Communities and Justice

EXTERNAL USE

CAU Placement Referral Feedback – NGO Info Sheet

Feedback process designed to support continued practice improvement.

'Imperfections are not inadequacies; they are reminders that we're all in this together.'

- Brene Brown (2012)

The CAU will provide ***Placement Referral Feedback*** to support continuous improvement of ITC placement requests where they are unable to be processed due to the quality of information.

FAQ's

Why is a feedback process needed?

- Inconsistent and incomplete referral information hinders timely and appropriate placement decisions.
- The CAU is committed to continued practice improvement through feedback on the process and quality of placement referrals.

In what circumstances will feedback occur?

ITC Placement referrals (planned only) received by the CAU where they are <u>unable to proceed with broadcast/placement finding</u> as they require action by the referrer first. This may include providing additional, updated or amended information or documentation for new or re-referrals.

What kind of feedback will be provided?

Feedback could be on any number of important elements of a placement referral, such as:

- Level of detail of information
- Current and relevant information
- Strengths based/trauma informed/ holistic information
- Quality of information
- Current and relevant attachments included
- Responsiveness to requests for clarifying/additional information

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Who will receive the feedback?

Feedback will be sent from the CAU to CFDU in a standardised format, outlining what is required and by when to enable CAU to broadcast or actively seek a placement.

The feedback may also be provided directly to providers from the CAU or forwarded by CFDU.

What does the feedback mean?

No placement broadcasts and **no** efforts to find placements will occur until the required information is received by the CAU.

What needs to happen after feedback is provided?

Referrers may be asked to supply additional, updated or amended information or documentation by a designated date.
It is important that this information is provided **timely** for the CAU to broadcast or actively find placements.

What will the feedback look like?

Refer to the example to see what the content and layout of the feedback will look like.

Support

For support contact your local CFDU or the CAU team that provided feedback:

CAU-TriageandEmergencyCareArrangements@dcj.nsw.gov.au

centralaccessunit@dcj.nsw.gov.au

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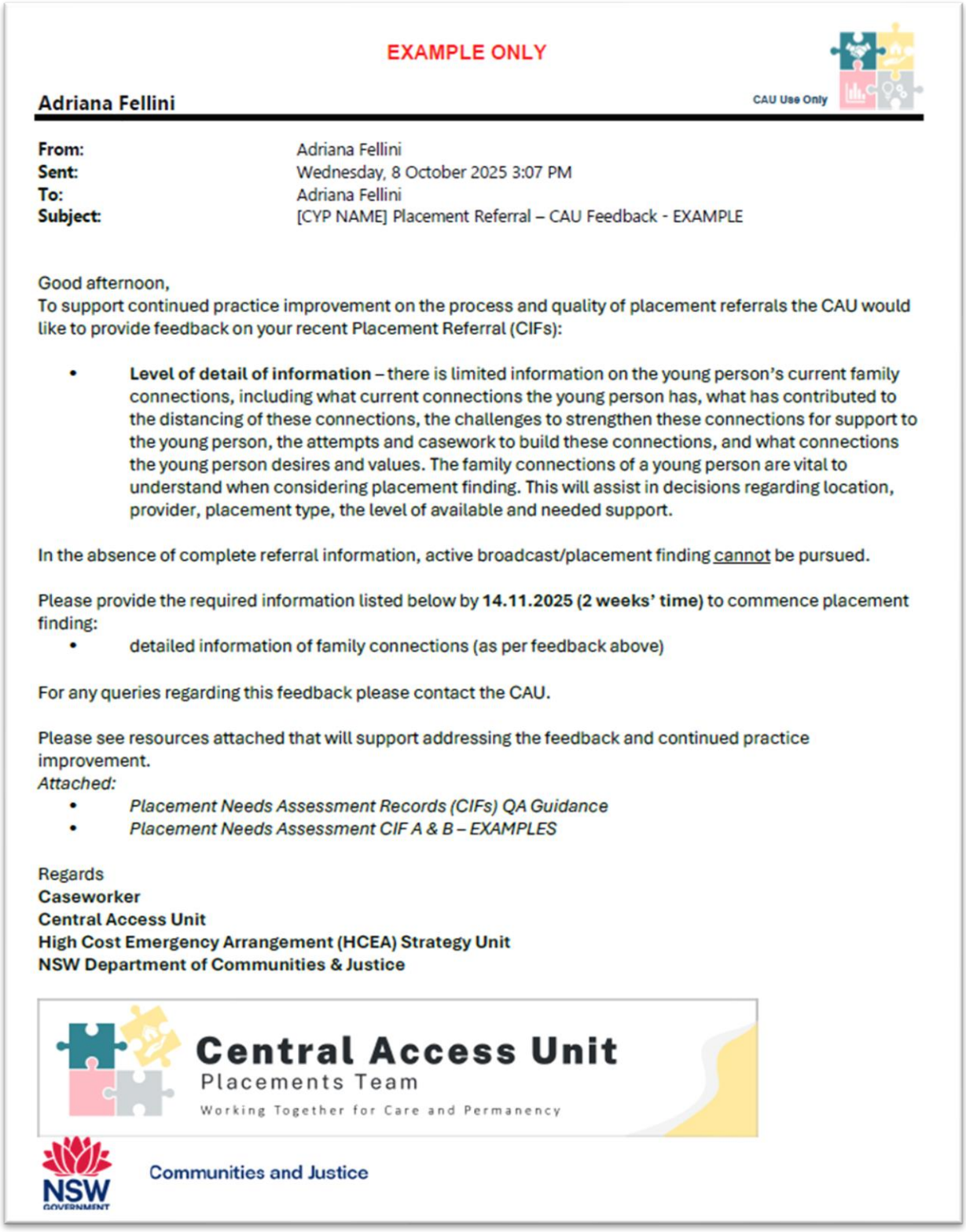

EXAMPLE ONLY

CAU Use Only

Adriana Fellini

From: Adriana Fellini
Sent: Wednesday, 8 October 2025 3:07 PM
To: Adriana Fellini
Subject: [CYP NAME] Placement Referral – CAU Feedback - EXAMPLE

Good afternoon,
To support continued practice improvement on the process and quality of placement referrals the CAU would like to provide feedback on your recent Placement Referral (CIFs):

- **Level of detail of information** – there is limited information on the young person's current family connections, including what current connections the young person has, what has contributed to the distancing of these connections, the challenges to strengthen these connections for support to the young person, the attempts and casework to build these connections, and what connections the young person desires and values. The family connections of a young person are vital to understand when considering placement finding. This will assist in decisions regarding location, provider, placement type, the level of available and needed support.

In the absence of complete referral information, active broadcast/placement finding cannot be pursued.

Please provide the required information listed below by **14.11.2025 (2 weeks' time)** to commence placement finding:

- detailed information of family connections (as per feedback above)

For any queries regarding this feedback please contact the CAU.

Please see resources attached that will support addressing the feedback and continued practice improvement.
Attached:

- *Placement Needs Assessment Records (CIFs) QA Guidance*
- *Placement Needs Assessment CIF A & B – EXAMPLES*

Regards
Caseworker
Central Access Unit
High Cost Emergency Arrangement (HCEA) Strategy Unit
NSW Department of Communities & Justice

Central Access Unit
Placements Team
Working Together for Care and Permanency

Communities and Justice