

# Client Files, Queensland Government-run Institutions

c. 1865 – 2001

**To access these records:**

Please contact the Right to Information Unit, Department of Children, Youth Justice and Multicultural Affairs

Postal address: RTI, Privacy, Records Management and Redress  
Department of Children, Youth Justice and Multicultural Affairs  
Locked Bag 3405  
Brisbane Qld 4001

Phone: 1800 809 078 (freecall)

Email: [rti@cyjma.qld.gov.au](mailto:rti@cyjma.qld.gov.au)

**Records Location**

Website: <https://www.cyjma.qld.gov.au/about-us/our-department/right-information>  
These records are held by [Department of Children, Youth Justice and Multicultural Affairs, State Government of Queensland \(2020 - current\)](#)

## Details

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Client Files, Queensland Government-run Institutions relate to children and young people up to the time they were discharged from State care. These children and young people were placed in a variety of situations – some were cared for at home, others in institutions, in foster care or other alternative care arrangements.

## Access Conditions

Former residents wishing to access records about their time in care can contact the Time in Care Information Access Service, in the Department of Child Safety, Youth and Women.

Although the files are confidential and access is therefore restricted, the Department supports the rights of former residents to obtain information about themselves.

The Department is aware that former residents often want the records of their family member and/or other people. This information is often sensitive and personal in nature. To safeguard the rights of privacy, clients are unable to obtain information about other people, including other family members, without the authority of the person/people concerned.

This protects the right to privacy of all individuals, as personal information on other people will be given out only with their permission.

## Records

According to *Missing Pieces* (2001), a significant number of the departmental client files were destroyed in the 1974 Australia Day weekend floods (p.4).

The information on the existing files varies, and generally includes reasons why the children and young people came into care (e.g. information about their and their family's circumstances) and placement details. Very few medical details are included in these files.

Until the early 1990s, information about all members of the same family was placed on the same 'family' file. This often means that documents contain personal information about more than one child, or about their parents or other family members.

After the early 1990s, individual files have been kept on each child in care. Where more than one child in a family is placed in care, there is a separate file on each child. However, if a document refers to more than one child, a copy of the document will be placed on each child's file.

To provide an overview of each child's orders and placements, index cards were made for each individual admitted to care from the early 1900s to January 1989, when computerized indexes were introduced. The index cards include a 'family' card as well as a separate card for each individual child of that family who was admitted to care.

The 'family' card includes the names and dates of birth of each child admitted to care and the dates they were admitted and discharged from care. The cards usually also include the parents' names, occupations and religion.

The individual card for each child lists the child's name and date of birth, and date of each 'movement' to an institution or other placement. The cards do not include detailed information about the placements.

A definitive date range for these records cannot be confirmed and is only an estimate.

## Location

Client files are managed by the Department of Child Safety, Youth and Women in Brisbane. Some earlier files – mostly predating the 1940s – are stored at Queensland State Archives. These client records are closed to the public. However, any files at the Archives that relate to individuals who were in care are retrieved from the Archives and provided to them when they apply for their information.

## More info

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### Organisations in these records

#### Related Organisations

- [Diamantina Orphanage \(1865 - 1910\)](#)
- [Rockhampton Orphanage \(1870 - 1894\)](#)
- [Townsville Orphanage \(1878 - 1934\)](#)
- [Rockhampton Receiving Depot \(1894 - 1964\)](#)
- [Diamantina Receiving Depot and Infants' Home \(1910 - 1962\)](#)
- [Townsville Receiving Depot \(1934 - 1964\)](#)
- [Wilson Youth Hospital \(1961 - 1983\)](#)
- [OPAL House \(1962 - 1985?\)](#)
- [Diamantina Receiving Home \(1962 - 1964\)](#)
- [Karrala House \(1963 - 1971\)](#)
- [Birrilee Children's Home \(1964 - 1967\)](#)
- [Warilda Children's Home and Warilda Infants' Home \(1964 - 1967\)](#)
- [Carramar Children's Home \(1964 - 1967\)](#)
- [Birrilee Receiving and Assessment Centre \(1967 - 1981\)](#)

- [Carramar Receiving and Assessment Centre \(1967 - 1995\)](#)
- [Warilda Receiving and Assessment Centre \(1967 - 1989\)](#)
- [OPAL Joyce Wilding Home \(1970 - current\)](#)
- [Kelvin Grove Transition Hostel \(1973 - c. 1977\)](#)
- [Taringa Transition Hostel \(1973 - c. 1985\)](#)
- [The Outlook \(1976 - 1979\)](#)
- [Birrilee Hostel \(1981 - 1982\)](#)
- [Sir Leslie Wilson Youth Centre \(1983 - 1993\)](#)
- [Stanton Lodge \(10 May 1984 - 30 June 1985\)](#)
- [Sir Leslie Wilson Youth Detention Centre \(1993 - 2001\)](#)
- [Therapeutic Adolescent Residential Assessment Unit \(1995 - 2001\)](#)
- [Department of Justice and Attorney General \(2012 - current\)](#)

The Department of Justice and Attorney General controls access to Queensland Juvenile Detention Centre records. The Department of Communities, Child Safety and Disability Services holds the records.

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You can view this page online by visiting <https://findconnect.efront.digital/entity/client-files-8/>