Suspected Child Abuse and Neglect (SCAN) Teams

Information for parents and guardians

What are Suspected Child Abuse and Neglect (SCAN) teams?
SCAN teams consist of experienced child protection professionals from:
• the Department of Communities’ Child Safety Services (lead agency)
• the Queensland Police Service
• Queensland Health
• the Department of Education and Training
• a Recognised Entity when the discussion concerns an Aboriginal or Torres Strait Islander child.

SCAN teams meet regularly throughout Queensland to coordinate child protection services. Professionals from other services can be invited to attend the meetings, such as the Department of Communities’ Disability and Community Care Services when the discussion is in relation to a child with a disability.

What does a SCAN team do?
SCAN teams make recommendations about a child’s need for protection. They may recommend that team members or other agencies and services provide support to your family to help protect your child from harm.

Why is my child being discussed at a SCAN team meeting?
A referral has been made to a SCAN team because your child has experienced harm or may be at risk of harm, and may benefit from a multi-agency response.

How can I have my say?
While parents and guardians cannot attend SCAN team meetings, it is important that you are able to have your say.

A representative from one of the SCAN team agencies can provide information to the team on your behalf. This representative can also advise you of recommendations made at the meeting. If you have any questions or concerns about these recommendations you should discuss them with the representative who contacted you, or with your child safety officer who can inform the SCAN team of your views or concerns.

What about my privacy?
You have a right to expect that information discussed at SCAN team meetings is confidential. However, there may be times when this information needs to be shared.

The Child Protection Act 1999 allows this to happen when it will assist your child.

The Right to Information Act 2009 provides you a right of access to personal information and documents held by government agencies, including SCAN team documents.

For further details you can contact the Department of Communities’ Right to Information Lodgement and Assessment Unit on 3224 2242 or 1800 809 078 for callers outside the Brisbane area.

What if I have a complaint?
If you have a complaint about the outcome or recommendations of a SCAN team meeting, you should talk to your child safety officer, team leader or manager at your local child safety service centre.

While every attempt will be made to resolve any complaints that arise, sometimes a resolution cannot be reached. If you are still not satisfied, you can:

• speak to a client relations officer at your Child Safety Services’ regional office
• contact Child Safety Services’ Central Complaints and Review Unit on 1800 080 464.

For more information about the SCAN team system:
• contact your local child safety service centre