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Dear Secretaries

Without prejudice and subject to Government approval

We write to you regarding the negotiations to replace the *Child Safety and Youth Justice Certified Agreement 2023* (current agreement), which nominally expires on 31 July 2026.

We would like to begin by acknowledging the hard work and dedication of all employees within the Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS) and the Department of Youth Justice and Victim Support (DYJVS). Their commitment to supporting some of the state's most vulnerable children and young people is critical to ensuring their safety, rehabilitation and reintegration into the community. The important role they play in delivering these outcomes is deeply valued and recognised by the Departments and Queensland Government.

DFSDSCS and DYJVS also wish to acknowledge the commitment demonstrated by all parties in the negotiations which have been positive and conducted in good faith. DFSDSCS and DYJVS look forward to continuing open and constructive engagement to deliver a timely and fair outcome for all parties.

The Departments seek to secure in-principle agreement so that the first 3.5 per cent wage increase can be paid as soon as possible, work can commence on delivering the commitments provided through this offer, and employees are provided certainty of terms and conditions of employment.

The Offer

The purpose of this correspondence is to outline the proposed package (the Offer) in full and final settlement of all employer and union claims. The Offer is made on a without prejudice basis and is subject to final endorsement by the Cabinet Budget Review Committee (CBRC).

This Offer reflects the Government's commitment to ensuring it is an employer of choice, while also maintaining a clear focus on respecting taxpayers' money. The Offer, provides adequate protections and fair conditions of employment and reflects employees' efforts in delivering critical services that ensure the safety, rehabilitation, and wellbeing of children and young people across Queensland.

During negotiations, the Departments and union parties discussed interests relevant to both cohorts of departmental employees.

The elements that form part of this Offer are detailed in

- Attachment 1 (combined matters relevant to both DFSDSCS and DYJVS),
- Attachment 2 (DFSDSCS specific matters) and
- Attachment 3 (DYJVS specific matters).

Each section identifies which matters are to be included as a provision within the proposed Agreement and commitments which will be implemented outside the Agreement.

Please provide advice of your union's acceptance of the Offer as soon as possible and not later than 31 August 2026 to DFSDSCS_EB@families.qld.gov.au and DYJVS-EB@youthjustice.qld.gov.au.

In-principle agreement is required from all unions by 31 August 2026, to maintain the first wage increase on 1 August 2026. In the event that the Offer is not agreed in-principle by all unions by 31 August 2026, its terms will lapse, however where this occurs, DFSDSCS and DYJVS remain open to discussing matters in good faith with all union parties.

Please note that the effect of Public Sector Wages Policy (PSWP) is that any further offers will contain the stipulation that the first wage increase date will be the first day of the month in which agreement is reached with all unions.

Should you wish to discuss this offer further, we invite you to contact Ms Kylie Walden (A/CHRO DFSDSCS) on Kylie.Walden@families.qld.gov.au or Mr Cameron Bunkum (A/CHRO DYJVS) on Cameron.Bunkum@youthjustice.qld.gov.au.

Your sincerely



Belinda Drew
Director-General
(DFSDSCS)

31 / 07 / 2026

Enc (3)

Yours sincerely



Michael Drane
Director-General
(DYJVS)

31 / 07 / 2026

Attachment 1 – Combined matters relevant to both DFSDSCS and DYJVS that form part of the Offer for the proposed Child Safety and Youth Justice Certified Agreement 2026.

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Matter	DFSDSCS and DYJVS Offer
Coverage	The <i>Child Safety and Youth Justice Certified Agreement 2026</i> (proposed Agreement) will continue to cover all existing employees, employed by the State of Queensland in the Department of Families, Seniors, Disability Services and Child Safety and the Department of Youth Justice and Victim Support and who are presently covered by the <i>Child Safety and Youth Justice Certified Agreement 2023</i> (current Agreement). For clarity there is no change proposed to the current coverage.
Duration and date of operation	The proposed Agreement will: • have a three-year term; • operate from the date of certification, including any back payment of wages; and • have a nominal expiry date of 31 July 2029. Upon certification of the proposed Agreement, the current Agreement (<i>Child Safety and Youth Justice Certified Agreement 2023</i>) will be terminated.
Wages	In accordance with Public Sector Wages Policy (PSWP), the maximum headline wage increase available for each year of the proposed Agreement is up to 3.5 per cent per annum. This comprises a guaranteed wage increase each year, and a potential additional wage increase through a CPI Uplift Adjustment (CUA) designed to respond to inflationary conditions. This policy ensures that over the life of the proposed Agreement, employees will receive no less than an 8.5 per cent increase to their agreement wages (noting CUA has been triggered in year one), and they may receive up to 10.5 per cent over the life of the proposed Agreement where further wage increases attributable to the CUA are payable. Noting that the recent publication of the CPI measure has triggered the CUA, we can advise that if this Offer is accepted, the total increase employees will receive in year one of the proposed Agreement will be 3.5 per cent paid on the higher of the Award or Agreement rate as at nominal expiry of 31 July 2026. For all employees under the proposed Agreement, this means the first wage increase will be payable on the Award rate. The minimum wage increases are as follows: • 1 August 2026 – 3.5 per cent (comprising 3 per cent guaranteed increase and 0.5 per cent CUA)

- noting the CUA has been triggered in year 1 as described above and below;
- applied to the higher of the Award or the Agreement rate being paid at the nominal expiry of the current Agreement;
- 1 August 2027 – 2.5 per cent guaranteed increase (applied to the preceding Agreement rate of pay);
- 1 August 2028 – 2.5 per cent guaranteed increase (applied to the preceding Agreement rate of pay).

In addition to the guaranteed wage increase, where the relevant through-the-year March quarter CPI outcome (All Groups Brisbane) measure (the CPI measure) exceeds the relevant guaranteed increase under the proposed Agreement, a CUA will become payable up to the maximum amount of 3.5 per cent for each agreement year.

The CUA will be:

- based on the percentage difference between the guaranteed wage increase under the proposed Agreement for the agreement year and the relevant CPI measure as published by the Australian Bureau of Statistics from 2026 onwards;
- paid or payable where that CPI:
 - o exceeds the 3 per cent increase in year one, providing a maximum additional 0.5 per cent;
 - o exceeds the 2.5 per cent increase in years two and three, providing up to a maximum additional 1 per cent;
- considered and treated as a wage increase under the proposed Agreement and applied to the rates payable from the date of the guaranteed wage increase was payable i.e., it will go into base, be cumulative and relevant for future Agreement year increases.

Any other financial elements (e.g. allowances) of the proposed Agreement that grow in line with the wage increase, will grow in accordance with the increases (including CUA if triggered) outlined above. This includes the:

- Student supervision allowance; and
- Accredited Qualification Framework (AQF) remuneration.

This offer proposes to retain the provision within the current Agreement (clause 2.13(7)) that provides for award rates to be paid if they exceed agreement rates during the life of the agreement.

The wage increases dates as set out above will be maintained where in-principle agreement is reached by all parties by 31 August 2026. If in-principle agreement is not reached between all of the parties by 31 August 2026, PSWP stipulates that the first wage increase date will be the first day of the month in which the parties reach in-principle agreement and subsequent wage increases yearly thereafter.

	Notwithstanding the above, a person must be employed under the proposed Agreement on or after certification to be entitled to any wage increases. All reasonable efforts will be made to ensure certification occurs in a timely manner, subject to Government approval processes and legislative requirements. Further, the first wage increase of the 3.5 per cent will be paid to relevant employees as quickly as possible after certification of the proposed Agreement.
Workload management	Update Part 19 of the Agreement (Workload Management) to include a clause outlining: DYJVS: • Within 3 months, following the Agreement being certified, DYJVS agrees to commence work to develop a workload management framework. This will reference the Queensland Government's workload management guide. • Commencement of the DYJVS workload management framework will be supported by a working group. A terms of reference and project schedule to be drafted in consultation with the departmental and union parties on commencement of the project. DFSDSCS: • Within 3 months, following the Agreement being certified, DFSDSCS agrees to commence work to establish a working group to develop a workload management framework that is tailored and aligns with the Queensland Government workload management tool. • This framework will replace the current Child Safety Workload Management Policy and Manual, including the existing workload management tool. • The development of the workload management framework will be concluded prior to the expiry of the proposed Agreement. • The workload management framework working group is outlined in an Appendix to the proposed Agreement. Include in the Agreement an appendix regarding the DFSDSCS Workload Management Framework working group which states: APPENDIX 7 – DFSDSCS Workload Management framework working group The purpose of this appendix is to outline the scope and conduct of the workload management framework working group. <u>Scope</u> • The scope of the development of the workload management framework is to apply to roles in: – Service Delivery (Child and Family); and

- Commissioning staff working in regions.

- For clarity, for DFSDSCS roles not covered by the workload management framework, the arrangements in the current Agreement at clause 19.4, with respect to the Queensland Government workload management tool will continue to apply.

A framework will be developed to replace the current Child Safety Workload Management Policy and Manual.

Conduct of the process

- New terms of reference and a new joint departmental/union working group will be established, this will replace the existing Child Safety workload management working party.
- The working group will comprise equal number of representatives nominated by the department (DFSDSCS) and nominated union. The representatives will be selected by their respective organisations and advised to each other.
- The department agrees to scope and review operational settings, existing roles and efficient use of available staffing to assist the working group to establish a contemporary framework that balances reasonable workloads with service delivery requirements.
- The working group will be stood up within 3 months of certification of the proposed Agreement.
- Following the establishment of the working group, meetings will be held monthly at agreed locations. Meetings may be held in person or via videoconference or similar arrangements. DFSDSCS is responsible for ensuring meeting arrangements are made.
- The working group will provide recommendation/s with respect to the framework design for departmental consideration and approval.
- The working group will provide quarterly updates to the Agency Consultative Committee (ACC) with governance provided by the ACC.
- The Workload Management framework will align with the Queensland Government workload management tool.
- Administrative support and para-professional roles in Child Safety will be accurately reflected in the workload management framework.
- The scope and conduct may be amended by agreement between the parties.

Outside of the Agreement:

- The principles for the workload management framework are outlined below.
- The principles may be amended by agreement between the parties.
- DFSDSCS commits to the following principles for the framework:

	- Tailored for Child and Family Service Delivery and Regional Commissioning staff. - Workload management is a normal business process and is the responsibility of both Managers and staff. - Equitable workloads, workload allocation and prioritisation of tasks are linked to legislative obligations and strategic objectives of the department. - Recognition that staff should not be required to regularly undertake work that significantly and regularly exceeds ordinary hours, unless exceptional circumstances exist. - Allocation of workload considers staff wellbeing and safety. - Workload management decisions are informed by analysis of data and performance monitoring. - Flexibility and discretion are maintained in applying workload management principles to ensure local business needs are met. - Review of workloads and escalation pathways are available to achieve reasonable workloads. - The Department will continue to utilise the existing mechanisms in the agreement under Part 19 (Workload Management).
Meal breaks	Outside of the agreement: DFSDSCS and DYJVS will promote awareness of the existing provisions under section 16.1(a) and(b) of the <i>Queensland Public Service Officers and Other Employees Award – State 2015 (QPSOOE Award)</i>, to ensure employees and managers are aware of their entitlements and responsibilities regarding meal breaks. • Clear communication through but not limited to; emails, intranet and other messaging platforms, will be provided to both employees and management on the process for clause 16.1(b) where it is mutually agreed, that in order to maintain the continuity of work, the hours of duty may be inclusive of mealtimes. • The departments will strengthen the Hours of Work Policy content in relation to guidance on managing meal breaks in accordance with clause 16.1(b) of the QPSOOE Award. - A clear process for the application of clause 16.1(b) of the QPSOOE Award. - Provide guidance to supervisors and employees on the management of meal breaks, particularly in situations where continuity of work is necessary to meet operational requirements and service delivery needs. This will include strategies to ensure employees are provided access to meal breaks in accordance with clause 16.1 (a) of the QPSOOE Award and minimise instances where this cannot occur. - An escalation process to address and promptly resolve recurring instances of employees being unable to take a meal break.

Accrued time and Overtime	Outside of the agreement: DFSDSCS: From the date of certification DFSDSCS will work to develop an accrued time projection tool to allow for better planning. DFSDSCS will seek to utilise existing capability within the Department to develop this tool. DFSDSCS and DYJVS • Provision of increased education to managers, supervisors and employees of accrued time entitlements and responsibilities. • Review accrued time hours forfeiture reports to identify work units with high balances and ensure focused strategies are implemented. • Review of the hours of work policy to provide clear guidance for supervisors on developing a plan for accrued hours in accordance with clause 2.9.2 of the current Agreement. • Within 6 months of certification of the proposed Agreement, the departments will publish guidance for employees and decision makers in relation to the process and considerations relevant to any discretionary provisions under clause 18.1(b) of the Queensland Public Service Officers and Other Employees Award - State 2015 to pay overtime instead of TOIL (including overtime as a result of on call) to employees above AO5 and PO3 who are authorised to work overtime. The departments will promote awareness of the guidance once published to ensure the process and considerations are more visible.
Physical resourcing	Outside of the Agreement: DFSDSCS • DFSDSCS recently established a Building Working Group (BWG) pursuant to Part 12 of the current agreement, that operates as a sub-committee under the Agency Consultative Committee for DFSDSCS. • The BWG will operate in accordance with Terms of Reference agreed between the Department and unions to facilitate meaningful consultation between the parties in relation to property, facilities and accommodation related matters in the department. DYJVS Will develop intranet resources to promote awareness of existing mechanisms for employees to raise concerns about physical resources, infrastructure and workplace adjustments.
Psychological safety training	Outside of the Agreement: DFSDSCS and DYJVS will explore further education, capability uplift initiatives and resource supports that align with operational requirements, contemporary work health and safety obligations and fiscally responsible implementation pathways. Examples include the

	iLearn modules addressing psychosocial hazards which have been developed and implemented. DYJVS DYJVS is currently developing a three-year wellbeing strategy which includes: • Strengthening leader capability to support psychological safety and wellbeing • Embedding psychological safety principles into tools, resources and workforce development initiatives. DYJVS will consult with unions in the rollout of the strategy ensure alignment with the workforce.
Reporting of incidents involving cultural safety	Included in the agreement: DYJVS, through engagement with Aboriginal and Torres Strait Islander staff and in consultation with unions and the DYJVS First Nations Council, will commence development a Cultural Safety Policy within 12 months of certification of the proposed Agreement. Outside of the agreement: DFSDSCS and DYJVS will ensure that incidences involving cultural safety will be centrally reported into People and Culture and Human Resources respectively. DFSDSCS will commit that this reporting requirement will be incorporated into the standard review of the existing policy.
No further claims	The parties agree to the retention of a no further claims clause.
Other matters	Clauses that seek to continue or preserve commitments under the current Agreement that were agreed for the life of the current Agreement only, will not be included in the proposed Agreement. This includes but is not limited to the Cost-of-Living Adjustments provisions. The final draft proposed Agreement will be subject to a comprehensive review of content to ensure ongoing relevance, understanding and application of provisions. However, will not be expanded beyond what is agreed to between the parties. If a matter is not expressly dealt with in this Offer, the terms of the current Agreement are taken to continue in the proposed Agreement, subject to the necessary updates for minor technical or administrative matters.

Attachment 2 – DFSDSCS Matters that form part of the Offer for the proposed Child Safety and Youth Justice Certified Agreement 2026.

Without prejudice and subject to Government approval

Matter	DFSDSCS Offer
Administrative and casework support for professional officers	Outside the Agreement: • As part of this offer, and as noted in Appendix (7) to the proposed agreement, DFSDSCS commits to undertake a review of the administrative support and para-professional roles in Child Safety to ensure they are focused on supporting work that contributes to case outcomes. • In scope for this review are all administrative and para-professional roles in Service Delivery (Child and Family) including but not limited to Case Support Worker and Paralegal Officers. • The Department will lead this review, which will consider the contribution of supporting roles, with reference to any existing analysis of the statutory responsibilities of the Child Safety Officer role. • The progress and results of the review will be tabled into the Workload management framework working group. With the ACC being updated of the progress of the working group. • The review will be completed within 18 months of certification of the proposed Agreement to ensure that the results inform the workload management framework.
Frontline relief model	Included in the Agreement: • As part of this offer, the Department commits to exploring a practical and effective model of relief for planned frontline staff leave, within the available resources. This will commence within 6 months of certification of the proposed Agreement with a view to developing options for a model within available resources to be approved and implemented as soon as possible.

Attachment 3 – DYJVS Matters that form part of the Offer for the proposed Child Safety and Youth Justice Certified Agreement 2026

Without prejudice and subject to Government approval

Matter	DYJVS Offer
Leave and employee wellbeing	Outside of the Agreement: Within 6 months of certification of the proposed Agreement, DYJVS will: • Review and update the Hours of Work policy and supporting intranet content on leave entitlements to ensure information is up to date, current and accessible. • Develop and deliver a yearly information program regarding existing wellbeing supports, including the Employee Assistance Program, counselling services, debriefing supports, and relevant leave provisions. • Continuing to build manager capability to support employee wellbeing through access to mental health first aid training.
Employee Career Enhancement Opportunities	Outside of the agreement: Within 6 months of certification of the proposed Agreement, DYJVS will develop an education campaign to highlight existing entitlements and opportunities relating to career development including: • Study and Research Assistance Scheme (SARAS): Highlighting support available for employees to pursue further education and training to enhance their qualifications and career prospects • Use of EOI's in promoting opportunities for employees to act in higher level roles where available to gain valuable experience. • Supervision and Career Development Conversations: Encouraging regular discussions between employees and managers to identify career aspirations, plan for succession, and explore development opportunities. • Internal Opportunities: Providing information on accessing internal vacancies and career pathways within the Department.
Regional and Remote Locations Incentive Scheme Review	Included in the agreement: DYJVS will review the Regional and remote incentive scheme policy in consultation with union/s as applicable. This review will commence within 12 months of certification of the proposed Agreement.
Incident Reporting in Youth Detention Centre's (YDC's)	Outside of the Agreement: DYJVS will continue to take steps to proactively improve reporting, and this includes the Integrum Incident Reporting Program to provide a streamlined system for reporting unsafe incidents. The rollout of Integrum will include an education campaign to:

	• Promote the importance of incident reporting. • Ensure accurate data is captured to identify patterns and address systemic issues. Regular reviews of the Integrum system will be conducted, with feedback sought from staff and unions to ensure it remains fit-for-purpose.
Training for Client Services Staff in YDCs	Outside of the Agreement: Within 6 months of certification of the proposed Agreement, DYJVS will provide Client Services staff in Youth Detention Centres (YDCs) access to the existing training blocks for Detention Youth Worker (DYW) recruits, in relation to: • Working with victims and perpetrators of Domestic and Family Violence (DFV). • Safety and security training. Training will not be required prior to commencing in the role, as onboarding schedules may not align with training block availability. Further, attendance at these training blocks will be strongly encouraged and supported through performance development agreements. Staff will be enrolled in the next available training block after commencing their role.