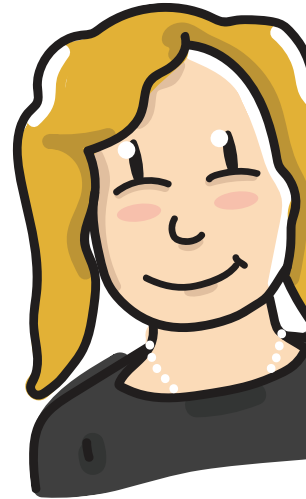
This is a really good start, but I want to see clearer and faster action so that children and young people know what is happening with their care and how decisions affect them, and so they have a say in those decisions! Having a key worker for every child in care is a really important way to help make this real.

### 6. CHANGE THE LAW

The department has said:

- the law is being reviewed to make sure everyone knows what they must do to respect the right of children and young people, under the *United Nations Convention on the Rights of the Child*, to participate.

The CCYP will continue to remind the department that it must do everything it can to protect, respect and fulfill the rights of children and young people in care. This is important to make sure you have a place at the table. Making sure the law is as good as it can be is one way of ensuring children in care can have more of a say in their care.



## WHAT WILL THE CCYP DO NOW?

The CCYP will keep:

- reminding the department to protect, respect and fulfill the rights of children and young people
- watching how the department changes things for children and young people in care.

## IF YOU NEED SUPPORT

If you feel worried or upset by anything, it is important to speak up and ask for help. You can talk to someone you know and trust, and you can talk to:

- **The Child Advocate:** Free call 1800 549 725, phone/text on 0419 970 181, or visit website at: <https://www.decyp.tas.gov.au/safe-children/guide-to-tasmanias-child-safety-services/child-advocates-for-out-of-home-care/>
- **Kids Helpline:**  
1800 55 1800
- **CREATE Foundation:**  
1800 655 105
- **Tell SOMEONE:**  
[tellsomeone.tas.gov.au](http://tellsomeone.tas.gov.au)
- If you're worried about your safety and wellbeing, or another child or young person's, contact the Advice and Referral Line (ARL): 1800 000 123.

## WANT TO KNOW MORE?

You can contact CCYP at:

**Website:**

[www.childcomm.tas.gov.au](http://www.childcomm.tas.gov.au)

**Email:**

[childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au)

**Phone:**

03 6166 1366



**In an emergency, dial 000**