

## F. Regional performance

Figure F shows the time taken (median and average) by the Department of Child Safety, Youth and Women’s five regions to screen reports of harm and to commence and complete investigations between 2013–14 and 2018–19.

**Figure F**  
**Regional performance**

| Region                | Median time taken to screen reports |                |                 | Median time taken to sight a child |                |                 | Median time taken to complete an investigation |
|-----------------------|-------------------------------------|----------------|-----------------|------------------------------------|----------------|-----------------|------------------------------------------------|
|                       | 24-hour priority                    | 5-day priority | 10-day priority | 24-hour priority                   | 5-day priority | 10-day priority |                                                |
| Central Queensland    | 2.7 hours                           | 1.3 days       | 3 days          | 3 hours                            | 15 days        | 25 days         | 67 days                                        |
| Moreton               | 2.5 hours                           | 1 day          | 2.1 days        | 1.7 hours                          | 13 days        | 22 days         | 67 days                                        |
| Northern Queensland   | 2.4 hours                           | 1.1 days       | 2 days          | 1.5 hours                          | 9 days         | 14 days         | 53 days                                        |
| South East Queensland | 2.4 hours                           | 1.1 days       | 2.1 days        | 3.5 hours                          | 31 days        | 41 days         | 77 days                                        |
| South West Queensland | 3.2 hours                           | 1.8 days       | 3.9 days        | 3.5 hours                          | 16 days        | 21 days         | 69 days                                        |

| Region                | Average time taken to screen reports |                |                 | Average time taken to sight a child |                |                 | Average time taken to complete an investigation |
|-----------------------|--------------------------------------|----------------|-----------------|-------------------------------------|----------------|-----------------|-------------------------------------------------|
|                       | 24-hour priority                     | 5-day priority | 10-day priority | 24-hour priority                    | 5-day priority | 10-day priority |                                                 |
| Central Queensland    | 41.1 hours                           | 4.9 days       | 7.8 days        | 26.8 hours                          | 30 days        | 37 days         | 90 days                                         |
| Moreton               | 31.6 hours                           | 4.4 days       | 6.6 days        | 9 hours                             | 26 days        | 36 days         | 90 days                                         |
| Northern Queensland   | 24.1 hours                           | 3.1 days       | 4.2 days        | 18.3 hours                          | 20 days        | 26 days         | 75 days                                         |
| South East Queensland | 28.6 hours                           | 3.9 days       | 6.1 days        | 9.7 hours                           | 43 days        | 51 days         | 97 days                                         |
| South West Queensland | 48.7 hours                           | 6.7 days       | 9.6 days        | 51 hours                            | 31 days        | 36 days         | 91 days                                         |

Source: Queensland Audit Office using ICMS data provided by the Department of Child Safety.