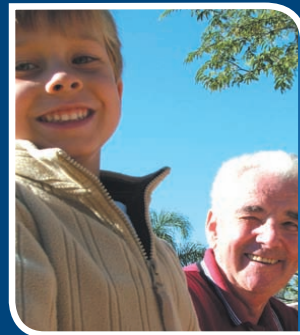




Department for Child Protection



Annual Report 2007/08

Minister for Child Protection

On behalf of the Department for Child Protection and in accordance with section 61 of the *Financial Management Act 2006*, I have pleasure in submitting for your information and presentation to Parliament the Annual Report of the Department for Child Protection for the financial year ended 30 June 2008.

A handwritten signature in black ink, appearing to read 'Terry Murphy', is positioned above the printed name and title.

Terry Murphy
Accountable Officer

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This report can be made available in alternative formats upon request.

Director General's Message

This is the first year and the first annual report of the new Department for Child Protection. The establishment of the department follows the review of the former Department for Community Development by Prudence Ford that was released by the State Government in March 2007.

The refocussing of the department has given primacy to its child protection roles – supporting young people and children in the care of the Chief Executive Officer and protecting young people and children from abuse – and also interprets child protection in its broadest sense to encompass the other key service provided by the department – supporting individuals and families at risk or in crisis.

The department's retention of responsibility for broader welfare services is critical as the provision of family support is a key means of providing effective child protection. This comprehensive range of tertiary and secondary social services also marks the continuity of the department from its inception in 1882 as the Poor Relief Department. The Ford Report clearly outlined this conceptual basis for the department's work and anticipated a substantial increase in its capacity and a thorough reform of its operations. This work is well underway.

The department's capacity was boosted by some 300 FTE in its first year of operation with an additional 230 FTE in the coming year. Together with the application of appropriate caseloads and a commitment to resourcing being determined by demand for services, the department is positioned to effectively meet its responsibilities.

The analysis and recommendations of the Ford Report were informed substantially by the experience of the department's frontline staff as well as its key partners. These recommendations have formed the basis of the department's extensive agenda for reform. They have been augmented by key developments such as the adoption of a consistent evidence-based child protection practice framework and a major emphasis on ongoing learning.

A number of key reforms have been delivered and work is well under way on the full agenda under a rigorous project management approach. It is expected that 2008-09 will see the delivery of most of the reform agenda. The transformation of the department sought by staff and outlined in the Ford Report recommendations and mandated by the Government is thus progressing. It is nevertheless a work in progress and the delivery of major reform projects in the coming year will form the basis for continuing growth and improvement in the department's capacity and service delivery in the years that follow.

The Department for Child Protection, like its predecessors, provides some of the most critical community services in Western Australia. Child protection work is invariably contentious and emotionally confronting. The responsibility for children who cannot be looked after by their families is one of the most fundamental responsibilities of the state. Assisting both individuals and families, who are vulnerable or through periods of crisis, is the mark of a strong and compassionate society. Carrying out this essential work in a way that is open and collaborative and supports individual children and families to do the best they can is the challenge for the Department for Child Protection.

The community of Western Australia can be confident in the department's commitment to performing these difficult and complex responsibilities.



Terry Murphy
Director General

Ministerial Responsibilities

As at 30 June 2008, Sue Ellery MLC is the Minister for Child Protection and was appointed on 2 March 2007.

The following advisory bodies provided independent advice to the Minister during 2007-08:

- Adoption Applications Committee
- Advisory Council on the Prevention of Deaths of Children and Young People (ceased April 2008)
- Care for Children and Young People Advisory Committee (ceased June 2008)
- Case Review Panel
- Child Death Review Committee
- Child Safety Directors' Group (established July 2007)
- Community Advisory Group on the Implementation of the Ford Review of the Department for Community Development (ceased)
- Ministerial Advisory Council on Child Protection (ceased June 2008)
- Supported Accommodation Assistance Program State Advisory Committee.

In March 2008, the Minister announced a revised advisory body structure within the child protection portfolio. Under these arrangements, the advisory bodies will focus on the department's key clients and partnerships.

The CREATE Advisory Group will be established on 1 July 2008. This group was recommended by the Ford Report to ensure the views of children and young people are heard by the department when setting policy and making decisions about the services it provides to those in its care.

The Community Sector Child Protection Advisory Group will also be established in 2008, comprising a group of leaders in the community services sector. The group will be formed to strengthen the department's working relationships with the non-government sector and examine ways in which to expand the sector's role in child protection.

In response to recommendations in the Ford Report, the Child Safety Directors' Group was formed in July 2007 along with the Aboriginal Reference Group which was formed in 2008. The Child Safety Directors' Group reports directly to the Minister, while the Aboriginal Reference Group reports to the Director General on child protection and family support issues.

Following the expiry of the current term of the Ministerial Advisory Council on Child Protection on 30 June 2008, a new council will be established in 2008-09. The council will report directly to the Minister on child protection matters. The membership will comprise a chairperson, four expert representatives, and an additional two members from the other advisory bodies within the child protection portfolio. It is anticipated that the new arrangements will achieve greater collaboration and cooperation between the various groups and the department to strengthen the child protection system in Western Australia.

Statutory Authority

As at 30 June 2008, the Minister for Child Protection was responsible for administering the following acts and regulations:

- *Adoption Act 1994*
- *Adoption Regulations 1995*
- *Children and Community Services Act 2004*
- *Children and Community Services Regulations 2006*
- *Working with Children (Criminal Record Checking) Act 2004*
- *Working with Children (Criminal Record Checking) Regulations 2005.*

Performance Management Framework

Better Planning: Better Futures – A Framework for the Strategic Management of the Western Australian Public Sector is a concise statement of the State Government's intentions to improve the quality of life for all Western Australians. The framework is built around five strategic goals that contribute to achieving the Government's vision to provide the best opportunities for current and future generations. The following table illustrates the relationship between the Department for Child Protection's agency-level desired outcomes and the most appropriate Government goal.

Government Goal	Desired Outcomes	Services
Enhancing the quality of life and wellbeing of all people throughout Western Australia by providing high quality accessible services.	Children and young people in the CEO's care receive quality care.	1. Supporting children and young people in the CEO's care
	Children and young people requiring protection are safe from abuse.	2. Protecting children and young people from abuse
	At-risk families and individuals are able to resolve crisis and promote the safety and wellbeing of themselves and their family members.	3. Supporting individuals/families at-risk or in crisis

The Report on Services and Performance Indicators contained later in this report are structured around the above three outcomes and services.

Administrative Structure

Mission	To provide for the protection of and care for children and young people and to support at-risk individuals and families in resolving crisis.
Values	We value: <ul style="list-style-type: none">• all people• teamwork• integrity• collaboration and partnerships• achievement• a workplace that supports staff

The Department for Child Protection, through its administration of the *Children and Community Services Act 2004*, provides for the protection and care of children in circumstances where their parents have not provided, or are unlikely or unable to provide that protection and care.

The department's offices throughout the state provide services that protect children from harm, and care for children who are unable to live at home. The department also provides family and individual support services and assists people who are in crisis. It has specific services for the adoption of children and criminal record checking for persons working with children. The department funds a range of non-government services and these are listed in Appendix 1.

Office of the Director General

The Director General is responsible for the management and performance of the department and the overall achievement of its approved strategies and outcomes. The Office of the Director General oversees critical strategic and operational functions including internal audit and state-wide emergency responses.

Aboriginal Engagement and Coordination

Aboriginal Engagement and Coordination provides strategic leadership and practical consultancy advice on issues affecting services for Aboriginal and Torres Strait Islander people. The directorate partners with other key departmental directorates, Aboriginal stakeholders, other Government agencies and the community to ensure child protection services integrate Aboriginal needs.

Strategic Services

Strategic Services drives the management of the child protection and reform agenda, provides executive services such as planning and ministerial liaison, and corporate communications.

Country Services

Country Services ensures the effective and efficient delivery of child protection and family support services to country areas of Western Australia by providing case support, advice and best practice in nine country districts – East Kimberley, Goldfields, Great Southern, Murchison, Peel, Pilbara, South West, West Kimberley and the Wheatbelt. It also includes Legal Services and Responsible Parenting.

Metropolitan Services

Metropolitan Services ensures the effective and efficient delivery of child protection and family support services in the Perth metropolitan area by providing case support, advice and best practice, with district support and coordination functions. It includes the eight metropolitan districts of Armadale, Cannington, Fremantle, Joondalup, Midland, Mirrabooka, Perth and Rockingham; as well as the Specialist Child Interview Unit, Crisis Care, Emergency Services and Assist (development of the department's new client information system).

Accommodation and Care Services

Accommodation and Care Services ensures that children and young people in the CEO's care receive quality care by providing support, placement and therapeutic services. It consists of Residential Care and Support Services, Assessment and Treatment Services, Fostering Services, Adoption Services and Psychology Services.

Service Standards and Contracting

The Service Standards and Contracting directorate is responsible for contracting non-government services and monitoring service quality across both sectors. The directorate is also responsible for coordinating the management of complaints and for duty of care and civil litigation matters.

Policy and Learning

The Policy and Learning directorate ensures the development of strategic and operational policy, frameworks, legislation and key performance indicators for the protection and care of vulnerable children and individuals and families at-risk or in crisis. It includes staff development and the Community Skills Training Centre. Other services provided by the directorate include demand planning, research and evaluation, external reporting and advisory committee support. It also includes Mandatory Reporting and Legal Services (Legislation).

Corporate and Business Services

The Corporate and Business Services directorate supports the department's corporate governance by providing advice and services in the areas of finance, purchasing, assets, human resources, information technology, and working with children criminal records screening.

Figure 1 overleaf shows the department's structure as at 30 June 2008.

Figure 1: Organisational structure as at 30 June 2008

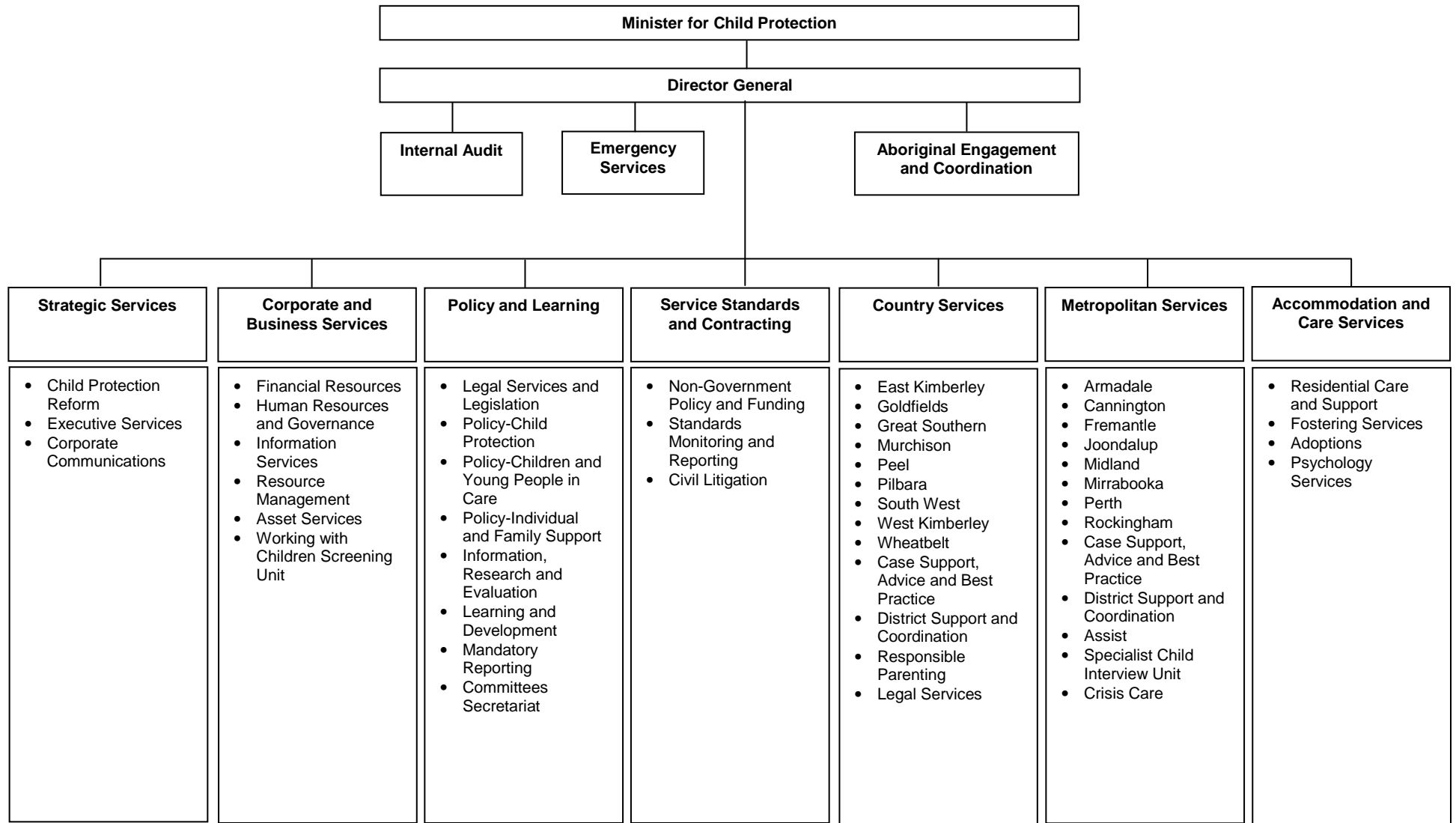
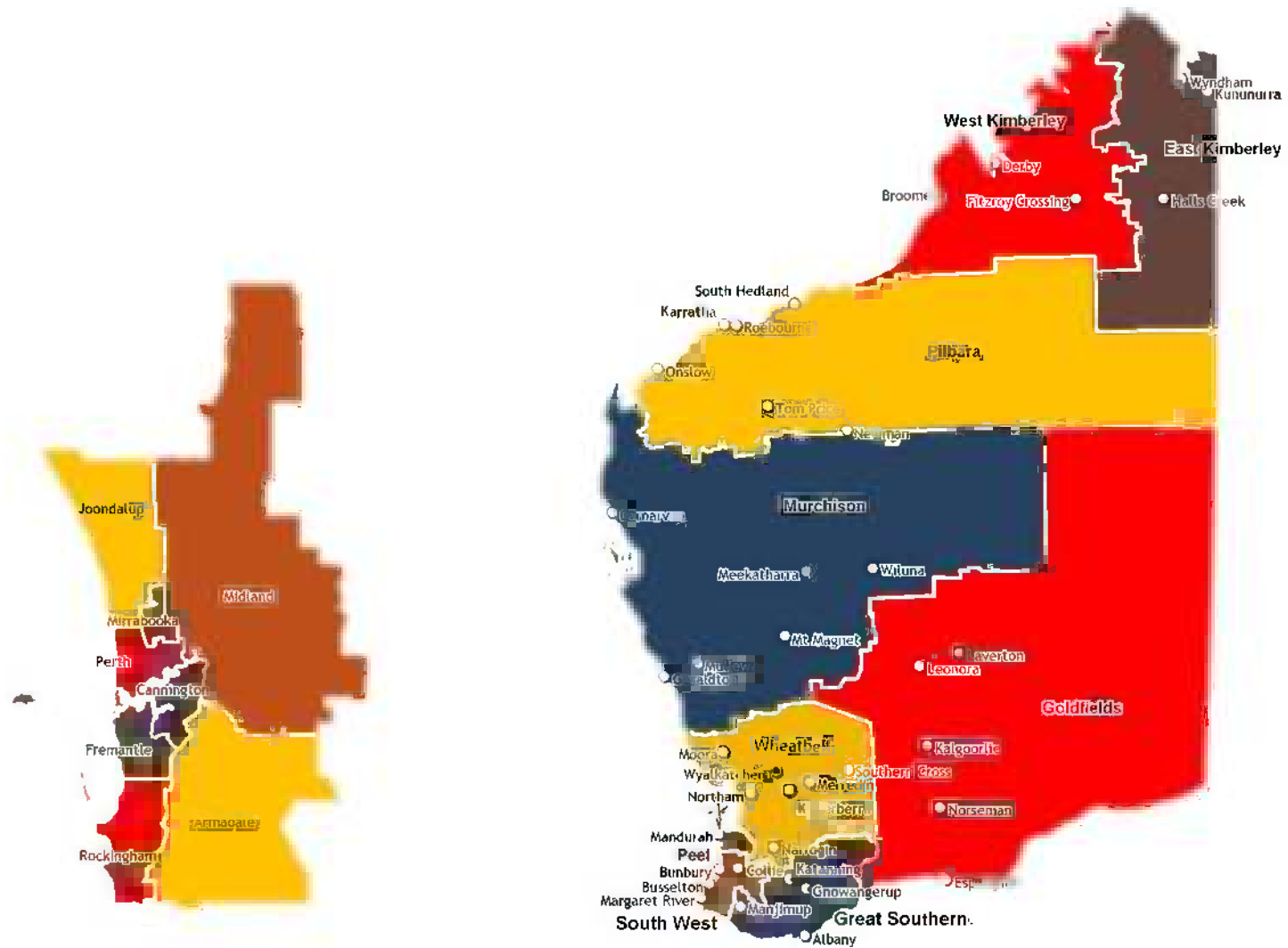


Figure 2: Metropolitan and country districts and office locations



Agency Priorities

The department has identified four strategic priorities for the period 2008 to 2010.

Build core service delivery capacity

This priority focuses on increasing the number of placements for children requiring out-of-home care, increasing the number of field, residential and Aboriginal staff, expanding Responsible Parenting Services, implementing the department's new client information and case management system (Assist) and supporting development of the non-government sector.

Deliver critical child protection performance

This priority encompasses care plans for children in out-of-home care, ensuring effective timely investigations of concerns for children's wellbeing, and implementing mandatory reporting of child sexual abuse by doctors, nurses, teachers and police.

Drive comprehensive reform and development of service delivery and corporate supports

Field service delivery will be reformed, including the implementation of the Signs of Safety child protection practice framework. Accommodation and Care Services will be expanded and improved. Engagement and partnership with Aboriginal people, the community sector and whole-of-government will be enhanced. Corporate support systems for service delivery will be improved.

Build the learning and performance culture across the department

The department will encourage and promote continuous learning and shared leadership to underpin its commitment to performance.

Child Protection Reform

In delivering Western Australia's 2006-07 budget, the Treasurer announced that the Department for Community Development would be included in a program of functional reviews, which would be undertaken in accordance with section 10 of the *Public Sector Management Act 1994*.

Following a series of articles released by *The West Australian* in August 2006 into the death of an 11-month old child in 2003, as well as the release of the *Ombudsman's Report on the Treatment of Children in Residential Care* and the *Report by the Select Committee on the Adequacy of Foster Care Assessment Procedures*, the then Minister for Community Development announced that the review of the Department for Community Development would begin immediately in order to entrench child protection firmly as its chief priority.

Ms Prudence Ford was appointed as the independent reviewer and published her report titled *Review of the Department for Community Development* in January 2007. Her report made 70 recommendations, one of which was the creation of the Department for Child Protection and the Department for Communities.

During 2007-08 substantial progress was made towards implementing recommendations from the report. A number of recommendations were completed and those not yet completed became the basis of 36 reform projects.

- | | |
|---|---|
| <p>(1) Field Service Delivery
 Child Protection Practice Framework
 Consistent Intake
 District Senior Practice Development Officers
 Income Management for Child Neglect
 Interagency Early Intervention: At-risk Newborn Babies
 Permanency Planning
 Pre-Litigation Family Group Conferencing
 Streamlining Service Delivery Policy and the Field Worker Guidelines
 Videoconferencing
 WA Mandatory Reporting</p> <p>(2) Out-of-Home and Accommodation Services
 Abuse in Care
 Adoptions Reform
 Foster Care Service Development: Foster Care Recruitment, Training and Respite
 Foster Care Team Development and Support
 Residential Care Development: Tier 1
 Residential Care Development: Tier 2
 Residential Care Development: Tier 3</p> <p>(3) Aboriginal Engagement
 Aboriginal Community Engagement
 Gordon Initiatives Expansion</p> | <p>(4) Community Sector Partnerships
 CREATE Advisory Group
 Non-Government Out-of-Home Care Sector Expansion</p> <p>(5) Whole-of-Government Partnerships
 Child Safety Teams Pilot Evaluation
 Department of Housing and Works Housing Support
 Family Support Services Strategic Framework and State Plan
 Information Sharing
 Interagency Care Plans
 Interagency Child Safety Directors and Regional Coordinators Group
 Transfer of the Child Death Review Function to the Ombudsman</p> <p>(6) Corporate Support Systems
 Business Process Review
 Complaints Management System
 Demand Forecasting Model
 Governance Framework
 Learning Development
 Management Information
 Resource Allocation Model
 Workforce Development</p> |
|---|---|

The projects encapsulate, and were cross-referenced against recommendations from the Child Death Review Committee and other recent reviews such as *A duty of care to children and young people in Western Australia: Report on Quality Assurance and Substantiated Allegations of Abuse in Care* and the *Allegations Concerning the Treatment of Children and Young People in Residential Care Report*. The projects were developed to be consistent with the themes of streamlining and accountability, emphasised by the State Government's Expenditure Review Committee.

A position of Executive Director Strategic Services was established to oversee the reform projects. A rigorous project management approach to reform was established and a dedicated interactive 'SharePoint' intranet site was developed to monitor and share reform project activity. It warehouses key documents and contact information for all 36 child protection reform projects. The site also contains on-line discussion forums and project calendar links. Project scoping documents have also been placed on the department's public internet site.

The 2007-08 reform program also included immediate and continuing attention to elevated priorities that reflect the department's core capacity challenges and critical child protection performance. The elevated priorities focus on meeting service demand by facilitating full staffing in districts, expanding placements for children in care, expanding residential beds and keeping up with case allocation and care plans. Some areas of the department were restructured to address identified problems or better align functions.

Customer Profile

In 2007-08, the department's service delivery offices provided one to one services to around 48,000 individual customers. In addition, the department's offices provided short-term assistance, such as information and referral, to people on around 95,000 occasions. Through its funded partners in the non-government sector, the department also provided services to people on around 139,000 occasions. Some people received services both from the department and from funded service providers in 2007-08. A list of the department's funded services can be found in Appendix 1.

Table 1: Summary of the department's customer base over the last five years

Service	2007-08	2006-07	2005-06	2004-05	2003-04
Departmental one to one services – clients	48,000	45,000	43,000	41,000	41,000
Departmental short-term assistance – occasions	95,000	100,000	95,000	90,000	90,000
Funded not-for-profit services – occasions	139,000	139,000	135,000	125,000	n/a

In 2007-08, about 59 per cent of the department's overall customer base (customers of both department and funded service providers) were female and around 35 per cent were male. Approximately 38 per cent of the department's customers were aged 18 or younger. About 29 per cent of the department's overall customer base was Indigenous. As in previous years, the department's Indigenous customers were over-represented compared to their proportion of the general Western Australian population.

Approximately six per cent of the department's customers in 2007-08 came from culturally and linguistically diverse backgrounds. The age, gender and ethnicity breakdown of the department's customers served by district offices is similar to those served through funded providers. However, the family types served by the department are quite different to those served by the non-government sector. A greater proportion of children and young people, and single people without children, receive services from the non-government sector, while the department directly serves a greater proportion of couples and single people with children.

Table 2 depicts the reasons people contacted the department in 2007-08. The data relates only to customers making contact through district offices who are recorded on the Client and Community Services System. It includes both new and existing customers, with the most common reasons for contact being concerns for the child's wellbeing or financial problems.

Table 2: Primary reasons for all new contacts to the department in 2007-08^(a)

Primary reason	Number of contacts	Number of people
Adoption issues	505	473
Best Beginnings home visiting service	390	369
Carer enquiries (enquiries from foster carers/potential carers)	3,170	2,534
Custody/access issues	462	450
Concern for child's wellbeing	8,896	7,883
Family history/reunion	12	12
Family problems	2,165	2,060
Family violence	1,271	1,207
Financial problems	12,188	7,912
Homelessness	220	210
Other crisis issues (suicide risk, psychiatric, medical, legal problems)	201	188
Parenting issues	70	68
Request for out-of-home care or no guardian	19	19
Substance abuse problems	164	153
Trauma support	124	123

(a) Responsible Parenting Initiative contacts are not included.

Responding to Customers

Cultural and Linguistic Diversity

In response to the growing diversity in the Western Australian community and the steady flow of people from other countries, the department provides opportunities and support in the delivery of outcomes to children, young people and their families in resolving crises and assistance in relation to settlement issues.

The large numbers of refugee families arriving and requiring a higher level of assistance, due to their experiences of torture and trauma and many years living in refugee camps, is becoming increasingly complex and presents some challenges to the department.

The department has two Senior Advisor Cultural Diversity Officers who provide consultancy, information and liaison with frontline workers in relation to their work with culturally and linguistically diverse families. They also provide input into policy work across the department's three functional areas of child protection, care for children and individual and family support. Two specialist community child protection workers were established in Mirrabooka and Joondalup.

Collaborative working relationships were strengthened with Australian and State Government agencies, such as the Department of Immigration and Citizenship and the Office of Multicultural Interests and non-government agencies, such as ASeTTS and the Metropolitan Migrant Resource Centre. This was complemented by attempts to engage with communities of interest in relation to child protection and care for children supports.

One of the department's Senior Advisor Cultural Diversity Officers was an active member of the Adoptions Applications Committee, a position critical to ensuring that cultural diversity issues are identified in all adoption applications.

The department continued to implement its Equity and Diversity Plan and Substantive Equality Policy which includes a focus on attraction and recruitment of workers from culturally and linguistically diverse backgrounds. In addition, Senior Advisor Cultural Diversity Officers continued to provide support to the Learning and Development Unit in relation to the delivery of cultural diversity training to staff and workers from the non-government sector.

Complaints Management

Complaints Management Unit

In response to recommendation 30 of the Ford Report, the Complaints Management Unit was established in October 2007 to 'develop a three-tiered complaints management process, supported by clear policies, guidelines and education programs for consumers and staff '(Reform Project 12). The new process became operational on 3 March 2008. The unit replaces the Consumer Advocacy Service.

State-wide education was conducted and the new policy promoted at Tier One (local management). Training workshops were held for district directors regarding the complaints process. An accredited training program was implemented for specialist complaint handlers. Twenty-eight staff completed the Investigative Techniques course and a further 14 went on to complete a Certificate IV in Government Statutory Compliance.

Training commenced with key external agencies. A 'Resolving Your Complaints' kit was produced and a 'How To' DVD developed in conjunction with the Ombudsman and the Corruption and Crime Commission. A complaints page was added to the department's website, and a database was developed to record complaints, identify trends and implement quality improvement. Use of the database and a state-wide implementation training strategy will commence in August 2008.

The Complaints Management Unit at Tier Two (central management) has begun investigating unresolved Tier One complaints and developed protocols for liaison and communication with Tier Three (external management) of the complaints process, the Ombudsman of Western Australia.

Tables 3 and 4 show complaints statistics since commencement of new policy.

Table 3: Complaints statistics 3 March 2008 – 30 June 2008

Complaints received	Action initiated			
	Tier 1 response	Tier 2 response	Tier 3 ^(b)	Total
Addressed to:				
Minister	28	4	0	32
Director General	10	3	0	13
Complaints Management Unit	14	17	0	31
District office/work unit	(a)	-	-	-
Total	52	24	0	76

(a) Data not yet available at central office. This is dependant upon roll-out of the Complaints Handling and Resolution Module state-wide.

(b) When the complaints cannot be resolved at Tier One and Tier Two, information is provided about Tier Three.

Table 4: Complaints Management Unit additional data 3 March 2008 to 30 June 2008

Ombudsman	Number
Formal enquiries	3
General enquiries	18
Complaints Management Unit pre-complaint enquiries	Number
Enquiries/advice	446
Complaints kits sent out	75

Advocate for Children in Care

The Advocate for Children in Care provides advocacy services for children and young people in the care of the CEO, including support and assistance to access the department's formal complaints management process. The advocate also promotes and implements the Charter of Rights for Children in Care, and disseminates specially designed materials for case workers to use with children in three different age/ability bands.

The advocate can be contacted on a freecall number (1800 460 696) by children and young people in care or those concerned about them. The service is promoted through the department's website, direct mail-outs and articles in a range of publications as well as through networking with internal and external stakeholders.

In 2007-08, the advocate provided services to over 230 children and young people in care.

Case Review Panel

The Case Review Panel was established under the *Children and Community Services Act 2004* to review planning decisions in care plans for children in the care of the CEO. The panel received 31 applications in 2007-08. Six of these proceeded to hearing and four are awaiting hearings. Of the six applications heard, four were upheld in favour of the department; one was not upheld in anyone's favour; and in one case the overall goal was upheld in favour of the department, while one other point in the care plan was upheld in favour of the applicant.

A total of 21 applications were withdrawn for the following reasons:

- 10 could not be heard because the matter was before the Children's Court
- three applications are awaiting the outcome of psychological assessments
- one child left care before the case could be heard
- in one case it was decided a new care plan would be prepared
- one case was unable to provide ongoing financial support if the child left care
- in five cases letters were written asking for further information and no further communication was received regarding the applicant's objections to the care plan.

The majority of applicants were parents (17) and grandparents (seven).

Standards Monitoring

The role of the Standards Monitoring Unit is to assess the department's compliance with its *Better Care Better Services Standards (2007)* and identify opportunities to improve services for children and young people.

The monitoring process involves examining documentation about the services provided to children, young people and their families as well as obtaining direct feedback from clients, carers and staff.

During 2007-08, eight districts were assessed by the unit. By the end of 2008-09, all 17 of the department's districts will have participated in the initial monitoring cycle.

In November 2007, the department began working with internal and external stakeholders to extend the *Better Care Better Services Standards 2007* to department-provided residential services and funded non-government placement services. This initiative will be progressed during 2008-09.

Training

In 2007-08, the department's Learning and Development Unit, based at the Community Skills Training Centre in West Perth, delivered learning opportunities to 4,853 participants across 176 training options for 130 different courses. This included staff from the Department for Child Protection, funded Supported Accommodation Assistance Program agencies and other endorsed agencies.

The unit became a Registered Training Organisation in 2007-08.

Recognition of Prior Learning commenced in district offices. The process assesses evidence of worker competencies and identifies any gap training needed to bring field staff to the requisite level of competency. It includes action learning and work based assessment. Flexible learning programs were provided. Over 150 staff participated in on-line courses in the past year.

The unit screened its first Westlink television training program and developed a DVD about legislation. Further courses are under construction and will be released in 2008-09.

A People Development Framework is being developed to establish a shared conceptual map and practical steps for the department to promote a learning culture and opportunities. All staff will have input into how the framework evolves. This framework, and key projects aligned to it, will support the department's development as a learning organisation.

Field Worker Start-Up Training courses are conducted for new field workers, comprising nine units completed over a three-week program, followed by a work-based assessment process. This program ensures that workers are able to transfer newly-developed skills and knowledge to their practice in the field. The new training processes are linked to key recommendations in the Ford Report and ensure that workers undertake individually tailored competency-based programs.

The creation of a specific deployment pool has enabled staff to complete the department's mandatory start-up training prior to being placed in a district office, thus meeting district requirements with more 'job ready' staff.

Report on Services

Service 1: Supporting Children and Young People in the CEO's Care

Children in the Care of the CEO

During 2007-08, there were 3,589 children in the care of the CEO for some period of time, compared to 3,242 during 2006-07, an increase of 11 per cent.

In 2007-08, 962 children started a period of care with the department, compared with 1,057 in the previous year, a decrease of nine per cent. A total of 603 ceased a period of care, compared with 635 in 2006-07, a decrease of five per cent.

Of the children who started a period of care in 2007-08, 23 per cent were aged less than one year, 25 per cent were aged one to four years, 24 per cent were aged between five and nine years, 23 per cent were aged 10 to 14 and five per cent were aged 15 or older.

Forty per cent of children who entered care in 2007-08 did so as the result of a child protection investigation, 34 per cent because the caregiver could not care adequately, and the remainder were for other reasons such as to provide the caregiver with respite, caregiver illness, caregiver in custody, parent/child conflict or no legal guardian.

At 30 June 2008, there were 3,011 children in the CEO's care, an increase of 13 per cent since 30 June 2007.

Table 5: Number of children and young people in the Chief Executive Officer's care at 30 June 2004 -2008^(a)

Year	Aboriginal and Torres Strait Islander	Non Aboriginal and Torres Strait Islander	Total
2008	1,248	1,763	3,011
2007	1,094	1,561	2,655
2006	851	1,369	2,220
2005	760	1,340	2,100
2004	679	1,314	1,993

(a) Figures from 2006 onwards are not strictly comparable with any previous years as new legislation has redefined those children who are considered to be in care.

Children are in a variety of living arrangements, as described in Table 6. The majority of children in care at 30 June 2008 were in foster care with family or non-relatives (77 per cent). Of all children in care, 41 per cent were living with friends or family other than their parents. Forty-one per cent were Aboriginal or Torres Strait Islander and of these, 56 per cent were living with friends or family other than their parents.

Table 6: Living arrangements of children and young people in the Chief Executive Officer's care at 30 June 2008^{a)}

Type of living arrangements	Aboriginal and Torres Strait Islander		Non Aboriginal and Torres Strait Islander		Total ^{(a) (b)}	
	Number	Per cent	Number	Per cent	Number	Per cent
Parent at law	101	8.1	209	11.9	310	10.3
Foster care with family member	650	52.1	484	27.5	1,134	37.6
Department non relative foster care	237	19.0	733	41.6	970	32.2
Funded service foster care	101	8.1	115	6.5	216	7.2
Department residential	48	3.9	38	2.2	86	2.9
Funded service residential	34	2.7	77	4.4	111	3.7
Family/friend	49	3.9	39	2.2	88	2.9
Independent living	8	0.6	16	0.9	24	0.8
Prospective adoptive placements	1	0.1	14	0.8	15	0.5
Licensed Child Care	1	0.1	8	0.4	9	0.3
Other	14	1.1	29	1.6	43	1.4
Unknown ^(c)	4	0.3	1	0	5	0.2
Total	1,248	100.0	1,763	100.0	3,011	100.0

(a) Excludes children and young people in SAAP agencies apart from a small number placed there by the department.

(b) The percentage for all children is not directly comparable with data from annual reports prior to 2003-04 due to inclusion of children in prospective adoptive placements for the first time in 2004.

(c) The placement type for five children has not yet been recorded in the client database. In 2006-07, children whose placement was unknown were included in 'Other'.

The age of children in care at 30 June 2008 is shown in Table 7. The majority of children (61 per cent) are under the age of 10 years. Aboriginal and Torres Strait Islander children in care are slightly younger than other children, with 65 per cent of Aboriginal and Torres Strait Islander children being under the age of 10 years compared to 58 per cent for other children.

Table 7: Ages of children in care at 30 June 2008

Age	Aboriginal and Torres Strait Islander		Non Aboriginal and Torres Strait Islander		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Less than 1 year	54	4.3	73	4.1	127	4.2
1 to 4	355	28.5	434	24.6	789	26.2
5 to 9	406	32.5	520	29.5	926	30.8
10 to 15	334	26.8	500	28.4	834	27.7
15 years and older	99	7.9	236	13.4	335	11.1
Total	1,248	100.0	1,763	100.0	3,011	100.0

Initiatives for Children in Care

As a result of the Ford Report's finding that many children experience multiple placements while in the care of the CEO, a policy on permanency planning and placement is being developed.

Permanency planning is a means of ensuring long-term, safe and stable homes for children in the care of the CEO through time-limited planning to inform decisions regarding reunification with parents or alternative permanent placements.

The department is engaging in consultations, including with Indigenous communities, to inform the development of the policy which will aim to ensure continuity and stability in a child's life, their cultural identity and care arrangements.

The department continued to fund the CREATE Foundation in 2007-08 to represent and support children and young people in care and help them develop skills to improve their life outcomes and to connect them with each other so they have a community in which they have a real sense of belonging. CREATE also provides advice to the department on issues in this area.

During the year, CREATE worked with district offices and local communities to run empowerment programs for children and young people in care, including Young Consultants, team building camps and activity days. A regional connection strategy, based in the Wheatbelt, supported young people in learning how to have their opinions and views heard by adults.

Seven young people were sponsored to attend the Young Delegate Program of the Australasian Conference on Child Abuse and Neglect in Queensland, with the department funding two places for young people and CREATE obtaining corporate sponsorship to fund the other five.

CREATE continued to present sessions in the department's Start Up Training program, which enabled field staff to hear directly from young people about their experiences in care, their expectations of a relationship with their caseworker, and appropriate ways of encouraging children and young people to be involved in developing their own care plans.

The KicRock community engagement model for children and young people in care, initiated by the department and the CREATE Foundation in 2005, continued to operate in Kwinana. The program provides opportunities for young people in care in the region to come together and participate in social activities such as sport and camps, as well as life skills programs such as cooking and budgeting.

Following the recommendations of the Ford Report, the department is working collaboratively with the Departments of Health and Education and Training to implement health and education assessments and plans for children in the CEO's care.

Aboriginal and Torres Strait Islander people represent less than three per cent of the total population of Western Australia and yet comprise 29 per cent of the department's clients. Forty-two per cent of the children in the care of the CEO are Aboriginal.

As services to Aboriginal children and their families form a large part of the department's business, it is imperative that the department understands, and successfully meets, their particular needs. In order to better achieve this, the department restructured its Aboriginal Engagement and Coordination directorate to provide strategic leadership and practical consultancy advice with a team of highly experienced Aboriginal consultants.

Care for Children and Young People Advisory Committee

The Care for Children and Young People Advisory Committee worked on a number of projects in 2007-08 prior to ceasing on 30 June 2008.

A project to develop resources to assist young people leaving care to live independently resulted in a website which is intended to be a 'one-stop shop' for information and resources. The site will be launched in the next financial year.

Work was undertaken to influence the broader views of the community with regard to out-of-home care. A series of facilitated focus groups were held, along with a small forum for young people in out-of-home care and key interested private sector persons. The project was transferred to the CREATE Foundation WA, and a twelve-month plan of initiatives is being developed.

Other initiatives related to children and young people in care with challenging behaviours, improving support for carers including relative carers, and enhancing information regarding Indigenous children in care.

Out-of-Home Care Placement Services

The department increased the number of out-of-home care placements to be provided by the non-government sector by an additional 54 placements across a variety of service model types. The allocation of additional places was negotiated with departmentally-funded placement services to gauge agency capacity to increase service provision, and the department invited placement services to apply for funding for additional out-of-home care places.

Duty of Care

The Department for Child Protection has a duty of care to protect all children in the CEO's care from harm and to ensure their legal rights are met. The Duty of Care Unit receives and quality assures both notifications of abuse in care and critical incidents for children in care. A total of 433 notifications were lodged with the Duty of Care Unit during 2007-08.

After receiving an outcome report, the unit prepares a briefing to the Civil Litigation Unit for a decision as to whether the child should be referred for independent legal advice in relation to any potential legal claim. If a claim is made, the unit may be required to prepare a comprehensive case audit for the State Solicitors Office to inform the legal decision-making process.

In 2007-08, the Duty of Care Unit was expanded to include three Senior Investigation Officers to work alongside district staff in the investigation of abuse in care allegations. From October to December 2007, the unit undertook an investigations pilot in the districts of Midland and South West. The pilot review report will inform the development of policy and procedures.

Accommodation and Care Services

The department's Accommodation and Care Services directorate ensures that children and young people in the CEO's care receive quality care through providing support, placement and therapeutic services. It consists of Residential Services, Fostering Services, Adoption Services and Psychological Services.

Five Reform Projects were commenced in 2007-08 in the area of accommodation and care:

- Foster Care Recruitment, Training and Respite
- Residential Care Development: Tier 1 (128 beds)
- Residential Care Development: Tier 2 (40 beds)
- Residential Care Development: Tier 3 (20 beds)
- Adoptions Reform.

Residential Care

Residential care services were restructured into three tiers in line with the Ford Report recommendations 54, 55 and 56.

Tier 1: Residential Care and Support Services – 128 new beds will be established over 4 years across the state in partnership with non-government agencies. Work began on drafting service specifications with input from the non-government sector.

Tier 2: Assessment and Treatment Services - existing metropolitan eight-bed residential units will be downsized to four-bed units. Development of a standardised therapeutic model of residential care began and will be implemented across the state.

Tier 3: Secure Care - The development of a model of Secure Care for Western Australia commenced.

The number of residential beds available in the metropolitan area was increased with the opening of Bamburra and Doubleview House. In addition, the existing Emergency Accommodation Service at Bedford and the Equip Program Como were reconfigured into Entry and Assessment Services Bedford and Como.

Recruitment of residential care officers increased with a particular emphasis on attracting Indigenous workers. Staff members were trained in therapeutic crisis intervention, models of engagement, trauma-informed care and behaviour management.

Fostering Services

A range of foster carer recruitment strategies were pursued during the year. Partnership continued with the non-government sector to raise community awareness about the need for foster carers and to encourage applicants from a wide range of backgrounds and family circumstances. A major promotion was held in conjunction with the Supreme Court Gardens Carols by Candlelight event.

Fostering Services worked closely with the district offices on local recruitment initiatives. In May 2008, the Carer Recruitment and Retention Initiative Fund was announced which will be available to districts to respond to local needs in recruiting and supporting carers.

The number of assessors was increased in response to a rise in the number of applicants. A revised General Carer Assessment procedure was finalised and implemented, incorporating a competency assessment model.

In recognition of the fact that retention is as important as recruitment and assessment, Fostering Services initiated a Respite Care Project to support foster carers. A group of specialist respite carers was established. Respite camps were run on weekends as an innovative way of providing respite while giving the children an enjoyable experience.

Preparation Training was delivered to both department and non-government agency carers, using a revised syllabus requiring 19 hours of pre-registration training. Post-registration training in a range of subjects of relevance to carers was provided throughout the year. Information on the training available was sent to all general and relative carers across the state twice during 2007-08. One-on-one supportive learning was delivered, particularly geared towards the needs of Aboriginal and Torres Strait Islander carers.

Adoptions

The department's Adoption Service works with people wishing to adopt, birth parents considering relinquishing a child for adoption, and those involved in past adoption. The service includes the Family Information Records Bureau. Services included information, assessments, supervision and post-placement support, counselling, mediation, State Central Authority functions under The Hague Convention, past adoption services, and services to former child migrants and Aboriginal people seeking records for information about their family history.

In 2007-08, the State Government allocated \$300,000 to assist in the implementation of the recommendations of the Adoption Legislative Review Committee. Instructions for the drafting of amendments to the *Adoption Act 1994* were submitted to the Minister for Child Protection for Cabinet endorsement.

As part of the department's reform agenda, a review of the Adoptions Unit commenced in May 2008, to streamline the adoption process and implement endorsed outcomes of the review of the *Adoption Act 1994*.

A review of the Adoption Service's complaints management process (Adoption Legislation Review Committee recommendation 39) was integrated in the department's implementation (Ford Report recommendation 30) of a three-tiered complaints management system (Ford Report recommendation 30).

An additional 11 private assessors were recruited in December 2007. In 2007-08, 32 first assessments, 23 subsequent assessments, 13 step-parent adoption reports and one carer adoption report were completed. The Adoption Applications Committee considered 24 first applications and 17 subsequent applications. Of these 41 applications, three were still in process at the end of the year. The committee also considered eight requests for a review of the committee's original decisions, of which three were successful.

The demand for inter-country adoptions continued, although there was a decline in the number of children requiring overseas adoption. There were 17 inter-country adoptions during the year compared to 40 in 2006-07, of which only five were finalised in China (24 in 2006-07).

Table 8 shows adoption orders granted by the Family Court and country of origin for overseas-born children. There are 185 inter-country adoption applications in process, of which 100 have been assessed and approved waiting for a child. Some of these include local adoption applicants.

Table 8: Adoption orders granted by the Family Court and country of origin for overseas-born children ^(a)

Country of origin	2007-08	2006-07	2005-06	2004-05	2003-04
China	5	24	15	14	10
Ethiopia	1	4	4	1	3
Hong Kong	2	3	1	1	3
India	1	1	1	0	5
Korea	3	5	11	8	16
Peru	1	0	0	0	0
Philippines	2	1	2	2	1
Thailand	2	2	2	3	6
Total	17	40	36	29	44

(a) Year to year fluctuations in adoption numbers reflect a range of factors in other countries beyond the department's control, such as moratoria, quotas, and number of children available for inter-country adoption.

The local adoption team worked with birth parents who were considering adoption for their child. Cases included hidden pregnancies and unacknowledged pregnancies.

Three adoption orders were granted for locally-born babies, compared to eight in 2006-07. For local adoptions, most children were aged less than 18 months at the time of the adoption order. Eleven adoption orders were granted for step-parent adoptions and one for carer adoption.

The number of adoption orders granted in Western Australia in the last five years is shown in Table 9.

Table 9: Adoption orders granted by the Family Court or country of origin by type of adoption

Type of adoption	2007-08	2006-07	2005-06	2004-05	2003-04
Known adoptions:					
Carer	1	2	2	5	2
Step-parent	11	8	7	6	2
Adult	9	7	8	5	8
Total known orders	21	17	17	16	12
Unrelated placement adoptions:					
Local	3	8	9	4	3
Inter-country					
- Bilateral Program	5	12	19	13	33
- Hague ^(a)	7	4	2	2	1
- China ^(b)	5	24	15	14	10
Total unrelated placement orders	20	48	45	33	47
Total adoption orders	41	65	62	49	59

(a) Inter-country adoption under the Hague Convention.

(b) Adoptions from China are finalised in China and are automatically recognised in Australia under section 138A (2) of the *Adoption Act 1994*

Post adoption services included provision of adoption information, outreach, reunions, match/mediation, message box and discharges of adoption orders. These services were provided in relation to adoption orders made under the *Adoption of Children Act 1896* and the *Adoption Act 1994*.

Table 10 shows the number and categories of people who lodged applications for information during 2007-08. There were multiple reunions of large birth family groups during the year such as groups of six to eight siblings who had been adopted to separate families, fostered out or placed in children's homes.

Table 10: Applications for information by adults lodged in 2007-08

Person lodging the application	Identifying information		Non-identifying information	
	2007-08	2006-07	2007-08	2006-07
Adopted person	192	210	165	172
Adoptive mother	5	5	3	6
Adoptive father	1	1	0	1
Birth mother	33	47	26	38
Birth father	11	12	8	10
Other birth relative	30	23	21	27
Other adoptive relative	6	3	5	2
Child of adopted person	18	14	15	13
Unknown	3	0	3	0
Total	299	315	246	269

Family Information Records Bureau

The bureau continued to identify and preserve physically deteriorating records of significance to the Aboriginal and Torres Strait Islander community, former British and Maltese child migrants and children in state care. The bureau dealt with significant and sensitive challenges relating to the separation of children from their families including Native Title and Stolen Wages.

On 17 December 2007, the State Government announced a \$114 million redress scheme for persons who were abused as children while in state care in Western Australia. The scheme, which opened on 1 May 2008, is administered by the Department for Communities and eligible individuals are able to apply for an ex gratia redress payment. The implementation of the scheme has increased the number of applications made to the bureau for family information to support applications for redress.

Table 11 shows the number of applications received by the bureau in 2007-08.

Table 11: Applications received by the Family Information Records Bureau 2007-08^(a)

Application type	Applications received	Status complete 2007-08
Child migrant	36	29
Client file (Aboriginal)	42	23
Client file (non Aboriginal)	123	79
Family history (Aboriginal)	75	47
Full family history (Aboriginal)	340	164
Full family history (non Aboriginal)	7	5
General information (Aboriginal)	151	150
General information (non Aboriginal)	15	15
Interstate	1	1
Proof of Aboriginality	5	4
Tracing (Aboriginal)	2	2
Tracing (non Aboriginal)	3	3
Redress	89	6
Total	889	528

(a) 251 informal inquiries were also received but not recorded.

Psychological Services

During the year, the Therapeutic Intervention Service became Psychological Services, incorporating the Psychology Assessment and Treatment Service. The change has allowed the new service to focus on providing increased psychological services at the local service delivery level. Psychologists are located in each district office, Fostering Services and residential facilities.

A new organisational structure for Psychology Services was implemented which includes a chief psychologist position and senior consultant positions. These positions provide professional support and supervision to the psychology staff.

The department successfully attracted additional psychologists to fill vacant positions and Psychological Services is providing an induction program for psychologists new to the department. The department also enabled four-year trained psychologists to apply for current psychology positions to ensure all positions are filled.

Leaving Care

Leaving care services are provided under the *Children and Community Services Act 2004* for eligible children and young people who have been in the care of the CEO.

The department developed a draft *Leaving Care Policy* in 2008 which is expected to be finalised in early 2008-09. The policy provides an overarching view of the requirements of the *Children and Community Services Act 2004* for children and young people leaving care and will inform staff of the need to plan for, and provide support to, those leaving care.

The department funds the Ida Curtois awards and scholarships which are awarded annually to support young people who have left or are preparing to leave care, and are enrolled in the first year of post-secondary study or have obtained an apprenticeship or traineeship. In 2008, one Art and Sport Achievement Award, 11 Higher Education Achievement Awards, and four Outstanding Student Achievement Awards were awarded to a total of 16 young people.

A total of 603 children exited care during the year. However, 21 of these subsequently returned to care prior to the end of the year. The age of the remaining 582 children upon leaving care is shown in the following table. Half the children are under 10 years of age.

Table 12: Age of children upon leaving care in 2007-08

Age	Total	Per cent
Less than 1 year	40	6.9
1-4 years	118	20.3
5-9 years	132	22.7
10-14 years	147	25.2
15-17 years	66	11.3
18 years or more	79	13.6
Total	582	100.0

Table 13 shows the length of time these children spent in care. Forty-three per cent of those leaving spent less than six months in care.

Table 13: Length of time in care for children and young people leaving care in 2007-08

Length of time	Total	Per cent
Less than 30 days	175	30.1
30 days to less than 6 months	77	13.2
6 months to less than 1 year	67	11.5
1 year to less than 2 years	32	5.5
2 years to less than 5 years	104	17.9
5 or more years	127	21.8
Total	582	100.0

(a) Length of time is for the most recent period of care in 2007-08 for those children with more than one period of care during the year.

Future Directions

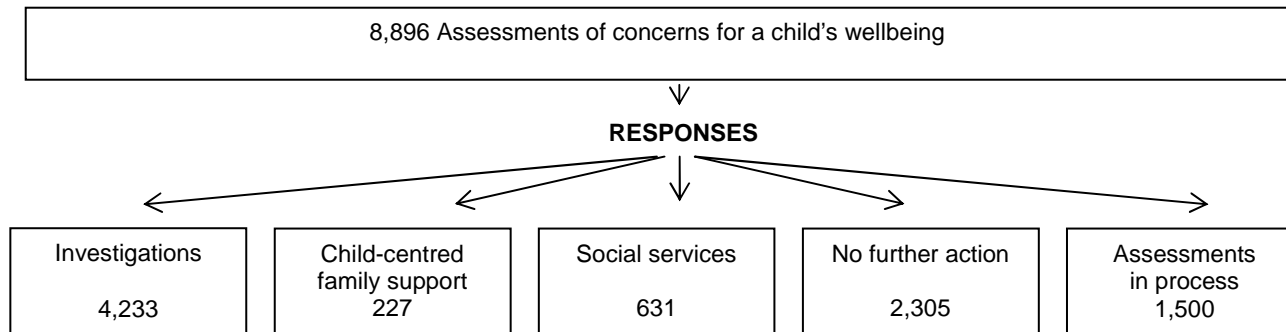
In 2008-09, the department will:

- develop a policy on permanency planning for children in care which ensures early and timely decisions about their need for long-term emotional and physical security and stability
- through the CREATE Foundation, establish a reference group for children and young people in care or ex-care, to identify and plan for future needs
- in partnership with the Department of Health and the Department of Education and Training, develop a process for annual health and education assessments and plans for children and young people in care
- increase the number and range of accommodation and care options available to children in the CEO's care
- increase the number of Indigenous residential care workers in departmental residential care facilities
- develop and implement an integrated policy and procedure framework for the management of abuse in care cases
- establish and implement a competency-based assessment framework for foster carers
- undertake a review of the efficiency and effectiveness of the administrative practices and procedures of the Adoption Service
- increase the number of approved Aboriginal agencies employed by the department to undertake consultation on the placement of Aboriginal and Torres Strait Islander children and young people as per section 8.1 (2) of the Children and Community Services Act 2004
- expand the role of the non-government sector in providing out-of-home care services
- deploy a new information system for tracking and reporting on complaints.

Service 2: Protecting Children and Young People from Abuse

The Department for Child Protection has a statutory responsibility to ensure children and young people are protected from abuse and neglect. The department receives and assesses reports about the safety and wellbeing of children. If it is found through the assessment that a child's wellbeing needs to be safeguarded or promoted, the department provides child-centred family support and social services to support and strengthen the capacity of parents to care for their child. If there are reasonable grounds to believe that a child has been, or is likely to be, significantly harmed, the department conducts a child protection investigation. Figure 3 shows the department's responses to concerns received during 2007-08.

Figure 3: Assessments and responses to concerns in 2007-08



There has been a 13 per cent increase in investigations in comparison to last year's figure of 3,748. 'No further action' is recorded as an outcome where, following the initial assessment, there is no need for ongoing departmental involvement. Services such as information, referral and advice may have been provided during the assessment process.

Table 14 shows the department's responses to child protection investigations resulting from concerns received in 2007-08. The category 'no suitable caregiver' includes children who have been abandoned or orphaned and while they may not have experienced abuse or neglect, may be at-risk because of their circumstances.

It can be observed from the following table that the most significant increases in total concerns, compared to the previous year, were for the categories of neglect, physical abuse, and emotional or psychological abuse.

Table 14: Child protection investigations and outcomes

Response	Year	Nature of concern ^(a)						Total concerns
		Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	Unknown ^(b)	No suitable caregiver	
Substantiated	2007-08	480	188	320	243	0	33	1,264
	2006-07	439	151	294	203	0	17	1,104
	2005-06	253	128	259	182	1	14	837
	2004-05	323	83	326	214	5	0	951
Unsubstantiated	2007-08	504	267	495	490	0	26	1,782
	2006-07	365	217	400	446	0	38	1,466
	2005-06	234	109	456	370	6	8	1,183
	2004-05	199	58	419	431	18	0	1,125
Unable to complete Investigation ^(c)	2007-08	57	21	23	50	0	0	151
	2006-07	38	22	19	46	0	4	129
	2005-06	32	6	28	44	0	0	110
	2004-05	12	0	13	12	0	0	37
In process	2007-08	310	174	260	241	0	19	1,004
	2006-07	339	144	213	311	0	23	1,030
	2005-06	301	139	306	322	8	23	1,099
	2004-05	242	91	363	356	11	0	1,063
No suitable caregiver ^(d)	2007-08	15	0	2	0	0	15	32
	2006-07	3	4	0	0	0	12	19
	2005-06	0	0	0	0	0	2	2
	2004-05	0	0	0	0	0	0	0
Total	2007-08	1,366	650	1,100	1,024	0	93	4,233
	2006-07	1,184	538	926	1,006	0	94	3,748
	2005-06	820	382	1,049	918	15	47	3,231
	2004-05	776	232	1,121	1,013	34	0	3,176

(a) The nature of concern reflects the assessment made at the time of receipt of the referral. In a small number of cases, the nature of the alleged maltreatment may differ from the type of maltreatment identified during the investigation.

(b) Where the nature of the allegation was recorded as unknown, harm may not have occurred but a high level of risk was considered to exist.

(c) Includes superseded categories from 2004-05 and 2005-06 'investigation not possible' and 'investigation not undertaken'. Refers to circumstances such as a young person's refusal to engage with departmental officers; when a subject child or family relocates during an investigation and their whereabouts are unknown; decision not to investigate because a further evaluation of the referral indicates an alternative response is more appropriate.

(d) A finding of 'no suitable caregiver' refers to cases where, upon reasonable inquiries, no suitable adult relative or other suitable adult can be found who is willing and able to care for the child.

In the 2007-08 financial year, the substantiation rate for completed child protection investigations with a recorded outcome is approximately 41 per cent, compared with 43 per cent in 2006-07 and 41 per cent in 2005-06.

Table 15 shows notifications received by the source of the referral. The largest referrer groups are police, family, school personnel and health practitioners.

Table 15: Concerns received in 2007-08

Referrer group	Notifications	Per cent
Subject child	86	1.0
Parent/guardian	737	8.3
Sibling	31	0.3
Other relative	865	9.7
Friend/neighbour	529	5.9
Medical practitioner	125	1.4
Hospital, health centre or Department of Health agency	793	8.9
Nurse	174	2.0
School personnel	1,136	12.8
Child care personnel	89	1.0
Police	2,161	24.3
Departmental officer	649	7.3
Non-government organisation	250	2.8
Anonymous	191	2.1
Other	859	9.7
Unknown/not recorded	221	2.5
Total	8,896	100.0

Protection Applications

When it is established that a child cannot be made safe in their family, the *Children and Community Services Act 2004* enables the department to provide immediate safety by taking the child into provisional protection and care, with or without a warrant. If the child is assessed to be in need of protection, the department makes application to the Children's Court for a protection order. Other children may be placed on a protection order through transfer of guardianship from the Australian Government (children on temporary protection visas), interstate transfer and adoption.

Table 16 shows protection applications lodged during 2007-08. There were 774 applications made for new orders compared with 814 applications for new orders in 2006-07, a decrease of five per cent.

Table 16: Protection applications lodged in 2007-08

Type	Number of applications
New	774
Extension ^(a)	253
Replacement and revocation	307
Total	1,334

(a) The number of extension applications and therefore the overall total was under-reported by 11 in the 2006-07 Annual Report. The correct figure for last year is 184 extension applications and 116 applications overall.

In addition to applications for new orders, the department must also apply to the Children’s Court to extend an order, vary or revoke an existing order, or revoke and replace it with another type of order. The number of extension applications increased by 37 per cent, from 184 in 2006-07 to 253 in 2007-08.

The number of replacement and revocation applications also increased from 118 in 2006-07 to 307 in 2007-08 (an increase of 160 per cent). These increases are most likely due to the timing of the transition from the *Child Welfare Act 1947* to the *Children and Community Services Act 2004* on 1 March 2006, when the majority of ward orders were converted to protection order (time limited) or protection order (until 18).

Those converted to protection order (time limited) would have expired on 29 February 2008 and would therefore have required review for extension or revocation/replacement in the months leading up to that date. It is likely that the department will continue to see two-yearly spikes followed by declines until the majority of those ward orders, which were converted to protection order (time limited) on 1 March 2006 have expired or are converted to other order types.

Figure 4 shows the progress of applications through to orders granted.

Figure 4: Outcome of protection applications lodged

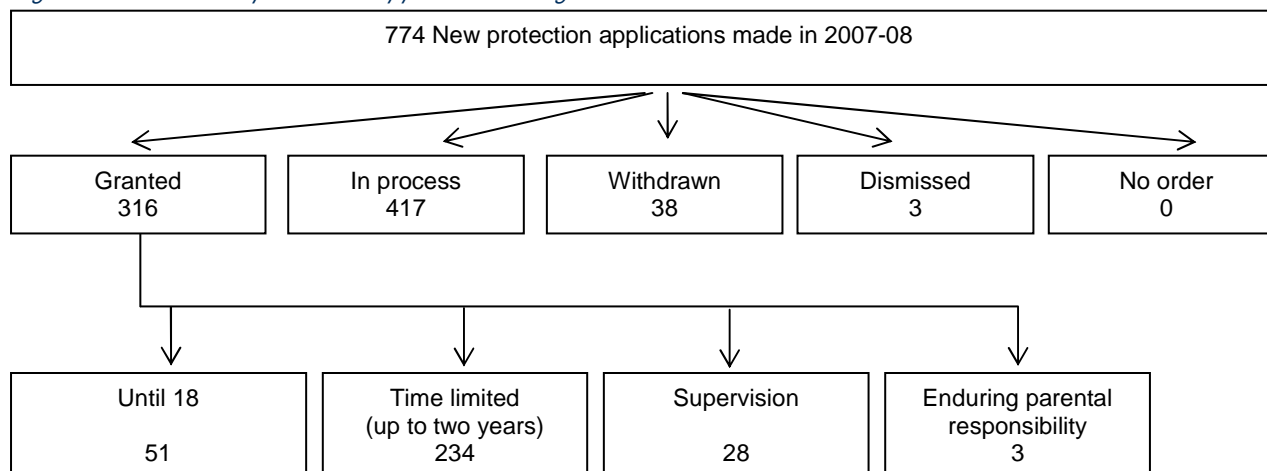


Table 17 describes the number of new protection applications and new orders granted. The number of orders granted increased from 577 in 2006-07 to 717 in 2007-08.

Table 17: New protection applications and new orders granted

Financial year	Applications	Orders granted ^(a)		
		Care orders ^(b)	Non-care orders ^(c)	Total
2007-08	774	637	80	717
2006-07	814	504	73	577
2005-06	464 ^(d)	344	4	348 ^(e)

(a) Some orders granted in each financial year may be the result of applications made in previous financial years, or were not preceded by a protection application (such as interstate transfer, *Immigration (Guardianship of Children) Act 1946* transfer and adoption orders).

(b) Time limited, until 18, prospective adoption and Australian Government Delegation (temporary protection visas) and (previously) ward orders.

(c) Supervision and enduring parental responsibility orders which came into operation in March 2006.

(d) The 2005-06 annual report showed 515 applications. This has been adjusted to 464 as 51 were revocation/replacement applications.

(e) The 2005-06 annual report showed a total of 354 orders granted. This has been adjusted to 348 as six were revocation/replacement orders.

Table 18 shows the number of new orders granted, or order types changed in 2007-08.

Table 18: Protection orders issued in 2007-08

Type	Number of orders
New	717 ^(a)
Replacement and revocation	251
Total	968^(a)

(a) The majority of orders are issued by the Children's Court, however these figures include a small number of children placed on orders or administrative arrangements where parental responsibility is transferred to the department without Children's Court involvement. This year, there were 14 children made available for adoption, five children placed on temporary protection visas and one interstate transfer accepted.

The number of children on care orders at 30 June for the past five years is shown in Table 19.

Forty-two per cent of children on orders (1,006) at 30 June 2008 were of Aboriginal and Torres Strait Islander descent. The total number of children on orders represents 0.4 per cent of the Western Australian population of children aged less than 18 years. The totals include children on temporary protection visas, transfers of orders from interstate, and adoption orders where the Children's Court is not involved.

Table 19: Trend in numbers of children on care orders^(a) at 30 June 2004 to 2008^(b)

Year	Aboriginal and Torres Strait Islander	Non Aboriginal and Torres Strait Islander	Total
2008	1,006	1,383	2,389
2007	804	1,199	2,003
2006	661	1,045	1,706 ^(c)
2005	555	984	1,539
2004	511	942	1,453

(a) Care orders are time limited, until 18, ward (*Child Welfare Act 1947*), children awaiting adoption and children on temporary protection visas transferred from the Australian Government. Children who are on interim orders whilst the subject of a protection application are not included in this table. Children on enduring parental responsibility or supervision orders are also excluded as they are not in the CEO's care.

(b) Figures from 2006 onwards are not strictly comparable with any previous years as new legislation has redefined those children who are considered to be in care.

(c) The 2006 total was stated as 1,711 in the 2005-06 Annual Report. This figure includes five children on Eduring Parental Responsibility or Supervision orders which are not care orders, and thus the figure was recalculated in the 2006-07 report.

The majority of children on care orders as at 30 June 2008 were in foster care living with either family or non-relatives (79 per cent). Thirty-nine per cent of all children on care orders were living with friends or relatives other than their parents. Forty-two per cent were Aboriginal and Torres Strait Islander and of this group, 56 per cent were living with friends or family other than their own parents. Aboriginal and Torres Strait Islander children on care orders were more likely to be placed with relatives.

Children on care orders are in a variety of living arrangements, as shown in Table 20.

Table 20: Type of living arrangements of children on care orders at 30 June 2008

Type of living arrangements	Aboriginal and Torres Strait Islander		Non Aboriginal and Torres Strait Islander		Total ^{(a) (b)}	
	Number	Per Cent	Number	Per Cent	Number	Per Cent
Parent at law	74	7.3	148	10.7	222	9.3
Foster care with family member	533	53.0	366	26.5	899	37.6
Department non-relative foster care	190	18.9	627	45.3	817	34.2
Funded service foster care	90	8.9	87	6.3	177	7.4
Department residential	36	3.6	29	2.1	65	2.7
Funded service residential	33	3.3	63	4.6	96	4.0
Family/friend	29	2.9	12	0.9	41	1.7
Independent living	7	0.7	13	0.9	20	0.8
Prospective adoptive placements	1	0.1	14	1.0	15	0.6
Unknown	5	0.5	7	0.5	12	0.5
Other	8	0.8	17	1.2	25	1.0
Total	1,006	100.0	1,383	100.0	2,389	100.0

(a) The total for all children is not directly comparable with data from annual reports prior to 2003-04 due to the inclusion of children in prospective adoptive placements for the first time in 2004.

(b) Figures from 2006 onwards are not strictly comparable with any previous years as new legislation has redefined those children who are considered to be in care.

There has been an increase in the number of children across all four types of protection orders (supervision, time limited, until 18 and enduring parental responsibility) in 2007-08 compared to 2006-07. Factors that may have contributed to the increase include the stronger focus on child protection following the creation of the Department for Child Protection and greater community awareness of child abuse and neglect.

The number of children on enduring parental responsibility orders increased by 146 per cent to 59 children, compared with 24 children as at 30 June 2007. This reflects increasing use of these orders, where a child is in a very stable and long-term placement arrangement.

Table 21 shows the status of all children for whom the department has legal responsibility. These are children who are on care orders, in provisional protection and care, children under protection applications who are not in the CEO's care and those on the non-care orders of supervision and enduring parental responsibility.

Table 21: Legal status of children in the Chief Executive Officer's care on orders or under legal proceedings as at 30 June 2008

Legal status	Aboriginal and Torres Strait Islander	Non Aboriginal and Torres Strait Islander	Total
Time limited order	566	628	1,194
Until 18 order	439	737	1,176
Apprehended (<i>Child Welfare Act 1947</i>)	3	1	4
Provisional protection and care ^(a)	190	280	470
Transitional consented placement	14	19	33
Placement service	18	35	53
Negotiated placement agreement	4	6	10
Prospective adoption	1	13	14
Application for protection order ^(b)	15	43	58
Pre-adoption parent/guardian	0	63	63
Enduring parental responsibility order	24	35	59
Temporary protection visa	0	5	5
Supervision order	38	84	122
Total	1,312	1,949	3,261

(a) Children in this table are reported under their 'highest' category. For example, a child under a supervision order who is then put into provisional protection and care is reported under supervision order in this table.

(b) Application for protection order refers to children who remain at home during the application process, as opposed to children in provisional protection and care, who have been removed from home during the application process.

Child Protection Initiatives

During the year, the department expanded its interagency memoranda of understanding to include the Family Court of Western Australia and Legal Aid Western Australia. The resulting memorandum facilitates the sharing of information between the agencies to provide the best possible outcomes for children.

The department developed a policy and background paper on the adoption of *Signs of Safety* as the department's child protection practice framework. Training on using *Signs of Safety* commenced in June 2008 for staff and practice leaders and will be sustained through action learning in each district.

The department developed a *Policy on Neglect* which provides a renewed focus on the prevalence of neglect and the seriousness of the harm neglect can cause. The policy, which became operational from 1 May 2008, is supported by the *Background Paper: Understanding Neglect*.

The drafting of the *Children and Community Services Amendment (Reporting Sexual Abuse of Children) Bill 2007* was completed by the State Solicitor's Office, in conjunction with the department and other key agencies. The legislation, which was given Royal Assent on 19 June 2008, requires doctors, nurses (including midwives) teachers and police to report to the department instances where they form a belief on reasonable grounds that the child has been or is subject to ongoing sexual abuse. There is a penalty for failure to report. It is envisaged that the amendment will become operational from 1 January 2009.

A Child Protection Wall Chart was developed to assist workers in the non-government sector in their decision-making when they have concerns about the safety and wellbeing of a child. The chart, titled *What to do – when you are concerned that a child is being abused or neglected*, is aimed at workers who may not have been professionally trained in this area.

An information sheet was developed for parents and agencies on the employment of children laws under the *Children and Community Services Act 2004* to provide answers to the most frequently asked questions about children's employment. This is a joint publication with the Department of Consumer and Employment Protection.

Throughout the year, the department worked to establish an Aboriginal Reference Group in accordance with recommendation nine of the Ford Report. The group commenced in May 2008.

The group's terms of reference are to provide advice to the Director General and the executive regarding:

- the department's fieldwork practice guidelines and service delivery models
- staff development and training programs on culturally appropriate ways of working with Aboriginal and Torres Strait Islanders
- child protection policies or practices where significant improvements are required to assist forward planning
- the overall quality and relevance of the department's services to Aboriginal and Torres Strait Islanders
- the department's relationship with its funded Aboriginal non-government organisations.

During the year, regular meetings were held with district Senior Officers Aboriginal Services to ensure that there is greater coordination and communication across the districts about Aboriginal children. The meetings also provided an opportunity for training and extended briefings to officers on relevant issues and case practice improvement.

A dedicated officer was assigned to manage the implementation and use of section 81 of the *Children and Community Services Act 2004*, which governs the placement and care of Aboriginal children. Consultancy, advice, training and coaching was provided to field workers. A program commenced to contract a greater number of Aboriginal non-government organisations to provide consultation and advice on appropriate placements. This program will continue, district by district, in 2008-09.

Guidelines were developed and distributed in August 2007 to assist staff in engaging Aboriginal Elders to work with the department.

Research involving multiple placements of young Aboriginal children in care commenced in May 2008. A report and recommendations for improvements in case practice will be completed in late 2008.

During the year, significant changes in the approach to dealing with child sexual abuse in remote Indigenous communities took place. A multi-agency alliance approach was adopted with Police and Health. In recognition of the need for additional services in the north of the state, East Kimberley was created as a separate departmental district.

Over the last twelve months, to meet the growing need for case workers in country regions for legal advice and representation, legal support officers (paralegals) were appointed in three locations and a legal officer was appointed in Bunbury covering the South West and Great Southern regions. The use of video link to provide legal representation was also advanced, with Perth-based legal officers often being linked in to various country locations, and with upgrades to the court's video link facilities.

Child Safety Directors' Group

The interagency Child Safety Directors' Group, chaired by the Director General, began meeting in July 2007 and focuses on the delivery of appropriate services to vulnerable children and their families, including children who are in the CEO's care. The group was established as part of the child protection reform agenda to improve the way in which State Government agencies work together in providing these services. It is a high level interagency group of senior officers reporting to Cabinet through the Minister for Child Protection.

Child Safety Directors have been appointed in all key State Government agencies and have four roles:

- leadership - leaders within their own agencies on child safety issues and the key agency liaison with external parties
- communication - represent their respective agencies' views to the Child Safety Directors' Group and communicate child safety issues throughout their own agencies, from agency executive to staff in regional offices
- corporate parent - facilitate their agencies' services for children and young people in the care of the state, and
- policy and project development - facilitate their agencies' contribution to developments that improve child safety in Western Australia.

The Child Safety Directors' Group met monthly throughout the year and discussed a range of projects, including:

- the development of health and education plans for children in care
- the implementation of proposed mandatory reporting legislation
- clear guidelines on information sharing practices between Government agencies for child protection purposes, and
- the need for increased attention to identify and address the needs of children with suspected foetal alcohol spectrum disorders.

Child Interview Unit

The Child Interview Unit continued to undertake forensic interviews of children in the metropolitan area. Staff also travelled to country regions to provide interview and support services along with Police. Recommendations from the Evaluation of Specialist Child Interviewing December 2006 continued to be addressed. An across-government advisory group to inform the work of the unit, with representative members from Police, Office of the Director of Public Prosecutions, Department of Health, Department of the Attorney General, Court Services and the Child Witness Service has been established. Further development of country services and improvement of assessment and responses to referrals state-wide is underway.

Mandatory Reporting

Planning for the implementation of mandatory reporting of child sexual abuse in Western Australia was progressed during the year and an operational model for the department was developed.

The State Government provided \$43.9 million for mandatory reporting over four years including 17.5 staff to take the reports of child sexual abuse through the centralised reporting service and 50 frontline service delivery staff to respond to reports and provide services to children.

The establishment of a centralised reporting unit commenced and is being integrated with the Crisis Care Unit. Training was developed for the estimated 90,000 mandatory reporters and will commence in October 2008.

Ministerial Advisory Council on Child Protection

The main focus of the Ministerial Advisory Council on Child Protection during 2007-08 was Aboriginal and Torres Strait Islander children, families and their communities. In January 2008, the report *Developing Therapeutic Communities for Abused Aboriginal Children and Their Families: An Indigenous Practitioners' Cooperative Inquiry* was printed and distributed to both State and Australian Government bodies.

This report resulted from the summit meeting of 55 Aboriginal people convened by the council in May 2007, 'Gathering to Make Safer and Healthier Communities for Indigenous Children'. All papers relating to the report are on the council's website (www.childprotectioncouncil.com.au). Several projects and activities emanated from this report. A partnership was developed with the corporate sector in the Pilbara to help find solutions to issues concerning them and the communities in which they operate. The council met with Dr Helen Milroy, Indigenous Child Psychiatrist from the University of Western Australia to discuss how her work with Indigenous children and trauma could be disseminated within the broader community. Another initiative was the development of a therapeutic communities model for refugees from culturally and linguistically diverse backgrounds.

Since 2003, the council has led the Shaken Baby Syndrome Prevention Campaign. A range of community awareness activities were undertaken in the past that convey the message that deaths and injuries from shaking babies are 100 per cent preventable.

In March 2008, over 100,000 babysitter tip sheets, for parents engaging a babysitter, were distributed to child health centres, Ngala, the Disability Services Commission, Department for Communities and Department for Child Protection service delivery offices. The tip sheet includes a link to the Shaken Baby Syndrome video-clip on the website.

The Shaken Baby Syndrome Prevention Campaign has been underpinned by a collaborative partnership with industry (Brand Agency, Viva Photography, Fremantle Football Club, Channel 9) and non-government agencies (Ngala Family Resource Centre, Telethon Institute for Child Health Research and NAPCAN WA). The Department for Child Protection, Departments of Health and Education and Training, Disability Services Commission and WA Police also contributed to the campaign.

The collaborative interagency model for the Shaken Baby Syndrome Prevention Campaign was presented in 2007 to the Victorian Office of the Child Safety Commission and the Australian Medical History Conference, and by council member Dr Winterton at the International Conference for the Prevention of Child Abuse and Neglect held in Lisbon, Portugal.

The council co-sponsored the Child Protection Week seminar 'Babies and Safe Sleeping: Co-sleeping' with the Department for Child Protection and the Advisory Council on the Prevention of Deaths of Children and Young People. It held a forum 'Removal of Babies from Mothers: Breaking the Cycle and Maximising Opportunities for Family Support' sponsored by Ngala, Anglicare, the Centre for Vulnerable Children and Families and Mercy Community Services. The council also co-sponsored the Coalition of Peoples Inc. 'Healing Journeys Conference – Dimensions of Working Through Trauma'.

The council provided comment to the State Solicitors Office on the State Government's proposed *Children and Community Services Amendment (Reporting Sexual Abuse of Children) Bill 2007*.

Future Directions

In 2008-09, the department will:

- implement mandatory reporting of child sexual abuse across Western Australia, including the establishment of a centralised reporting unit
- implement the Policy on Neglect, relating to the department's responsibilities in responding to the neglect of children
- in conjunction with the Australian Government, introduce income management for child neglect in the Kimberley and Cannington districts for situations where child neglect is occurring and the use of available financial resources is a contributing factor to the neglect
- undertake a project on information sharing between agencies with relevant Government and non-government agencies, encompassing legislative requirements to develop procedures for the disclosure of information
- undertake a project to review, streamline and standardise service delivery policies and Field Worker Guidelines resulting in the production of, an integrated, user-friendly format that is easily understood by departmental staff and consistent with the development of the Assist client data record systems
- develop a five-year workforce plan, develop attraction and retention strategies, streamline resource processes, develop a corporate and quality governance framework and establish coordinated misconduct management mechanisms
- implement phases two and three of the Assist computer system, to provide full case management capacity across the state and allow the department to retire its existing case management computer system.

Service 3: Supporting Individuals/Families At-Risk or in Crisis

Working with Children Checks

People who are in child-related work have been required to apply for Working with Children Checks since 1 January 2006. The *Working with Children (Criminal Record Checking) Act 2004* established procedures for considering criminal records and prohibiting people who have been charged with, or convicted of, certain offences from carrying out child-related work.

The Working with Children Screening Unit receives and assesses check applications made through 189 Australia Post outlets. Processes are in place to enable persons who live interstate or in remote areas to apply for the check.

Since the screening began in January 2006, a total of 133,910 applications had been received to 30 June 2008. Where there is no criminal record, or a record is assessed as not indicating that the child may be harmed, an assessment notice (Working With Children Card) is issued. A total of 128,147 people were issued with cards at 30 June 2008. Where the criminal record indicates a child may be harmed, the person is prohibited from child-related work through the issue of a negative notice. Forty-six such notices were in place at 30 June 2008.

People who have cards can use these for any type of child-related work and they last for three years, unless the person offends during this time and the offences require reconsideration. People in child-related work will start renewing their cards from 1 January 2009.

The demand for checks has significantly increased. In 2006, the first 12 months of operation, less than 23,000 applications were received while 42,918 applications were received in the six months between January and June 2008.

A total of 74,985 applications were received in the 2007-08 financial year with 73,794 cards issued and 28 negative notices placed.

From 1 January 2008, the third year of a five-year roll-out, persons in the following groupings of child-related work require checks:

- volunteers working with children aged 13 to 17 years
- any new volunteers, employees or self-employed persons who start child-related work
- many existing paid employees who started child-related work before the introduction of the legislation.

The *Working with Children (Criminal Record Checking) Act 2004* provides natural justice processes. Persons who are prohibited from child-related work have the right to apply to the State Administrative Tribunal for an external review of the decision. Some applications are made but do not proceed to hearing. During 2007-08, the department received eight applications from persons seeking a review by the tribunal, which is an increase of four from the previous financial year.

To date, the tribunal has decided on three such reviews. The department appealed to the Supreme Court against two tribunal decisions to set aside negative notices. The outcome of one of these determined that charges that have not resulted in a conviction may nevertheless indicate unacceptable risk of harm to a child. The matter was referred back to the tribunal for reconsideration, which is yet to occur. The outcome of the second appeal is awaited.

During the 2007-08 financial year, the Working with Children Screening Unit:

- responded to significantly increased service demand in completing year two and starting year three of the five year roll-out of the checks
- continued to improve the information management system through which applications and criminal records are received and which supports the efficient processing of applications to meet escalating service demands
- raised public awareness of the checks and strengthened partnerships with a range of stakeholders
- amended the *Working with Children (Criminal Record Checking) Regulations 2005* including providing for earlier checking from 2008, instead of 2009-10, for many existing paid employees
- established initial compliance functions, with a new compliance role working closely with WA Police, as well as assisting employers to meet their obligations under the legislation
- proposed amendments to strengthen the legislation and improve operation, with drafting expected during 2008-09.

A media campaign continues to inform the public about the Working with Children Checks, and includes:

- television advertising between 29 February 2008 and 3 May 2008, which has been a significant factor in the increased service demand
- complementary advertising to support the TV campaign throughout May and June 2008, including Indigenous radio advertisements in regional areas, radio advertisements to target persons from culturally and linguistically diverse groups, advertisements in state and regional newspapers
- upgrading the website which is now more customer focused and interactive
- undertaking workshops and forums with a range of stakeholders
- developing written resources such as the *Step by Step Guide to Completing WWC Check Application Form* poster and Child Safe and Friendly fact sheet.

Responsible Parenting

The Responsible Parenting Initiative was introduced in 2004 to address growing community concern about the number of young people – including children under the age of 10 – involved in truanting, anti-social and criminal behaviour. The ParentSupport service continues to provide three to six months of intense casework for parents of children (up to 15 years) and now operates in both the South Metropolitan and Peel districts.

Collaborative casework services were extended to include, on a trial basis, the Next Step Drug and Alcohol Service and the Mirrabooka Migrant Resource Centre to support refugee parents. In 2007-08, the ParentSupport service provided assistance to over 600 families.

Outcomes collated in 2007 showed that over 60 per cent of the parents referred accepted a ParentSupport caseworker and were willing to work on the problems children were experiencing. Ninety-seven per cent of these parents made significant progress in reducing the incidence of problem behaviours and made substantial improvements in the quality of home life and family relationships. When followed up three to six months after the work was concluded, 68 per cent of these parents said they had continued to make improvements, while 23 per cent said they had sustained the improvements.

Responsible Parenting Services will be opening in the North and North West Metropolitan and Kimberley areas in 2008-09.

Best Beginnings

Best Beginnings is a voluntary, home visiting service commencing before birth or before the infant is three months of age. It delivers a structured program over two years to parents who are experiencing difficulties in their lives that will impact on their ability to parent sensitively and to be available as a secure attachment figure for their infant.

Best Beginnings targets families with risk factors which may include teen parenthood, sole parenthood, financial stress, low income, low education level, illicit drug use, mental health problems and family violence. The success of the service is based on the worker's ability to engage the parents in a relationship of trust and provide support to enable them to make changes that will improve their own and their children's life outcomes.

There are eight metropolitan and two rural Best Beginnings sites delivered in collaboration with the Department of Health, City of Cockburn and Balga Senior High School. Best Beginnings is an evidence-based service with evaluation reviews conducted by the Telethon Institute for Child Health Research. Over the past eight years it has been found to produce positive outcomes for parents and children in the areas of child health and well being, family functioning and parenting, and social and emotional competence.

Emergency Services

District emergency services officers continued to operate in the metropolitan and regional centres, establishing local emergency welfare committees and developing districts' capacity to respond to emergencies. A high level of community engagement and consultation continued to ensure a broad level of planning and preparedness by departmental staff in local communities.

In May 2008, the Emergency Services Unit officially joined the interdepartmental State Coordination Centre in West Leederville. The facility includes the department's new State Welfare Emergency Coordination Centre, which is managed by the Emergency Services Unit.

The department's Emergency Services Unit assisted in responding to several emergencies throughout 2007-08, including the Casuarina and Borrabbin fires in December 2007, Ballajura and Parkerville fires in January 2008, Cyclone Nicholas, an incident at Perth International Airport in May and Rockingham storms in June. The department assisted with the establishment of evacuation centres and provided personal support, financial assistance and personal requisites, including involvement in longer term recovery services. Other incidents were managed by the local district offices with district emergency services officers and local community supports. During 2007-08, approximately 350 people were directly assisted by the department.

Crisis Care

Crisis Care operates a free telephone information and counselling service for people in crisis and needing urgent help. It is available 24 hours a day, seven days a week and can be accessed through the Telephone Interpreter Service. Crisis Care can be contacted for help with a range of serious problems, such as concerns about the well being of a child, domestic violence and homelessness.

During 2007-08, Crisis Care and the after hours Family Helpline responded to 71,344 calls and made 557 emergency visits. The five most common reasons recorded for contact in 2007-08 were family problems, family and domestic violence, community resource information requests, practical problems and homelessness.

In 2007-08, the department received 897 contacts in relation to the Northbridge policy, which restricts access to the precinct by children and young people who are under the age of 16.

The department's after-hours Family Helpline, staffed by Crisis Care, provided general family support, information counselling and referral to over 6,600 contacts in 2007-08.

Assist

The Assist project centres on the replacement of the Department for Child Protection's core case management information systems. The implementation of the first phase of Assist was successfully completed early in 2007-08. This introduced the Objective Electronic Document and Records Management System for records management only across the department.

The second phase of Assist introduced the PeopleSoft - Customer Relationship Management software package to the department's field staff in April 2008. This phase added support for planning and the collection of critical information about children and young people in care. It was introduced first in the Wheatbelt district in April 2008, and the progressive rollout to remaining district offices commenced.

Significant progress was made towards completion of the detailed design of the third phase of Assist. This phase will allow the retirement of the department's ageing legacy case management systems.

Supported Accommodation Assistance Program

The joint Commonwealth/State Supported Accommodation Assistance Program (SAAP) provides a significant safety net for people who are homeless or at risk of homelessness or escaping domestic violence.

With the Australian Government's release of the Green Paper *Which Way Home? A New Approach to Homelessness* and the development of a new National Affordable Housing Agreement which will incorporate funding for SAAP, there is a changing landscape regarding future responses for homelessness.

A sample policy and procedure manual was released in August 2007 to provide SAAP services with a template for developing policy and procedures specific to their service. The example materials were developed in accordance with the requirements of the SAAP Service Standards and reflect principles of good practice. The manual contains policies and procedures, forms and handbooks. All SAAP services received a pack containing an information booklet and a CD containing electronic copies of policy and procedures, forms and handbooks.

A one-off grant of \$50,000 was provided to The Sister's Place in Fremantle to provide a safe place, bed and washing facilities for homeless women in Fremantle. Through the SAAP V Innovation and Investment Fund, 10 pilot projects continued to operate in 18 locations. In order to ensure continuity for pilot projects, extensions were provided to 30 December 2008.

Supported Accommodation Assistance Program State Advisory Committee

The Supported Accommodation Assistance Program State Advisory Committee is an advisory mechanism to the Minister for Child Protection, providing advice on matters relating to SAAP services under the current SAAP V Agreement. The committee continued to meet monthly in 2007-08. It provided feedback to the Minister and the department on a range of issues facing SAAP funded agencies in meeting the increased demand for their services due to the current housing environment.

Relevant State Government agencies were also represented on the State Advisory Committee, including the Department of Housing and Works, Mental Health, Drug and Alcohol, and Disabilities. This enables issues to be considered in an across-portfolio manner.

Over the past twelve months, the committee focused on issues relating to sector viability, mental health and more recently, the Australian Government's renewed focus on homelessness. Based on information gathered from the sector, the committee has been preparing a submission in response to the Commonwealth Government's Green Paper *Which Way Home? A New Approach to Homelessness*.

Financial Counselling and Assistance

In 2007-08, the department's Family Crisis Service provided 11,500 instances of emergency assistance to people experiencing unforeseen crisis compared to 13,900 in 2006-07. A total of 6,522 people were assisted in 2007-08 compared to 7,896 people in 2006-07. Emergency assistance was significantly higher in 2006-07, largely due to several cyclones, storms and fires during the year.

Table 22: Department for Child Protection Family Crisis Program

Outcomes	Number of people ^(a)			Instances of service provision ^(b)		
	2007-08	2006-07	2005-06	2007-08	2006-07	2005-06
Food for family	5,104	5,645	5,795	8,250	8,937	9,164
Essential services provided	363	509	620	426	609	749
Medical/optical requirements	299	393	603	308	405	630
Furniture provided	2	10	3	3	10	3
Transport	124	149	207	161	183	247
Accommodation provided	843	1,022	895	1,212	1,538	1,433
Clothing/linen/blankets	101	137	90	109	160	98
Funeral assistance	341	423	387	350	441	417
Financial counselling	14	24	16	16	34	20
Other	491	1,282	592	666	1,616	762

(a) Persons can receive assistance in more than one outcome category during the financial year, and thus the total number of persons assisted is significantly less than the number for each category added together.

(b) Instances of service provision in each outcome tend to be greater than the number of people who received assistance, as persons can be assisted more than once during the year.

(c) 'Other' in 2006-07 includes significant emergency assistance as a result of several cyclones, storms and fires during that year.

In the 2007 calendar year, the department's 54 funded financial counselling services assisted around 13,500 clients with more than 34,500 instances of service provision. Assistance included advice about creditor issues, budgeting and negotiation to maintain essential services and assistance with housing issues.

The types of counselling and assistance provided are described in Table 23.

Table 23 Funded financial counselling services service provision

Services	Number of instances			
	2007	2006	2005	2004
Advice concerning gambling issues	93	102	80	85
Referral to legal advice, bill paying and other services	3,076	3,233	3,318	3,685
Application for No Interest Loans Scheme	716	842	1,040	1,289
Assistance to obtain entitlements	2,501	2,151	2,042	2,063
Information and assistance with bankruptcy and other issues	7,215	5,599	5,250	4,541
Housing issues	2,324	2,293	2,237	2,393
Legal and other creditor issues	4,779	4,712	5,254	5,544
Negotiation with essential service providers (e.g. power/water)	3,409	3,570	3,497	3,840
Budgeting advice and assistance	4,663	5,730	4,689	5,109
Emergency relief	4,131	5,395	2,637	n/a
Other	1,641	2,054	3,373	8,399
Total	34,548	35,681	33,417	36,948

The department will be implementing a Hardship Utilities Grants Scheme during 2008-09. The purpose of the scheme is to help those people in genuine financial hardship in Western Australia to maintain connection to essential utilities. Financial counselling services will also receive a substantial increase in funding to assist them to continue to provide essential services to the local community and additional support through the scheme.

Family and Domestic Violence

In 2007-08, the Crisis Care Unit received 4,854 calls related to family and domestic violence, compared to 5,150 calls in 2006-07. Support included assisting victims with safety planning, referral to refuge accommodation and assistance to leave.

The Men's Domestic Violence Helpline received 1,636 calls during the year, compared to 1,957 in 2006-07, a decrease of 16 per cent. There were 873 calls from victims, perpetrators or persons at-risk of perpetrating violence. The remainder were from other community members, service providers seeking information and persons reporting suspected domestic violence.

The Women's Domestic Violence Helpline received 3,620 calls during the year, compared with 3,851 in 2006-07 a decrease of 6 per cent. Of these, 2,856 involved family and domestic violence issues. The remainder of calls were for other issues such as custody and access, information about support groups and queries from students and professionals. Contacts to helplines fluctuate from year to year depending upon events in the community and information in the media.

Six additional senior field staff were allocated to further improve the department's response to family and domestic violence. The workers will be co-located with the Police to provide early and timely intervention in situations of family and domestic violence. The teams will act jointly and combine with local agencies in responding to situations of family violence.

Response to Drug and Alcohol Issues

The department continues to implement key activities as outlined in the Department's Drug and Alcohol Action Plan to support the *WA Drug and Alcohol Strategy 2005-2009*. Strategies to address personal use and programs for families are essential for protecting family members and reducing the potential harm to children.

All drug and alcohol and child protection services have a duty of care in the assessment and appropriate intervention for at-risk children. A *Working Together Resource Kit* was developed to support the development of formal and robust linkages between local drug and alcohol services and district offices. This involves a memorandum of understanding, which will be negotiated and signed between the district office and the local community drug service team and will cover liaison, referral, shared case management and consultancy.

During 2007-08, workforce development was provided to frontline workers to enhance case practice where alcohol and drug issues are present.

Particular focus was directed to the impact of parental drug and alcohol use on pregnancy, newborns and children, through participation in the Impact of Parental Drug and Alcohol Use on Pregnancy, Newborns and Infants Working Party, which was formed in mid 2007. International research suggests that parental drug and alcohol misuse is a key feature of families identified by child protection services. A policy framework and set of principles were developed to facilitate a consistent and holistic approach to families that aims to promote the wellbeing of all members.

The Western Australia Illicit Amphetamine Summit was held in July 2007 to examine the complexity of issues relating to amphetamines. The summit, attended by expert and community representatives, resulted in a comprehensive action plan addressing prevention, treatment, law enforcement, corrective services, mental and acute health services, child protection, and Aboriginal initiatives. The department committed to implement the relevant initiatives within the *Western Australia Illicit Amphetamine Summit July 2007 - Government Action Plan*.

The department is a collaborating organisation in the implementation of an alcohol and other drugs conference titled 'Making it Happen: Responding to AOD issues across the sectors' to be held in May 2009.

Future Directions

In 2008-09, the department will:

- establish new Responsible Parenting services in the north metropolitan area, Halls Creek, Fitzroy Crossing, Wyndham, Derby, Broome and Kununurra
- expand the Best Beginnings program to an additional two sites in the Kimberley
- implement SAAP V Innovation and Investment Fund pilot projects (subject to outcomes of evaluations of existing pilot projects)
- provide ongoing, recurrent funding for the Hills Community Support Group Young Women's Safe House
- complete year three of the phasing-in of the Working with Children Checks, with earlier checking for many existing paid employees
- introduce amendments to the Working with Children (Criminal Record Checking) Act 2004
- in partnership with the Drug and Alcohol Office, develop formal and robust linkages between local services encompassing referral, consultation and shared case management
- in response to the Utilities Essential Services Hardship Review, increase the capacity of financial counselling services to provide greater assistance to people impacted by utilities hardship, and to implement the Hardship Utilities Grant Scheme.

Financial Disclosures

Funding and Other Financial Information

Table 24 presents a summary of the Department for Child Protection's actual and budget position funded by appropriations from the consolidated account, Commonwealth specific-purpose grants and other revenues.

An increase in total appropriation of \$22.9 million is due primarily to the additional funding received for the growth in demand for the department's services. Additional funding was also received to continue various Gordon Inquiry Initiatives as well as one-off retrospective payment to non-government services. In addition, the department received additional indexation for non-government services and was reinstated with the Standard Services Saving Harvest.

Other revenue received in 2007-08 was \$4.2 million greater than budget due mainly to an increase in revenue for the Working with Children Screening Unit relating to application fees and contributions received from other State Government departments as a result of the Government's decision not to progress with the establishment of Approved Screening Agencies.

Total cost of services in 2007-08 was greater than the published budget figure by \$22.3 million. The total cost of services estimate in the Government's 2007-08 mid year review was adjusted to \$292 million, to reflect additional funding predominately for growth in demand for the department's services.

The net asset position for the department on 30 June 2008 increased by \$13.9 million compared with the 2007-08 budget. This increase is due partly to a revaluation of non-current assets made during the 2007-08 financial year and it is also a result of a higher than expected cash balance caused by delays in expenditure on capital projects.

In response to a Ford Report recommendation, the department developed a 'demand model' approach to budget forecasting. Essentially, this involved forecasting trends in those key measures which influence service demand, and the calculation of formulae which predict the budget consequences of these changes in demand. The result was used in the department's budget proposal to estimate the new funding required by meeting anticipated demand. This demand model was then used in the allocation of new resources within the department. The purpose of using the demand model is to provide a more accountable and objective approach to budget planning, and to more accurately identify the resources needed for effective departmental performance.

Table 24: Funding and other financial information

Funding	Budget 2007-08 ^(a) \$'000	Actual 2007-08 \$'000
Recurrent funds		
Service appropriation	237,798	260,701
Administered appropriation	7,550	4,288
Commonwealth specific purpose grants	18,621	18,545
Other revenues	3,846	8,008
Total recurrent funds	267,815	291,542
Capital funds		
Appropriation for capital contribution	23,276	23,276
Internal funds and balances	0	6,238
Drawdowns from the holding account	1,145	1,145
Funding included in service appropriations	2,735	2,755
Funding included in Department for Treasury and Finance Administered Item	200	200
Total cost of capital works program	27,356	33,614
Total funding^(b)	270,550	294,297
Total cost of service	268,256	291,250
Total net assets	71,099	85,042

(a) The 2007-08 budget has been restated by \$4.315 million to adjust for services transferred to the Department for Communities.

(b) Total funding comprises total recurrent funds and capital funding included in service appropriations.

Act of Grace Payments

In accordance with Treasurer's Instruction 319, public sector agencies must disclose Act of Grace payments made pursuant to section 80 of the *Financial Management Act 2006*. During 2007-08, there were no Act of Grace payments made by the Department for Child Protection.

Capital Projects

Significant projects were undertaken during 2007-08 to accommodate the increase in departmental staff. Refurbishment was completed of Mandurah, Kununurra, Broome and Mirrabooka district offices. Work is currently in the planning stage for Midland, Perth, Armadale/Gosnells, Hedland, Carnarvon, Geraldton, Bunbury, Busselton, Manjimup and Kalgoorlie offices.

Other projects during 2007-08 include the major refurbishment of the Yurang-Man-Gu Taam-Purra Hostel in Halls Creek, and the upgrade of Catherine House Group Home in Broome, Keith Maine Youth Camp, Canowindra Hostel in Bunbury, Weeriana Hostel in Roebourne and the Northam Group Home. A new group home was purchased in Albany.

Facilities in the planning stage include Graeme Street Hostel Kalgoorlie, Busselton Community Centre, Fitzroy Crossing Community and Child Care Centre and office accommodation upgrade of the Craigie Community House. Refer to Table 25 for a full description.

Table 25: Capital works projects 2007-2008

Project	Estimated cost	Estimated year of completion
Mandurah office (completed)	\$515,000	2008
Kununurra office (completed)	\$108,600	2008
Mirrabooka office (completed)	\$397,000	2008
Broome office (completed)	\$106,500	2008
Albany Group Home (completed)	\$500,000	2008
Halls Creek Hostels (completed)	\$2,680,000	2007/08
Northam Group Home (completed)	\$435,000	2008
Perth District office	\$201,000	2008
Manjimup office	\$200,000	2008/09
Bunbury office	\$635,000	2008/09
Busselton office	\$380,000	2008/09
Geraldton office	\$350,000	2008/09
Carnarvon office	\$692,000	2008/09
Moora office	\$455,000	2008/09
South Hedland office	\$811,000	2009
Gosnells office	\$850,000	2008
Kalgoorlie office	\$790,000	2008
Weeriana Hostel	\$500,000	2008/09
Kalgoorlie Group Home (upgrade)	\$400,000	2008/09
Keith Maine (upgrade)	\$514,000	2008
Catherine House (upgrade)	\$250,000	2008
Graeme Street Hostel	\$1,475,000	2009/10
Meekatharra Hostel (upgrade)	\$620,000	2008/09
Intensive Treatment and Placement Support	\$1,200,000	2009/10
Fitzroy Crossing Community and Child Care Centre	\$1,534,000	2008/09
Busselton Community Centre	\$706,000	2009/10
Craigie Community Centre	\$890,000	2008/09

Information, communication and technology projects completed in 2007-08 include:

- installation of information technology infrastructure at new and extended offices
- implementation of a new document management system
- upgrades of the state-wide data network
- enhancements to the Working with Children information system.

Purchasing Services

The department's Purchasing Quality Services process aims to ensure quality services provided by funded non-government organisations are delivered to the people of Western Australia and that these services provide value for money.

Indexation payments to non-government services funded by the department continued in accordance with the *State Government Indexation Policy for the Non-Government Human Services Sector*. Following the 2007 review of the indexation policy, a one-off back payment was provided to funded services in recognition of the indexation shortfall for the years 2004-05 to 2006-07. A further payment was made adjusting the indexation rate for 2007-08 from three per cent to five per cent. This is a positive step forward in achieving a more sustainable position for all non-government services and has resulted in indexation payments that are more closely aligned with actual cost increases in service delivery.

The Department for Child Protection and the Department for Communities worked together to develop an appropriate contract management model for all non-government funding previously managed by the Department for Community Development. The non-government sector was consulted throughout the project. From 1 July 2008, each department will manage the contracts that form part of its programs and the contracting framework will be streamlined and incorporate simplified reporting.

Human Resources

Staff Profile

As at 30 June 2008, the department employed a total of 2,033 permanent, fixed-term and casual employees. The average full-time equivalent (FTE) usage for the financial year was 1,576.8 FTE. Female employees represent 78 per cent (1,584) of the total workforce and males 22 per cent (449).

Table 26: Employment levels at 30 June 2008^(a)

Location	Actual average FTE usage 2007-08 ^(a)	Number of staff as at 30 June 2008						Total
		Full-time			Part-time			
		P	F	C	P	F	C	
Aboriginal Engagement and Coordination	8.11	8	1	0	0	1	0	10
Accommodation and Care Services	236.89	124	58	81	23	10	11	307
Corporate and Business Services	191.31	164	44	2	14	15	3	242
Country Services	431.01	312	66	28	77	25	7	515
Metropolitan Services	597.05	390	100	46	154	62	20	772
Office of the Director General	15.64	20	8	0	5	2	0	35
Policy and Learning	48.31	38	7	0	26	6	0	77
Service Standards and Contracting	48.46	45	13	0	11	6	0	75
Total number of FTE/staff	1576.78	1,101	297	157	310	127	41	2,033

(a) Information effective as at 26 June 2008.

Key: P = Permanent
F = Fixed Term contract
C = Casual

Attraction and Retention

Recruitment, selection, appointment and retention of suitable staff for the department continued to be a priority in 2007-08 with a specific focus on the deployment of field staff for the protection and care of children.

The department was represented at university career fairs to target graduates, promote the department to other students and conduct targeted information sessions. 'Career Hub' was used to target university students in both Australia and New Zealand. Direct emails to university coordinators allowed for targeted dissemination of job information to relevant students. Specific industry expos were used to further promote the department's range of opportunities in corporate areas.

Career and employment expos throughout the year were used to attract prospective employees and educate the public about the Department for Child Protection. Two of the expos attended specifically targeted the regional locations of Broome and Peel.

The 'Virtual Careers Expo', an on-line expo was used to market departmental careers.

Building on the 'Life Changing Career' branding in 2007, a 'Generation Y' branding strategy was developed with the slogan 'It takes one to have a vision and two to bring it to life' to attract Generation Y applicants.

A targeted recruitment campaign for residential care officers was developed, including a group assessment process and streamlined application and recruitment process. Although a general pool, it is designed to attract workers from all cultural backgrounds but also included specific targeting for Indigenous workers.

Recruitment campaigns targeting specific occupational groups and locations proved to be an effective strategy to counter the current tight labour market. Some recent campaigns were for youth and family engagement workers, Strong Families coordinators, senior practice development officers (district), and clinical psychologists for specific regions such as Peel and the Wheatbelt.

A centralised recruitment process for entry level field workers continued to provide suitable and qualified workers for deployment to districts. Changes to the operation of the appointment pool allowed for an 'open pool' concept which enables applications to be accepted for field workers at any time. A new software tool was developed and implemented to monitor and manage the pool.

Skilled and qualified overseas workers were targeted for recruitment in the department, with a focus on difficult-to-recruit-for locations.

Recruitment and retention of senior community child protection workers for remote Indigenous communities was improved due to payment of a specific attraction and retention benefit. The final selection of a candidate is made by the communities themselves, ensuring the appropriate person is engaged to fulfil the needs of the community.

The department is participating in the Department of Consumer and Employment Protection's Work Life Balance Project which aims to achieve the implementation of flexible employment arrangements to provide a better work-life balance for staff and to assist in attraction and retention.

The project has three stages:

- identification of Department for Child Protection current flexible employment arrangements and work-life balance policies
- work with a selected work unit to develop and implement a tailored strategy to respond to work-life balance issues
- training and implementation of recommendations for work-life balance policies.

A Leadership Development for Effective Leaders program was developed and the pilot group commenced in March 2008 for an 11-month period. The program aligns with the Department of the Premier and Cabinet's Leadership Development Strategy and is designed to develop participants with the 'Core Capabilities for Leaders in the Public Sector'.

The inaugural group of 19 scholarship holders for the Graduate Certificate in Child Protection Practice successfully completed their studies with distinction, as well as four staff that completed the program independently of the scholarship. Another 19 scholarships were allocated for staff to complete the certificate in 2008.

A recruitment and selection skills training program was developed and piloted. The program provides staff with knowledge of recruitment and selection processes and strategies to make good selection decisions which take into account diversity. Potential panel members develop a greater understanding of the use of customised promotional strategies and learn assessment tools for specific recruitment exercises.

'Reaching Forward – My Performance Development' was officially launched by the Director General in May 2008. This performance development tool provides an opportunity for employees and managers to openly and positively reflect on both performance and development needs. A widespread communication strategy is being implemented. Information sessions were conducted with staff in most country areas including the Kimberley, Pilbara, Murchison, Goldfields and Great Southern districts and across metropolitan areas. A system is also being developed to capture statistical information for analysis.

Development of the department's Aboriginal and Torres Strait Islander Employment and Retention Strategy was commenced during the year. The generic Working in Partnership with Indigenous People Program was rolled out at Fremantle, Joondalup and Mandurah, to train employees on how to build relationships within their local Aboriginal communities. An audit of the program commenced. The department will be rolling out a localised program as a follow up from the generic content of this service.

The department has three staff enrolled in the Aboriginal and Torres Strait Islander Scholarship Program to complete social work undergraduate degrees. Staff that enrolled in the Existing Workers Traineeship to gain Certificates III and IV in Community Services and Children's Services completed their traineeships.

Occupational Safety and Health

The Department for Child Protection is committed to providing a safe and healthy work environment for its employees and members of the public who come into contact with the department.

There are currently 59 elected safety representatives who assist in establishing safe systems of work and enhance communication structures in the workplace. Dealing with Aggressive Behaviour by Clients training was a focus again this year and was supported by awareness raising sessions on the department's policy for dealing with aggressive clients.

A number of additional training initiatives were also introduced including:

- first aid training (offered throughout the department with 39 additional employees trained by 30 June)
- safety representative training (a one-day workshop offered to all safety representatives with 25 representatives participating).

The Departments for Child Protection and Communities have a joint Occupational Safety and Health Committee made up of 10 occupational safety and health representatives, six management representatives and two consultants. The committee meets every two months to discuss issues and ensure health and safety compliance.

A coordinator of occupational safety and health actively promotes workplace health and safety by visiting metropolitan workplaces and completing visits to all regional districts.

Employee Assistance Program

The Employee Assistance Program is a confidential 24-hour counselling service that assists employees to overcome problems that may be causing difficulties in their work or personal lives. Although there has been a slightly reduced usage during 2007-08, with the referral rate projected to be 7.3 per cent, it should be noted that an increasing referral rate can be seen as a positive indicator which is likely to promote a healthy workplace, reduce workplace stress, and reduce the number of stress-related workers compensation claims.

Workers' Compensation, Injury Management and Rehabilitation

The Department for Child Protection is committed to injury management for all injured employees and has an effective injury management policy in place. This policy complies with the injury management requirements of the *Workers' Compensation and Injury Management Act 1981*.

The policy is communicated via the intranet, site visits and one-on-one meetings with team leaders and managers to ensure they are aware of their responsibilities in regard to a successful outcome in returning the injured employee back to work.

During the injury management process, regular meetings are held between the relevant manager and injured employee, in consultation with the Coordinator Injury Management, to discuss return to work options. A return to work program is developed in consultation with the injured worker and their treating medical practitioner.

Table 27: Workers' compensation and lost time incidents 2004-05 to 2007-08

	2007-08	2006-07	2005-06	2004-05
Total workers' compensation claims	37	48	54	61
Lost time injuries (days)	28	33	21	26
Lost time injury/disease incidence rate ^(a)	1.41	-	-	-
Lost time severity rate ^(b)	35.71	35.73	18.69	22.76
Number of incidents reported	359	304 ^(c)	209	231
Number of fatalities	0	0	0	0
Total estimate	\$2,923,399	\$2,708,920	\$3,790,533	\$2,744,775

(a) This is a ratio involving a calculation of number of accidents to staff hours worked. A smaller rate indicates an improving trend.

(b) The average number of days lost per incident.

(c) This figure was omitted in the 2006-07 Annual Report.

Equal Opportunity and Valuing Diversity

The Department for Child Protection continued to operate under the previous Department for Community Development's endorsed Equity and Diversity Management Plan 2007-2008.

Table 28: Actual employee numbers in equal opportunity groups

Year	Total workforce	Head count ^(a)			
		Culturally diverse	Indigenous Australians	People with disabilities	Young people (<25 Yrs)
30 June 2008 (Actual)	2,033	209	190	40	154
June 2007	1,981	185	169	46	113
June 2006	1,668	133	166	46	71
June 2005	1,625	130	184	50	85

(a) Figures prior to 30 June 2008 relate to the prior Department for Community Development structure. Includes all permanent, fixed-term and casual employees.

The transfer of policy offices into the new Department for Communities resulted in some minor demographic changes for the Department for Child Protection which are reflected in revised interim target plan objectives to 30 June 2009.

Table 29 shows that since June 2007, young people under 25 years, culturally diverse and Indigenous employees have increased in proportion to the total workforce.

Table 29: Comparison of diversity group trends as a percentage of total employees

Year	Percentage representation			
	Culturally diverse	Indigenous Australians	People with disabilities	Young people (<25 Yrs)
Interim Target Plan to 30 June 2009:	13.0	12.0	3.0	7.5
30 June 2008 (Actual)	10.3	9.3	2.0	7.6
30 June 2007	9.3	8.5	2.3	5.7
30 June 2006	8.0	10.0	2.8	4.3
30 June 2005	8.0	11.3	3.1	5.2

The Equity Index is a measure of the extent to which an equal employment opportunity (EEO) group is distributed across all salary levels, in comparison to the total workforce. If the group has a similar distribution to the general workforce, the Equity Index is 100 (ideal). An index less than 100 indicates compression of the EEO group at the lower position levels whereas an index above 100 indicates the group is more likely to be at the higher levels.

Table 30 indicates that the EEO groups of culturally diverse and people with disabilities are well distributed across the workforce.

Table 30: Comparison of diversity groups equity index trends

Year	Equity index ^(a)			
	Women	Culturally diverse	Indigenous Australians	People with disabilities
Interim Target Plan to 30 June 2009:	83	100	71	75
30 June 2008 (Actual)	82	107	63	109
30 June 2007	81	111	70	77
30 June 2006	83	132	70	56
30 June 2005	83	127	65	64

(a) Figures prior to 30 June 2008 relate to the prior Department for Community Development structure.

Table 31: Women in management tiers two and three (staff numbers)

Year	Female numbers ^(a)		
	Tier 2	Tier 3	Tier 2 and 3 combined
30 June 2008 (Actual)	3	28	31
30 June 2007	7	28	35
30 June 2006	5	12	17
30 June 2005	8	17	25

(a) Figures prior to 30 June 2008 relate to the prior Department for Community Development structure.

Table 32 indicates that women occupy 54 per cent of all management tiers two and three (combined) across the department and 57 per cent of all management tier three positions (two levels below the Director General).

Table 32: Women in management tiers two and three (percentage)

Year	Female percentage		
	Tier 2	Tier 3	Tier 2 and 3 combined
Interim Target Plan to 30 June 2009:	-	-	55
30 June 2008 (Actual)	38	57	54
30 June 2007	58	54	55
30 June 2006	56	57	57
30 June 2005	67	61	63

Governance Disclosures

Advertising

As required under the *Electoral Act 1907*, Table 33 shows the department's total expenditure and names of recipients under the categories of advertising, market research, media advertising and direct mail organisations.

Table 33: Advertising and marketing expenditure 2007-08

Category	Organisation	Total category amount
Advertising agencies	Creative Nature Communications, Equilibrium, Integrated Communication, Vinten Browning	\$72,417.10
Market research organisations	Patterson Market Research	\$85,423.36
Media advertising organisations	Cooch Creative, Marketforce Productions, Media Decisions, Sensis	\$741,100.81
Direct mailing organisations	Jobswest	\$679.72

Compliance with Public Sector Standards and Ethical Codes

In accordance with section 31(1) of the *Public Sector Management Act 1994*, the department is required to comment on the extent to which it has complied with public sector standards, codes of ethics and any relevant code of conduct.

These policies and procedures are contained in a best practice manual, accessible by all employees on the department's intranet. To monitor and assess the extent of compliance with the ethical codes and public sector standards, the department conducts an annual audit. This year's audit returned a satisfactory finding noting that the department met its requirements in respect to Public Sector Standards in Human Resource Management.

Executive Services

The Ministerial Liaison Unit reports to the Manager, Executive Services and has been proactive during the year reviewing templates and streamlining processes for managing correspondence from the Minister's office. During the year, the unit processed 637 ministerials. Of that figure:

- 116 were returned on time (that is, returned on the date requested by the Minister)
- 225 were returned earlier than the date requested
- 296 were returned later than the date requested.

Of the 637 ministerials returned to the Minister, 80 were returned with comments or requests for further information.

Disability Access and Inclusion

The department, in compliance with the requirements of the *Disability Services Act 1993*, has developed a Disability Access and Inclusion Plan for 2007-2011. The plan is to be complemented by the development of annual implementation plans improving access to its services, information and facilities for people with disabilities. The plan is available on the department's website.

Freedom of Information

Under the *Freedom of Information Act 1992*, the department is required to release information following appropriate requests by members of the public. Procedures for freedom of information requests are available on request and on the department's website. Members of the public may request information by lodging a freedom of information application form, or in any other written form, at any office.

In 2007-08, the department accepted 68 valid applications for access to information, 13 more than in 2006-07. Applications took an average of 27 days to process which is within the government requirement of no more than 45 days. This is an improvement on the last two financial years.

The department also attended to freedom of information issues on behalf of the Department for Communities and the Child Death Review Committee.

Table 34 shows the number of applications over the last five years.

Table 34: Freedom of Information applications 2003-04 to 2007-08

Applications	2007-08	2006-07	2005-06	2004-05	2003-04
Applications received	68	55	76	46	61
Applications withdrawn ^(a)	27	22	18	19	17
Personal applications	44	33	51	34	37
Non-personal applications ^(b)	24	22	25	12	24
Average days taken to process	27	32	30	18	24

(a) The number of applications withdrawn is a subset of the total applications received. Some applications withdrawn may have been received in the previous financial year.

(b) Of the applications received in 2006-07, two non-personal applications were transferred in full to another agency.

Record Keeping Plan

The *State Records Act 2000* requires the department to have a record keeping plan. In accordance with the State Records Commission Standard 2: Principle 6, the department is required to comment on compliance with the plan in its annual report.

The creation of the new Department for Child Protection necessitated a new record keeping plan. This was submitted to the State Records Commissioner in October 2007 and was subsequently approved.

The department began the use of Objective as its electronic document and records management system. This significantly enhanced the capture and management of electronic client records while also improving the retrieval and sharing of these records throughout the department.

Training in the records management component of Objective was provided to 147 new and existing employees over the course of the year. The department provides information on record keeping practices and employee responsibilities through its on-line Record Keeping Awareness Training Program for new and existing employees. From February, the course was also delivered to employees as part of their Objective training session.

Table 35 describes the number of training sessions and employees who completed training in 2007-08.

Table 35: Staff records management training 2007-08

	2007-08
Objective sessions (one-on-one)	4
Objective sessions (classes up to 14)	16
Record Keeping Awareness Training sessions (classes up to 14)	9
Total training sessions	29
Staff trained in records management	147
Staff completed Record Keeping Awareness Training	90

Client and administrative files held in offices and business units across the department were audited. This resulted in the update of the locations of over 30,000 client and administrative files and the establishment of audit trail data for these files on OBJECTIVE.

Government Policy Requirements

Corruption Prevention

In 2007, the department continued to work closely with the Corruption and Crime Commission to implement a suite of recommendations emanating from the commission's review of the department's misconduct handling procedures.

One of the key recommendations resulted in the establishment of the Governance, Standards and Integrity Unit, whose key responsibilities are to:

- develop proactive initiatives to encourage staff to demonstrate the highest professional standards of conduct
- ensure all complaints and allegations about staff and contractors breaches of conduct/misconduct are identified, assessed, reported and investigated in a timely and consistent manner
- ensure all allegations of staff misconduct are referred to the Corruption and Crime Commission as soon as there is enough information to suspect that misconduct may have occurred
- provide a central assessment and reporting of allegations and complaints against employees and contractors
- undertake all discipline investigations for employees and contractors
- undertake reviews of trends in relation to investigations
- support the Professional Conduct Council (to be established)
- develop and maintain the department's Professional Conduct Strategy.

Some of the commission's other recommendations completed during 2007-08 include:

- development and implementation of an overarching misconduct prevention policy
- implementation of interim strategies to improve the coordination of breach of conduct allegations and investigations
- review and distribution of the department's Code of Conduct
- awareness-raising sessions on misconduct management procedures to key staff
- misconduct awareness incorporated into the corporate induction day.

Recommendations commenced include:

- review of the department's risk management plan to include key misconduct risks
- development of internal investigation policies and procedures
- information sessions with employees and management on the standard of behaviour expected of all public officers as provided for by the *Public Sector Management Act 1994*, Public Sector Code of Ethics, the department's Code of Conduct and the *Corruption and Crime Commission Act 2003*
- development of the department's Professional Conduct Strategy.

Audit Reviews

The department undertook a comprehensive program of internal audit reviews during 2007-08. The areas and systems subject to audit were identified via a formal risk assessment that included management requirements and generally accepted governance approaches. The audits for 2007-08 included:

- compliance with public sector human resource standards
- assets and leases
- review of special purpose subsidy payments
- systems for funding to non-government organisations/contract management
- fee for service arrangements
- contract for services
- financial assistance to clients
- workers' compensation
- personnel and payroll system
- travel allowances system
- information technology network security of access
- information technology security/disaster recovery
- foster care subsidies
- software licensing
- Working with Children Card system
- strategic risk management
- accounts payable/purchasing.

Public Interest Disclosures

The *Public Interest Disclosure Act 2003* defines special action that must be taken by agencies in relation to disclosures of public interest information that may show that a public authority, officer or contractor has been, or proposes being involved in, improper conduct, committing an offence, misuse of public resources, or an act or omission which poses a risk for the public or the environment. The department recorded one reported case of public interest disclosure in 2007-08.

Substantive Equality Policy

The State Government's Policy Framework for Substantive Equality provides public sector agencies with a common framework and operational guidelines to eliminate systemic racial discrimination in the public sector's delivery of services.

During the year the Needs and Impact Assessment was applied to two key Reform Projects: the Service Delivery Review and Streamlining Project, and the Field Worker Guidelines Review and Streamlining Project. These projects encompass areas critical to the department's responsibility and will lead to the improvement of services to its clients, including those from Indigenous and cultural diverse background.

It is expected that the imminent adoption of the Language Services Guidelines for Working with Cultural and Linguistic Diverse Clients will significantly contribute to meeting the department's commitments under Western Australia's Substantive Equality Policy.

Sustainability

To promote and further enhance all sustainability initiatives across the department, a network of sustainability officers was established in 2007 in the department's district offices. Through this network, information sharing and direct communication was established, providing problem-solving forums, support and innovative proposals.

In recognition that paper waste and the associated costs are a significant factor for the department, a double-sided printing policy is in effect in central office. The department began moving towards an electronic filing system whereby paper-based filing systems will become redundant and all official documents will be required to be stored in electronic format. Discarded paper continued to be recycled through Paper Recycling Industries and recycling of printer cartridges in major offices is encouraged.

The department worked with the Water Authority and its Water Wise Ways Program to comply with new legislation for monitoring and reporting. The department initiated data collection processes for water consumption to facilitate consumption reporting and for the development of a water efficiency management plan.

In accordance with the Government's Energy Smart initiative, the department continued to investigate a range of initiatives to achieve reductions in non-transport related energy use.

The department undertook the following initiatives during 2007-08:

- ongoing advice to work units on how to save energy
- analysis of energy consumption history in all district offices
- visits to work locations to present data, information, and to reinforce network links and encourage the establishment of Energy Smart as a standing item on management team meetings
- continued encouragement of energy-efficient technology procurement and the incorporation of smarter systems into information technology equipment, such as shutting down equipment when not in use.

The department purchased four cylinder vehicles, where operationally appropriate, to reduce fuel consumption and greenhouse gas emissions. There has been a 30 per cent reduction in the number of six cylinder vehicles since October 2005. Alternative powered vehicles such as LPG vehicles and hybrid vehicles were also introduced to the fleet. The department will be engaging in a policy of procurement of vehicles using minimum standards of emissions.



Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT FOR CHILD PROTECTION FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2008

I have audited the accounts, financial statements, controls and key performance indicators of the Department for Child Protection.

The financial statements comprise the Balance Sheet as at 30 June 2008, and the Income Statement, Statement of Changes in Equity, Cash Flow Statement, Schedule of Income and Expenses by Service, and Summary of Consolidated Account Appropriations and Income Estimates for the year then ended, a summary of significant accounting policies and other explanatory Notes.

The key performance indicators consist of key indicators of effectiveness and efficiency.

Director General's Responsibility for the Financial Statements and Key Performance Indicators

The Director General is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. Refer "<http://www.audit.wa.gov.au/pubs/Audit-Practice-Statement.pdf>".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements and key performance indicators.

Department for Child Protection

Financial Statements and Key Performance Indicators for the year ended 30 June 2008

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Department for Child Protection at 30 June 2008 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions;
- (ii) the controls exercised by the Department provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Department are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended 30 June 2008.

COLIN MURPHY
AUDITOR GENERAL
16 September 2008

Performance Indicators

Outcomes, Services and Performance Information

Broad, high-level Government strategic goals are supported at agency level by more specific desired outcomes. Agencies deliver services to achieve these desired outcomes, which ultimately contribute to meeting the higher level government goals. The following table illustrates the relationship between agency level desired outcomes and the most appropriate Government goal.

Government Goal	Desired Outcomes	Services
Enhancing the quality of life and wellbeing of all people throughout Western Australia by providing high quality accessible services.	Children and young people in the CEO's care receive quality care.	1. Supporting children and young people in the CEO's care
	Children and young people requiring protection are safe from abuse.	2. Protecting children and young people from abuse
	At-risk families and individuals are able to resolve crisis and promote the safety and wellbeing of themselves and their family members.	3. Supporting individuals/families at-risk or in crisis
	Effectiveness Measures	Efficiency Measures

The performance indicators that follow measure how effective the department is at achieving the desired outcome and how efficiently it is delivering its services.

Indicators of Effectiveness

The department's effectiveness indicators are drawn from two main sources: an annual customer perception survey and the department's administrative databases.

Outcome 1: Children and young people in the CEO's care receive quality care

1.1 The proportion of children known to have been abused by caregivers while in the CEO's care

The department endeavours to ensure quality care for all children in out-of-home care. One measure of the quality of that care is the rate of substantiated abuse by carers of children while they are in out-of-home care. This measure also includes cases where the person believed responsible was a worker at a placement service where the child was placed.

Table 36: The proportion of children known to have been abused by caregivers while in the CEO's care

	2007-08		2006-07	2005-06	2004-05	2003-04
	Target	Result				
The proportion of children known to have been abused by caregivers while in the CEO's care	0%	0.10%	0.30% (0.80%)	0.20% (0.60%)	0.50% (0.90%)	0.60% (0.80)

Note:

- The 2007-08 figure represents 3 children.
- Data is compiled in mid July each year. In some instances the outcomes of allegations of abuse by carers are not known until after the results for this indicator are finalised. However, as later information will become available every year, the originally reported figures are retained to enable comparability of the time series. The figures in brackets represent the recalculated rates for previous years using the most recent annual report database. The increases are mainly due to an upward revision of the number of children recorded as being harmed, and a downward revision of the number of children in care during some previous years due to more accurate data becoming available.

1.2 The average number of placements per child in the CEO's care per year

This indicator reports the average number of placements per child in the CEO's care within the financial year. It is a way of measuring distinct placement stability across the department, in other words where only new placements are counted as additional placements. For children placed away from their family for protective reasons, stability of placement is an important indicator of service delivery.

Table 37: The average number of placements per child in the CEO's care per year

	2007-08	
	Target	Result
The average number of placements per child in the CEO's care per year	1.4	1.7

Note:

- This is the first time this indicator has been reported in the annual report.

1.3 Proportion of placements of Indigenous children made in accordance with the Aboriginal and Torres Strait Islander (ATSI) Child Placement Principle

This indicator reports the proportion of Indigenous children placed with the child's extended family, Indigenous community or other Indigenous people, divided by the total number of Indigenous children in out-of-home care. It reflects the department's objective to protect the safety and welfare of Indigenous children while maintaining the cultural ties and identity of Indigenous children in out-of-home care.

Table 38: The proportion of placements of Indigenous children made in accordance with the ATSI child placement principle

	2007-08		2006-07
	Target	Result	
The proportion of placements of Indigenous children made in accordance with the ATSI Child Placement Principle	85%	80%	79%

Note:

- The data provided here is the proportion of Indigenous children placed with Indigenous caregivers or relatives.
- The method for calculating this indicator has been improved. As a result the 2006-2007 figure has been recalculated, and differs to the figure published in the 2006-2007 annual report.

Outcome 2: Children and young people requiring protection are safe from abuse

2.1 Improved safety – resubstantiation rate within 12 months after a substantiation

This indicator is the proportion of children who were the subject of a child maltreatment substantiation during the previous financial year and who were not also the subject of a subsequent child maltreatment substantiation within 12 months. The indicator suggests the extent to which child protection interventions were successful in preventing further harm to children.

Table 39: Improved safety – resubstantiation rate within 12 months after a substantiation

	2007-08		2006-07	2005-06	2004-05	2003-04	2002-03
	Target	Result					
Improved safety – resubstantiation rate within 12 months after a substantiation	95%	92.3%	93.8%	91.6%	93.7%	92.6%	90.6%

Note:

- The methodology for calculating this indicator was improved in the 2005 report and figures from the years previous to 2005 were recalculated. Figures in reports published prior to 2004-05 may therefore differ.
- This measure looks at decisions made to substantiate allegations of abuse in the previous financial year and whether or not the allegation is followed within 12 months by a subsequent substantiated allegation.
- Thus the 2007-08 figure is the proportion of decisions to substantiate an allegation of abuse in 2006-07, where there was no subsequent substantiation within 12 months of the first decision.
- It is not possible at present to identify the actual date of any maltreatment event, therefore, in this indicator the decision date is used as a way of determining the reporting period.
- In some cases, the subsequent substantiation may actually relate to a report of earlier abuse/maltreatment rather than a new incident.
- Results each year are affected by the proportion of investigations that are still in process.

2.2 Improved safety – substantiation rate within 12 months after a decision not to substantiate

This is an indicator of the extent to which child protection investigations were successful in identifying risks to children. This indicator is the proportion of children who were the subject of a decision not to substantiate child maltreatment during the previous financial year and who were not also the subject of a subsequent substantiation of child maltreatment within the next 12 months.

Table 40: Improved safety –substantiation rate within 12 months after a decision not to substantiate

	2007-08	
	Target	Result
Improved safety – substantiation rate within 12 months after a decision not to substantiate	95%	93.9%

Note:

- This is the first time this indicator has been reported in the annual report.
- This indicator is a measure of whether a decision not to substantiate an allegation is followed by a later substantiation within 12 months.
- Thus the measure is based on decisions made in 2006-07 with a 12 month follow up period to identify where subsequent substantiation occurred.
- The actual date of a maltreatment event is not recorded on the departmental computer system. Instead, the decision date is used to determine the reporting period in this measure.
- In some cases, a subsequent allegation may actually have been a report of earlier maltreatment rather than a new incident.
- Results can be affected by the proportion of investigations that are still in process.

Outcome 3: At-risk families and individuals are able to resolve crises and promote the safety and wellbeing of themselves and their members

The following indicators use aggregate customer survey responses from at-risk families and individuals in Service 3, which includes services provided by the department and non-government organisations funded by the department.

The indicators obtained via a customer perception survey had the following response statistics:

- Response rate = 27 per cent
- Number of respondents = 1,855
- Estimated population size = 60,994
- Sample selection customers who receive a service in October to December 2007 were invited to complete a confidential survey form
- Total survey sample = 6,887
- Total survey results have a 95 per cent interval of +/- 2.24 per cent.

3.1 Percentage of customers who report that they were supported to provide care and safety to their family members

This is an indicator of how effectively the department assisted customers to provide care and safety to their family members. Customers were surveyed and reported if they were supported to provide care and safety to their family members.

Table 41: Percentage of customers who report they were supported to provide care and safety to their family members

	2007-08	
	Target	Result
	95%	94%

Note:

- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of positive responses.

3.2 Percentage of customers who report confidence to manage as a result of receiving services

This is an indicator of how effectively the department assisted customers to achieve self-reliance as reflected in customers' level of confidence in their ability to manage well in the future. Customers were surveyed and reported if they felt confident they will manage well in the future.

Table 42: Percentage of customers who report confidence to manage as a result of receiving services

	2007-08	
	Target	Result
	95%	90%

Note:

- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of positive responses.

3.3 Percentage of customers who report that their needs were met as a result of using services

This is an indicator of how effectively the department met the needs of customers receiving 'At-risk' Services, as stated above. Customers were surveyed and reported if their needs were met as a result of using a service.

Table 43: Percentage of customers who report that their needs were met as a result of using services

	2007-08	
	Target	Result
	97%	97%

Note:

- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of positive responses.

Indicators of Efficiencies

The department's efficiency indicators mostly relate to unit costs of its activities and case work.

Service 1: Supporting Children and Young People in the CEO's Care

1.1 The proportion of care plan reviews completed on time

This measure is a calculation of the proportion of those children who had been in the CEO's care for at least 12 months on 30 June 2008 who had a care plan or care plan review recorded in the previous 12 months. Children in provisional protection and care are not included in the measure.

Table 44: The proportion of care plan reviews completed on time

	2007-08		2006-07
	Target	Result	
Proportion of care plan reviews	75%	68%	53%

Note:

- The figures reflect care plan reviews that have been completed and recorded on the department's system.

1.2 Average cost per child per day in the CEO's care

This indicator reports the average cost per child per day in the CEO's care.

Table 45: Average cost per child per day in the CEO's care

	2007-08		2006-07
	Target	Result	
Total cost		\$109,561,349	\$134,424,280
Number of placement days provided		898,153	1,039,108
Average cost per child per day in the CEO's care		\$122	\$129

Note:

- This is the first time this indicator has been reported in the annual report.
- The increase in expenditure is due to the increase in the number of children and young people in the care of the CEO and the increase in staff time directed towards supporting these children and young people.

Service 2: Protecting Children and Young People from Abuse

2.1 The proportion of investigations with an outcome recorded within 30 days

This indicator reports the proportion of those recorded child protection investigations completed within 30 days. This is an indicator of the department's objective to minimise the risk of harm to the child by responding to notifications of possible child incidents and completing investigations in a timely manner.

Table 46: The proportion of investigations with an outcome recorded within 30 days

	2007-08	
	Target	Result
Proportion of investigations with an outcome recorded within 30 days	40%	34%

Note:

- This is the first time this indicator has been reported in the annual report.

2.2 Average cost per child involved in child protection cases

This indicator reports the average cost per child involved in child protection investigations, notifications and/or a protection application during the financial year.

Table 47: Average cost per child involved in child protection cases

	2007-08	
	Target	Result
Total cost	\$52,687,377	\$52,725,613
Number of children involved in child protection cases	8,581	9,151
Average cost per case	\$6,140	\$5,762

Note:

- This is the first time this indicator has been reported in the annual report.
- The 2007-08 target has been re-stated due to a change to the counting rule for the number of children involved in 'child protection cases'.

Service 3: Supporting Individuals/Families At-Risk or in Crisis

3.1 Average cost per client

This indicator reports the average cost per individual supported by the department or a non-government organisation funded by the department to provide services for at-risk individuals and families.

Table 48: Average cost per client

	2007-08	
	Target	Result
Total cost	\$88,886,285	\$89,788,103
Number of clients	99,571	104,876
Average cost per client	\$893	\$856

Note:

- This is the first time this indicator has been reported in the annual report.
- The calculation of this indicator excludes expenditure of services that do not have a quantifiable total of clients.
- For comparative purposes, the 2007-08 target has been re-stated due to the transfer of services from the Department for Child Protection to the Department for Communities.

3.2 Average cost per Family in the Responsible Parenting Initiative

The Responsible Parenting Initiative has the aim of promoting the responsibility of parents in ensuring that their children do not engage in anti-social, truanting or offending behaviour. Appropriate assistance and support is provided to parents to achieve this aim.

Table 49: Average cost per Family in the Responsible Parenting Initiative

	2007-08		2006-07
	Target	Result	
Total cost	\$4,370,000	\$3,444,264	\$2,165,427
Number of cases	800	643	287
Average cost per case	\$5,463	\$5,357	\$7,545

Note:

- The reduction in expenditure compared to budget is a result of the Responsible Parenting Service being in an implementation stage where new services were not operating for the full year.
- A case is equivalent to a family in this measure.

3.3 Average Cost per Working with Children Screening

The *Working with Children (Criminal Record Checking) Act 2004* came into effect on 1 January 2006. The requirement for people working with children to apply for a Working with Children Check is being phased in over a number of years.

Table 50: Average cost per Working with Children Screening

	2007-08		2006-07	2005-06
	Target	Result		
Total cost	\$4,834,038	\$7,604,732	\$4,371,666	\$3,590,385
Number of screenings	75,000	74,985	49,802	9,141
Average cost per screening	\$64	\$101	\$88	\$393

Note:

- Data on the number of screening applications is drawn from the Central Screening Unit Management System.
- The increase in total cost and unit cost is due to the expenditure of additional revenue received during the year for application fees and from other State Government departments as a result of the disbandment of approved screening agencies. The increase is also due to additional expenditure for community education and monitoring of compliance.

Financial Statements for the Year Ended 30 June 2008

Certification of Financial Statements

The accompanying financial statements of the Department for Child Protection have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2008 and the financial position as at 30 June 2008.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



Terry Murphy
Accountable Officer



Jennifer McGrath
Chief Finance Officer

Department for Child Protection

Income Statement for the year ended 30 June 2008

	Note	2008 (\$'000)
COST OF SERVICES		
Expenses		
Employee benefits expense	5	116,633
Supplies and services	6	27,230
Depreciation and amortisation expense	7	2,167
Operating expenses	8	14,151
Accommodation expenses	9	11,457
Grants and subsidies	10	42,667
Funding for services	11	74,978
Other expenses	12	1,967
Total cost of services		291,250
Income		
Revenue		
User charges and fees	13	2,539
Commonwealth grants and contributions	14	18,545
Other revenue	15	4,579
Total revenue		25,663
Total income other than income from State Government		25,663
NET COST OF SERVICES		265,587
INCOME FROM STATE GOVERNMENT		
Service appropriation	16	260,701
Administered appropriation		4,288
Resources received free of charge		890
Total income from State Government		265,879
SURPLUS/(DEFICIT) FOR THE PERIOD		292

See also the 'Schedule of Income and Expenses by Service'.

The Income Statement should be read in conjunction with the accompanying notes.

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

Department for Child Protection

Balance Sheet as at 30 June 2008

	Note	2008 (\$'000)
ASSETS		
Current Assets		
Cash and cash equivalents	17	21,107
Restricted cash and cash equivalents	18	839
Receivables	19	3,014
Amounts receivable for services	20	<u>3,160</u>
Total Current Assets		<u>28,120</u>
Non-Current Assets		
Restricted cash and cash equivalents	18	1,124
Amounts receivable for services	20	8,354
Property, plant and equipment	21, 26	44,949
Leasehold improvements	22, 26	6,619
Restricted assets	23, 26	12,998
Work in progress	24, 26	12,231
Intangible assets	25	<u>0</u>
Total Non-Current Assets		<u>86,275</u>
TOTAL ASSETS		<u>114,395</u>
LIABILITIES		
Current Liabilities		
Payables	28	4,190
Accrued salaries	29	910
Provisions	30	<u>19,100</u>
Total Current Liabilities		<u>24,200</u>
Non-Current Liabilities		
Provisions	30	<u>5,154</u>
Total Non-Current Liabilities		<u>5,154</u>
Total Liabilities		<u>29,354</u>
EQUITY		
	31	
Contributed equity		29,868
Reserves		60,719
Accumulated surplus/(deficiency)		<u>(5,546)</u>
Total equity		<u>85,041</u>
TOTAL LIABILITIES AND EQUITY		<u>114,395</u>

The Balance Sheet should be read in conjunction with the accompanying notes.

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

Department for Child Protection

Statement of Changes in Equity for the year ended 30 June 2008

	Note	2008 (\$'000)
Balance of equity at start of period		83,522
CONTRIBUTED EQUITY	31	
Balance at start of period		26,996
Capital contribution		23,276
Administered capital contribution		200
Transfer of capital contribution to the Department for Communities		(7,509)
Other contributions by owners		226
Distributions to owners		(13,321)
Balance at end of period		29,868
RESERVES		
Asset Revaluation Reserve	31	
Balance at start of period		62,382
Transfer of asset revaluation reserve to the Department for Communities		(11,490)
Gains/(losses) from asset revaluation		9,827
Balance at end of period		60,719
ACCUMULATED SURPLUS (RETAINED EARNINGS)	31	
Balance at start of period		(5,838)
Surplus/(deficit) for the period		292
Balance at end of period		(5,546)
Balance of equity at end of period		85,041
Total income and expense for the period ^(a)		10,119

(a) The aggregate net amount attributable to each category of equity is: surplus \$292,000 plus gains from asset revaluation \$9,827,000.

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

Department for Child Protection

Cash Flow Statement for the year ended 30 June 2008

	Note	2008 (\$'000)
CASH FLOWS FROM STATE GOVERNMENT		
Service appropriation	16	257,470
Administered appropriation	16	4,288
Capital contributions	31	23,276
Administered capital contribution	31	200
Holding account drawdowns		<u>1,145</u>
Net cash provided by State Government		<u>286,379</u>
Utilised as follows:		
CASH FLOWS FROM OPERATING ACTIVITIES		
Payments		
Employee benefits		(114,328)
Supplies and services		(26,541)
Operating expenses		(13,041)
Accommodation		(11,397)
Grants and subsidies		(41,813)
Funding for services		(75,145)
GST payments on purchases		(14,742)
Other payments		(1,935)
Receipts		
User charges and fees		2,538
Commonwealth grants and contributions		18,545
GST receipts on sales		438
GST receipts from taxation authority		14,210
Other receipts		<u>4,553</u>
Net cash provided by/(used in) operating activities	32(b)	(258,658)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of non-current physical assets		<u>(12,864)</u>
Net cash provided by/(used in) investing activities		(12,864)
Net increase/(decrease) in cash and cash equivalents		
Cash and cash equivalents at the beginning of period		10,790
Cash transferred in/(transferred out)		<u>(2,577)</u>
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	32(a)	<u>23,070</u>

The Cash Flow Statement should be read in conjunction with accompanying notes.

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

Department for Child Protection

Schedule of Income and Expenses by Service for the year ended 30 June 2008

	Supporting Children and Young People in the CEO's Care	Protecting Children and Young People from Abuse	Supporting Individuals/families at-risk or in crisis	TOTAL
	2008 (\$'000)	2008 (\$'000)	2008 (\$'000)	2008 (\$'000)
COSTS OF SERVICES				
Expenses				
Employee benefits expense	57,928	33,982	24,723	116,633
Supplies and services	11,448	6,245	9,537	27,230
Depreciation and amortisation expense	1,042	554	571	2,167
Operating expenses	6,594	3,655	3,902	14,151
Accommodation expenses	5,502	3,629	2,326	11,457
Grants and subsidies	38,687	255	3,725	42,667
Funding for services	12,249	3,837	58,892	74,978
Other expenses	974	569	424	1,967
Total cost of services	134,424	52,726	104,100	291,250
Income				
User charges and fees	91	2	2,446	2,539
Commonwealth grants and contributions	-	-	18,545	18,545
Other revenue	963	361	3,255	4,579
Total income other than income from State Government	1,054	363	24,246	25,663
NET COST OF SERVICES	133,370	52,363	79,854	265,587
INCOME FROM STATE GOVERNMENT				
Service appropriation	131,092	51,469	78,140	260,701
Administered appropriation	1,979	776	1,533	4,288
Resources received free of charge	178	648	64	890
Total income from State Government	133,249	52,893	79,737	265,879
Surplus/deficit for the period	(121)	530	(117)	292

The Schedule for income and Expenses by service should be read in conjunction with the accompanying notes

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

Department for Child Protection

Summary of Consolidated Account Appropriations and Income Estimates for the year ended 30 June 2008

	2008 Estimate (\$'000)	2008 Actual (\$'000)	Variance (\$'000)
DELIVERY OF SERVICES			
Item 115 Net amount appropriated to deliver services	237,513	260,395	22,882
Amount authorised by other statutes - Salaries and Allowances Act 1975	285	306	21
Total appropriations provided to deliver services	237,798	260,701	22,903
CAPITAL			
Item 181 Capital Contribution	23,276	23,276	-
Grand Total	261,074	283,977	22,903
Details Of Expenses by Service			
Supporting children and young people in the CEO's care	109,562	134,424	24,862
Protecting children and young people from abuse	52,687	52,726	39
Supporting individuals/families at-risk or in crisis	106,007	104,100	(1,907)
Total cost of services	268,256	291,250	22,994
Less total income	(20,796)	(25,663)	(4,867)
Net cost of services	247,460	265,587	18,127
Adjustments	(9,662)	(4,886)	4,776
Total appropriations provided to deliver services	237,798	260,701	22,903
Capital expenditure			
Purchase of non-current physical assets	24,421	12,664	(11,757)
Adjustments for other funding sources	(1,145)	10,612	11,757
Capital Contribution (appropriation)	23,276	23,276	-

Adjustments comprise movements in cash balances and other accrual items such as receivables, payables and superannuation.

The 2008 Estimate has been adjusted for comparative purposes to reflect further transfer of services to the Department for Communities in 2007-08.

The 'Purchase of non-current physical assets' has been adjusted to only include purchases made from controlled appropriation.

Note 37 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2008.

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

Notes to the Financial Statements for the year ended 30 June 2008

1 Departmental mission and funding

The Department for Child Protection's purpose is to provide for the protection of, and care for, children and young people and to support at-risk individuals and families in resolving crises.

The Department is primarily funded by Parliamentary appropriations. The financial statements encompass all funds through which the Department controls resources to carry on its functions.

2 Australian equivalents to International Financial Reporting Standards

General

The Department's financial statements for the year ended 30 June 2008 have been prepared in accordance with Australian equivalents to International Financial Reporting Standards (AIFRS), which comprise a Framework for the Preparation and Presentation of Financial Statements (the Framework) and Australian Accounting Standards (including the Australian Accounting Interpretations).

In preparing these financial statements the Department has adopted, where relevant to its operations, new and revised Standards and Interpretations from their operative dates as issued by the AASB and formerly the Urgent Issues Group (UIG).

Early adoption of standards

The Department cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Standards and Interpretations that have been issued or amended but are not yet effective have been early adopted by the Department for the annual reporting period ending 30 June 2008.

3 Summary of significant accounting policies

a General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with the Australian Accounting Standards, the Framework, Statement of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

The Financial Management Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over the Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

Where modification is required and has a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

b Basis of Preparation

The financial statements have been prepared in accordance with Accounting Standard AAS 29 'Financial Reporting by Government Departments' on the accrual basis of accounting using the historical cost convention, modified by the revaluation of land, buildings, and leasehold improvements which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest thousand dollars (\$'000).

c Contributed Equity

UIG Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers in the nature of equity contributions to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital contributions (appropriations) have been designated as contributions by owners by (TI) 955 'Contributions by Owners to Wholly-Owned Public Sector Entities' and have been credited directly to Contributed Equity.

Transfer of net assets to/from other agencies are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal. See note 31 'Equity'.

d Income

Revenue recognition

Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

Sale of goods

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership control transfer to purchaser and can be measured reliably.

Rendering of services

Revenue is recognised upon delivery of the service to the client or by reference to the stage of completion of the transaction.

Notes to the Financial Statements for the year ended 30 June 2008

Service Appropriations

Service appropriations are recognised as revenues in the period in which the Department gains control of the appropriated funds. The Department gains control of the appropriated funds at the time those funds are deposited into the Department's bank account or credited to the holding account held at Treasury. See note 17 'Income from State Government' for further detail.

Net Appropriation Determination

The Treasurer may make a determination providing for prescribed receipts to be retained for services under the control of the Department. In accordance with the determination specified in the 2007-2008 Budget Statements, the Department retained \$25.663 million in 2008 from the following:

- proceeds from fees and charges;
- Commonwealth specific purpose grants and contributions; and
- other departmental revenue.

Grants, donations, gifts and other non-reciprocal contributions

Revenue is recognised at fair value when the Department obtains control over the assets comprising the contributions which is usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Where contributions recognised as revenues during the reporting period were obtained on the condition that they be expended in a particular manner or used over a particular period, and those conditions were undischarged as at the balance sheet date, the nature of, and amounts pertaining to, those undischarged conditions are disclosed in the notes.

Gains

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and revaluations of non-current assets.

e Property, Plant and Equipment and Leasehold Improvements

Capitalisation/Expensing of Assets

Items of property, plant and equipment and leasehold improvements costing \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and leasehold improvements costing less than \$5,000 are immediately expensed direct to the Income Statement (other than where they form part of a group of similar items which are significant in total).

Initial recognition and measurement

All items of property, plant and equipment and leasehold improvements are initially recognised at cost.

For items of property, plant and equipment and leasehold improvements acquired at no cost or for nominal consideration, the cost is their fair value at the date of acquisition.

Subsequent measurement

After recognition as an asset, the Department uses the revaluation model for the measurement of land, buildings and leasehold improvements and the cost model for all other property, plant and equipment. Land, buildings and leasehold improvements are carried at fair value less accumulated depreciation on buildings and leasehold improvements and accumulated impairment losses. All other items of property, plant and equipment are carried at historical cost less accumulated depreciation and accumulated impairment losses.

Where market evidence is available, the fair value of land, buildings and leasehold improvements is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings and leasehold improvements are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

Where market evidence is not available, the fair value of land, buildings and leasehold improvements is determined on the basis of existing use. This normally applies where buildings and leasehold improvements are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings and leasehold improvements is dependent on using the depreciated replacement cost, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

Independent valuations of land and buildings are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised with sufficient regularity to ensure the carrying amount does not differ materially from the asset's fair value at the balance sheet date.

Fair value of leasehold improvements has been determined by reference to the depreciated replacement cost (existing use basis) as the assets are specialised and no-market based evidence of value is available. Independent valuations are obtained every 3 to 5 years.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Notes to the Financial Statements for the year ended 30 June 2008

Depreciation

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Land is not depreciated. Depreciation on other assets is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

- Buildings	25 years
- Office machines, furniture and equipment	5 years
- Computer equipment	4 years

Leasehold improvements are depreciated on a straight line basis over the life of the lease or the life of the asset, whichever is less.

f Intangible Assets

Capitalisation/Expensing of assets

Acquisitions of intangible assets costing \$5,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below this threshold are immediately expensed directly to the Income Statement.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal consideration, the cost is their fair value at the date of acquisition.

The cost model is applied for subsequent measurement requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life) on the straight line basis using rates which are reviewed annually. All intangible assets controlled by the Department have finite useful life and zero residual value. The expected useful lives for each class of intangible asset are:

- Computer software	3 years
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Computer Software

Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

g Impairment of Assets

Property, plant and equipment, leasehold improvements and intangible assets are tested for any indication of impairment at each balance sheet date. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is written down to the recoverable amount and an impairment loss is recognised. As the Department is a not-for-profit entity, unless an asset is identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

Intangible assets with an indefinite useful life and intangible assets not yet available for use are tested for impairment at each balance sheet date irrespective of whether there is any indication of impairment.

See note 27 'Impairment of assets' for the outcome of impairment reviews and testing.

h Leases

The Department holds operating leases for motor vehicles, head office and a number of branch office buildings. Lease payments are expensed on a straight line basis over the lease term as this represents the pattern of benefits derived from the leased properties.

The Department's commitment in respect of operating leases is disclosed in note 34 'Lease commitments'. The Department has no finance lease commitments at this time.

i Financial Instruments

In addition to cash, the Department has two categories of financial instrument:

- Receivables; and
- Financial liabilities measured at amortised cost.

These have been disaggregated into the following classes:

Financial Assets

- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables
- Amounts receivable for services

Notes to the Financial Statements for the year ended 30 June 2008

Financial Liabilities
- Payables
- Accrued salaries

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

j Cash and Cash Equivalents

For the purpose of the Cash Flow Statement, cash and cash equivalents includes restricted cash and cash equivalents. These are comprised of cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash, and which are subject to insignificant risk of changes in value.

k Accrued Salaries

The accrued salaries suspense account (see note 18 'Restricted Cash and Cash Equivalents') consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur instead of the normal 26. No interest is received on this account.

Accrued salaries (refer note 29 'Accrued Salaries') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to its net fair value.

l Amounts Receivable for Services (Holding Account)

The Department receives appropriation funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (Holding Account receivable) that is accessible on the emergence of the cash funding requirement to cover items such as leave entitlements and asset replacement.

See also note 16 'Income from State Government' and note 20 'Amounts receivable for services'.

m Receivables

Receivables are recognised and carried at original invoice amount less an allowance for uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Department will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days.

See note 3(i) 'Financial Instruments' and note 19 'Receivables'

n Payables

Payables are recognised when the Department becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days.

See note 28 'Payables'.

o Provisions

Provisions are liabilities of uncertain timing and amount and are recognised where there is a present legal, equitable or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at each balance sheet date.

See note 30 'Provisions'.

(i) Provisions - Employee Benefits

Annual Leave and Long Service Leave

The liability for annual and long service leave expected to be settled within 12 months after the balance sheet date is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual and long service leave expected to be settled more than 12 months after the balance sheet date is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the balance sheet date.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions. In addition, the long service leave liability also considers the experience of employee departures and periods of service.

The expected future payments are discounted using market yields at the balance sheet date on national Government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

All annual leave and unconditional long service leave provisions are classified as current liabilities as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the balance sheet date.

Notes to the Financial Statements for the year ended 30 June 2008

Deferred Leave

The provision for deferred leave relates to Public Service employees who have entered into an agreement to self-fund an additional twelve months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. This liability is measured on the same basis as annual leave. Deferred leave is reported as a non-current provision until the fifth year.

Purchased Leave

The provision for purchased leave relates to Public service employees who have entered into an agreement to self-fund an additional four weeks leave per calendar year. The provision recognises the value of salary set aside for employees and is measured at the nominal amounts expected to be paid when the liabilities are settled. This liability is measured on the same basis as annual leave.

Superannuation

The Government Employees Superannuation Board (GESB) administers the following superannuation schemes.

Employees may contribute to the Pension Scheme, a defined benefit pension scheme now closed to new members or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members. The Department has no liabilities for superannuation charges under the Pension or the GSS Schemes as the liability has been assumed by the Treasurer.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension or the GSS Schemes became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Department makes concurrent contributions to GESB on behalf of employees in compliance with the Commonwealth Government's *Superannuation Guarantee (Administration) Act 1992*. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS Schemes.

The GESB makes all benefit payments in respect of the Pension and GSS Schemes, and is recouped by the Treasurer for the employer's share.

See also note 3(p) 'Superannuation Expense'.

(ii) Provisions - Other

Employment On-Costs

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Department's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

See note 12 'Other Expenses' and note 30 'Provisions'.

p Superannuation Expense

The following elements are included in calculating the superannuation expense in the Income Statement:

- (a) Defined benefit plans - Change in the unfunded employer's liability (i.e. current service cost and, actuarial gains and losses) assumed by the Treasurer in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that Scheme to the Gold State Superannuation Scheme (GSS); and
- (b) Defined contribution plans - Employer contributions paid to the GSS (concurrent contributions), the West State Superannuation Scheme (WSS), and the GESB Super Scheme (GESBS).

Defined benefit plans - in order to reflect the true cost of services, the movements (i.e. current service cost and, actuarial gains and losses) in the liabilities in respect of the Pension Scheme and the GSS transfer benefits are recognised as expenses in the Income Statement. As these liabilities are assumed by the Treasurer (refer note 3(o)(i)), a revenue titled 'Liabilities assumed by the Treasurer' equivalent to the expense is recognised under Income from State Government in the Income Statement.

See note 16 'Income from State Government'.

The superannuation expense does not include payment of pensions to retirees, as this does not constitute part of the cost of services provided in the current year.

Defined contribution plans - in order to reflect the Department's true cost of services, the Department is funded for the equivalent of employer contributions in respect of the GSS Scheme (excluding transfer benefits). These contributions were paid to the GESB during the year and placed in a trust account administered by the GESB on behalf of the Treasurer. The GESB subsequently paid these employer contributions in respect of the GSS Scheme to the Consolidated Account.

The GSS scheme is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, apart from the transfer benefit, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the agency to GESB extinguishes the agency's obligations to the related superannuation liability.

q Resources Received Free of Charge or For Nominal Cost

Resources received free of charge or for nominal cost that can be reliably measured are recognised as income and as assets or expenses as appropriate, at fair value.

Notes to the Financial Statements for the year ended 30 June 2008

r Comparative Figures

Government Gazette, WA, No. 81, dated Friday, 20 April 2007 established and designated the Department for Child Protection to replace the department formerly known as the 'Department for Community Development' and established and designated the Department for Communities with effect on and from 1 May 2007. As directed by the Department of Treasury and Finance, the Department for Child Protection was to continue to control the assets and liabilities of the two departments until 1 July 2007. Owing to this significant restructure and in accordance with TI 949(5), there is no disclosure of comparatives for the year ended 30 June 2007.

4 Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Department has applied the following Australian Accounting Standards and Australian Accounting Interpretations effective for annual reporting periods beginning on or after 1 July 2007 that impacted on the Department.

1. AASB 7 'Financial Instruments: Disclosures' (including consequential amendments in AASB 2005-10 'Amendments to Australian Accounting Standards [AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023 & AASB 1038]'). This Standard requires new disclosures in relation to financial instruments and while there is no financial impact, the changes have resulted in increased disclosures, both quantitative and qualitative, of the Department's exposure to risks, including enhanced disclosure regarding components of the Department's financial position and performance, and changes to the way of presenting certain items in the notes to the financial statements.

Future impact of Australian Accounting Standards not yet operative

The Department cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. Consequently, the Department has not applied the following Australian Accounting Standards and Australian Accounting Interpretations that have been issued and which may impact the Department but are not yet effective. Where applicable, the Department plans to apply these Standards and Interpretations from their application date:

Title	Operating for reporting periods beginning on/after
AASB 101 'Presentation of Financial Statements' (September 2007). This Standard has been revised and will change the structure of the financial statements. These changes will require that owner changes in equity are presented separately from non-owner changes in equity. The Department does not expect any financial impact when the Standard is first applied.	1 January 2009
Review of AAS 27 'Financial Reporting by Local Governments', 29 'Financial Reporting by Government Departments' and 31 'Financial Reporting by Governments'. The AASB has made the following pronouncements from its short term review of AAS 27, AAS 29 and AAS 31:	
AASB 1004 'Contributions' (December 2007).	1 July 2008
AASB 1050 'Administered Items' (December 2007).	1 July 2008
AASB 1051 'Land Under Roads' (December 2007).	1 July 2008
AASB 1052 'Disaggregated Disclosures' (December 2007).	1 July 2008
AASB 2007-9 'Amendments to Australian Accounting Standards arising from the review of AASs 27, 29 and 31 [AASB 3, AASB 5, AASB 8, AASB 101, AASB 114, AASB 116, AASB 127 & AASB 137] (December 2007).	1 July 2008
Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities (December 2007).	1 July 2008

The existing requirements in AAS27, AAS 29 and AAS 31 have been transferred to the above new and existing topic-based Standards and Interpretation. These requirements remain substantively unchanged. The new and revised Standards make some modifications to disclosures, otherwise there will be no financial impact.

Notes to the Financial Statements for the year ended 30 June 2008

	2008
	(\$'000)
5 Employee benefits expense	
Wages and salaries ^(a)	87,395
Superannuation – defined contribution plans ^(b)	9,326
Long service leave ^(c)	3,227
Annual leave ^(c)	8,898
Other related expenses	7,787
	<u>116,633</u>
(a) Includes the value of the fringe benefit to the employees plus the fringe benefits tax component.	
(b) Defined contribution plans include West State, Gold State and the GESB Super Scheme (contributions paid).	
(c) Includes a superannuation component.	
Employment on-costs such as workers' compensation insurance are included at note 12 'Other expenses'. The employment on-costs liability is included at note 30 'Provisions'.	
6 Supplies and services	
Communications	3,353
Consultants and contractors	17,248
Leased equipment	612
Motor vehicle costs	5,847
Facilities	170
	<u>27,230</u>
7 Depreciation and amortisation expense	
Depreciation	
Buildings	681
Office machines, furniture and equipment	223
Computer equipment	262
Leasehold improvements	803
Restricted assets – buildings	119
Restricted assets – leasehold improvements	79
Total depreciation	<u>2,167</u>
8 Operating expenses	
Consumables	4,646
Staffing costs	3,893
Training	1,537
Travel	3,121
Other	954
	<u>14,151</u>

Notes to the Financial Statements for the year ended 30 June 2008

	2008
	(\$'000)
9 Accommodation expenses	
Lease rentals	7,248
Repairs and maintenance – buildings	1,130
Insurance – general	412
Minor works	648
Cleaning, gardening, security, rates and taxes	1,149
Power, water and gas	870
	<u>11,457</u>
10 Grants and subsidies	
Financial assistance	1,900
Case support costs	11,039
Subsidies	29,323
Granted capital	137
Other	268
	<u>42,667</u>
11 Funding non-government bodies	
Services for the safety, support and wellbeing of children and young people in care of the CEO	12,250
Services to assess concerns about the wellbeing of children and young people and respond appropriately, including child protection investigations, the provision of intensive support services and applications for court orders	3,837
Services to support at-risk individuals and families to overcome crisis and to reduce risk	58,891
	<u>74,978</u>
12 Other expenses	
Repairs and maintenance – equipment	220
Doubtful debts expense	74
Employment on-costs ^(a) (see note 5 'Employee benefits expense')	1,548
Audit fees ^(b)	125
	<u>1,967</u>
<p>(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 30 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.</p> <p>(b) Audit fee, see also note 36 'Remuneration of auditor'.</p>	
13 User charges and fees	
Adoption fees	85
Criminals records screening	11
Working with children screening fees	2,429
Other	14
	<u>2,539</u>

Notes to the Financial Statements for the year ended 30 June 2008

	2008
	(\$'000)
14 Commonwealth grants and contributions	
Recurrent	
Supported Accommodation Assistance Program	18,145
Unattached Refugee Children	6
Christmas/Cocos Island Service Delivery Programs ^(a)	394
	<u>18,545</u>
(a) The Australian Government has a service delivery agreement with the State Government of Western Australia for the provision of services to Christmas Island and Cocos-Keeling Island.	
Opening balance	39
Funding from the Commonwealth	394
	<u>433</u>
Payment by program	
Administration costs	340
Balance carried forward	<u>93</u>
15 Other revenue	
Contributions by officers to the Executive Motor Vehicle Scheme	97
Rebates and reimbursements	299
Miscellaneous	4,183
	<u>4,579</u>
Miscellaneous revenue (\$4.183m) includes funds from the Riskcover rebate, Working With Children Checks, Financial Counselling Services – DOCEP and reimbursement of services provided to FESA.	
16 Income from State Government	
Appropriations received during the year:	
Cash received from government ^(a)	257,470
Amount receivable for services ^(a)	3,231
	<u>260,701</u>
Administered appropriations	4,288
	<u>264,989</u>
Resources received free of charge ^(b)	
Determined on the basis of the following estimates provided by agencies:	
State Solicitor's Office – legal services	542
Landgate – land information & valuation services	8
Department of Housing and Works – leasing services	104
Department of Treasury and Finance – integrated procurement services	236
	<u>890</u>
	<u>265,879</u>
(a) Service appropriations are accrual amounts reflecting the full cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.	
(b) Where assets or services have been received free of charge or for nominal cost, the Department recognises revenues equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable. The exception occurs where the contribution of assets or services are in the nature of contributions by owners, in which case the Department makes the adjustment direct to equity.	

Notes to the Financial Statements for the year ended 30 June 2008

	2008
	(\$'000)
17 Cash and cash equivalents	
Operating bank account at Commonwealth Bank	21,067
Cash advances	40
	<u>21,107</u>
18 Restricted cash and cash equivalents	
Current ^(a)	
Supported Accommodation Assistance Program	746
Christmas and Cocos (Keeling) Island	93
	<u>839</u>
Non-Current	
Accrued salaries suspense account ^(b)	<u>1,124</u>

(a) Cash held in the controlled trust accounts can only be used for specific designated purposes.

(b) Amount held in the suspense account is only to be used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years.

19 Receivables

Current

	Gross	Provision for Doubtful Debts	Net
	2008	2008	2008
	(\$'000)	(\$'000)	(\$'000)
<u>Receivables</u>			
Foster Subsidy	146	76	70
Salary Overpayments	75	3	72
Workers compensation	43	0	43
Other	977	17	960
GST Recoverable	747	0	747
	<u>1,988</u>	<u>96</u>	<u>1,892</u>

Prepayments

Operating costs	1,092
Funding for services	30
	<u>1,122</u>
Total current	<u>3,014</u>

Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	70
Transfer to the Department for Communities	(18)
Doubtful debts expense recognised in the income statement	74
Amounts written off during the year	(25)
Amounts recovered during the year	(5)
Balance at end of year	<u>96</u>

Notes to the Financial Statements for the year ended 30 June 2008

2008
(\$'000)

19 Receivables (cont'd)

Credit risk

Ageing of receivables past due but not impaired based on the information provided to senior management, at the balance sheet date:

Not more than 3 months	127
More than 3 months but less than 6 months	56
More than 6 months but less than 1 year	219
More than 1 year	93
	495

Receivables individually determined as impaired at the balance sheet date:

Carrying amount, before deducting any impairment loss	92
Impairment loss	(92)
	0

See also note 3(m) 'Receivables' and note 38 'Financial instruments'.

20 Amounts receivable for services

Current	3,160
Non-current	8,354
	11,514

Represents the non-cash component of service appropriations. See note 3(l) 'Amounts receivable for services (Holding Account)'. It is restricted in that it can only be used for asset replacement or payment of leave liability.

21 Property, plant and equipment

	Cost or Valuation 2008 (\$'000)	Accumulated Depreciation 2008 (\$'000)	Written Down Value 2008 (\$'000)
At cost:			
Office machines, furniture and equipment	2,516	1,675	841
Computer equipment	2,011	1,271	740
	4,527	2,946	1,581
At fair value:			
Land ^(a)	21,649	0	21,649
Buildings ^(a)	21,737	18	21,719
	43,386	18	43,368
	47,913	2,964	44,949

(a) Land and buildings were revalued as at 1 July 2007 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2008 and recognised at 30 June 2008. In undertaking the revaluation, fair value was determined by reference to market values for land: \$12,653,200; current use for land: \$8,490,900; market values for buildings: \$6,995,700 and current use for buildings: \$11,249,054. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost. See note 3(e) 'Property, Plant and Equipment and Leasehold Improvements'.

Valuation Services, the Officer of the Auditor General and the Department of Treasury and Finance assessed the valuations globally to ensure that the valuations provided (as at 1 July 2007) were compliant with fair value at 30 June 2008.

Notes to the Financial Statements for the year ended 30 June 2008

22 Leasehold improvements

	Cost or Valuation 2008 (\$'000)	Accumulated Depreciation 2008 (\$'000)	Written Down Value 2008 (\$'000)
At fair value:			
Leasehold improvements ^(a)	8,144	1,525	6,619

(a) Leasehold improvements were revalued as at 1 July 2007 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2008 and recognised at 30 June 2008. In undertaking the revaluation, fair value was determined by reference to current use for leasehold improvements: \$1,960,664. For the remaining balance, fair value of leasehold improvements was determined by reference to depreciated replacement cost. See note 3(e) 'Property, Plant and Equipment and Leasehold Improvements'.

Valuation Services, the Officer of the Auditor General and the Department of Treasury and Finance assessed the valuations globally to ensure that the valuations provided (as at 1 July 2007) were compliant with fair value at 30 June 2008.

23 Restricted assets

These assets are restricted due to limitations being placed on the purpose and functions for which the assets can be used, in either lease documents, land vested in the Minister's name or agreements made with the Commonwealth.

	Cost or Valuation 2008 (\$'000)	Accumulated Depreciation 2008 (\$'000)	Written Down Value 2008 (\$'000)
At fair value:			
Land ^(a)	8,704	0	8,704
Buildings ^(a)	3,191	0	3,191
Leasehold improvements ^(a)	1,103	0	1,103
	12,998	0	12,998

(a) Restricted land, buildings and leasehold improvements were revalued as at 1 July 2007 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2008 and recognised at 30 June 2008. In undertaking the revaluation, fair value was determined by reference to market values for restricted land: \$2,663,500; current use for restricted land: \$6,022,000; market values for restricted buildings: \$1,103,000; current use for restricted buildings: \$2,097,950 and current use for restricted leasehold improvements: \$1,103,600. For the remaining balance, fair value for restricted land, buildings and leasehold improvements was determined by reference to depreciated replacement costs. See note 3(e) 'Property, Plant and Equipment and Leasehold Improvements'.

Valuation Services, the Officer of the Auditor General and the Department of Treasury and Finance assessed the valuations globally to ensure that the valuations provided (as at 1 July 2007) were compliant with fair value at 30 June 2008.

2008
(\$'000)

24 Work in progress

Work in progress has been included at cost:

Community facilities	6
Office accommodation and upgrades	501
Hostels and group homes	382
ASSIST-D system development	11,342
	12,231

Notes to the Financial Statements for the year ended 30 June 2008

25 Intangible assets

	Cost or Valuation 2008 (\$'000)	Accumulated Amortisation 2008 (\$'000)	Written Down Value 2008 (\$'000)
At cost:			
Computer software	1,439	1,439	0

26 Reconciliation schedule of non-current assets

Reconciliations of the carrying amounts of property, plant, equipment, leasehold improvements, restricted assets and works in progress at the beginning and end of the current financial year are set out below.

	Land (\$'000)	Buildings (\$'000)	Office machines, furniture and equipment (\$'000)	Computer equipment and software (\$'000)	Leasehold improvements (\$'000)	Restricted assets – land (\$'000)	Restricted asset s – buildings (\$'000)	Restricted assets – leasehold improvements (\$'000)	Work in progress (\$'000)	Total (\$'000)
2008										
Carrying amount at start of year	22,000	23,146	654	428	6,274	14,104	6,858	3,973	7,954	85,391
Additions	196	3,440	495	588	3,073	0	81	0	11,590	19,463
Transfers in ^(a)	76	524	0	0	0	0	0	0	0	600
Transfers Out ^(b)	(5,953)	(6,417)	(85)	(14)	(2,728)	(7,010)	(3,933)	(2,864)	(7,313)	(36,317)
Disposals	0	0	0	0	(10)	0	0	10	0	0
Revaluation increments	5,330	1,707	0	0	813	1,610	304	63	0	9,827
Depreciation and amortisation	0	(681)	(223)	(262)	(803)	0	(119)	(79)	0	(2,167)
Carrying amount at end of year	21,649	21,719	841	740	6,619	8,704	3,191	1,103	12,231	76,797

(a) \$374,000 represents buildings transferred from the Department for Communities; \$226,000 represents land and buildings transferred from the Department of Housing and Works, and accounted for as Contributions by Owners.

(b) \$29,004,000 represents the transfer of assets to the Department for Communities. \$7,313,000 represents transfers of expenditure out of work in progress to non-current assets or relevant expenditure accounts.

27 Impairment of assets

There were no indications of impairment of property, plant and equipment, leasehold improvements and intangible assets at 30 June 2008.

2008
(\$'000)

28 Payables

Payables and accrued expenses

Liability for goods and services	3,980
Liability for employee funded leave entitlements	210
	<u>4,190</u>

See also note 3(n) 'Payables' and note 38 'Financial instruments'.

29 Accrued Salaries

Amounts owing for two working days from 27 June to 30 June 2008.

910

Notes to the Financial Statements for the year ended 30 June 2008

	2008 (\$'000)
30 Provisions	
Current	
Employee benefits provision	
Annual leave ^(a)	7,747
Leave loading	991
Long service leave ^(b)	9,740
Free passes to the coast and travel days	99
Time off in lieu	111
Public holidays	239
	18,927
Other provisions	
Employment on-costs ^(c)	173
	173
	19,100
Non-current	
Employee benefits provision	
Long Service Leave ^(b)	5,075
Other provisions	
Employment on-costs ^(c)	79
	79
	5,154
<p>(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after balance sheet date.</p> <p>(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after balance sheet date.</p> <p>Assessments indicate that actual settlement of the liabilities will occur as follows:</p>	
Within 12 months of balance sheet date	1,775
More than 12 months after balance sheet date	13,040
	14,815
<p>(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense is disclosed in note 12 'Other Expenses'.</p>	
<u>Movements in Other Provisions</u>	
Movements in each class of provisions during the financial year, other than employee benefits, are set out below.	
<u>Employee on-cost provision</u>	
Carrying amount at start of year	253
Additional provisions recognised	252
Payments/other sacrifices of economic benefits	(253)
Carrying amount at end of year	252

Notes to the Financial Statements for the year ended 30 June 2008

	2008
	(\$'000)
31 Equity	
Equity represents the residual interest in the net assets of the Department. The Government holds the equity interest in the Department on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non-current assets.	
Contributed equity	
Balance at the start of the year	26,996
Contributions by owners	
Capital contribution ^(a)	23,276
Administered capital contribution	200
Transfer of capital contributions to the Department for Communities	(7,509)
	15,967
Transfer of net assets from other agencies ^(b)	
Transfer of land and buildings from the Department of Housing and Works	226
Total contributions by owners	16,193
Distributions to owners	
Transfer of net assets to other agencies ^(b)	
Transfer of assets and liabilities to the Department for Communities	(13,321)
Total distributions to owners	(13,321)
Balance at the end of the year	29,868
(a) Capital Contributions (appropriations) and non-discretionary (non-reciprocal) transfers of net assets from other State Government agencies have been designated as contributions by owners in Treasurer's Instruction TI 955 'Contributions by Owners Made to Wholly owned Public Sector Entities' and are credited directly to equity.	
(b) UIG Interpretation 1038 'Contributions by Owners Made to Wholly Owned Public Sector Entities' requires that where the transferee accounts for a transfer as a contribution by owner, the transferor must account for the transfer as a distribution to owners. Consequently, non-discretionary (non-reciprocal) transfer of net assets to other State Government agencies are distributed to owners and are debited directly to equity.	
Reserves	
Asset revaluation reserve	
Balance at the start of the year	62,382
Transfer of asset revaluation reserve to the Department for Communities	(11,490)
Net revaluation increments / (decrements)	
Land	5,330
Buildings	1,707
Leasehold improvements	813
Restricted assets – land	1,610
Restricted assets – buildings	304
Restricted assets – leasehold improvements	63
Balance at the end of the year	60,719
Accumulated surplus / (deficit)	
Balance at the start of the year	(5,838)
Result for the period	292
Balance at the end of the year	(5,546)
Total equity	85,041

Notes to the Financial Statements for the year ended 30 June 2008

2008
(\$'000)

32 Notes to the Cash Flow Statement

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows:

Cash and cash equivalents (see note 17)	21,107
Restricted cash and cash equivalents (see note 18)	1,963
	23,070

(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

Net cost of services	(265,587)
Non-cash items	
Depreciation and amortisation expense	2,167
Doubtful debts expense	74
Resources received free of charge	890
(Increase)/decrease in assets	
Current receivables	(556)
Current prepayments	(231)
Current assets transferred to other sources ^(a)	(50)
Increase/(decrease) in liabilities	
Current payables	618
Current provisions	(22)
Current accrued salaries	519
Current liabilities transferred to other sources ^(a)	2,638
Non-current provisions	342
Other non-current liabilities	(3)
Non-current liabilities transferred to other sources ^(a)	637
Change in GST in receivables/payables	(94)
Net cash provided by/(used in) operating activities	(258,658)

(a) Assets and liabilities transferred to the Department for Communities.

33 Resources provided free of charge

During the year the following resources were provided to other agencies free of charge for functions outside the normal operations of the Department:

Department for Communities – corporate support	2,191
	2,191

34 Lease Commitments

Commitments in relation to leases contracted for as at the balance sheet date but not recognised in the financial statements are payable as follows:

- Within 1 year	10,938
- Later than 1 year and not later than 5 years	11,129
- Later than 5 years	2,872
	24,939

Representing:

Cancellable operating leases	7,499
Non-cancellable operating leases	17,440
	24,939

Non-cancellable operating lease commitments

Commitments for minimum lease payments are payable as follows:

- Within 1 year	5,882
- Later than 1 year but not later than 5 years	8,686
- Later than 5 years	2,872
	17,440

The Department leases its motor vehicle fleet and certain office premises. The lease expenditure is expensed as it is incurred. Motor vehicle leasing arrangements are under the terms of the State Fleet Funding Facility Contract administered by State Fleet – State Supply Commission.

Notes to the Financial Statements for the year ended 30 June 2008

2008
(\$'000)

35 Remuneration of senior officers

Remuneration

The number of senior officers, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

\$	2008
0 – 10,000	4
10,001 – 20,000	4
20,001 – 30,000	2
40,001 – 50,000	1
60,001 – 70,000	1
70,001 – 80,000	1
80,001 – 90,000	3
100,001 – 110,000	1
110,001 – 120,000	3
120,001 – 130,000	1
140,001 – 150,000	1
150,001 – 160,000	2
240,001 – 250,000	1

The total remuneration of senior officers is:

1,825

The total remuneration includes the superannuation expense incurred by the Department in respect of senior officers. Senior officers are defined as those officers who have sat on the corporate executive for all or part of the financial year. The list is larger than would have ordinarily been the case due to acting arrangements that needed to be put in place whilst appointments were being made to the relevant executive positions.

No senior officers are members of the Pension Scheme.

36 Remuneration of auditor

Remuneration payable to the Auditor General for the financial year is as follows:

Auditing the accounts, financial statements and performance indicators.

125

37 Explanatory statement

Significant variations between estimates and actual results for income and expense as presented in the financial statements titled 'Summary of Consolidated Account Appropriations and Income Estimates' are shown below. Significant variations are considered to be those greater than 10% and \$1 million.

Significant variances between estimate and actual for 2008 – Total appropriation to deliver services

An increase in total appropriation of \$22.9 million is due primarily to the additional funding received for the growth in demand for the Department's services. Additional funding was also received to continue various Gordon Initiatives as well as a one-off retrospective payment to non-government services. In addition, the Department was reinstated with the Shared Services Savings Harvest.

Significant variance in service expenditures is as follows:

	2008 Actual (\$'000)	2008 Estimate (\$'000)	Variance (\$'000)
Supporting Children and Young People in the CEO's care	134,424	109,562	24,862

The increase in expenditure is mainly due to additional funding received to support the significant increase in the number of children and young people in the CEO's care and a fortnightly increase to the foster care subsidy rate.

	2008 Actual (\$'000)	2008 Estimate (\$'000)	Variance (\$'000)
Total Income	25,663	20,796	4,867

The increase in income is primarily due to higher than expected revenue for the Working With Children Screening Unit. The increase has also resulted from unanticipated revenue from other Government agencies.

38 Financial Instruments**(a) Financial Risk Management Objectives and Policies**

Financial instruments held by the Department are cash and cash equivalents, receivables and payables. All of the Department's cash is held in the public bank account (non-interest bearing). The Department has limited exposure to financial risks. The Department's overall risk management program focuses on managing the risks identified below.

Credit Risk

All financial assets are unsecured. Amounts owing by other Government agencies are guaranteed and therefore no credit risk exists in respect to those amounts. In respect of other financial assets the carrying amounts represent the Department's maximum exposure to credit risk in relation to those assets. In addition receivable balances are monitored on an ongoing basis with the result that the Department's exposure to bad debts is minimal. There are no significant concentrations of credit risk.

Liquidity Risk

The Department is exposed to liquidity risk through its trading in the normal course of business. Liquidity risk arises when the Department is unable to meet its financial obligations as they fall due. The Department has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

Market Risk

The Department does not trade in foreign currency and is not materially exposed to other price risks. The Department is not exposed to interest rate risk because all cash and cash equivalents and restricted cash are non-interest bearing, and have no borrowings other than the Treasurer's advance (non-interest bearing).

(b) Categories of Financial Instruments

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the balance sheet date are as follows:

Financial Assets

Cash and cash equivalents	21,107
Restricted cash and cash equivalents	1,963
Receivables ^(a)	12,659

Financial Liabilities

Financial liabilities measured at amortised cost	5,100
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(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

Notes to the Financial Statements for the year ended 30 June 2008

38 Financial Instruments (cont'd)

(c) Financial Instrument disclosures

Credit risk, liquidity risk and interest rate risk exposures

The following table details the Department's exposure to liquidity risk as at the balance sheet date. The Department's maximum exposure to credit risk at the balance sheet date is the carrying amount of financial assets as shown on the following table. The table is based on information provided to senior management of the Department.

The Department does not hold collateral as a security or other credit enhancement relating to the financial assets it holds.

The Department does not hold any financial assets that has to have their terms and renegotiated that would have otherwise resulted in them being past due or impaired.

30 June 2008	Weighted Average Effective Interest Rate	Variable Interest Rate	Non- Interest Bearing	Contractual Maturity Dates					Total	
				Within 1 Year	1-2 Years	2-3 Years	3-4 Years	4-5 Years		More than 5 years
	%	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	
Financial Assets										
Cash and cash equivalents			21,107							21,107
Restricted cash and cash equivalents	6.91%		1,963							1,963
Receivables ^(a)			1,145							1,145
Amounts receivable for services			11,514							11,514
		-	35,729	-	-	-	-	-	-	35,729
Financial Liabilities										
Payables			4,190							4,190
Accrued Salaries			910							910
		-	5,100	-	-	-	-	-	-	5,100
		-	30,629	-	-	-	-	-	-	30,629

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

39 Other commitments

Capital expenditure commitments

Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:

- Within 1 year	7,118
- Later than 1 year and not later than 5 years	1,864
- Later than 5 years	0
	8,982

The capital commitments include amounts for:

Hostel upgrades	3,765
Community centres	3,199
Office accommodation and relocation	2,018
	8,982

Expenditure – consumables

Total	10,530
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Notes to the Financial Statements for the year ended 30 June 2008

2008
(\$'000)

40 Contingent liabilities

The Department's policy is to disclose as a contingency any obligations which may arise due to special circumstances or events. At the date of this report the Department is not aware of any material future obligations, except for the following:

There are currently a number of legal cases pending for which the outcomes are not certain. The State Solicitor's Office has estimated that a total amount of \$5,300,000 may be payable as compensation to claimants at some future point in time. While this is acknowledged as a contingent liability of the Department, it has yet to be determined whether the Department will ultimately be responsible for funding the actual amounts paid as compensation, if any. Furthermore, a redress scheme is in the process of being developed which is expected to outline a process for dealing with claims of this nature.

5,300

Financial assistance vouchers issued but not presented at the year end. As and when the recipients redeem these vouchers, the Department for Child Protection will be billed by the relevant merchant.

157

5,457

41 Write offs

During the financial year \$50,000 was written off under the authority of:

The Accountable Officer:

Salary overpayments	1
Subsidy overpayments (foster carers)	8
Equipment	2
Other	39
	<u>50</u>

42 Special Purpose Accounts

Special Purpose Accounts section 16(1)(c) of FMA

Trust Statement No 3

Community Services Trust Account

The purpose of the special purpose account is to hold monies in trust for children under the care of the Department and such other monies as are received from any other person or organisation for the provision of amenities in Departmental facilities which house and for such other children specific purposes as directed by the donors.

Balance at the start of the year	161
Receipts	446
Payments	(432)
Balance at the end of the year	<u>175</u>

Trust Statement No 27

Ward's Private Cash Account

The Purpose of the special account is to hold private funds on behalf of individual wards under the guardianship of the Director General, Department for Child Protection.

Balance at the start of the year	29
Receipts	10
Payments	(26)
Balance at the end of the year	<u>13</u>

Notes to the Financial Statements for the year ended 30 June 2008

2008
(\$'000)

42 Special Purpose Accounts (cont'd)

Special Purpose Accounts section 16(1)(d) of FMA

Trust Statement No 19

Supported Accommodation Assistance Program

The purpose of the special purpose account is to hold funds received from the Commonwealth for funding supported accommodation and related support activities.

Balance at the start of the year	1,033
Receipts	18,145
Payments	(18,432)
Balance at the end of the year	<u>746</u>

The Western Australian Family Foundation

The purpose of the special purpose account is to hold funds for development, implementation and administration of initiatives and activities regarding the family and the community.

Balance at the start of the year	141
Transfer to the Department for Communities ^(a)	(141)
Balance at the end of the year	<u>0</u>

(a) During the financial year, Special Purpose Account No. 12 – Western Australian Family Foundation was transferred to the Department for Communities, consistent with the Ford Report's recommendations.

43 Special Purpose Accounts created, amended or closed during the year

During the financial year, Special Purpose Account No. 12 – Western Australian Family Foundation was transferred to the Department for Communities, consistent with the Ford Report's recommendations.

Appendices

Appendix 1: Funded Services

55 Central Inc – 55 Central

Aboriginal Alcohol & Drug Service (AADS) (Inc)

- AADS Family Support Service
- Wooree Miya Refuge

Aboriginal Evangelical Fellowship Family and Youth – Ebenezer Home

Adoption Jigsaw WA (Inc) – Adoption Jigsaw

Adoption Research & Counselling Service Inc – Adoption Research and Counselling Service

Agencies for South West Accommodation Inc

- Bunbury Accommodation Service
- Bunyap
- Capes Accommodation Support and Advocacy Service - CASA
- Partnership in Housing Program

Albany Youth Support Association Inc

Albany Youth Accommodation Service

Albany Youth Outreach Service

Allambee Counselling Inc – Peel Child Sexual Abuse Treatment Service

Anglicare WA Inc

- Aboriginal Early Years Support Service - Goldfields
- Albany Family Violence Service
- Albany Financial Counselling Service
- Armadale Youth Accommodation Service
- Anglicare Bunbury Financial Counselling Service
- Anglicare Busselton Financial Counselling Service
- Anglicare Collie Financial Counselling Service
- Anglicare Financial Counselling Service Mandurah
- Anglicare Rockingham South Financial Counselling Service
- Anglicare Teenshare
- Chesterfield House and Rockingham Youth External Accommodation Project (RYEAP)
- Child Sexual Abuse Therapy Service

- Children's Domestic Violence Counselling Service
- Domestic Violence Advocacy Support Service
- Domestic Violence Counselling Service
- Domestic Violence Counselling Service, Karratha
- Family Housing
- Fremantle Youth Crisis Accommodation Service
- Indigenous Child Sexual Abuse Response Service (Derby)
- Kalgoorlie Accommodation Support Service
- Katanning Financial Counselling Service
- Kinway Family Counselling Service, Wyndham/Kununurra
- Manjimup Financial Counselling Service
- Mt Barker Financial Counselling Service
- Parent Adolescent Counselling Service - PACS
- Placements For High Risk Children With Complex Needs (Horizons Service)
- St Nicholas Financial Counselling Service
- Step 1 Streetwork Program
- Support Service for Young Parents
- Supported Tenancy Anglicare Rockingham
- Yes! Housing and Yes! Housing Young Parents

Armadale Community Family Centre Inc – Armadale Community Family Centre - Neighbourhood House

Armadale Information and Referral Service Inc – Armadale Financial Counselling Service

Association of Civilian Widows of Western Australia (Incorporated) – Association of Civilian Widows

Australian Breastfeeding Association, WA Branch – Information Service

Australian Red Cross Society (WA Division) – Australian Red Cross (WA) Financial Counselling Service

Red Cross Family Support Service – Red Cross Soup Patrol Service

Avon Youth Community and Family Services Incorporated

- SAAP - Service for Young People

- Services for Young People

Balga Detached Youth Work Project Inc

- Mobile Youth Service

- Youth and Family Education Support Service

Bega Garabirringu Health Service Aboriginal Corp – Aboriginal Homeless and Fringe Dweller Support Service

Blue Sky Community Group Inc

- Lockridge Community Centre

- Lockridge Financial Counselling Service

Boogurlarri Community House Inc

- Boogurlarri Family Support Service
- Boogurlarri Financial Counselling Service

Bridgetown Family and Community Centre Incorporated – Bridgetown Terminus Family Support Service

Brockman House Inc – Brockman Community House

Broome Community Information Resource Centre and Learning Exchange

- Broome C.I.R.C.L.E. Family Support and Development
- Broome C.I.R.C.L.E. Financial Counselling Service

Broome Youth Support Group Association Incorporated – Broome Youth Support Group

Bullsbrook Neighbourhood Centre Inc – Bullsbrook Neighbourhood Centre

Burdekin - Youth in Action Incorporated – Burdekin Youth in Action

Burdiya Aboriginal Corporation – Burdiya Aboriginal Youth Service

Calvary Youth Services Mandurah Inc – Calvary Youth Services Mandurah

Carnarvon Family Support Service Inc

- Carnarvon Family Support Service
- Carnarvon Sexual Assault Response Service
- Gascoyne Women's Refuge

Centacare Family Services

- Centacare Volunteer Service
- Exmouth Family Counselling Service
- Exmouth Financial Counselling Service
- Part Time Psychological Services for Children in Care, Carnarvon

Central Apcare Inc – Central Apcare Family Counselling Service

CentreCare Inc

- Aboriginal Family Housing Service - Mirrabooka
- Aboriginal Tertiary Family Preservation Service - Metropolitan
- Centacare Bunbury Counselling Service
- CentreCare SAAP Family Accommodation Service
- Djooraminda
- Family Link
- Goldfields Family Violence Advocacy and Support Service
- Goldfields Financial Counselling Service
- Indigenous Family Program - Perth Metropolitan Area
- Intensive Youth Support Service
- Kalgoorlie-Boulder Financial Counselling Service
- Kalgoorlie-Boulder Spouse Abuse Counselling and Education Service
- Laverton Indigenous Family Violence Advocacy and Support Service

- Mens Domestic Violence Counselling Service (North Metropolitan Area)
- Parent Adolescent Conflict Counselling Service
- Parent Link Home Visiting Service
- Parent Teen Link Counselling Service
- South Kalgoorlie Youth Support Service
- Spouse Abuse Counselling and Education Program
- Support and Advocacy Services for People in Private Rental Accommodation - Balga/Mirrabooka/Maylands Corridor
- Support and Advocacy Services for People in Private Rental Accommodation - Middle Swan/Midland/Bassendean Corridor
- Support and Counselling Services for Children in Family Supported Accommodation (Southern and Eastern Suburbs including Fremantle, Armadale and Rockingham)

Child Migrant Trust – Child Migrants Trust Perth

Chrysalis Support Service Inc

- Child Sexual Assault Counselling Service
- Chrysalis House Women's Refuge
- Domestic Violence Advocacy and Support Service
- Relationships and Family Violence Counselling Service

Citizens Advice Bureau of Western Australia Inc – Advice and Referral Service

City of Bayswater Child Care Association Inc – Derrick Ernst Neighbourhood Centre

City of Belmont – City of Belmont Youth and Family Services

City of Canning WA - Supported Accommodation Services for Young People – Canning City of Canning Youth Accommodation Service

City of Cockburn

- Atwell Family Support Service
- City of Cockburn Financial Counselling Service - Atwell
- City of Cockburn Financial Counselling Service - Coolbellup
- Cockburn Early Education Program
- Cockburn Family Support Service
- Cockburn Youth Outreach

City of Fremantle

- Fremantle Community Legal Centre
- Fremantle Community Youth Service - Accommodation
- Fremantle Community Youth Service - Outreach and Support Service for Young Parents
- Fremantle Mobile Activities - Buster the Fun Bus
- Warrawee Women's Refuge

City of Joondalup – Joondalup Financial Counselling Service

City of Melville – Melville Family Support Service

City of Rockingham – Rockingham Outreach and Counselling Youth Service

City of Stirling

- City of Stirling Financial Counselling Service
- Stirling Women's Refuge
- West Stirling Financial Counselling Service

City of Wanneroo

- City of Wanneroo Youth Service - Clarkson
- Wanneroo Financial Counselling Service
- Yanchep Community Centre
- Yanchep Youth Service

CLAN Midland Incorporated

- CLAN Midland
- Midvale Neighbourhood Centre

CLAN WA (Community Link and Network) Inc

- CLAN WA Armadale Family Support Service
- CLAN WA Mandurah Family Support Service
- CLAN WA Metropolitan and State-wide Co-ordination Service
- CLAN WA Mirrabooka Family Support Service
- CLAN WA Parent Link Home Visiting Service Rockingham
- CLAN WA Parent Link Home Visiting Service Victoria Park
- CLAN WA Victoria Park Family Support Service

Collie Family Centre Inc – Collie Family Support Service

Collie Welfare Council Committee Inc – Collie Youth Program

Communicare Inc

- Building a Balance
- Communicare Family Support Service
- Communicare Financial Counselling Service
- Communicare's Breathing Space

Community for the Restoration of Family Trust – CROFT

CREATE Foundation Ltd – Create Foundation Western Australian Service

Dar Al Shifah (Islamic Incorporated) – Family Support Program

Daughters of Charity Services (WA) LTD

- Anawim Women's Refuge
- Ruah Centre
- Ruah Refuge
- Ruah Tenancy Support

Eastern Region Domestic Violence Services Network Inc
 – Koolkuna Domestic Violence Advocacy Service
 – Koolkuna Women's Refuge

Escare Inc
 – Esperance Financial Counselling Service
 – Esperance Youth Service
 – Family Support Service - Esperance

Esperance Crisis Accommodation Service Inc – Esperance Crisis Accommodation Service
 Financial Counsellors Association of WA – Financial Counsellors Association of WA
 Financial Counsellors Resource Project of WA Inc – Financial Counselling Support Service

Foothills Information & Referral Service Inc
 – Early Education Care Program
 – Financial Counselling Service

Foster Care Association of WA Inc – Information, Advice and Support Service

Foundation Housing Limited – Foundation Housing - Lodging Service

Frank Konecny Community Centre Inc – Family Support Service

Fremantle Multicultural Centre Inc – Crisis Accommodation for Refugees and Migrants

Fremantle Wesley Mission - Financial Counselling – Fremantle Wesley Mission - Wesassist

Fusion Australia Ltd
 – Cameliers Guesthouse
 – Fusion Student Household Service

Gawooleng Yawoodeng Aboriginal Corporation
 – Gawooleng Yawoodeng Aboriginal Family Support Service
 – Kununurra Crisis Accommodation Centre

Geraldton Regional Community Education Centre Association (Inc)
 – Geraldton Family and Youth Support Service - GFYSS
 – Geraldton Family Counselling Service

Geraldton Resource Centre Inc
 – Geraldton Financial Counselling Service

Private Rental Accommodation Casework – PRAC

Geraldton Yamatji Patrol Aboriginal Corporation – Meekatharra Family and Domestic Violence Service

Golden Mile Community House Inc
 – Golden Mile Family Support and Development Service
 – Goldfields Family Counselling Service

Goldfields Women's Refuge Association Inc – Goldfield's Women's Refuge "Finlayson House"

Gosnells Community Legal Centre (Inc)

- Gosnells Financial Counselling Service
- Maddington Financial Counselling Service

Gowrie Community Services (WA) Incorporated

- Gowrie Financial Counselling Service
- The Gowrie Family and Community Support Service

Granny Spiers Community House Inc

- Granny Spiers Community House
- Granny Spiers Financial Counselling Service

Harvey Health & Community Services Group Inc – Harvey Family Support Service

Health Agencies of the Yilgarn Inc – Southern Cross Crisis House

Hedland Women's Refuge Inc – Hedland Women's Refuge

Hills Community Support Group Inc – Swan View Youth Service

In Town Centre Incorporated — Shoe String Cafe

Incest Survivors Association Inc – Child Sexual Abuse Treatment Service - Perth Metropolitan Area

Jardamu Women's Group Aboriginal Corporation – Jardamu Safe House

Jewish Care WA (Inc) – Rae Lenny Shalom House

Jigalong Community Inc – Jigalong Family Safety Program

Jobs South West Inc

- Busselton and Margaret River Youth Service
- Manjimup Youth Outreach Program
- Youth Outreach Service

Joondalup Youth Support Services (Inc) – Joondalup Youth Support Services

Jungami-Jutiya Alcohol Action Council Aboriginal Corporation

- Family Support Service (Halls Creek)
- Ngarrkalem Baarmard Financial Counselling Service (Halls Creek)

Jurien Bay Youth Group Inc

- Jurien Bay Youth Group

Kalumburu Aboriginal Corporation

- Kalumburu Family Safety Project
- Kalumburu Youth Service

Karingal Neighbourhood Centre Inc

- Karingal Neighbourhood Centre
- Paraburdoo Youth Service

Karratha Youth Housing Project Inc

- Karratha Youth Housing Project - Outreach
- Karratha Youth Housing Project - Residential

Katanning Regional Emergency Accommodation Centre
 – Katanning Regional Emergency Accommodation Service

Kimberley Aboriginal Law and Culture Centre (Aboriginal Corporation) – Kimberley Aboriginal Law and Culture Centre Services for Young People - Fitzroy Valley

Kimberley Community Legal Services Inc - Financial Counselling Services – Kununurra

Kununurra Neighbourhood House Inc – Kununurra Neighbourhood House Family Support Service

Kuwinywardu Aboriginal Resource Unit – Carnarvon Financial Counselling Service

Kwinana Early Years Services Incorporated – Kwinana Early Years Services Inc

Lake Jasper Project (Aboriginal Corporation) – Lake Jasper Youth Service

Learning Centre Link Inc – Association of Community, Neighbourhood and Learning Centres

Living Stone Foundation Inc – Dads@Lifeline Service

Local Information Network Karratha Inc
 – LINK Domestic Violence Advocacy and Victim Support Service
 – Parenting Information Project Service

Looma Community Inc – Looma Family Safety Project

Manjimup Family Centre Inc – Manjimup Family Support Service

Marnin Bowa Dumbara Aboriginal Corporation
 – Derby Family Healing Centre
 – Family and Domestic Violence Support and Outreach Service

Marninwantikura Fitzroy Women's Resource Centre – Fitzroy Women's Shelter

Marnja Jarndu Women's Refuge Inc
 – Marnja Jarndu Mobile Outreach Service
 – Marnja Jarndu Women's Refuge

Mawarnkarra Health Service Aboriginal Corporation – Munga Tharndu Maya

Meerilinga Young Children's Services Inc
 – Aboriginal Parent Support Service
 – Dads in the Early Years Project
 – Meerilinga Parent Link Fremantle

Parent Link Home Visiting Service – Midland/Forrestfield

Mercy Community Services Incorporated
 – Family Support and Community Neighbourhood House - Girrawheen/Koondoola
 – Mercy Community Services - Placement Service
 – Mercy Community Services Youth Services and Support Service for Young Parents

Metropolitan Migrant Resource Centre Inc
 – Family Support Service
 – Multicultural Family Support and Development Service

Midland Information, Debt & Legal Advocacy Service Inc – Financial Counselling Service

Mission Australia ACN 000 002 522

- Financial Counselling Service for Young People
- Girrawheen Youth and Family Support Service
- Navig8
- Perth City Mission - Family Support and Accommodation Service
- Support Service for Young Parents in Youth SAAP
- Youth Accommodation and Support Service and Support Service for Young Parents in Youth SAAP

Moora Youth Group Inc – Moora Youth Group

Moorditch Gurlongga Association Inc

- Aboriginal Early Years Support Service - Armadale Health Service Area
- Moorditch Koolaak Housing Service

Multicultural Services Centre of Western Australia

- Multicultural Services Centre
- Support and Advocacy Service for Migrants in Private Rental Accommodation - Metropolitan Area

Mungullah Community Aboriginal Corporation – Practical In Home Support Service - Mungullah Aboriginal Community

Nardine Wimmin's Refuge – Nardine Wimmin's Refuge

Narrogin Youth Support Association Inc – Narrogin Financial Counselling Service

Newman Neighbourhood Centre Inc – Newman Neighbourhood Centre

Newman Women's Shelter Inc – Newman Women's Shelter

Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Aboriginal Corporation (NPYWC) – Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Domestic Violence Service

Ngala Community Services – Ngala Early Parenting Community Service

Ngala Family Services – Ngala Early Parenting Centre

Ngaringga Ngurra Aboriginal Corporation – Ngaringga Ngurra Safe House

Ngunga Group Women's Aboriginal Corporation

- Derby Financial Counselling Information and Support Service
- Ngunga Women's Group Family Support and Development

Nintirri Centre Inc

- Karijini Family Violence Advocacy, Support and Counselling Service
- Nintirri Neighbourhood Centre

Nirrumbuk Aboriginal Corporation – Broome Youth Accommodation Service

Northern Districts Community Support Group Inc – Morawa Family Counselling Service

Nyoongar Patrol System Inc – Nyoongar Patrol Youth Outreach

Orana House Inc

- Domestic Violence Advocacy and Support Service - DVAS Central
- Orana Women's Refuge

Ord Valley Aboriginal Health Services Aboriginal Corporation

- Service For Young People - (Kununurra and Warmun)
- Services For Young People - Kununurra

Palyalatiju Maparnpa Heath Aboriginal Corporation – Balgo Youth Service Kutjungka Region

Parents Without Partners (WA) Inc – Parents Without Partners Service

Parkerville Children and Youth Care Incorporated

- Jenny House Program
- Out of Home Care Children
- Out of Home Care Youth
- Parent's and Children's Therapeutic Service
- Support and Counselling Services For Children In Family Supported Accommodation (Northern Suburbs including Perth, Joondalup & Midland)

Pat Thomas Memorial Community House Inc – Pat Thomas Memorial Community House

Peel Domestic Violence Advocacy and Support Service

Patricia Giles Centre Inc

- Aboriginal Early Years Support Service (North West Metropolitan Area)
- Damara House
- Patricia Giles Centre
- Patricia Giles Centre Counselling Service for Women
- Patricia Giles Children's Counselling Service

Peel Community Development Group Inc – Street Net Service (Peel Region)

Peel Youth Programme Inc – Peel Youth Programme

Perth Asian Community Centre Inc – Perth Asian Community Centre

Perth Inner City Youth Service Inc – Household Network

Pilbara Community Legal Service Inc

- Hedland Financial Counselling Service
- Karratha Financial Counselling Service
- Newman Financial Counselling Service
- Roebourne Financial Counselling Service

Port Hedland Sobering Up Centre Group Inc – Hedland Homeless Support Service

Rainbow Coast Neighbourhood Centre Inc – Rainbow Coast Family Services

Relationships Australia (Western Australia) Inc – Family Abuse Treatment Service - Metropolitan Area

Roberta Jull Community Care Association Inc

- Family Support Program
- Roberta Jull Youth and Family Counselling Service

Roebourne Youth Centre Inc – Roebourne Youth Centre

Roleystone Neighbourhood House Inc – Roleystone Neighbourhood House

Safecare Inc

- Safecare Bunbury Program
- Safecare Families Program
- Safecare Young Peoples' Program
- Salvation Army (WA) Property Trust
 - Balga Family Accommodation Service
 - Balga Family Support Services
 - Balga Financial Counselling Service
 - Byanda/Nunyara
 - Crossroads West - Kalgoorlie Boulder Youth Accommodation Service
 - Crossroads West - Landsdale House
 - Crossroads West - Oasis House
 - Geraldton Family Crisis Centre
 - Kalgoorlie Emergency Accommodation and Referral Service
 - Lentara Men's Hostel
 - Onslow Family and Domestic Violence Service
 - Salvation Army Bridge House
 - Salvation Army Bunbury Family Crisis Centre
 - Salvation Army Crossroads West Transitional Support Service - Moving to Independence
 - Salvation Army Crossroads West Transitional Support Services – Preparation for Leaving Care and After Care Service - State-wide excluding the Southwest, Peel District and South Rockingham
 - Salvation Army Karratha Women's Refuge
 - Salvation Army Morley Community Youth Service
 - Salvation Army Morley Family Support Service
 - Salvation Army Morley Financial Counselling Service
 - Salvo Careline
 - Tanderra Men's Hostel
- Share & Care Community Services Group Inc
 - Djookanka House
 - Djookanka House Outreach Counselling
 - Gwabba Duk Mia Lodge Crisis Accommodation Service
 - Northam Financial Counselling Service
 - SAAP Contract Service
 - Waminda House Women's Refuge
- Shire of Ashburton – Onslow Youth Service
- Shire of Denmark – Denmark Youth Support Service
- Shire of Derby/West Kimberley – Derby Youth Service
- Shire of Dundas – Norseman Youth Service

Shire of Halls Creek – Halls Creek Services for Young People
 Shire of Katanning – Katanning Youth Support Service
 Shire of Laverton
 – Laverton Crisis Intervention Service
 – Laverton Youth Support Service
 Shire of Leonora – Leonora Youth Support Service
 Shire of Manjimup – Warren Blackwood Emergency Accommodation Centre
 Shire of Meekatharra
 – Meekatharra Family and Domestic Violence Service
 – Meekatharra Youth Service
 Shire of Mt Marshall – Mount Marshall Community and Family Support Service
 Shire of Mullewa
 – Mullewa Youth Service
 – Mullewa Youth Service - SAAP
 Shire of Mundaring – Parent/Adolescent Counselling Service
 Shire of West Arthur – Westcare Family Support Service
 Short Term Accommodation for Youth Inc – STAY
 Sisters of St Joseph of the Sacred Heart (WA) Inc – The Safe Place for Women Service Known as 'The Sisters Place'
 South Coastal Women's Health Services Association (Inc) – Family Abuse Advocacy Support Team - FFAST
 South Lake Ottey Family and Neighbourhood Centre – South Lake Family Support Service
 South West Counselling Inc – South West Counselling Service
 South West Emergency Care for Children Inc – South West Emergency Care for Children
 South West Refuge Inc – South West Refuge
 Southcare Inc
 – Southcare Aboriginal Family Support Service
 – Southcare Financial Counselling Service
 Southern Agcare Inc
 – Central Great Southern Aboriginal Early Years Support Service
 – Mobile Family Counselling Service
 St Bartholomew's House Inc – Appleton Hostels
 St Patrick's Community Support Centre
 – Hannick House
 – South West Metropolitan Housing Project
 – St Patrick's Meals and Day Centre
 Stand By Me Youth Service (WA) Inc – Stand By Me Youth Service

Starick Services Inc

- Children's Service
- Mary Smith Refuge
- Starick House Refuge
- Support Prevention Education Advocacy Referral Service - SPEARS

Sudbury Community House Association – Sudbury Community House

Sussex Street Community Law Service Inc – Sussex Street Financial Counselling Service

Swan City Youth Service Incorporated

- Swan City Streetwork Program
- Swan City Youth Service

Swan Emergency Accommodation Inc

- Swan Emergency Accommodation - Families Service
- Swan Emergency Accommodation - Karnany Service
- Swan Emergency Accommodation - Youth

The Bunbury Community and Child Care Association (Milligan House) Inc – Milligan House Family Support Service

The Lucy Saw Centre Association Inc

- Lucy Saw Centre
- Lucy Saw Centre Outreach Support Service for Family and Domestic Violence

The Samaritans Incorporated – 24 Hour Telephone Crisis Support Service

Tom Price Youth Support Association Inc – Tom Price Youth Service

Town of Bassendean – Bassendean Youth Service

Town of Kwinana

- Kwinana Detached Youth Program - Youth and Community
- Kwinana Detached Youth Service
- Practical In Home Support Service - Kwinana

UnitingCare West

- Creditcare Maylands Service
- Creditcare Perth City Service
- Fremantle Regional Indigenous Family Violence Service
- Fremantle Wesley Mission - Wilf Sargent House
- Fremantle Wesley Mission - Wyn Carr House
- HomeConnect
- Mofflyn Tertiary Preservation Service - Building Strengths
- Reunification Service - Family Connections
- UnitingCare West Homelink Service
- UnitingCare West Residential Program
- Wesley Mission Perth – Tranby Day Centre

Victoria Park Youth Accommodation (Inc) – Victoria Park Youth Accommodation Service and Support Service for Young Parents

WA No Interest Loans Network Inc – No Interest Loan Service (State-wide)

Waikiki Community & Family Centre Inc – Waikiki Community & Family Centre

Wanslea Family Services Incorporated

- Lower Great Southern Aboriginal Early Years Support Service
- Preparation for Leaving Care and After Care Services - Peel and South Rockingham
- Professional Foster Care Service - Metropolitan Area
- Wanslea Emergency Foster Care
- Wanslea Family Enhancement Service
- Wanslea Tertiary Family Preservation Service

Waratah Support Centre (South West Region) Inc

- Kids and Teens Waratah Child Sexual Abuse Treatment Service
- Kids and Teens Waratah Children's Domestic Violence Counselling Service
- Waratah Family Abuse Intervention Service

Waroona Community Centre Inc – Waroona Family Support and Youth Service

West Stirling Neighbourhood House Inc – West Stirling Neighbourhood House

Westaus Crisis and Welfare Service Inc – Support and Advocacy Services for People in Private Rental Accommodation - Peel Region Mandurah

Western Australian Council of Social Service Inc – WACOSS General Service Agreement: Encompassing the Development and Support of the Community Services Sector

Wheatbelt Agcare Community Support Services Inc – Wheatbelt Agcare Family Counselling Service

Wirraka Maya Health Service Aboriginal Corporation

- Indigenous Healing Service
- Wirraka Maya Family Violence Program

Women's Health Care Association Inc

Domestic Violence Advocacy Support (DVAS) Central - Advocacy – Multicultural Women's Advocacy Service

Wyndham Family Support Inc

- Financial Counselling - Wyndham
- Wyndham Family Support Service

Yaandina Family Centre Inc

- Roebourne Indigenous Child Sexual Abuse Response Service
- Yaandina Family Support Service

YMCA of Perth Youth and Community Services Inc

- LYNKS Counselling Service
- Streetsyde - Emergency Youth Accommodation
- YMCA Mobile Youth Service

Yorganop Child Care Aboriginal Corporation – Yorganop Placement Service

Yorgum Aboriginal Corporation

- Child Sexual Abuse Treatment For Aboriginal People
- Counselling Service for Aboriginal Children Experiencing Family Violence

Youth Involvement Council Inc

- Lawson Street Youth Centre
- Youth Accommodation Program

Youth Legal Service Inc – Financial Counselling Service for Young People (Metropolitan Area)

Zonta House Refuge Association Inc – Zonta House Refuge Association

Appendix 2: Office Locations

Central Office

189 Royal Street
East Perth WA 6004
PO Box 6334
East Perth WA 6892
Tel (08) 9222 2555
Freecall 1800 622 258
TTY (08) 9325 1232
www.childprotection.wa.gov.au

Advocate for Children in Care
Freecall 1800 460 696

Adoption Services
Tel (08) 9222 2555
Freecall 1800 622 258

Complaints Management Unit
Tel (08) 9222 2594
Freecall 1800 013 311

Family Information Records Bureau
Tel (08) 9222 2777
Freecall 1800 000 277

Crisis Care Unit
Tel (08) 9223 1111
Freecall 1800 199 008

Other Units

Community Skills Training Centre
Level 3, Construction House
35 Havelock Street
West Perth WA 6005
Tel (08) 9222 6000

Working with Children Screening Unit
Level 5, Dumas House
2 Havelock Street
West Perth WA 6005
PO Box 1262
West Perth WA 6892
Tel (08) 6217 8100
Freecall 1800 883 979
www.checkwwc.wa.gov.au

Fostering Services
Brenda Cherry Centre
91 Hensman Road
Subiaco WA 6008
Tel (08) 6380 5900
Freecall 1800 024 453

Metropolitan Offices

Armadale District Office
145 Jull Street
Armadale WA 6112
(08) 9497 6555

Cannington District Office
Cnr Grose Avenue and Lake Street
Cannington WA 6107
(08) 9351 0888

Fremantle District Office
25 Adelaide Street
Fremantle WA 6160
(08) 9431 8800

Joondalup District Office
Ground Floor
Joondalup House
8 Davidson Terrace
Joondalup WA 6027
(08) 9301 3600

Midland District Office
281 Great Eastern Highway
Midland WA 6056
(08) 9274 9411

Mirrabooka District Office
6 Ilkeston Place
Mirrabooka WA 6061
(08) 9344 9666

Perth District Office
641 Wellington Street
Perth WA 6000
(08) 9214 2444

Rockingham District Office
8 Leghorn Street
Rockingham WA 6168
(08) 9527 0100

Kwinana Office
Suite 4
Parmelia House
165 Gilmore Avenue
Kwinana WA 6167
(08) 9411 460

Country Offices

Goldfields District

Goldfields District Office (Kalgoorlie)
Cnr Boulder Road and Cheetham Street
Kalgoorlie WA 6430
(08) 9022 0700

Norseman Office
80 Prinsep Street
Norseman WA 6443
(08) 9039 1129

Esperance Office
92 Dempster Street
Esperance WA 64500
(08) 9083 2566

Great Southern District

Great Southern District Office (Albany)
25 Duke Street
Albany WA 6330
(08) 9841 0777

Katanning Office
Reidy House
25 Amherst Street
Katanning WA 6317
(08) 9821 9000

Laverton Office
Laver Place
Laverton WA 6440
(08) 9031 1104

Leonora Office
Lot 40, Cnr Tower and Rajah Streets
Leonora WA 6438
(08) 9037 6132

Gnowangerup Office
Cnr Corbett and Aylemore Streets
Gnowangerup WA 6335
(08) 9827 1467

Manjimup Office
Lot 432 South West Highway
Manjimup WA 6258
(08) 9771 1711

East Kimberley District

Halls Creek Office
71 Thomas Street
Halls Creek WA 6770
(08) 9168 6114

Wyndham Office
Lot 994 Great Northern Highway
Wyndham WA 6740
(08) 9161 1110

Murchison District

Murchison District Office (Geraldton)
45 Cathedral Avenue
Geraldton WA 6530
(08) 9921 0768

Carnarvon Office
Stuart Street
Carnarvon WA 6701
(08) 9941 1244

Meekatharra Office
Lot 83 Main Street
Meekatharra WA 6642
(08) 9981 1104

Peel District

Peel District Office (Mandurah)
Cnr Tuckey and Sutton Streets
Mandurah WA 6210
(08) 9535 6688

Kununurra Office
State Government Building
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
(08) 9168 0333

Mount Magnet Office
Lot 124 Laurie Street
Mt Magnet WA 6638
(08) 9963 4190

Mullewa Office
12 Main Street
Mullewa WA 6630
(08) 9961 1004

Wiluna Office
Lot 1466 Wotton Street
Wiluna WA 6646
(08) 9981 7097

Pilbara District

Pilbara District Office (Karratha)
WA Government Administration Building
Cnr Searipple and Welcome Roads
Karratha WA 6714
(08) 9185 0200

Newman Office
Cnr Newman Drive and Abydos Way
Newman WA 6753
(08) 9175 1051

Onslow Office
Third Avenue
Onslow WA 6710
(08) 9184 6005

Roebourne Office
Lot 37 Sholl Street
Roebourne WA 6718
(08) 9182 1208

South Hedland Office
Cnr Brand and Tonkin Streets
South Hedland WA 6722
(08) 9140 2433

Tom Price/Paraburdoo Office
Lot 247 Poinciana Street
Tom Price WA 6751
(08) 9189 1592

South West District

South West District Office (Bunbury)
80 Spencer Street
Bunbury WA 6230
(08) 9722 5000

Collie Office
68 Wittenoorn Street
Collie WA 6225
(08) 9734 1699

Margaret River Office
33 Tunbridge Street
Margaret River WA 6285
(08) 9757 2910

Busselton Office
Unit 7
8-10 Prince Street
Busselton WA 6280
(08) 9752 3666

Wheatbelt District

Wheatbelt District Office (Northam)
Cnr Fitzgerald and Gairdner Streets
Northam WA 6401
(08) 9621 0400

Kellerberrin Office
4 Moore Street
Kellerberrin WA 6410
(08) 9045 4203

Merredin Office
113 Great Eastern Highway
Merredin WA 6415
(08) 9041 1622

Moora Office
49 Dandaragan Street
Moora WA 6510
(08) 9651 1100

West Kimberley District

West Kimberley District Office (Broome)
19 Coghlan Street
Broome WA 6725
(08) 9192 1317

Derby Office
17 Neville Street
Derby WA 6728
(08) 9191 1577

Narrogin Office
Government Building
Park Street
Narrogin WA 6312
(08) 9881 0123

Southern Cross Office
11a Antares Street
Southern Cross WA 6426
(08) 9049 1016

Wyalkatchem Office
Honour Avenue
Wyalkatchem WA 6485
(08) 9041 1622 (Merredin Office)

Fitzroy Crossing Office
Cnr Fallon Road and Flynn Drive
Fitzroy Crossing WA 6765
(08) 9191 5002

Appendix 3: Research and Evaluation

Developing Therapeutic Communities for Abused Aboriginal Children and Their Families: an Indigenous Practitioners' Cooperative Inquiry

In May 2007, the Ministerial Advisory Council on Child Protection partnered with a research team from Curtin University's disciplines of Aboriginal Studies, Social Work and Social Policy, Nursing and Midwifery, Psychology and Human Rights with the support of the Kulanga Research Network of the Telethon Institute for Child Health Research to convene a three day 'Gathering to Make Safer and Healthier Communities for Indigenous Children'. The gathering was attended by approximately 55 Aboriginal people from around the state.

Key Findings:

Five key themes emerged:

- Living Partnerships – developing therapeutic communities for Aboriginal children and their families with the active commitment of a range of partners dedicated to creating 'what works' through consultative, collaborative, transparent and inclusive processes with expectations of accountability clearly defined at all levels
- Balancing Approaches – creating a balance between the application of law and healing is complex and involves a tension between short and long term strategies. Although seemingly contradictory, this tension can be overcome through partnership arrangements, open, transparent and clear communication between those planning and delivering services at all levels
- Engaging Cultural Literacy – Aboriginal cultural values have to be at the forefront of all stages from problem identification to implementing and evaluating solutions
- Aboriginal Employment – the work of promoting children's welfare at the grass roots level should be supported by adequate pay and training. Aboriginal poverty is a significant problem that can be partially addressed through sound employment strategies and Aboriginal owned enterprise development in all communities
- Value Learning – 'Education has the power to enable people to take power over their lives and deal with issues'. Education is multi-faceted and needed for both Aboriginal and non-Aboriginal participants in building Western Australia.

Action:

The report has been distributed to all relevant State Government departments as well as the Commonwealth Minister for Families, Housing, Community Services and Indigenous Affairs.

Evaluation of the Shaken Baby Syndrome Prevention Campaign

This was an independent evaluation of the impact of the Shaken Baby Syndrome Prevention Campaign and its messages since inception in 2003.

Key Findings:

Since the previous evaluation conducted in 2003, there has been an increase in the reported use of support services (Ngala and the Parenting Line). Additionally, there has been an increase in the proportion of parents who have spoken to their babysitters about what to do if their child cries continuously. Overall awareness of the advertisements, supporting materials and of the shaken baby issue stood at 62 per cent in 2008.

Action:

The Ministerial Advisory Council on Child Protection is currently considering the implications of the research.

On-Line Carers Survey 2008

Key Findings:

Sixty-three per cent of carers reported that the department met their needs as a carer in the previous 12 months. Sixty-six per cent of carers reported that they were confident to manage as a carer in the future. New carers indicated that the most useful additional support they could have been given was 'mentoring by an experienced carer'. Where children were new to care, carers indicated that the most useful assistance they could have been given was 'better access to caseworkers'.

Action:

Findings were circulated to the department's service delivery arms for information and action where necessary. The survey will be repeated in 2009 to assess any changes in carer perceptions.

Customer Perception Survey

Key Findings:

It was found that 94 per cent of customers reported that they were supported in providing care and safety to their family members.

Around 90 per cent of customers reported that they were either 'confident' or 'very confident' to manage their future as a result of receiving services.

Ninety-seven per cent of customers reported that their needs were met as a result of using services.

Action:

Customer survey results at district level were referred to district directors and agency reports were provided to funded services for their understanding and insights.

Interagency Child Safety Teams Evaluation

Interagency Child Safety Teams were piloted in Geraldton in March 2006 and Joondalup in May 2006. Through strengthening and formalising local interagency responses to child abuse and neglect, the teams aim to ensure the safety and wellbeing of children and families and clarify different agencies' roles and responsibilities with regard to child protection. Ford Recommendation 59 noted 'The Inter-agency Child Safety Teams pilot projects be evaluated and be implemented across the state if the evaluation indicates positive outcomes in terms of improved service coordination and delivery in complex cases'.

Key Findings:

The evaluation identified significant strengths of the teams included: strong early project planning and leadership; commitment, enthusiasm and positive contributions of team members and local leadership; a secure forum for information sharing; mutual respect between participants; and commitment to interagency collaboration from all member agencies. Some important outcomes were achieved in relation to improving information sharing, developing stronger professional relationships amongst interagency team members, and improved outcomes for children in some cases. The evaluation found that the pilot projects failed to achieve the majority of the outcomes. In particular, while there was considerable evidence of working together, the evaluation found that a formal framework for interagency collaboration and coordinated case planning was not achieved.

Action:

The current model for the teams is not recommended as suitable for state-wide implementation. The two pilot sites will continue operating and intend to implement some changes based on evaluation findings. The department recommends not establishing a new model at this time, and that collaborative approaches are instead addressed through relevant Reform Projects and the Child Safety Directors' Group.

Neonatal Withdrawal Syndrome and Child Protection Involvement

This research was conducted by the Telethon Institute for Child Health Research as part of the Developmental Pathways project in which the department is participating with other State Government departments.

Key Findings:

The research identified a strong statistical relationship between neonatal withdrawal syndrome and later involvement in the child protection system.

Action:

The information is being presented to various groups involved in early intervention. It is intended that it will give a more quantifiable understanding of the effects of supportive intervention at early stage of a child's life.

Gordon Inquiry Evaluation projects

Gordon Inquiry Evaluation

This evaluation was conducted by external consultants for a steering group in which the department participated. It evaluated the initiatives undertaken as a consequence of the Gordon inquiry.

Key Findings:

The evaluation identified a number of successes and some areas where implementation had been problematic. Recommendations were made for future implementation which would ensure core issues continued to be addressed.

Action:

The report is being considered by the State Government.

Evaluation of Community Child Protection Worker Program

Key Findings:

The program is a valuable part of the Department for Child Protection in the context of providing a comprehensive approach to the protection of children.

Action:

The findings have been noted by Executive who has endorsed the continuation and strengthening of the program.

Evaluation of Safe People Safe Places

Key Findings:

The need for some Aboriginal children to find safe places and safe people continues to exist. The program should be re-implemented at selected sites in accordance with the Safety House Program model.

Action:

The program will be evaluated and endorsement for its continuation sought from executive.

Appendix 4: Publications

Advocate for Children in Care
Advocate for Children in Care poster
Advocate for Children in Care z card
Best Beginnings for You and Your Baby
Better Care Better Services
Case Review Panel brochure
Children and Community Services Act 2004 Factsheets (on-line only)
Crisis Care brochure and poster
Dealing with the Effects of Trauma
Disaster and Emergency Support Services
Family Helpline
Finding Out About My Aboriginal Family History (on-line only)
Foster Carers Make a Difference booklet
Fostering Aboriginal Children (on-line only)
Getting Help with Funerals
Help for Families in Crisis brochure and poster
How Do I Recognise When a Child is at Risk of Abuse or Neglect (on-line only)
Identifying and Responding to Child Abuse and Neglect: A Guide for Professionals (on-line only)
Internet Usage – Guidelines for Community Based Organisations and Licensed Child Care Services in WA
Keeping our Kids Safe (Aboriginal) (on-line only)
Looking West: A Guide to Aboriginal Records in Western Australia
One to One Intensive Foster Care Program
Past Adoption Services
Protecting Children: Information for Parents, Families and Friends (on-line only)
Resolving Your Complaints
ROADS: An index of locations and access to adoption records
Signposts: A guide for children and young people in care in Western Australia from 1920
Strong Families
Telephone Services cards
What to do – when you are concerned that a child is being abused or neglected

Working with Children Screening Unit

Factsheet 1: What is child-related work?

Factsheet 2: When to apply for a Working with Children Check

Factsheet 3a: Employers and Volunteer Organisations & the Self Employed

Factsheet 3b: Employees and Volunteers - checklist & obligations

Factsheet 4: Class 1 and Class 2 Offences

Factsheet 5: Child-related work and exemptions

Factsheet 6: Information for Volunteers on Working with Children Checks

Factsheet 7: Information for the Child Care Sector

Factsheet 8: Application Process for Managerial Officers in the Child Care Sector

Factsheet 9: Working with Children Checks in the Health Sector

Factsheet 10: Working with Children Checks in the Education and Training Sector

Factsheet 11: Working with Children Checks in the Sport and Recreation Sector (Updated)

Factsheet for Tertiary Institutions, Placement Providers and Students

Interstate application process

Working with Children Checks Indigenous brochure - for Indigenous community

Working with Children Checks Indigenous brochure - for employers

Working with Children Checks Indigenous poster (A3)

Working with Children Checks Indigenous brochure - for Indigenous community

Working with Children Checks Indigenous brochure - for employers

Working with Children Checks Indigenous poster (A3)

Interstate application process

Child Safe and Friendly Organisations Introductory Factsheet

DPI Licence Holder Factsheet

An Applicants Step by Step guide to completing the WWC Application form (Posters and Ring binders, pdf document)

Interstate Application Process for Employees and Volunteers Factsheet

Appendix 5: District Data

Contacts

Short contacts to the department in 2007-08

District	Duty Logs	Persons
Armadale	3,046	10,407
Cannington	2,404	8,018
East Kimberley	589	1,950
Fremantle	2,353	7,476
Goldfields	1,265	4,875
Great Southern	1,235	3,873
Joondalup	1,693	5,492
Midland	2,420	7,944
Mirrabooka	1,672	5,533
Murchison	1,244	3,751
Peel	798	2,915
Perth	2,756	8,572
Pilbara	1,136	3,704
Rockingham	3,710	10,828
South West	1,568	4,303
West Kimberley	458	1,622
Wheatbelt	907	3,348
Crisis Care	63,658	104,123
Fostering and Adoption Services	1,765	2,160
Other work units	370	920
Total	95,047	201,814

Duty logs are a record of short telephone contacts made to the department's offices and helplines. A single log may be about many persons. Total persons are counted – a count of distinct individuals is not possible from the duty log as not all callers have a client ID.

Contact periods with the department open at any time during 2007-08

District	Open Contacts	Persons
Armadale	1,258	3,416
Cannington	1,003	2,983
East Kimberley	784	1,622
Fremantle	1,601	3,228
Goldfields	874	2,107
Great Southern	1,163	1,936
Joondalup	1,091	3,026
Midland	1,391	3,784
Mirrabooka	1,487	3,961
Murchison	1,490	2,840
Peel	874	1,636
Perth	949	3,136
Pilbara	1,029	2,076
Rockingham	1,169	2,778
South West	1,733	3,598
West Kimberley	1,475	2,084
Wheatbelt	1,403	2,452
Crisis Care	766	665
Fostering and Adoption Services	932	2,415
Other work units	588	899

Contacts are recorded for customers who receive one-on-one services directly from the department. Open contacts are those open at any time during the financial year. They may have begun in prior financial years. A contact period can contain many persons. Contacts with 47,879 distinct persons were opened during 2007-08. When disaggregated by district, the total distinct persons will exceed this as individuals can have contact with more than one district. Persons with the contact reason 'significant person' are excluded as they do not receive direct services. Contacts are shown against the latest district responsible at 30 June 2008

Responses to child protection concerns

Commencing District	Investigations	Child-centred Family Support	Family Support	No Further Action	In Process	Total
Armadale	200	45	48	136	97	526
Cannington	259	12	68	184	48	571
East Kimberley	115	5	22	92	87	321
Fremantle	150	0	5	186	138	479
Goldfields	196	15	13	75	51	350
Great Southern	163	1	10	51	36	261
Joondalup	392	38	37	117	86	670
Midland	411	12	17	354	115	909
Mirrabooka	326	13	24	76	161	600
Murchison	282	22	85	186	139	714
Peel	91	5	7	89	60	252
Perth	182	8	18	114	87	409
Pilbara	314	32	100	153	65	664
Rockingham	252	4	28	260	77	621
South West	567	5	96	88	65	821
West Kimberley	120	4	16	63	104	307
Wheatbelt	168	5	34	57	80	344
Other work units	45	1	3	24	4	77
Total	4,233	227	631	2,305	1,500	8,896

Child protection investigations and outcomes

Child protection investigations and outcomes 2007-08

Commencing district and response	Nature of concern					Total concerns
	Neglect	Emotional/ psychological abuse	Physical Abuse	Sexual abuse	No suitable caregiver	
Armadale						
Substantiated	41	15	14	14	7	91
Unsubstantiated	12	9	27	25	*	74
Unable to complete investigation	*	*	*	*	0	8
In process	*	*	12	8	0	26
No suitable caregiver	0	0	0	0	*	1
Total	59	27	55	50	9	200
Cannington						
Substantiated	29	22	31	12	*	97
Unsubstantiated	29	30	30	25	0	114
Unable to complete investigation	0	0	*	*	0	2
In process	20	8	9	6	0	43
No suitable caregiver	*	0	0	0	0	3
Total	81	60	71	44	3	259
East Kimberley						
Substantiated	17	10	15	14	*	57
Unsubstantiated	6	12	8	14	*	41
Unable to complete investigation	*	0	*	0	0	2
In process	7	0	*	*	*	13
No suitable caregiver	0	0	0	0	*	2
Total	31	22	25	32	5	115
Fremantle						
Substantiated	17	4	14	5	*	41
Unsubstantiated	14	8	21	13	0	56
Unable to complete investigation	*	0	*	*	0	6
In process	9	9	20	*	*	42
No suitable caregiver	*	0	0	0	*	5
Total	44	21	58	23	4	150

Commencing district and response	Nature of concern					Total concerns
	Neglect	Emotional/ psychological abuse	Physical Abuse	Sexual abuse	No suitable caregiver	
Goldfields						
Substantiated	21	17	17	5	*	62
Unsubstantiated	15	11	*	7	5	41
Unable to complete investigation	0	*	0	0	0	1
In process	21	26	26	18	0	91
No suitable caregiver	0	0	0	0	*	1
Total	57	55	46	30	8	196
Great Southern						
Substantiated	17	6	*	7	0	32
Unsubstantiated	28	24	36	20	*	109
Unable to complete investigation	*	7	0	*	0	9
In process	5	*	0	5	0	11
No suitable caregiver	2	0	0	0	0	2
Total	53	38	38	33	1	163
Joondalup						
Substantiated	55	11	30	21	*	118
Unsubstantiated	36	13	57	70	0	176
Unable to complete investigation	8	*	*	12	0	24
In process	23	10	29	9	0	71
No suitable caregiver	0	0	*	0	*	3
Total	122	35	121	112	2	392
Midland						
Substantiated	35	10	33	15	*	96
Unsubstantiated	31	13	62	51	5	162
Unable to complete investigation	5	0	*	0	0	6
In process	69	11	32	28	5	145
No suitable caregiver	*	0	0	0	0	2
Total	142	34	128	94	13	411

Commencing district and response	Nature of concern					Total concerns
	Neglect	Emotional/ psychological abuse	Physical Abuse	Sexual abuse	No suitable caregiver	
Mirraboooka						
Substantiated	54	22	23	20	*	120
Unsubstantiated	28	20	38	46	0	132
Unable to complete investigation	11	*	*	*	0	20
In process	7	13	20	13	*	54
No suitable caregiver	0	0	0	0	0	0
Total	100	58	84	82	2	326
Murchison						
Substantiated	24	16	19	19	*	79
Unsubstantiated	50	17	26	36	*	132
Unable to complete investigation	6	*	0	*	0	10
In process	22	9	6	22	0	59
No suitable caregiver	*	0	0	0	*	2
Total	103	43	51	80	5	282
Peel						
Substantiated	9	*	*	15	*	29
Unsubstantiated	8	*	*	7	0	22
Unable to complete investigation	5	0	*	*	0	8
In process	13	0	7	8	*	29
No suitable caregiver	0	0	0	0	*	3
Total	35	5	13	32	6	91
Perth						
Substantiated	32	8	12	5	0	57
Unsubstantiated	16	9	7	9	0	41
Unable to complete investigation	0	0	*	*	0	2
In process	31	13	19	17	0	80
No suitable caregiver	*	0	0	0	0	2
Total	81	30	39	32	0	182

Commencing district and response	Nature of concern					Total concerns
	Neglect	Emotional/ psychological abuse	Physical Abuse	Sexual abuse	No suitable caregiver	
Pilbara						
Substantiated	24	5	9	16	*	57
Unsubstantiated	31	19	63	23	*	139
Unable to complete investigation	*	0	0	*	0	7
In process	34	31	16	23	7	111
No suitable caregiver	0	0	0	0	0	0
Total	92	55	88	66	13	314
Rockingham						
Substantiated	38	*	31	28	*	102
Unsubstantiated	27	*	34	45	0	108
Unable to complete investigation	6	0	0	7	0	13
In process	*	5	9	11	0	28
No suitable caregiver	*	0	0	0	0	1
Total	75	10	74	91	2	252
South West						
Substantiated	16	16	32	19	*	84
Unsubstantiated	123	63	58	64	*	312
Unable to complete investigation	7	5	*	7	0	22
In process	37	30	43	36	*	148
No suitable caregiver	0	0	0	0	*	1
Total	183	114	136	126	8	567
West Kimberley						
Substantiated	12	12	12	15	*	55
Unsubstantiated	4	*	*	18	*	27
Unable to complete investigation	*	*	*	*	0	7
In process	*	*	6	17	*	29
No suitable caregiver	*	0	0	0	*	2
Total	19	20	21	53	7	120

Commencing district and response	Nature of concern					Total concerns
	Neglect	Emotional/ psychological abuse	Physical Abuse	Sexual abuse	No suitable caregiver	
Wheatbelt						
Substantiated	30	8	18	9	*	66
Unsubstantiated	40	9	12	15	*	78
Unable to complete investigation	0	0	*	*	0	4
In process	*	*	5	7	0	18
No suitable caregiver	0	0	0	0	*	2
Total	74	19	38	32	5	168
Other Work Units						
Substantiated	9	*	6	*	0	21
Unsubstantiated	6	*	8	*	0	18
Unable to complete investigation	0	0	0	0	0	0
In process	0	0	0	6	0	6
No suitable caregiver	0	0	0	0	0	0
Total	15	*	14	12	0	45
Grand Total	1,366	650	1,100	1,024	93	4,233

The nature of concern may differ from the abuse type substantiated upon investigation. In order to preserve confidentiality, some cases have been replaced with *. While these cases are not presented separately, they are included in the total.

Protection Applications and Orders

New protection applications made in 2007-08

Applying District	Applications
Armadale	62
Cannington	60
East Kimberley	70
Fremantle	40
Goldfields	41
Great Southern	34
Joondalup	16
Midland	67
Mirrabooka	26
Murchison	50
Peel	27
Perth	32
Pilbara	58
Rockingham	26
South West	43
West Kimberley	29
Wheatbelt	48
Crisis Care	45
Total	774

Protection orders issued in 2007-08

District at order issue date	Until 18	Time Limited	Supervision	Enduring Parental Responsibility	Other	Total
Armadale	41	41	13	3	2	100
Cannington	30	47	8	8	1	94
East Kimberley	6	43	0	0	0	49
Fremantle	15	38	4	0	0	57
Goldfields	7	20	1	2	0	30
Great Southern	3	8	4	3	0	18
Joondalup	21	38	7	3	2	71
Midland	39	30	1	2	0	72
Mirrabooka	46	10	14	4	0	74
Murchison	7	30	0	0	0	37
Peel	7	10	4	1	0	22
Perth	32	46	8	4	0	90
Pilbara	3	15	1	0	0	19
Rockingham	19	28	7	3	0	57
South West	13	31	9	4	0	57
West Kimberley	9	36	1	0	0	46
Wheatbelt	22	33	5	0	0	60
Other work units	0	1	0	0	14	15
Total	320	505	82	34	22	968

Includes both new and revocation/replacement orders. Extensions have been excluded as they do not represent a change to a child's legal status. Orders granted in a financial year may relate to applications made in previous years. Other order types are adoption, interstate transfer and immigration.

Children on care orders at 30 June 2008

District at 30 June 2008	Aboriginal and Torres Strait Islander	Non Aboriginal and Torres Strait Islander	Total
Armadale	109	142	251
Cannington	86	111	197
East Kimberley	76	0	76
Fremantle	64	135	199
Goldfields	49	24	73
Great Southern	38	34	72
Joondalup	40	101	141
Midland	74	129	203
Mirrabooka	81	160	241
Murchison	62	16	78
Peel	18	75	93
Perth	58	145	203
Pilbara	65	4	69
Rockingham	19	99	118
South West	34	109	143
West Kimberley	70	1	71
Wheatbelt	61	84	145
Fostering and Adoption Services	2	14	16
Total	1,006	1,383	2,389

Care orders including are Time Limited and Until 18. Children on other types of orders such as adoptions, supervision and enduring parental responsibility are not considered to be in the CEO's care. District is the responsible district as at 30 June.

Children Entering Care

Age of children upon entering the Chief Executive Officer's Care in 2007-08

Commencing District	Less than 1 year	1 to 4	5-9	10-14	15+	Total
Armadale	19	27	17	22	5	90
Cannington	19	27	18	24	5	93
East Kimberley	16	11	10	2	0	39
Fremantle	18	17	5	5	0	45
Goldfields	9	8	11	19	2	49
Great Southern	2	8	8	5	3	26
Joondalup	14	16	24	28	6	88
Midland	8	14	16	15	9	62
Mirrabooka	16	10	16	17	5	64
Murchison	11	17	12	10	0	50
Peel	7	12	10	9	0	38
Perth	24	11	18	13	1	67
Pilbara	2	4	10	8	1	25
Rockingham	12	24	20	14	3	73
South West	11	7	10	6	2	36
West Kimberley	11	16	12	6	0	45
Wheatbelt	6	10	6	16	4	42
Fostering and Adoption Services	19	4	1	0	0	24
Other work units	1	1	3	1	0	6
Total	225	244	227	220	46	962

Children in Care

Children in the Chief Executive Officer's care at 30 June 2008

District at 30 June 2008	Aboriginal and Torres Strait Islander	Non Aboriginal and Torres Strait Islander	Total
Armadale	120	179	299
Cannington	107	136	243
East Kimberley	91	0	91
Fremantle	75	158	233
Goldfields	69	34	103
Great Southern	42	43	85
Joondalup	56	144	200
Midland	82	142	224
Mirrabooka	97	199	296
Murchison	94	24	118
Peel	32	98	130
Perth	66	190	256
Pilbara	86	8	94
Rockingham	30	149	179
South West	42	131	173
West Kimberley	95	3	98
Wheatbelt	62	100	162
Fostering and Adoption Services	2	25	27
Total	1,248	1,763	3,011

Age of children in the Chief Executive Officer's Care on 30 June 2008

District at 30 June 2008	Less than 1 year	1 to 4	5-9	10-14	15+	Total
Armadale	9	78	90	83	39	299
Cannington	12	71	72	58	30	243
East Kimberley	9	40	30	12	0	91
Fremantle	11	70	63	61	28	233
Goldfields	5	20	30	40	8	103
Great Southern	2	18	31	22	12	85
Joondalup	7	43	58	72	20	200
Midland	5	50	68	63	38	224
Mirrabooka	9	55	105	93	34	296
Murchison	7	32	40	28	11	118
Peel	5	31	45	32	17	130
Perth	13	81	74	67	21	256
Pilbara	1	29	30	29	5	94
Rockingham	5	43	57	52	22	179
South West	10	42	52	49	20	173
West Kimberley	5	34	36	22	1	98
Wheatbelt	4	37	42	50	29	162
Fostering and Adoption Services	8	15	3	1	0	27
Total	127	789	926	834	335	3,011

Children Leaving Care

Age of children upon leaving the Chief Executive Officer's Care in 2007-08

Latest District	Less than 1 year	1 to 4	5-9	10-14	15-17	18+	Total
Armadale	3	14	15	12	8	15	67
Cannington	1	12	14	25	8	4	64
East Kimberley	4	2	3	0	0	0	9
Fremantle	2	5	4	2	1	9	23
Goldfields	4	4	4	9	2	1	24
Great Southern	2	3	7	5	4	2	23
Joondalup	1	9	11	12	4	6	43
Midland	1	8	12	11	5	5	42
Mirrabooka	3	4	6	10	10	14	47
Murchison	1	11	15	10	1	2	40
Peel	0	3	4	3	1	2	13
Perth	5	12	13	12	4	7	53
Pilbara	0	0	1	3	2	0	6
Rockingham	2	7	4	9	4	3	29
South West	0	8	8	11	5	3	35
West Kimberley	2	1	6	4	2	0	15
Wheatbelt	0	3	3	9	5	6	26
Fostering and Adoption Services	9	12	1	0	0	0	22
Other work units	0	0	1	0	0	0	1
Total	40	118	132	147	66	79	582

A total of 603 children left care during the financial year however 21 returned to care in the same financial year.

Length of time in care for children who left the Chief Executive Officer's Care in 2007-08

Latest District	Less than 30 days	30 days to less than 6 months	6 months to less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5+ years	Total
Armadale	17	3	3	5	23	16	67
Cannington	26	3	4	6	13	12	64
East Kimberley	6	2	1	0	0	0	9
Fremantle	6	0	0	2	4	11	23
Goldfields	13	5	1	1	3	1	24
Great Southern	4	7	4	0	3	5	23
Joondalup	12	6	5	3	10	7	43
Midland	29	3	1	1	0	8	42
Mirrabooka	8	5	6	1	5	22	47
Murchison	10	14	1	6	7	2	40
Peel	1	6	0	0	3	3	13
Perth	12	6	8	2	13	12	53
Pilbara	1	1	2	1	0	1	6
Rockingham	9	6	3	1	4	6	29
South West	8	2	4	0	10	11	35
West Kimberley	2	1	9	0	0	3	15
Wheatbelt	6	5	4	1	4	6	26
Fostering and Adoption Services	5	2	11	2	2	0	22
Other work units	0	0	0	0	0	1	1
Total	175	77	67	32	104	127	582

A total of 635 children left care during 2006-07 however 49 returned to care in the same financial year. Length of time is for the most recent period of care in 2006-07 for those children with more than one period of care during the year.

Financial Assistance

Instances of financial assistance provided by the department in 2007-08

District	Total
Armadale	665
Cannington	288
East Kimberley	328
Fremantle	807
Goldfields	291
Great Southern	772
Joondalup	365
Midland	527
Mirrabooka	606
Murchison	698
Peel	510
Perth	204
Pilbara	451
Rockingham	616
South West	1,016
West Kimberley	890
Wheatbelt	920
Crisis Care	1,186
Other work units	361
Total	11,501



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