




DISCUSS  
NEGOTIATE  
RESOLVE

# Challenges and Privilege in making a difference!

National Mediation Conference  
2019



**Queensland**  
Government



# Challenges and Privilege Preparing Parents for Participation in Court ordered Child Protection Conferences in Queensland

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# Our Expectation

By the end of this short presentation we will have provided you with some knowledge and insight into CPCU staffs experiences of complexities, challenges and satisfaction pertaining to preparing parents for a Child Protection conference.



# Overview CPCU

The Child Protection Conferencing Unit (CPCU) of the Dispute Resolution Branch (Qld) provides an independent and confidential conferencing service for people involved in court ordered child protection conferences (COC).



# Challenges

experienced by CPCU staff,  
when reaching out to  
parents named as  
respondents to a Child  
Protection Application



## **Mandate to provide Intake**

CPCU Intake officers are people-focused and skilled communicators



# Aims and Intake Intentions

Conference preparation entailing



# What gets in the way?

**Resistance**





# Can we break through?

Levelling of

‘Cerebral Rationalism vs Limbic Emotional State’

With

Skills and Mindset to build Rapport.



## **How do we do it?**

Firstly inform participants of purpose of COC



# Reality test parents perception of issues



# The Privilege

# Statistics

Averaging 880 Conference Sessions p.a.

Satisfaction post COC professionals 94%

Satisfaction post COC parents 90%

Average number of participants 7

COC Agreement Rate 64%



**Thank you**