



Government of **Western Australia**
Department for **Child Protection**

Department for Child Protection
Annual Report | 2009 - 2010



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 2010.



Terry Murphy
Accountable Authority

1 September 2010

Contents

DIRECTOR GENERAL'S MESSAGE.....	1
OVERVIEW OF AGENCY	2
Operational Structure	2
Agency Priorities	6
Customers.....	7
AGENCY PERFORMANCE.....	12
Service 1: Supporting Children and Young People in the Chief Executive Officer's Care	12
Service 2: Protecting Children and Young People from Abuse.....	20
Service 3: Supporting Individuals/Families At Risk or In Crisis	27
SIGNIFICANT ISSUES IMPACTING THE AGENCY	32
DISCLOSURES AND LEGAL COMPLIANCE.....	34
Financial Disclosures	34
Other Legal Requirements	37
Ministerial Directives	40
Government Policy Requirements.....	40
INDEPENDENT AUDIT OPINION	42
PERFORMANCE INDICATORS	44
Outcomes, Services and Performance Information.....	45
Indicators of Effectiveness	45
Indicators of Efficiency	48
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010	51
APPENDICES	82
Appendix 1: Funded Services	82
Appendix 2: Reform Projects Resulting from Ford Review	90
Appendix 3: Research and Evaluation	93
Appendix 4: District Data.....	94
Appendix 5: Office Locations	102
Appendix 6: Publications.....	105

DIRECTOR GENERAL'S MESSAGE

The end of this financial year sees the start of the Department's new strategic plan for 2010–2012. The strategic priorities in this plan will build upon what has been achieved in the last two years in building capacity, delivering much improved performance, substantially reforming and developing the Department, and working towards becoming a learning organisation. The plan identifies the key focus areas for work to achieve further progress.

The first strategic priority is to continue to build the capacity of core service delivery, policy and corporate support. Key focus areas for further development include Aboriginal employment; placements for children (foster and residential); responsible parenting services in regional WA; building service delivery partnerships across government and with community sector organisations particularly; and a commitment to continue to streamline practice, policy and administrative requirements.

The second strategic priority is to deliver and improve critical child protection and family support performance. This includes meeting the requirements that assessments and investigations be timely and that care plans are current for all children in care. Three key areas of service – the foster care partnership, therapeutic residential care, and Signs of Safety practice – are well established and the plan commits the Department to continuing to drive these core service approaches.

The third strategic priority is to deliver continuing and targeted developments to improve performance of service delivery, policy and corporate support. As the Department has consolidated its reforms following the Review of the (former) Department for Community Department in 2007, it continues to pursue important developments. Key among these will be the establishment of family support hubs in partnership with the community sector to create a more efficient and effective platform for these services; the extension of mandatory reporting to all forms of abuse and neglect (from mid 2012); and a major expansion of homelessness services, again in partnership with the community sector.

The final and underpinning strategic priority for the Department is to continue to develop as a learning organisation. Learning is the essential base for the Department to fulfil its critical community service role in an often highly contested environment. Individual learning plans; workplace learning; focussed staff training with qualification pathways, particularly to support Aboriginal employment; flexible delivery of training options; as well as targeted and comprehensive leadership development at all levels, are key focus areas.

The Department's reform has been essential but has not been an end in itself. It has provided the sound foundation on which we can continue to grow our effectiveness as a service provider and service facilitator, for the children, young people, families and communities of Western Australia.



Terry Murphy
Director General

OVERVIEW OF AGENCY

Operational Structure

Performance Management Framework

Through the administration of the *Children and Community Services Act 2004*, the Department for Child Protection supports families and individuals who are at risk or in crisis, and 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 for Child Protection has three outcomes and services. This annual report and performance indicators are structured around these services.

Government Goal	Outcomes	Services
Outcomes-Based Service Delivery:	Children and young people in the Chief Executive Officer's care receive quality care.	1. Supporting children and young people in the Chief Executive Officer's care.
Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	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.

Ministerial Responsibilities

As at 30 June 2010, the Honourable Robyn McSweeney MLC was the Minister for Child Protection.

The following advisory bodies provided independent advice to the Minister during 2009-10:

- Child Safety Directors' Group
- Ministerial Advisory Council on Child Protection
- Western Australian Council on Homelessness.

Statutory Authority

As at 30 June 2010, 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*
- *Parental Support and Responsibility Act 2008*
- *Parental Support and Responsibility Regulations 2009*
- *Parental Support and Responsibility (Disclosure of Information) Guidelines 2009*
- *Working with Children (Criminal Record Checking) Act 2004*
- *Working with Children (Criminal Record Checking) Regulations 2005.*

Administrative Structure

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 people who work with children. A range of non-government services are also funded, and these are listed in Appendix 1.

Figure 1: Metropolitan and country districts and office locations

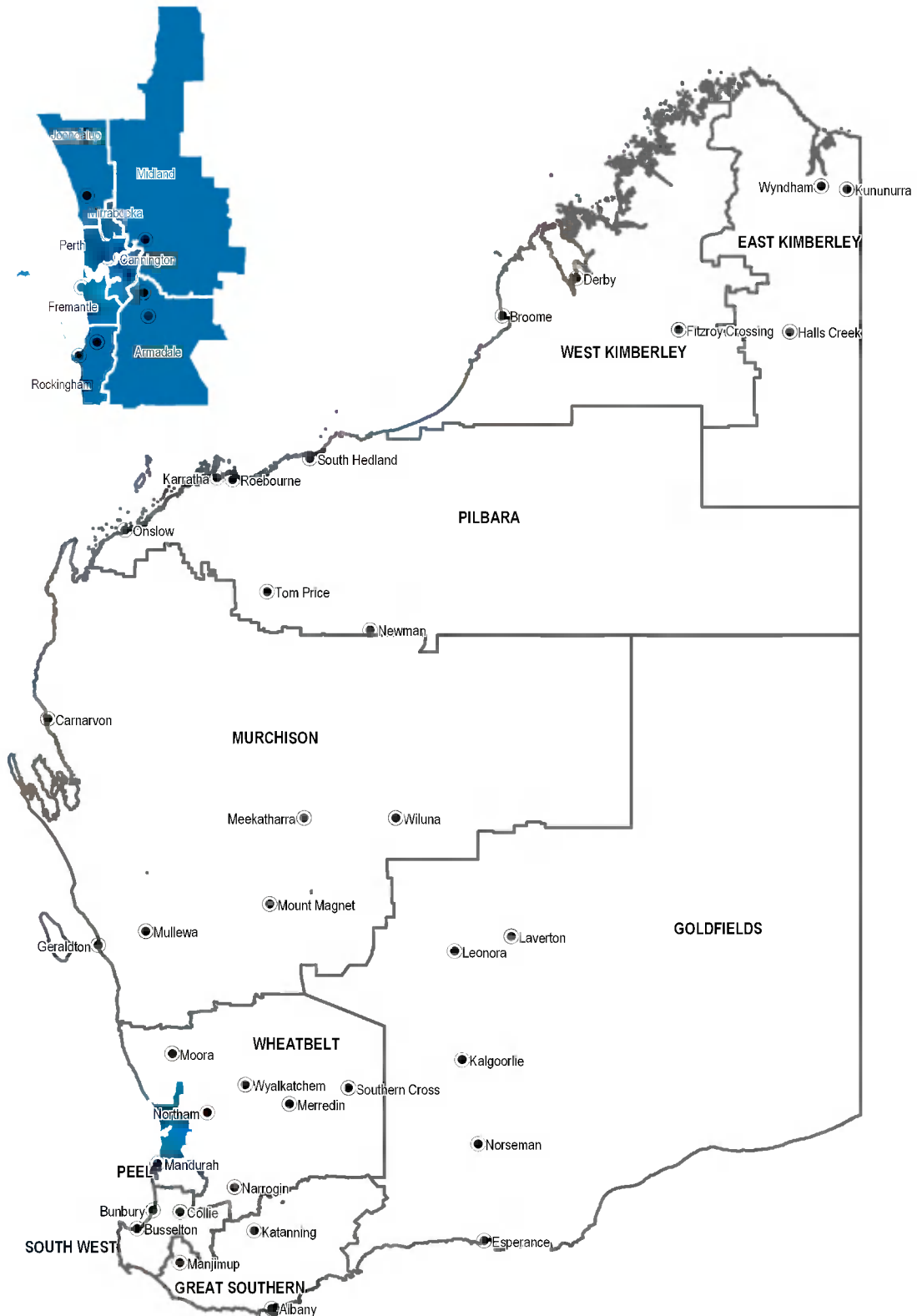
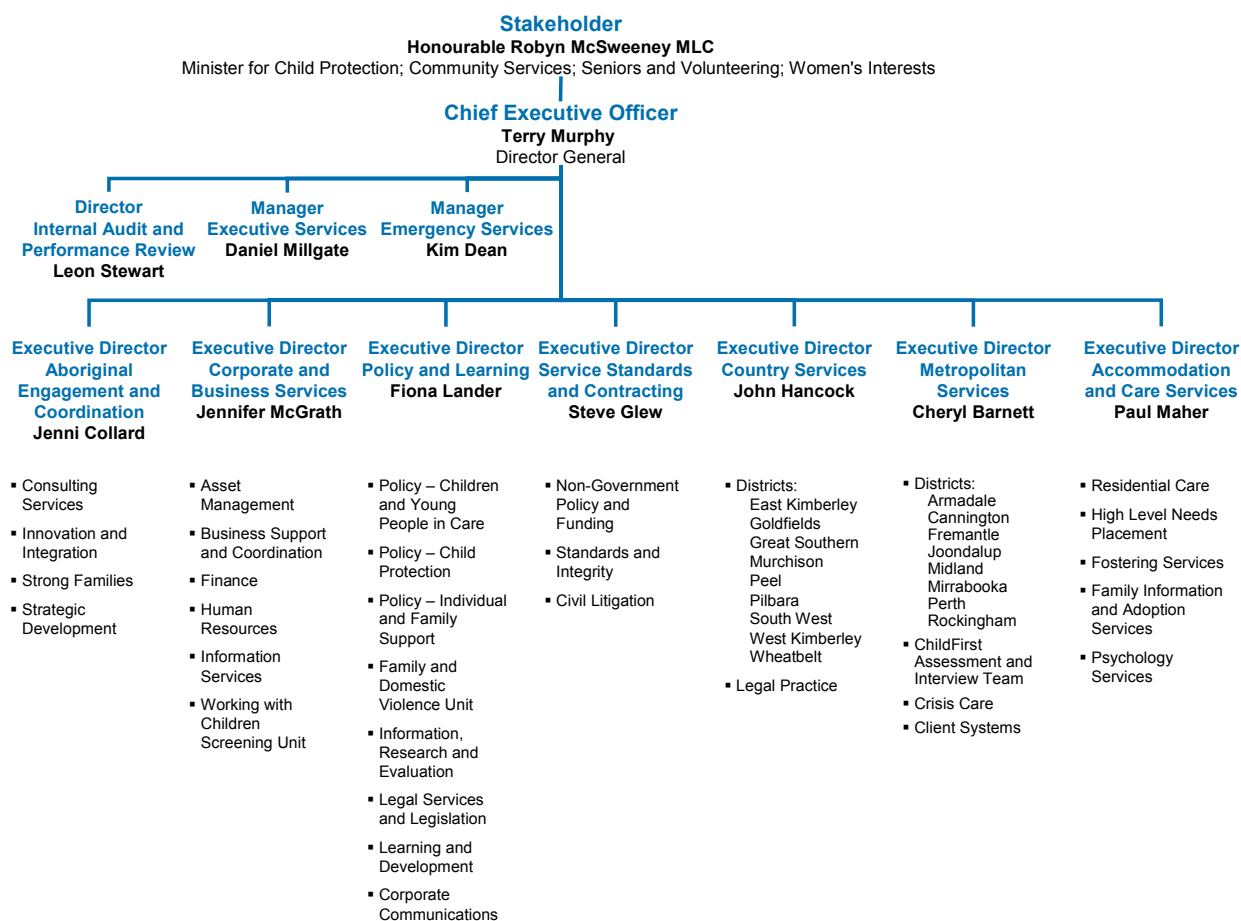


Figure 2: Organisational structure as at 30 June 2010



Office of the Director General

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

Internal Audit and Performance Review

Internal Audit and Performance Review examines appropriate operations as a service to management. It measures and evaluates the effectiveness of accountability measures, policies and procedures, compliance with legislation and procedures, reliability of information systems, and adequacy of internal control systems. This area also coordinates the management of strategic risk.

Emergency Services

Under Western Australian Emergency Management arrangements, the Department is responsible for coordinating the provision of welfare support services to individuals and families affected by an emergency or disaster. Emergency Services coordinates these services and manages the State Welfare Emergency Committee which has members from other government and non-government organisations.

Aboriginal Engagement and Coordination

Aboriginal Engagement and Coordination provides strategic leadership and consultancy advice on issues affecting services for Aboriginal people. The directorate partners with Aboriginal stakeholders, government agencies and the community to ensure child protection services integrate Aboriginal needs.

Corporate and Business Services

Corporate and Business Services supports the delivery of the Department's services by providing advice and services in the areas of finance, purchasing, asset management, human resources, information technology, business support and coordination, staff development and Working with Children criminal records screening.

Policy and Learning

Policy and Learning Directorate develops 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. Other services provided include demand planning, research and evaluation, external reporting, advisory committee support, corporate communications and learning and development.

Service Standards and Contracting

Service Standards and Contracting is responsible for contracting non-government services and monitoring service quality both within the Department and across the non-government sector. The directorate also manages complaints, duty of care and civil litigation matters.

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. Country Services also has responsibility for Legal Practice Services.

Metropolitan Services

Metropolitan Services ensures the effective and efficient delivery of child protection and family support services in the metropolitan area by providing case support, advice and best practice in eight metropolitan districts: Armadale, Cannington, Fremantle, Joondalup, Midland, Mirrabooka, Perth and Rockingham. Metropolitan Services also has responsibility for the ChildFIRST Assessment and Interview Team, Crisis Care Unit and client systems.

Accommodation and Care Services

Accommodation and Care Services supports children and young people in the care of the Chief Executive Officer (CEO) care by providing quality support, placement and therapeutic services. It consists of Residential Care and Support, a Secure Care service, High Level Needs Placements, Fostering Services, Family Information and Adoption Services and Psychology Services.

Agency Priorities

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

1. Build core service delivery capacity

This priority focuses on increasing the number of placements available for children needing out-of-home care; increasing the number of field, residential and Aboriginal staff; expanding Responsible Parenting Services; implementing the Department's new client system, Assist; and supporting the development of the non-government sector.

2. Deliver critical child protection performance

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

3. Drive comprehensive reform and development of service delivery and corporate supports

This priority focuses on reforming field services, including the implementation of the *Signs of Safety* child protection practice framework; expanding and improving Accommodation and Care Services; enhancing engagement and partnership with Aboriginal people, the community sector and whole-of-government; and improving corporate support systems for service delivery.

4. Build the learning and performance culture across the Department

The Department encourages and promotes continuous learning and shared leadership to underpin its commitment to performance.

A new strategic plan was developed for 2010-2012. These four strategic priorities will continue to be the focus of the organisation in the next three years.

Reform

During 2009-10, the Department continued to implement child protection reforms resulting from the recommendations of the *Review of the Department for Community Development* by Prudence Ford, released in January 2007.

Child protection reform was divided into three phases. Phase one involved the scoping of 40 reform projects. Phase two comprised the implementation of these projects, and phase three involves the embedding of the reform changes into culture and practice.

Phase two of the reform ended on 30 June 2009 with the majority of the reform projects completed. As at the 30 June 2010, seven reform projects remain:

- Signs of Safety
- Business Process Review
- Permanency Planning
- Residential Development Tier One
- Residential Development Tier Two
- Residential Development Tier Three
- Income Management.

In July 2009, further developmental projects were introduced. These are larger and more complex than the initial reform projects, with a significant element of organisational change attached. As at 30 June 2010, two developmental projects were completed and 15 remain in the implementation phase.

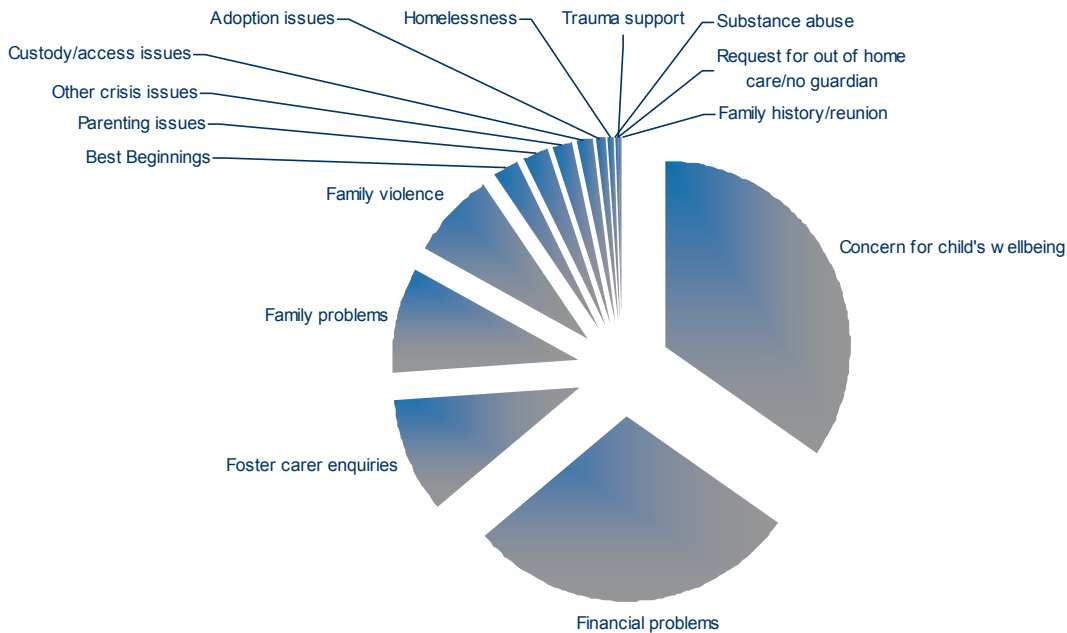
Details of reform and development projects can be found in Appendix 2.

Customers

In 2009-10, the Department provided one-to-one services to families and individuals from service delivery offices in 17 districts across Western Australia. In addition, the Department's offices, and help lines such as Crisis Care, provided telephone assistance such as information and referral.

Figure 3 depicts the reasons people contacted district offices in 2009-10. The most common reasons for contact were concerns for a child's wellbeing and financial problems. The data include both new and existing customers.

Figure 3: Primary reasons for all new contacts to the Department in 2009-10



Through its funded partners in the non-government sector, the Department provided services to people on approximately 81,000 occasions in 2009-10. Some people received services from both the Department and from funded service providers. A list of the Department's funded services can be found in Appendix 1.

In 2009-10, of the Department's overall customer base (customers of both departmental and funded service providers):

- 56 per cent were female and 44 percent were male
- 43 percent were aged 18 years or younger
- 34 percent were Aboriginal – as in previous years, Aboriginal customers were over-represented compared to the general Western Australian population, of which only four per cent is Aboriginal
- eight per cent were from culturally and linguistically diverse backgrounds.

Comparing customers served by the Department's district offices and those served by funded providers, the gender breakdown of each customer group was similar. However, customers of funded providers were more likely to be Indigenous. They were also younger, with a higher proportion of customers aged 18 years or younger, while the Department served a higher proportion of those aged over 18 years. The majority of the Department's customers were families with children. Funded providers served a higher proportion of people without children.

Aboriginal Engagement and Coordination

Aboriginal and Torres Strait Islander children and families represent a third of the business of the Department for Child Protection. Forty-five per cent of children in care are Aboriginal. The rate of children in care per 1,000 Aboriginal children is 34. This is 10 times the rate of non-Aboriginal children.

The Department's Aboriginal Engagement and Coordination Directorate provides central leadership, advice and quality assurance on Aboriginal issues. It comprises a multi-skilled team equipped to support front-line services, with staff assigned to districts and

portfolios. Staff include male and female Aboriginal and non-Aboriginal staff with extensive knowledge in fieldwork, service delivery, complex case management, Aboriginal culture and training.

Dedicated consultants provide advice to districts on complex cases involving Aboriginal families, Aboriginal employment, cultural learning opportunities and the establishment of Aboriginal practice networks as well as giving professional support to the Aboriginal practice leaders.

During the year, an Aboriginal Services Framework was implemented which brings together organisational leadership, Aboriginal positions, strategies, and policy directions to provide a more effective and coordinated approach to services for Aboriginal people. Eighteen new Aboriginal practice leader positions were created to champion the integration of Aboriginal services in districts. An Aboriginal leadership network was established.

The Department continued to implement its Aboriginal Employment and Learning Strategy to increase Aboriginal staff from nine to 20 per cent by 2014. An Aboriginal Reference Group provided advice to the Director General on child protection issues of concern to the Aboriginal community. More information on Aboriginal recruitment strategies can be found in the Disclosures and Legal Compliance section later in this report.

During the year, Strong Families was expanded with two additional coordinators placed in the central west metropolitan area and Rockingham. Strong Families brings together agencies to overcome barriers to engagement and service provision for families with complex problems and multiple agency involvement.

In 2010-11, the Department will develop Aboriginal practice networks in every district in partnership with Aboriginal practice leaders, and further develop the Aboriginal Leadership Network to elevate the importance of Aboriginal advice across the Department.

Cultural and Linguistic Diversity

In order to improve its capacity to work with culturally and linguistically diverse communities, the Department ensures service delivery staff are informed about culturally appropriate practice and procedures, and are provided with access to information and resources. For example, in 2009-10 the Department developed guidelines for field workers on the implications, for casework practice, of the practice of female genital mutilation.

A snapshot of field staff consultations with the Principal Policy and Planning Officer Cultural and Linguistic Diversity and the Senior Adviser Cultural Diversity, from 4 January to 30 June 2010, shows:

- there were 148 requests for case consultation
- consultations related to clients born in 32 different countries, with the greatest number of consults relating to persons who were born in Sudan, Afghanistan, Iraq and Liberia
- there were about 29 primary reasons for the consultation, the main ones being children in care, family and domestic violence, unaccompanied humanitarian minors, general child protection concerns, and use of excessive discipline by parent/guardian.

A working relationship with the Department of Immigration and Citizenship continued for the care and protection of unaccompanied humanitarian minors. At 30 June 2010, the Department had guardianship responsibility for 29 minors from Afghanistan, Burma, Liberia, Sudan, Burundi and Congo. These families often require a high level of assistance due to experiences of torture and trauma and many years living in refugee camps.

Collaborative partnerships with other agencies such as the Western Australia Police, Department of Health, Office for Multicultural Interests and the Department for Communities, have been developed to progress across-government projects. For example, the establishment of an African Parenting Working Group is a collaboration between the Departments for Child Protection, Communities, the Office of Multicultural Interests and African community groups to develop strategies to minimise the risk of African children coming into care due to alleged child protection concerns.

The Department has specialist community child protection workers in Mirrabooka and Joondalup who play a critical role in community engagement activities with non-government agencies, groups and communities of interest. The workers develop, promote and support the establishment of networks, collaborative arrangements and learning opportunities to ensure that the supports and services to culturally and linguistically diverse children, families and communities are accessible and culturally relevant.

During 2009-10, the Department operationalised its commitment to the State Policy Framework for Substantive Equality by undertaking a needs and impact assessment of case practice (investigations and children in care) with Aboriginal clients. In 2010-11 the Department will implement the recommendations of the 2009-10 report where required, and will undertake a second assessment of case practice with ethnic minorities.

Standards and Integrity

Integrity Services Unit

The Integrity Services Unit investigates suspected breaches of discipline, or inquiries into discipline matters, on behalf of the Director General. The unit also has delegated responsibility for notifying the Corruption and Crime Commission of suspected misconduct and notifying the Western Australia Police in respect to matters that involve criminality. In 2009-10, a local management resolution process was implemented to address minor breaches of standards at the managerial level on a case by case basis. The process is useful as a cautionary approach for the staff involved and as an early warning indicator of misconduct trends.

Standards Monitoring Unit

The Department's Standards Monitoring Unit assesses the compliance of districts, residential services and funded non-government placement services with the Department's Better Care Better Services: Standards for Children and Young People in Protection and Care (2007). It also identifies opportunities to improve services. The monitoring process involves examining documentation maintained by the service, including policies, procedures, client files, and organisational records, as well as obtaining direct feedback from children, their families, carers and staff.

The Standards Monitoring Unit completed monitoring visits to eight districts in 2009-10, in addition to nine completed in 2008-09. Overall, 10 districts have participated in a second cycle of monitoring. In 2009-10, the self-assessment monitoring process of departmental residential services and funded non-government placement services commenced. External monitoring of these two service groups will begin in 2010-11.

Complaints Management Unit

The Complaints Management Unit maintains protocols with the Integrity Services Unit, Duty of Care Unit and Ministerial Liaison Unit. During the year, existing protocols with the Ombudsman of Western Australia were enhanced to ensure a rigorous application of complaints policy. The unit consults directly with the Department's Advocate for Children in Care to assist children to access complaint resolution. It liaises with external stakeholders including the Foster Care Association, the Family Inclusion Network of Western Australia and the Commissioner for Children and Young People.

The unit is in the second year of implementing a three-tiered complaints process that is consistent with the Australian Complaints Handling Standards AS 4269-1995 and Australian Standards ISO 10002-2006.

During the year, relevant directors and their delegates continued to receive training in complaint handling and resolution. A further 15 complaint handlers and delegates completed the national standard, Certificate IV in Government Statutory Compliance, bringing the total to 35 certified employees state-wide. Some unit staff completed a certified mediation qualification.

During 2009-10, the unit received 426 pre-complaint enquires, sent out 210 complaints kits, commenced 247 tier one complaint investigations and 64 tier two investigations. Two complaints progressed to tier three Ombudsman investigations. There were two formal and 20 general Ombudsman enquiries.

Table 1: Complaints statistics 2009-10

Complaint recipient	Action initiated			Total
	Tier one response	Tier two response	Tier three ^(a)	
Minister	51	15	0	66
Director General	9	5	2	16
Complaints Management Unit	96	44	0	140
District office/work unit	91	0	0	91
Total	247	64	2	313

(a) When complaints cannot be resolved at tier one or tier two, information is provided about tier three. Director General and Ombudsman interagency protocols require Ombudsman complaints to be directed via the Director General.

Advocate for Children in Care

The Advocate for Children in Care provides advocacy services for children and young people in the care of the Chief Executive Officer, including support and assistance to access formal complaints management and appeals processes. The advocate promotes participation by children in care, and implements the Charter of Rights for Children in Care.

The Advocate for Children in Care can be contacted on a freecall number (1800 460 696) by children in care or those concerned about them. In 2009-10, services were provided to 279 individuals.

In 2009, booklets were published to help children and young people understand what it means to be in care and how they can participate in the care planning process. In 2010, an interactive computer-based program was introduced which is designed to help them have their say. This will be rolled out across the state during 2011.

Duty of Care

During the year, the policy and procedure framework for managing abuse in care cases was amended to incorporate policy changes in relation to the assessment of concerns regarding children and the structural changes resulting from the establishment of the Standards and Integrity Division.

A practice guideline was developed to assist staff to respond to low-level concerns regarding the standard of care provided to children in the care of the CEO. Abuse in care protocols for the reporting of allegations of harm to children in the care by non-government placement agencies were implemented on 1 July 2009.

The Duty of Care Unit increased the number of assessments it undertakes, on behalf of districts, of allegations of harm to children by foster carers. By December 2010, the Duty of Care Unit will be assessing all allegations of abuse of children in the care by general foster carers, in both the government and non-government sector.

Case Review Panel

The Case Review Panel was established under the *Children and Community Services Act 2004* to independently review planning decisions for children in care.

The panel received 29 applications in 2009-10. Seven applications were withdrawn, 10 did not meet the criteria for hearing and two are pending (compared to 23 applications in 2008-09, of which seven were withdrawn).

Ten applications proceeded to hearing. In five hearings the care planning decisions were upheld, four applications were upheld in favour of the applicants and one application was dismissed as the applicant did not attend the hearing.

Of the 29 applications received, 18 were lodged by a biological parent, three by current foster carers, three by maternal grandparents, two by paternal grandparents and three by significant others. Reunification and contact were the primary issues listed for review.

Learning and Development

In 2009-10, the Department's Learning and Development Centre, based at new premises in Mount Hawthorn, delivered training to 5,626 participants and provided 163 different courses. Participants included staff from the Department and funded non-government agencies.

Resource development for learning support in the workplace was a focus during 2009-10. Seven flexible learning programs were provided, with 408 enrolments. Eight online 'Communities of Practice' courses were run, and two further online learning programs are under development.

Several skills development online programs and DVDs were developed and after final edits will be ready for use across the state in all associated learning programs. These programs are:

- Working in a Residential Care setting (DVD)
- Accountable and Ethical Decision-Making online training
- Drugs and Alcohol online training
- Parent Support (*Parental Support and Responsibility Act 2008*).

Learning Pathways Frameworks were developed for all case practice staff across the department. These frameworks allow each worker to build their skills over a period of time by planned attendance at a series of programs. All staff self-assess before attendance and skills development/transfer is validated by direct line managers.

A new People Development Framework was developed at the end of 2009. This new framework is focused on staff teams being responsible for engaging in their own learning processes at both individual and team level, to promote a learning culture across the Department.

A Festival of Learning was held in April 2010. This event showcases best practice across the organisation and promoted learning as a way to support outcomes for children and families. It was attended by 300 departmental staff and sector agencies.

Research Partnerships

In 2009 the Department supported a School of Psychology and Speech Pathology Honours student at Curtin University to undertake a research study entitled 'Speech and Language Development: Knowledge, Beliefs and Experiences of Foster Carers'. The Department identified a sample of participants and coordinated a mail-out of questionnaires to foster carers. Findings of the study were presented to staff. The student subsequently commenced a PhD and is writing a journal article on the research.

Discussions are underway with Curtin University about continued research in this area. The Director Fostering Services was invited to join a Curtin University group called 'Investing in Language and Learning' which aims to develop an interactive website for carers, to assist children in language development. Advice will be provided on departmental practice and policy and assistance will be provided with a planned 2011 Healthway funding application for the project.

In 2010, the Department provided child maltreatment data for a research project being conducted by the Centre for Vulnerable Families at the University of Western Australia, with researchers from the University of Trondheim and the University of Central Lancashire. Using 20 years of de-identified data, it involves an analysis of long-term patterns in recorded harms and injuries within child maltreatment allegations.

The Department is an industry partner in the Telethon Institute for Child Health Research Developmental Pathways in Western Australian Children Project. This project, funded by an Australian Research Council Linkage Grant, commenced in 2005 and involved the linking of individuals' data across databases from the Departments of Health, Child Protection, Education, Justice and the Disability Services Commission. De-identified linkage keys were generated to enable researchers to join up service information from multiple agencies without identifying individuals. Six PhD students undertook a range of research projects under the themes of education, child protection, social determinants, Aboriginality and juvenile delinquency.

Three PhD students completed their theses and a number of journal papers have been published on topics such as:

- neonatal withdrawal syndrome and child protection involvement
- rates and types of hospitalisations for children who have subsequent contact with the child protection system
- patterns of hospital admissions for maltreatment and assault
- social and racial inequalities in preterm births
- characteristics of non-Aboriginal and Aboriginal children and families with substantiated child maltreatment
- the use of cross-jurisdictional population data to investigate health indicators of child maltreatment.

Information about other research and evaluation projects completed in 2010 can be found in Appendix 3.

AGENCY PERFORMANCE

Service 1: Supporting Children and Young People in the Chief Executive Officer's Care

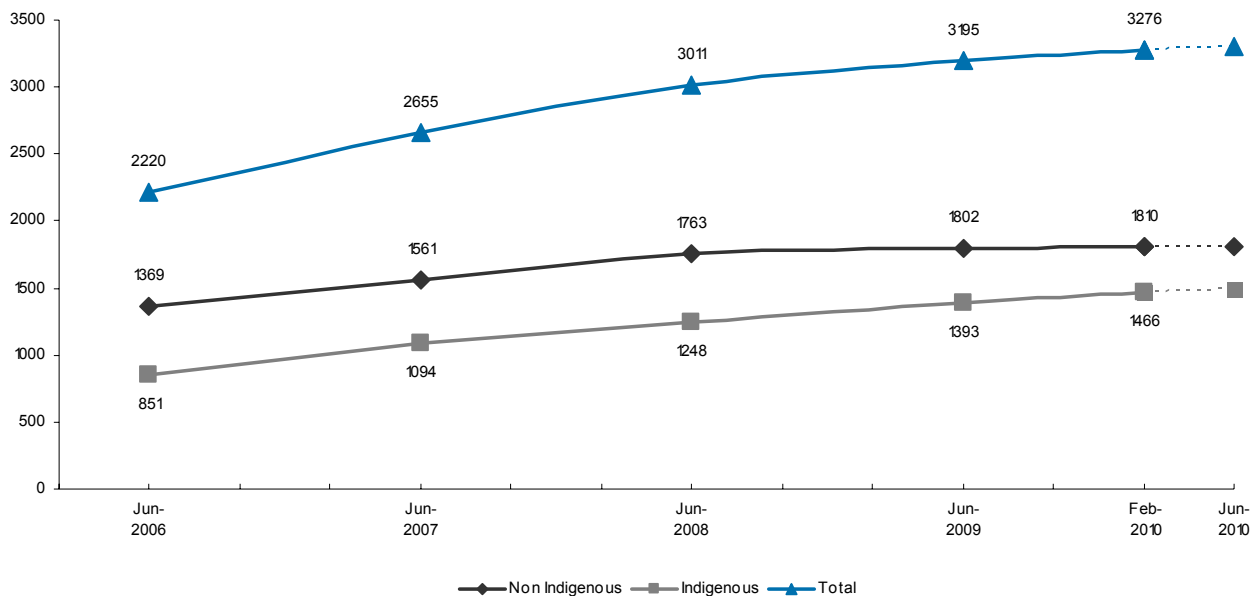
Children in the Chief Executive Officer's Care

On 30 June 2010, there were 3,334 children in the care of the Chief Executive Officer (CEO). This figure is taken from the live client database, Assist, which was implemented on 8 March 2010.

Reliable data are not yet available from the new system due to the implementation of ongoing enhancements to the system and the development of a new data warehouse and reports. As a result, data presented in the remainder of this section are for the period 1 July 2009 to 28 February 2010, from the now retired Client and Community Services System.

On 28 February 2010, there were 3,276 children in the CEO's care. Forty-five percent were Aboriginal. Figure 4 below shows the anticipated growth to 30 June 2010 which is expected to be two and a half per cent since 30 June 2009.

Figure 4: Number of children and young people in the Chief Executive Officer's care at 30 June 2006 and 28 February 2010^(a)



(a) Refer to Table 52 in Appendix 4 for a regional breakdown of these figures.

More than half of the children who started a period of care in the first eight months of 2009-10 were aged between one and nine years. Nineteen per cent were aged less than one, 28 per cent were aged one to four years, 25 per cent were aged five to nine years, 20 per cent were aged 10 to 14 years and eight per cent were aged 15 or older.

The main reason these children entered care was because their caregiver could not care adequately (37 per cent). A further 34 per cent entered as a result of a child protection investigation. The remainder required care for other reasons, such as caregiver illness, no guardian, to provide respite for the caregiver, or because the caregiver was in custody.

Children in the CEO's care at 28 February 2010 were in a variety of living arrangements, as described in Table 2. The majority of children were in foster care (77 per cent). Aboriginal children were more likely to be living with friends or family other than their parents (53 per cent, compared to 30 per cent of non-Aboriginal children).

AGENCY PERFORMANCE: SERVICE 1

Table 2: Living arrangements of children and young people in the Chief Executive Officer's care at 28 February 2010 ^(a)

Type of living arrangement	Aboriginal		Non-Aboriginal		Total ^(a)	
	Number	Per cent	Number	Per cent	Number	Per cent
Parent/former guardian	118	8.0	227	12.5	345	10.5
Foster care with family member	739	50.4	511	28.2	1250	38.2
Department non-relative foster care	289	19.7	726	40.1	1015	31.0
Funded service foster care	119	8.1	132	7.3	251	7.7
Departmental residential	74	5.1	47	2.6	121	3.7
Funded service residential	44	3.0	75	4.1	119	3.6
Family/friend	47	3.2	26	1.4	73	2.2
Independent living	5	0.3	20	1.1	25	0.8
Prospective adoptive placements	1	0.1	10	0.6	11	0.3
Other	29	2.0	34	2.0	63	1.9
Unknown ^(b)	1	0.1	2	0.1	3	0.1
Total	1,466	100.0	1,810	100.0	3,276	100.0

(a) Excludes children and young people in National Affordable Housing Agreement (NAHA) agencies apart from a small number placed there by the Department.

(b) The placement type for three children has not yet been recorded in the client database. Prior to 2007-08, children whose placement was not yet recorded were included in 'Other'.

The ages of children in the CEO's care at 28 February 2010 are shown in Table 3. The majority (60 percent) were under the age of 10. Aboriginal children in care were slightly younger than non-Aboriginal children, with 66 percent under the age of 10 years, compared to 55 percent of non-Aboriginal children.

Table 3: Ages of children and young people in the Chief Executive Officer's care at 28 February 2010 ^(a)

Age	Aboriginal		Non-Aboriginal		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Less than 1 year	54	3.7	55	3.0	109	3.3
1 to 4 years	441	30.1	399	22.0	840	25.6
5 to 9 years	470	32.1	542	30.0	1,012	30.9
10 to 14 years	376	25.6	524	29.0	900	27.5
15 years and older	125	8.5	290	16.0	415	12.7
Total	1,466	100.0	1,810	100.0	3,276	100.0

(a) Refer to Table 53 in Appendix 4 for a regional breakdown of these figures.

Residential Care and Support

In 2009-10, residential care services continued to be reformed and expanded. Forty out of 84 family group homes (Tier One) places, to be managed and operated by the non-government sector, were rolled out in the metropolitan area. The remaining 44 metropolitan places will begin operating in the first half of 2010-11, when the roll out of new Tier One services in country districts will also commence.

The transition from larger Tier Two institutional hostels to smaller residential houses, each accommodating up to four children, was completed. Forty-four residential group homes (Tier Two) intensive therapeutic residential care placements now operate across the metropolitan area. A further 12 placements will open in 2010-11 bringing the total number of Tier Two placements to 56. Moving to smaller houses has been positive for residents, with a decrease in critical incidents and property damage.

All care staff were provided with training, including a specific change process in line with the Conceptual and Operational Framework for Residential Care. A review of the Residential Care Practice Manual commenced. The new manual will be completed and implemented by December 2010.

Secure Care Services

Modification of the Kath French Centre into a secure care facility commenced during the year. It is anticipated that the facility will be operational in 2011, subject to the necessary amendments to the *Children and Community Services Act 2004*, which are currently before Parliament. The facility will provide secure, therapeutic care placements for up to nine young people. This will include a range of professional supports and services such as general practitioner, psychological services and schooling.

High Level Needs Placement Team

This team provides placements for children with high and complex needs, disabilities, or large sibling groups who cannot be placed in foster care or residential services. Placements are negotiated with approved non-government organisations, which are contracted to provide intensive therapeutic support, supervision and management services to these children. The team works closely with

AGENCY PERFORMANCE: SERVICE 1

service providers to ensure a seamless transition into less intensive accommodation settings occurs for these children, once their behaviour has improved and associated risks have reduced.

The program was reviewed in 2009-10, with an outcome report and associated recommendations due in September 2010.

A pilot project commenced for eight high needs children and young people in intensively-supported foster care. A review of the pilot will be completed by the end of September 2010.

A new placement program, for children in care with disabilities, was developed for implementation later in 2010. The program will increase the number of service providers, reduce service duplication and improve coordination with Disability Services Commission.

Fostering Services

The Department continued to actively recruit carers during 2009-10. A television advertisement, developed pro bono by The Brand Agency, ran for three months up to 30 June 2009 and for a further four weeks in October and November 2009. This resulted in the registration of 110 new general foster carers in 2009, compared to 91 in 2008.

In a joint venture with the Department of Sport and Recreation, a television advertisement encouraging sports volunteers to consider fostering was launched on 13 June 2010 to run for six weeks. Recruitment drives in the West Kimberley and Esperance stimulated local interest in fostering.

The implementation of the Foster Care Partnership Policy continued, following its launch in March 2009. The partnership will improve outcomes for foster children and provide better support for foster carers and their families, leading to increased retention of carers.

During the year, preparation and post-registration training for carers was reviewed. As a result, extensively revised preparation training will be available to carers in late 2010. A DVD was launched containing relevant information to support carers in their role.

Adoption Services

The Department's Adoption Services coordinate and manage local and inter-country adoptions, and past adoption services. Services entail working with birth parents considering relinquishing a child for adoption, and performing State Central Authority functions under the Hague Convention for inter-country adoptions. The unit assesses prospective adoptive parents, provides pre- and post-placement support to applicants, undertakes past adoption searches, and provides counselling and mediation. Services include the Family Information Records Bureau, which provides historical personal and family information to former state wards, Aboriginal people, and child migrants.

Although there was a slight increase in local adoptions in 2009-10 (Table 4), there has been a steady decline in the overall number of children needing adoption in recent years, with orders for only 30 unrelated children being granted this financial year. As the number of prospective adoptive parents seeking a child continues to grow steadily worldwide, the number of applicants considerably outnumbers children. This decline in children needing adoption means that the adoption process is an anxious time for prospective parents that can ultimately lead to disappointment for many. The decline is due to a number of factors, including increased access to birth control, greater acceptance of (and support for) single mothers and the suspension of large inter-country programs due to child trafficking concerns. Improved social and economic conditions in many third world countries has also resulted in more children being cared for domestically.

Table 4: Adoption orders granted by the Family Court or country of origin by type of adoption

Type of adoption		2009-10	2008-09	2007-08	2006-07
Known adoptions	Carer	1	0	1	2
	Step-parent	11	16	11	8
	Adult	8	6	9	7
	Total known adoptions	20	22	21	17
Unrelated placement adoptions	Local	12	7	3	8
	Inter-country:				
	- Bilateral program	11	6	5	12
	- The Hague Convention ^(a)	4	5	7	4
	- China ^(b)	3	3	5	24
	Total inter-country	18	14	17	40
Total unrelated placement adoptions	30	21	20	48	
Total adoption orders		50	43	41	65

(a) Inter-country adoptions under The Hague Convention.

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

AGENCY PERFORMANCE: SERVICE 1

There is a widespread misconception that all the children in overseas orphanages are available for adoption. In fact, children may be temporarily placed in an orphanage because their parents are not able to care for them. In this situation, a parent or relative may remain in contact with the child. In other cases, the responsible authorities in the child's country of origin may not consider inter-country adoption to be an appropriate alternative for the child. The number of children in need of adoption from overseas is further limited because the majority of children in orphanages are older and may have complex medical backgrounds. Often, it is difficult to place children with these characteristics because there are too few potential adoptive parents suited to care for their needs. Australia's immigration laws also restrict the adoption of children with certain health conditions.

Table 5: Adoption orders granted by the Family Court and country of origin for overseas-born children ^(a)

Country of origin	2009-10	2008-09	2007-08	2006-07
China	3	3	5	24
Ethiopia	4	1	1	4
Hong Kong	0	0	2	3
India	1	0	1	1
Korea	5	5	3	5
Peru	0	0	1	0
Philippines	0	2	2	1
Taiwan	2	0	0	0
Thailand	3	3	2	2
Total	18	14	17	40

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

Past Adoption Services

Past Adoption Services include:

- provision of adoption information
- outreach
- reunions
- matching
- mediation
- counselling and support
- discharges of adoption orders
- implementation of adoption plans
- a message box service
- death notifications.

These services are provided in relation to adoption orders made under the *Adoption of Children Act 1896* and the *Adoption Act 1994*. There have been approximately 22,300 adoptions in WA since 1896, involving in excess of 110,000 parties and their relatives.

With an increase in media coverage and general recognition of historical child displacement, the number of registered clients receiving services over the past three years has almost doubled, from 626 in 2007-08 to 1,133 in 2009-10. As a single registration can include services to a number of parties, there has been a corresponding marked increase in all of the services provided by Past Adoptions.

Table 6: Past adoption information applications

Access to Information	2009-10	2008-09	2007-08
Information application forms received ^(a)	330	426	350
Identifying information	259	342	299
Non-identifying information	228	281	246

(a) Form including statutory declaration required to access records. A single application form can be for both identifying and non-identifying information.

Table 7: Past adoption information services

Services	2009-10	2008-09	2007-08
Registrations where services were provided ^(a)	1,133	853	626
Death notifications	76	46	10
Provision of sensitive information by caseworker	199	161	29
Duty enquiry by registered client ^(b)	437	484	-
Messages	200	217	168
Outreaches	212	184	110

(a) Includes registrations made in previous years as services can be provided over time.

(b) Data was not collected in 2007-08.

Adoption Reform

The first phase of adoption reform, completed in December 2009, streamlined a range of adoption processes. This was in line with the recommendations of an external review completed in August 2008, and the non-legislative recommendations of the *Review of the Adoption Act 1994* by the Adoption Act Legislative Review Committee in May 2007. As well as decreasing the waiting time for people wishing to adopt, the transparency of the adoption process was increased. In addition, a Cabinet submission was made proposing legislative amendments to further improve adoptions processes.

The second phase of the reform agenda will be undertaken in 2010-11 with four major aims:

- to provide greater support to applicants throughout the adoption process and beyond
- to increase the openness and transparency of adoption practices and procedures by improving the communication and dissemination of information
- to increase opportunities for adoption applicants to foster children
- to provide opportunities for Family Information and Adoption Services personnel to engage in workplace learning in line with the Department's People Development Framework 2010–2012.

Family Information Records Bureau

The Family Information Records Bureau provides historical family and personal information to Aboriginal people, former state wards, and British and Maltese child migrants. Due to an increase in public awareness of this service, and the establishment of the State Government's Redress scheme in 2007, the number of applications for information increased in the last three years. The service is staffed by five Indigenous workers and one non-Indigenous worker, who deal with sensitive information that may refer to people who are deceased or to events of a distressing nature. Consequently, the information is delivered personally wherever possible.

Table 8: Applications for family information^(a)

Application type	Total at 30 June 2010	Completed 2009-10	Pending at 30 June 2010	Total at 30 June 2009	Completed 2008-09	Pending at 30 June 2009
Child migrant	8	8	0	18	18	0
Personal records (Aboriginal)	25	16	9	21	18	3
Personal records (Non-Aboriginal)	123	70	53	83	69	14
Family history (Aboriginal)	460	101	359	131	105	26
Family history (Non-Aboriginal)	9	9	0	114	10	104
General information (Aboriginal)	36	33	3	34	34	0
General information (Non-Aboriginal)	1	1	0	2	2	0
Proof of Aboriginality	13	6	7	5	3	2
Redress related	638	226	412	537	226	311
Tracing (Aboriginal)	15	5	10	10	2	8
Tracing (Non-Aboriginal)	4	4	0	1	1	0
Total	1,332	479	853	956	488	468

(a) These figures include unprocessed applications from previous years.

Psychology Services

New positions, including four senior consultants, were filled in 2009-10. A Psychology Services Framework was completed, which outlines the roles and tasks of psychologists. Psychology work is informed by an understanding of the impact of trauma and attachment upon children. The emphasis is on minimising the impact of harm on children, through consulting with others involved with the children.

At 30 June 2010, there were 59 psychologist positions in the Department, including in residential care. Psychologists provide assessment, intervention and therapeutic support to children, their families and carers and work closely with other agencies also involved with these families.

Improving the Health Outcomes for Children in Care

The Department for Child Protection worked with the Department of Health to formalise a joint pathway to improve the health outcomes of children and young people in the CEO's care. The collaborative intentions of both agencies were agreed in a memorandum of understanding which requires a health assessment and the development of individual health plans for children in care.

After a six month pilot of the health care planning initiative in 2009 in Fremantle, Midland, Great Southern and Pilbara districts, the final evaluation report recommended that health care planning be implemented state-wide.

AGENCY PERFORMANCE: SERVICE 1

The four pilot districts continued to implement health plans, and a phased roll-out of the initiative commenced in June 2010 in Armadale, Cannington, West and East Kimberley districts. Health plans will be implemented in all districts by July 2011.

Permanency Planning

Permanency planning seeks to address the issue of long term placement of children in care by emphasising stability and permanency from the time a child first comes into care. The first consideration is reunification with a child's birth family, however permanency planning gives timely consideration to whether a child can be reunified with their birth family, or if alternative long term out-of-home care options need to be considered.

During 2009-10, broad consultation was undertaken on a proposed permanency planning framework, which included a new permanency planning policy and revised policies on reunification and contact.

In order to strengthen the existing suite of permanency planning options in the *Children and Community Services Act 2004*, legislative amendments to allow for the introduction of protection orders (special guardianship) were introduced into Parliament in June 2010.

Rapid Response

In December 2009, Cabinet endorsed the Rapid Response Project to improve the health, housing, well-being and educational outcomes of children and young people in care, by prioritising their access to services. Work began with relevant agencies on an across-government framework for case management, assessment, service response, information sharing and privacy.

Education Plans

The Department collaborated with the public and private school sectors to improve access, support and educational outcomes for children in care. In July 2009, formal protocols were established to ensure all compulsory school-aged children who are either entering care, or who are already in care, have a documented education plan. The child's plan is developed by schools in collaboration with the case manager, incorporated into the child's care plan and reviewed on an annual basis.

Funded Placement Services

In collaboration with the community services sector, a model was developed and implemented which determines a per-placement cost for caring for a child in out of home care. New contracts with non-government placement agencies, based on the costing model, commenced on 1 July 2009 for a three year period. Most agencies experienced significant gains in funding through application of the costing model.

A total of \$2.8 million was provided for intensive family support services, to assist an additional 250 families through family enhancement, tertiary family preservation and reunification services provided by non-government organisations, including specialist Aboriginal services.

Departmental residential services and funded non-government placement services commenced a self-assessment monitoring process against the Department's Better Care Better Services: Standards for Children and Young People in Protection and Care (2007).

Funding was provided to the Family Inclusion Network of WA to support and advocate for the families of children who are in care.

In September 2009, following a tender process, the Department for Child Protection awarded new family group home placement services for 84 children and young people in the metropolitan area. The metropolitan phased implementation is underway, with 10 family group homes either purchased or leased, five of which are fully operational. The remaining five will come on line following fit out.

CREATE Foundation

During 2009-10, the Department continued to fund the CREATE Foundation to represent and support children in care, to help them develop skills to improve their life outcomes, and connect them with each other so they have a sense of belonging.

In 2009, the foundation released the *CREATE Report Card 2009: Transitioning from Care: Tracking Progress*. The Department worked with CREATE during 2009-10 towards achieving the recommendations made in the report.

During the financial year, numerous events were held for children in care including young consultant training sessions, team building camps, holiday programs and 'Connect' events.

In 2010, the Department began providing editorial support for the Ignition WA website developed by WANSLEA and the CREATE Foundation. The website provides practical information on education, employment, transport, health, accommodation and budgeting to help young people move to independent living.

AGENCY PERFORMANCE: SERVICE 1

CREATE Foundation presented sessions in the Department's 'Orientation and Practices' training program, enabling staff to hear directly from young people about their experiences in care, their expectations of a relationship with their caseworker and how they would like to be involved in the development of their own care plans.

In 2009-10, the Department continued to fund the CREATE Foundation to operate a Youth Advisory Group known as Creat'V Voyce. The group is a consultative forum for children and young people who are currently in care, or who have recently left care, to share their experiences and express their views on the Department's out-of-home care policies and services. The group meets regularly for formal meetings and holds 'Connect' events that provide a safe environment for children and young people in care to meet with their peers to socialise and exchange ideas.

During the year the group provided feedback on a number of areas, such as:

- improving the information currently provided to children and young people entering care
- participating in a consultation on the development of national standards for out of home care
- examining ways to better support young people in care in meeting the statutory requirements to obtain a motor vehicle licence.

The group also advocated for more comprehensive planning when young people transition from care, as part of CREATE's national 'What's the Plan?' campaign. Members provided information about their own transition to independent living, such as the problems they encountered securing housing, obtaining motor vehicles licences and finding employment.

Leaving Care

On 8 March 2010, the Department implemented a new client database, Assist. Data are not yet available from the new system due to the implementation of ongoing enhancements to the system and the development of new reports. As a result, data presented in this section are for the period 1 July 2009 to 28 February 2010.

The ages of children who left care during the first eight months of the financial year are shown in Table 9. The majority (54 per cent) left care between the ages of one and nine.

Table 9: Ages of children and young people upon leaving care 1 July 2009 to 28 February 2010 ^{(a)(b)}

Age	Per cent
Less than 1 year	5.6
1 to 4 years	26.9
5 to 9 years	27.1
10 to 14 years	20.5
15 to 17 years	10.3
18 years or older	9.6
Total	100.0

(a) Refer to Table 54 in Appendix 4 for a regional breakdown of these figures.

(b) For those children with more than one period of care during 2009-10, age upon leaving care is for the most recent period of care.

Table 10 shows the length of time these children spent in care. Thirty-seven per cent spent less than six months in care.

Table 10: Length of time in care for children and young people leaving care 1 July 2009 to 28 February 2010 ^{(a)(b)}

Age	Per cent
Less than 30 days	25.7
30 days to less than 6 months	10.9
6 months to less than 1 year	6.9
1 year to less than 2 years	11.3
2 years to less than 5 years	30.5
5 or more years	14.5
Total	100.0

(a) Refer to Table 55 in Appendix 4 for a regional breakdown of these figures.

(b) For those children with more than one period of care during 2009-10, length of time is for the most recent period of care.

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

In October 2009, Creat'V Voyce presented priority issues for young people leaving care, and transitioning to independent living, to the Department's Corporate Executive. The *CREATE Report Card 2009: Transitioning from Care: Tracking Progress*, also released

AGENCY PERFORMANCE: SERVICE 1

at this time, indicated that there continues to be a low level of planning for young people leaving care, and gaps in service delivery to young people transitioning from care, in most Australian jurisdictions.

The Department commenced a leaving care and transitioning to independent living developmental project in May 2010. The project will improve current processes and supports, and provide additional support for young people moving to independent living, with an emphasis on those young people with high developmental needs.

Future Directions

In 2010-11, the Department will:

- implement a targeted recruitment strategy to attract suitably qualified and/or experienced accommodation and care staff
- complete a second monitoring visit to nine districts
- commence external monitoring of non-government and Departmental placement services
- provide training on abuse in care protocols to all district offices and non-government placement agencies
- implement health care planning state-wide for children in care
- implement the permanency planning framework, and introduce protection orders (special guardianship), to achieve stability and a sense of permanency for children in care
- in partnership with CREATE and local key stakeholders, develop and implement a model for young people in care to access driving lessons and supervised driver training, to enable them to get a drivers licence
- progress the Rapid Response project with government agency partners, to prioritise the needs of children and young people in care in the outcome areas of education and wellbeing, health and housing
- contract family group homes to community services organisations, with an expected rollout of 44 placement services.

Service 2: Protecting Children and Young People from Abuse

The Department for Child Protection has a statutory responsibility to receive and assess reports about the safety and wellbeing of children and young people and, where necessary, is required to take action to protect them from abuse and neglect.

If, through the assessment, it is found that a child's wellbeing needs to be safeguarded or promoted, the Department provides child-centred family support and social services to improve the capacity of parents to care for the child.

If there are reasonable grounds to believe that a child has been, or is likely to be, significantly harmed, and there are concerns about the parents' protectiveness, the Department conducts a child protection investigation to ascertain if the child is in need of protection.

To support the streamlining of policy, and as a part of casework guidelines reform, the Department implemented safety and wellbeing assessments in March 2010. They form part of new assessment and investigation processes which seek to improve the Department's differential response model. This is achieved through better targeting of responses to children with increased vulnerability to abuse and neglect; children who have been harmed through abuse or neglect (but parents are protective); and children in need of protection who require statutory intervention action.

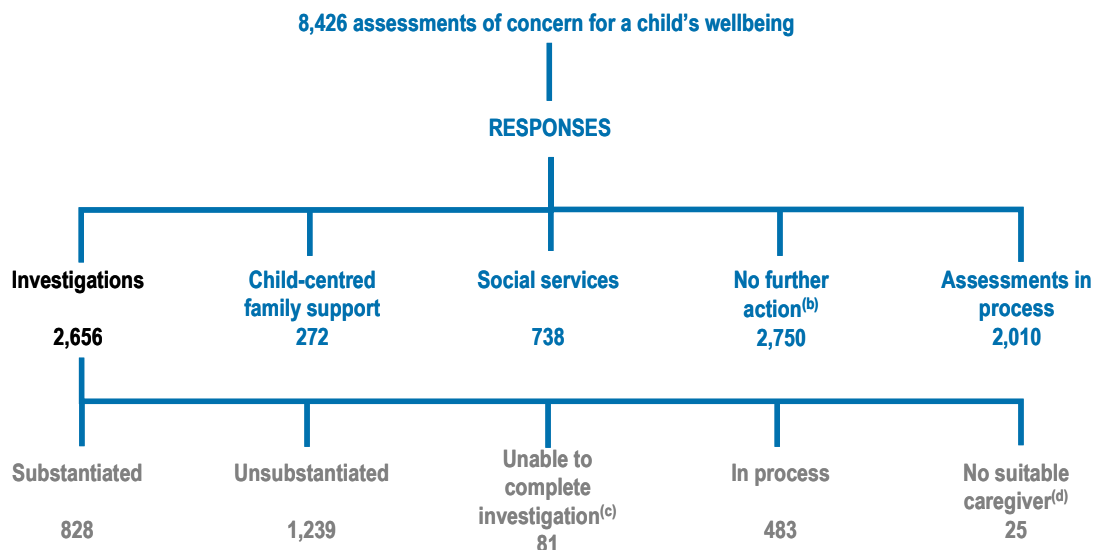
The revised processes have not changed existing practice relating to the assessment of significant harm and identifying, if possible, the person responsible or the person assessed as causing significant harm, and ensuring the provision of support services.

On 8 March 2010, the Department implemented a new client database, Assist. Data are not yet available from the new system due to the implementation of ongoing enhancements to the system and the development of new reports. As a result, data presented in this section are for the period 1 July 2009 to 28 February 2010.

Figure 5 shows the Department's responses to notifications of concern received between 1 July 2009 and 28 February 2010. The 8,426 notifications received in the first eight months of 2009-10 is 25 per cent higher than two-thirds (equivalent to eight months) of the number received 2008-09 (6,711). This may be a continuation of the effect of mandatory reporting of child sexual abuse by doctors, nurses, midwives, teachers and police, which was introduced half way through 2008-09. The number of notifications increased by 13 percent in 2008-09 compared to 2007-08. More than half of those additional notifications were about sexual abuse.

The number of concerns received in the eight months to 28 February 2010 that required investigation (2,656) is almost the same as for two-thirds of 2008-09 (2,648).

Figure 5: Assessments and responses to concerns received between 1 July 2010 and 28 February 2010 ^(a)



(a) Refer to Table 46 in Appendix 4 for a regional breakdown of these figures.

(b) 'No further action' is recorded as an outcome where, following the initial assessment, there is no need for ongoing involvement. Services such as information, referral and advice may have been provided during the assessment process.

(c) Refers to circumstances such as a young person's refusal to engage with officers; when a subject child or family relocates during an investigation and their whereabouts are unknown; or further evaluation of the referral indicates an alternative response is more appropriate.

(d) A finding of no suitable caregiver refers to cases where, after reasonable inquiries, no suitable adult relative or other suitable adult can be found who is willing and able to care for the child. While the child may not have experienced abuse or neglect, they may be at risk because of their circumstances.

Table 11 shows the Department's responses to investigations resulting from concerns received in the first eight months of the financial year, by the nature of the concern. As in previous years, neglect was the concern most commonly investigated and substantiated by the Department. The substantiation rate for completed child protection investigations with a recorded outcome was the same as in 2008-09, at 40 per cent. The proportion of investigations still in process at 28 February 2010 was slightly higher (at 18 per cent) than the proportion still in process at 30 June 2009 (14 per cent).

Table 11: Child protection investigations and outcomes 1 July 2009 to 28 February 2010 ^(a)

Response	Nature of concern ^(b)					Total concerns
	Neglect	Emotional/psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	
Substantiated	323	146	166	185	8	828
Unsubstantiated	344	175	342	366	12	1,239
Unable to complete investigation ^(c)	19	16	15	29	2	81
In process	140	61	124	155	3	483
No suitable caregiver ^(d)	15	0	3	1	6	25
Total	841	398	650	736	31	2,656

(a) Refer to Table 47 in Appendix 4 for a regional breakdown of these figures.

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

(c) Refers to circumstances such as a young person's refusal to engage with officers; when a subject child or family relocates during an investigation and their whereabouts are unknown; or 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. While the child may not have experienced abuse or neglect, they may be at risk because of their circumstances.

Table 12 shows concerns received by the source of the referral. The largest referrer groups are police, school personnel and medical professionals (doctors, nurses and hospital staff).

Table 12: Concerns received during the last three financial years to 28 February 2010 by source of referral

Referrer	Per cent		
	2009-10	2008-09	2007-08
Subject child	0.7	0.6	1.0
Parent/guardian	6.1	6.5	8.3
Sibling	0.3	0.2	0.3
Other relative	7.4	7.9	9.7
Friend/neighbour	3.8	4.6	5.9
Medical practitioner	2.6	2.7	1.4
Hospital, health centre or Department of Health agency	7.2	11.4	8.9
Nurse	3.1	1.0	2.0
School personnel	13.2	13.8	12.8
Child care personnel	1.3	0.8	1.0
Police	26.6	25.4	24.3
Departmental officer	10.3	8.4	7.3
Non-government organisation	2.4	2.6	2.8
Anonymous	3.5	2.8	2.1
Other	9.5	10.1	9.7
Unknown/not recorded	2.0	1.2	2.5
Total	100.0	100.0	100.0

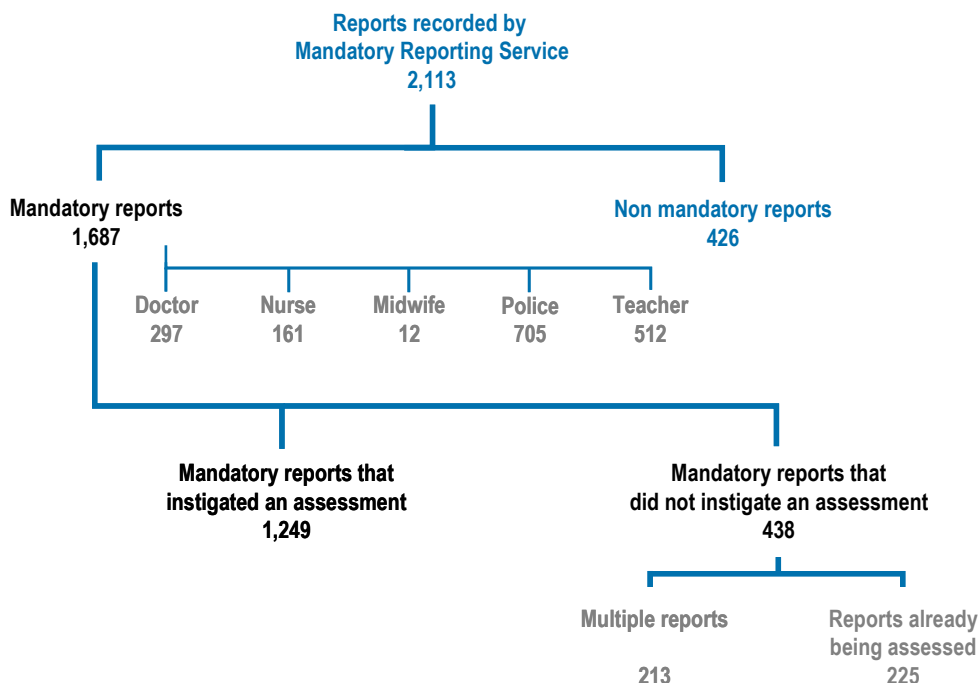
Mandatory Reporting of Child Sexual Abuse

On 1 January 2009, the reporting of child sexual abuse became mandatory for teachers, doctors, nurses, midwives and police in Western Australia. A centralised service was established to receive, record, assess and allocate reported cases and mandatory reporters were trained prior to the legislation becoming operational. In addition to training provided by relevant government agencies, the Department for Child Protection leads an interagency training program which involves state-wide information forums on the mandatory reporting of child sexual abuse. The Department of Health's Statewide Protection of Children Unit, the Department of Education's Child Protection Coordination Team and the Western Australia Police also participate. In 2009-10, the program continued to provide information forums across the state, including in remote communities. These were attended by over 700 mandated and non-mandated reporters.

The Department provides a consultation and intervention service for children who are referred due to child sexual abuse. In addition, the Department refers to external specialist practitioners and to 15 funded child sexual abuse therapeutic services, available in metropolitan and regional areas, including three new services as a result of additional funding made available in the 2008-09 budget.

Figure 6 shows a summary of mandatory reporting for 1 July 2009 to 30 June 2010. This is the first time a full financial year of data for mandatory reporting of child sexual abuse is included in the annual report.

Figure 6: Mandatory reporting summary for 2009-10



Of the 1,687 mandatory reports received in the period 1 July 2009 to 30 June 2010, 225 related to matters already under assessment by the Department, and 213 related to reports that had already been made about the same child/incident.

Protection Applications and Orders

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 an application to the Children's Court for a protection order. Children may also be placed on a protection order through transfer of guardianship from the Commonwealth Government (unaccompanied humanitarian minors), interstate transfer or adoption. The Department must apply to the Children's Court to extend, vary or revoke an existing order, or replace an existing order with a new order.

On 8 March 2010, the Department implemented a new client database, Assist. Data are not yet available from the new system due to the implementation of ongoing enhancements to the system and the development of new reports. As a result, data presented in this section are for the period 1 July 2009 to 28 February 2010.

Table 13 shows the number of applications lodged and granted in the eight months between 1 July 2009 and 28 February 2010. Some orders granted in each financial year may be the result of applications made in previous years, or were the result of non-protection proceedings, such as children awaiting adoption, transfers of orders from interstate, and unaccompanied humanitarian minors.

AGENCY PERFORMANCE: SERVICE 2

Table 13: Protection applications lodged and granted 1 July 2009 to 28 February 2010

Application type		Number
Applications lodged	New	478 ^(a)
	Extension	130
	Replacement and revocation	218
	Total applications lodged	826
Applications granted ^{(b) (c)}	New - Care orders ^(d)	357
	- Non-care orders ^(e)	61
	Total new	418
	Replacement and revocation	130
	Total applications granted	548 ^(f)

(a) Refer to Table 48 in Appendix 4 for a regional breakdown of this figure.

(b) 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). The majority of orders are issued by the Children's Court, however, figures may 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. In 2009-10, there were 9 children made available for adoption and 14 unaccompanied humanitarian minors placed on permanent visas.

(c) The number of extensions granted each year is not reported, as they do not represent any change to the child's legal status.

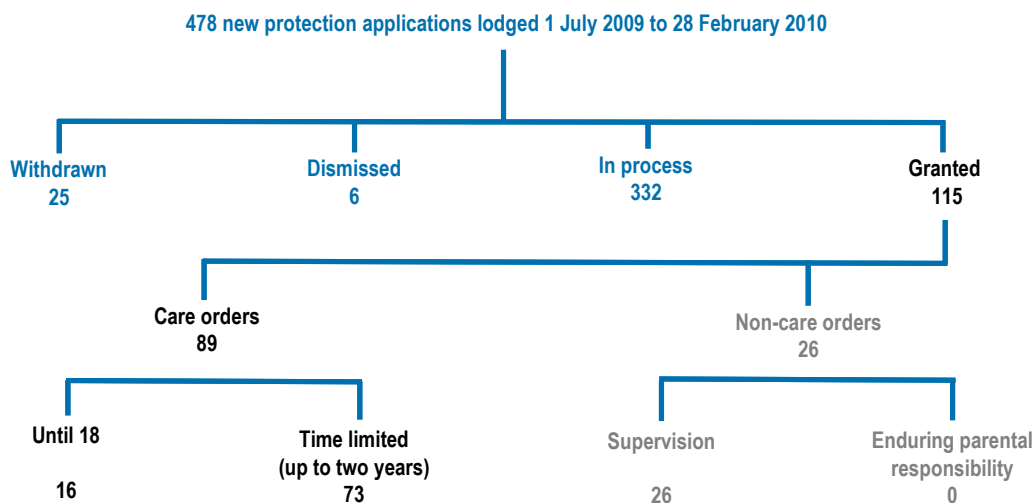
(d) Care orders include time limited, until 18, prospective adoption and Commonwealth Government delegation (unaccompanied humanitarian minors).

(e) Non-care orders include supervision and enduring parental responsibility orders which came into operation on 1 March 2006.

(f) Refer to Table 49 in Appendix 4 for a regional breakdown of this figure.

Figure 7 shows the progress of new applications through to orders granted between 1 July 2009 and 28 February 2010.

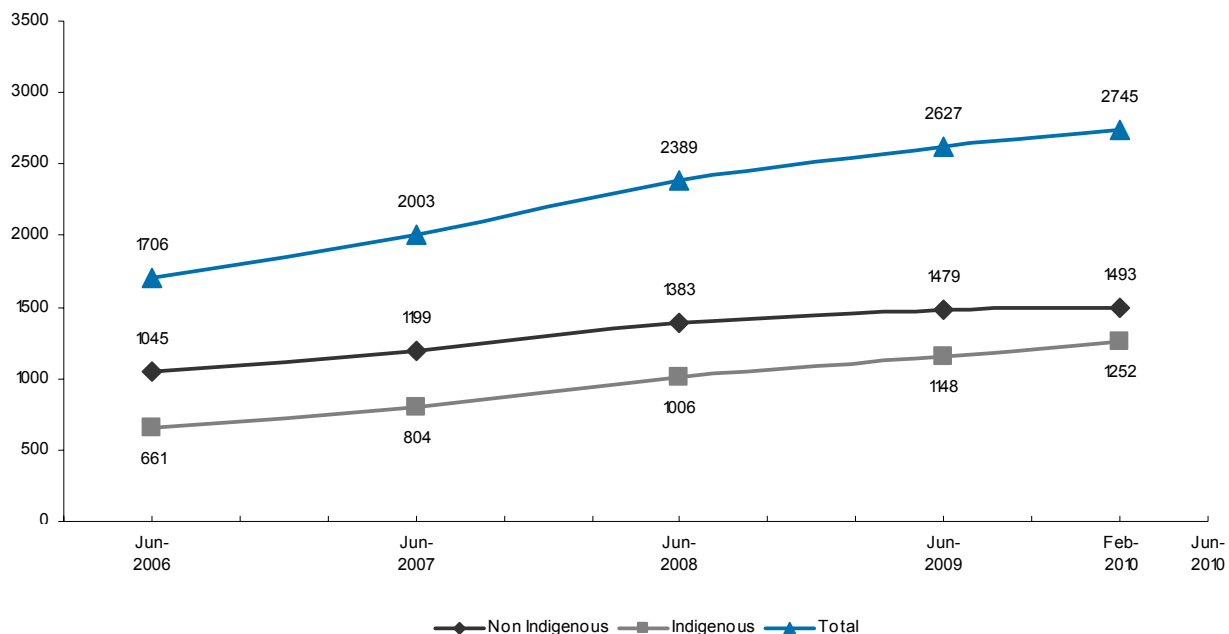
Figure 7: Outcomes of new protection applications lodged between 1 July 2009 and 28 February 2010



The number of children on care orders on 30 June for the past four years and on 28 February 2010 is shown in Figure 8. This includes children on time limited and until 18 orders, children awaiting adoption, transfers of orders from interstate, and unaccompanied humanitarian minors. Forty-six percent of children on care orders at 28 February 2010 were Aboriginal. The total number of children on care orders represents 0.6 percent of the Western Australian population of children aged less than 18 years.

AGENCY PERFORMANCE: SERVICE 2

Figure 8: Number of children on care orders at 30 June 2006 to 2009 and 28 February 2010 ^{(a) (b)(c)}



(a) Refer to Table 50 in Appendix 4 for a regional breakdown of these figures.

(b) Does not include children on interim orders whilst the subject of a protection application, or children on enduring parental responsibility or supervision orders as they are not in the CEO's care.

(c) The 2006 total was stated as 1,711 in the 2005-06 annual report. This figure included five children on enduring parental responsibility or supervision orders which are not care orders. These five children are excluded from the above figures.

Children on care orders at 28 February 2010 were in a variety of living arrangements, as shown in Table 14. The majority were in foster care (79 percent). Forty-one percent were living with relatives other than their parents. Aboriginal children were more likely to be placed with relatives (52 percent, compared with 28 percent of non-Aboriginal children).

Table 14: Living arrangements of children on care orders at 28 February 2010

Type of living arrangement	Aboriginal		Non-Aboriginal		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Parent/former guardian	100	8.0	161	10.8	261	9.5
Foster care with family member	654	52.2	419	28.1	1,073	39.1
Department non-relative foster care	232	18.5	636	42.6	868	31.6
Funded service foster care	99	7.9	116	7.8	215	7.8
Departmental residential	50	4.0	32	2.1	82	3.0
Funded service residential	44	3.5	59	4.0	103	3.8
Family/friend	42	3.4	14	0.9	56	2.0
Independent living	5	0.4	17	1.1	22	0.8
Prospective adoptive placement	1	0.1	10	0.7	11	0.4
Other	25	2.0	28	1.8	53	1.9
Unknown	0	0	1	0.1	1	0.1
Total	1,252	100.0	1,493	100.0	2,745	100.0

Table 15 shows the legal status of all children for whom the Department has responsibility. This includes children on care orders, in provisional protection and care, the subject of protection applications who are not in the CEO's care, and on the non-care orders of supervision and enduring parental responsibility.

There was a slight increase (three per cent) in the number of children on all types of orders (supervision, time limited, until 18 and enduring parental responsibility orders) on 28 February 2010 compared to 30 June 2009.

The use of enduring parental responsibility orders for children in a stable, long-term placement increased by 14 per cent to 117 children on 28 February 2010, compared with 103 children on 30 June 2009.

AGENCY PERFORMANCE: SERVICE 2

Table 15: Legal status^(a) of children in the Chief Executive Officer's care, on orders or subject to legal proceedings at 28 February 2010

Year	Aboriginal	Non-Aboriginal	Total
Time limited order	675	591	1,266
Until 18 order	575	871	1,446
Enduring parental responsibility order	47	70	117
Supervision order	43	85	128
Provisional protection and care ^(b)	189	264	453
Application for protection order ^(b)	17	12	29
Pre-adoption parent/guardian	0	23	23
Prospective adoption	1	10	11
Transitional consented placement	3	1	4
Placement service	2	29	31
Negotiated placement agreement	3	2	5
Unaccompanied humanitarian minor	0	21	21

(a) Children in this table are reported under their 'highest' category. For example, a child on a supervision order who is then taken 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.

Signs of Safety

The Department continued to implement its *Signs of Safety* child protection practice framework during the year.

A pilot project involving Perth Children's Court, Legal Aid and the Department commenced in November 2009. One hundred protection and care matters in the Perth Children's Court will be diverted to a Signs of Safety Pre-hearing Conference during the pilot. Conferences are facilitated by specially trained convenors, rather than magistrates, drawn from a combined pool of Department practice leaders, Legal Aid staff, and independent alternate dispute resolution mediators.

The aim of the pilot is to achieve better outcomes for children through greater cooperation with parents and other stakeholders at the earliest possible stage. It is hoped to reduce the number of court events and the period of time that children are in the care of the Department, maximising the potential to keep families together, or to reunify them, with appropriate safety plans in place.

Child Safety Directors' Group

The Child Safety Directors' Group comprises senior officers from key government agencies in the areas of child protection and family support. Established as a result of the *Review of the Department for Community Development* by Prudence Ford, the group meets regularly to progress whole-of-government initiatives and programs.

In 2009-10, the group:

- assisted with planning the implementation of the Rapid Response whole-of-government policy framework for prioritising the access to government services of children and young people in care
- monitored State Government responses to addressing the needs of children and young people impacted by foetal alcohol syndrome disorders
- provided feedback on the development of the Secondary Family Support State Plan 2010–2013
- improved regional interagency coordination forums across the state.

Ministerial Advisory Council on Child Protection

The Ministerial Advisory Council on Child Protection is the primary advisory body to the Minister for Child Protection on child protection matters. Throughout 2009-10, the council explored long-term, prevention-based child protection programs and initiatives to improve a range of social outcomes for at-risk families and individuals.

The council is chaired by the Honourable Peter Foss QC and includes expert community members, representatives from the Aboriginal Reference Group, the Child Safety Directors' Group, the Community Sector Roundtable and the CREATE Advisory Group.

Future Directions

In 2010-11, the Department will:

- undertake targeted attraction and retention initiatives for hard to fill positions in regional locations, which will include location-based attraction and retention incentives
- continue to roll out community child protection workers and expand the remote community child protection worker program to Blackstone and Warakurna in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Lands and Burringurrah in the remote Gascoyne region
- establish a remote community child protection worker in Looma near Derby
- collaborate with relevant government Departments (Health, Education, Education Services and the Western Australia Police) to develop policies and processes for the implementation of mandatory reporting of physical, emotional and psychological abuse and neglect, in 2012
- expand the implementation of the interagency early intervention (pre-birth) memorandum of understanding to relevant metropolitan and country hospitals
- develop a policy for supervision in case practice to enhance transparency and accountability and promote a positive and supportive work environment
- in partnership with the Commonwealth Government, develop a new bilateral agreement to continue income management as a child protection measure in the metropolitan area, East Kimberley and West Kimberley
- complete and evaluate a pilot of pre-adjudication conferences with a view to the practice continuing and expanding to country districts if viable
- continue to implement the Signs of Safety Child Protection Framework.

Service 3: Supporting Individuals/Families At Risk or In Crisis

Working with Children Checks

The Working with Children Screening Unit is responsible for implementing the *Working with Children (Criminal Record Checking) Act 2004* which was introduced on 1 January 2006. The 2010 calendar year marks the last year of the five year roll out of the legislation. By December 2010, people doing child-related work in all 19 categories specified in the Act will be required to have applied for Working with Children Checks.

Assessment Notices (Working with Children Cards) are issued to applicants who either have no charges or convictions, or have criminal records assessed as not indicating they may harm children in child-related work. These cards are valid for three years, unless the person commits an offence of concern during this time and can no longer be permitted to work with children. Where a person's criminal record indicates that a child may be harmed if they were to work with them, a negative notice is issued which prohibits that person from doing any child-related work.

Applications for Working with Children Checks are made through over 200 authorised Australia Post outlets. Processes are in place to enable those who live interstate or in remote areas to apply.

In 2009-10, the unit responded to substantial service demand, receiving 95,260 applications and issuing 92,787 cards, including 20,923 renewals. Eighty-five negative notices were issued and 181 negative notices were in place on 30 June 2010, banning these people from child-related work. More than 304,000 cards, including renewals, have been issued since the program began. The unit also responded to feedback about cumbersome renewal processes by successfully negotiating nationally for simpler proof-of-identity requirements.

A variety of community education strategies have been used to inform individuals and groups of their obligations under the Act and to promote the check as part of a range of child safe strategies. The unit has worked in partnership with the Western Australian Sports Federation, Constable Care and others to achieve safer organisations for children across Western Australia. Compliance activities have targeted possible breaches of the legislation and these activities have been supported by information sessions and resource materials to improve safety and services for children.

Amendments to the Act were passed by Parliament in May 2010. Once proclaimed these will more clearly reflect the State Government's intention to exclude certain people from child-related work. A wider range of criminal history information will be able to be received and considered, and where concerns arise, faster action will be possible.

During 2009-10, the Working with Children Screening Unit made a substantial change to its Information Management System in response to new CrimTrac requirements. It also made a major contribution, as part of a Council of Australian Governments' project group, so that the unit and similar screening units in other jurisdictions now receive more detailed national criminal history than is available for other employment checks.

Responsible Parenting

Responsible Parenting includes the Best Beginnings and ParentSupport programs, which provide voluntary, early intervention and prevention-focussed support services to families where there are risks of poor life outcomes for children.

The programs offer intensive casework through regular home visits and employ evidence-based practice frameworks designed to meet the needs of hard to reach groups. Outcomes for parents and children are measured to monitor service effectiveness and inform program improvements.

The *Parental Support and Responsibility Act 2008* was proclaimed in March 2009. It introduced a system of Responsible Parenting Agreements and Responsible Parenting Orders to help parents experiencing problems with their children. Families can be assisted to meet the terms of agreements and orders to prevent adverse outcomes for children and young people.

During 2009-10, the *Parental Support and Responsibility Regulations 2009*, and the *Parental Support and Responsibility (Disclosure of Information) Guidelines 2009*, were prepared and published in the *Government Gazette*. Officers of the Department for Child Protection were designated as authorised officers under the Act, as were officers within the Department of Education and Department of Corrective Services, who are also able to instigate Responsible Parenting Agreements and Responsible Parenting Orders under the Act. Guidelines for the implementation of the Act, for various levels of personnel within the three agencies, were written and implemented. Training modules were developed and provided.

Information sharing agencies were provided with support to respond to the legislation, and appropriate service agencies were informed. Six agreements were made by the Department for Child Protection and one by the Department of Education. A number of other agreements are under construction. The focus of activity was in the metropolitan area, Peel and the Kimberley. This will be extended to the rest of the state in 2010-11.

Emergency Services

In 2009-10, the Department continued to provide district emergency services officers in metropolitan and regional areas to ensure a ready and prepared response to emergencies and disasters. The year saw a number of departmental and multi-agency responses to emergencies, including bush fire, storm and earthquake events, fuel tanker explosions and commercial fires.

With coordination from the Emergency Services Unit and the assistance of district emergency services officers, the Department established numerous evacuation/welfare centres, provided personal and financial support, and assisted in a number of longer term recovery services. A number of incidents were managed directly by local district offices.

The Department continued to be involved in a range of local, state and national emergency management exercises. A significant commitment continued to be made in relation to preparation and planning, in particular the roles of local communities within the districts, and state-based organisations within the State Welfare Emergency Committee arrangements.

National Affordable Housing Agreement

In Western Australia, homelessness accommodation and support services provide a critical safety net for people experiencing homelessness. There are 122 services recurrently funded through the National Affordable Housing Agreement to provide accommodation and/or a range of supports.

The Department for Child Protection ensured a smooth transition of contract arrangements from the previous Supported Accommodation Assistance Program to the new National Affordable Housing Agreement and funding has continued. Specialist homelessness services were encouraged to reform in line with the agreement and the Department worked with service providers to streamline contracts, to reduce duplication and enable greater flexibility in responses.

Following the announcement of the National Partnership Agreement on Homelessness WA Implementation Plan, a series of workshops were conducted across the state. Service specifications, incorporating input from agencies at the workshops, and contracts were finalised for all metropolitan services and the majority of rural and remote services.

The Homelessness National Partnership Agreement greatly expands the services provided by non-government agencies to address homelessness by intervening early, breaking the cycle of homelessness and working towards a better integrated service system.

The Western Australian Council on Homelessness was established in February 2010 to drive strategies and initiatives to reduce homelessness by 2013. It has representatives from the non-government sector and provides advice to the Minister for Child Protection. The council contributes to the development and implementation of state and regional homelessness action plans, ensuring integrated responses with specialist homelessness services, government and non-government mainstream services to ensure a more connected and responsive service system.

During the year, the council contributed to the development of the State Plan for Homelessness, which will be completed later in 2010.

Responses to Drug and Alcohol Issues

In accordance with the whole of government commitment to the WA Drug and Alcohol Strategy, the Department for Child Protection developed its Annual Drug and Alcohol Action Plan 2009–2010.

Public Protection Strategy

During the year, the Department participated in the Department of Corrective Services' Interagency Public Protection Strategy. The strategy provides cross-agency collaborative case management for offenders who presented the highest risk to the community. Dangerous sexual offenders, and other selected violent offenders, are collaboratively managed at both senior management and local levels via information sharing and the focusing of appropriate resources.

Crisis Care

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

AGENCY PERFORMANCE: SERVICE 3

During the eight month period¹ 1 July 2009 to 28 February 2010, Crisis Care responded to 40,865 calls and made 213 emergency visits. The most common reasons for contact were practical problems, family and domestic violence, requests for community resource information, homelessness, family problems and concerns for a child's wellbeing. There were 559 contacts in relation to the Northbridge policy, which at night restricts access to the precinct by children and young people under the age of 16 years.

Family and Domestic Violence

During the eight month period¹ 1 July 2009 to 28 February 2010, Crisis Care received 2,399 calls relating to family and domestic violence. Support provided included assisting victims with safety planning, referrals to refuge accommodation and assistance to leave.

The Women's Domestic Violence Helpline received 3,044 calls between 1 July 2009 and 28 February 2010. Almost 60 per cent of these calls were about family and domestic violence issues. The remainder of calls were for other issues such as requests for community resource information, practical problems and other relationship issues.

The Men's Domestic Violence Helpline received 1,483 calls between 1 July 2009 and 28 February 2010.

In response to the review of the Family and Domestic Violence Regional Co-ordination Responses, the Department provided additional funding and expanded service provision across the state. New contract arrangements for 17 Family and Domestic Violence Case Management and Co-ordination Services were finalised in 2009-10. These services provide integrated case management of domestic violence cases and ensure a coordinated response.

In 2009, the co-location of departmental domestic violence officers with the Western Australia Police Service was expanded to all country regions. There are now 17 departmental workers located in police stations across Western Australia.

Financial Counselling and Assistance

Between 1 July 2009 and 28 February 2010¹ the Department's Family Crisis Program provided 6,927 instances of emergency assistance to 4,284 people experiencing unforeseen crisis.

Table 16: Department for Child Protection Family Crisis Program assistance 1 July 2009 to 28 February 2010

Outcome	Number of people ^(a)	Instances of assistance ^{(b)(c)}
Food for family	3,485	4,570
Essential services provided	258	269
Medical/optical requirements	122	125
Transport	76	93
Accommodation provided	384	474
Clothing/linen/blankets	50	52
Funeral assistance	124	125
Emergency assistance	93	208
Financial counselling	7	8
Furniture provided	2	2
Other	239	258

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

(b) Persons can be assisted more than once during the year, so instances of service provision in each outcome tend to be greater than the number of persons who receive assistance.

(c) Refer to Table 56 in Appendix 4 for a regional breakdown of these figures.

In the 2009 calendar year, the Department's funded non-government financial counselling services assisted 13,810 clients. Assistance included advice on creditor issues, budgeting, negotiation, maintaining essential services and assisting with housing issues.

The types of counselling and assistance provided by funded financial counselling services during the calendar year are described in Table 17.

¹ On 8 March 2010, the Department implemented a new client database, Assist. Data are not yet available from the new system due to the implementation of ongoing enhancements to the system and the development of new reports. As a result, data presented in this section are for the period 1 July 2009 to 28 February 2010.

AGENCY PERFORMANCE: SERVICE 3

Table 17: Funded financial counselling services service provision

Services	Number of instances		
	2009	2008	2007
Advice concerning gambling issues	78	83	93
Referral to legal advice, bill paying and other services	3,033	3,258	3,076
Application for No Interest Loans Scheme	1,172	929	716
Assistance to obtain entitlements	2,945	2,362	2,501
Information and assistance with bankruptcy and other issues	2,680	4,129	7,215
Housing issues	2,848	2,295	2,324
Legal and other creditor issues	5,957	5,050	4,779
Negotiation with essential service providers (such as power/water)	4,869	3,930	3,409
Budgeting advice and assistance	6,594	4,931	4,663
Emergency relief	7,553	6,563	4,131
Other	2,120	1,534	1,641
Total	39,849	35,064	34,548

The Department's Hardship Utility Grants Scheme and financial counselling services support people in financial hardship to pay their utility accounts and maintain connection to essential services including electricity, water, and gas and avoid eviction. For the period 1 July 2009 to 30 June 2010, 6,701 grants were approved totalling \$2.268 million.

In 2009, funding for an additional 4.5 full-time equivalent financial counselling positions was provided in Fitzroy Crossing, Merredin/Moora, Bunbury, Mandurah/Peel and Armadale/Byford. In April 2010, further funding was provided for eight additional non-government funded financial counsellors. This includes funding for the Financial Counsellors Association of Western Australia Hotline to assist with grant applications.

Reciprocal Agreements

Local level memoranda of understanding were finalised in 2009-10 between the Department for Child Protection district offices and the corresponding alcohol and other drug sector agencies.

A Strategic Bilateral Memorandum of Understanding between the Department for Child Protection and the Department of Health, Mental Health Division was finalised. Subsequent development of a Working Together Resource Kit with the new Mental Health Commission was also finalised, with development of a local level memorandum to roll-out in 2010-11.

A Strategic Bilateral Memorandum of Understanding between the Department for Child Protection and the Department of Housing was finalised during the year. A Working Together Resource Kit will be completed later 2010.

The memorandum between the Department for Child Protection and the Department of the Attorney General was also finalised.

A Strategic Bilateral Memorandum of Understanding between the Department for Child Protection and the Department of Corrective Services was drafted, and following further negotiations, will be signed off later in 2010.

Secondary Family Support State Plan

The Secondary Family Support – State Plan 2010–2013 was launched on 21 June 2010. Implementation of the plan commenced with the Innovations Phase, leading to the establishment of four family support hubs by early 2011. The establishment of secondary family support hubs in targeted sites will effectively position the state to grow services to respond to the increased demand arising from the planned expansion of mandatory reporting to include all forms of child abuse and neglect.

Community Sector Roundtable

The Community Sector Child Protection Advisory Group, established in July 2008, changed its name to Community Sector Roundtable in late 2009 to better reflect a more partnership-based approach between the Department and the non-government community services sector. The group comprises representation from 12 community sector agencies funded by the Department, as well as four departmental representatives.

During the year, the group continued to assist the Department to progress its child protection reform agenda in areas that significantly impact the non-government sector. It took on responsibility for overseeing the Secondary Family Support – State Plan 2010–2013, which outlines the key elements that underpin the way in which family support hubs will be established in communities.

Future Directions

In 2010-11, the Department will:

- finalise the Innovations Phase of the Secondary Family Support – State Plan 2010–2013
- purchase family support hubs through the non-government sector in Midland, Armadale, Joondalup and the South West (Bunbury)
- undertake an evaluation of the first family support hubs to inform development of further sites which will commence throughout 2011 and 2012
- roll out local level memoranda of understanding between the Department for Child Protection and Area Mental Health Services
- finalise the development of the Department for Child Protection and Department of Housing Working Together Resource Kit to enable roll out of the Level 3 local level memoranda of understanding
- develop a Youth Strategy targeting young people at risk or in crisis
- in accordance with the whole of government commitment to the WA Drug and Alcohol Strategy, develop an Annual Drug and Alcohol Action Plan 2010–2011
- implement, monitor and report against the WA Strategic Plan for Family and Domestic Violence 2009–2013
- implement and provide operational support to 17 family and domestic violence case management and coordination services throughout the state
- implement, monitor and manage the operation of family and domestic violence officers' collocation with Western Australia Police throughout the state
- establish a youth service in Carnarvon
- continue the implementation of the National Partnership Agreement on Homelessness and establish Safe at Home and Domestic Violence Outreach services
- participate in the implementation of the Economic Audit Committee report to identify improved funding and contracting arrangements for the non-government sector.

SIGNIFICANT ISSUES IMPACTING THE AGENCY

The following significant issues impacted the Department in 2009-10.

Service 1: Supporting Children and Young People in the Chief Executive Officer's Care

- The stability of placements for children in the CEO's care is a key determinant of their life chances. To increase stability and reduce the detrimental effects of multiple placements, the Department is developing a Permanency Planning Policy to support the introduction of protection orders (special guardianship), for which legislative amendments were introduced in June 2010.
- Education assessments and plans for all children in care are being implemented in partnership with all state, Catholic and independent schools.
- Following a pilot program, health assessments and plans (covering physical, mental and dental health) are being implemented in all areas of the state for all children in the CEO's care.
- The reform and expansion of residential care services is continuing. Five community service organisations have been contracted to operate metropolitan family group homes. Country family group homes will be contracted to community service organisations, with the roll out of services planned for 2011. The roll out of metropolitan intensive support homes, to replace large institutional hostels, is nearing completion.
- Some children in the care of the CEO can be a severe risk to themselves and others. Legislation will be introduced into Parliament to establish a secure care centre and the Kath French Centre is being modified for this purpose. This will enable the behaviour of these young people to be stabilised with a view to their transition out of the facility into an alternative placement.
- There is a world-wide shortage of foster carers and an increasing number of children in care needing foster care. A major foster care recruitment campaign was conducted in 2009. The implementation of the Foster Care Partnership continues with the development and delivery of comprehensive information and support material for all carers.

Service 2: Protecting Children and Young People from Abuse

- Pre-hearing conferences, based on collaboration between the Children's Court, Legal Aid and the Department, are being implemented in Children's Court proceedings. The goal is to facilitate the early resolution of protection applications through a less adversarial dispute resolution process.
- Mandatory reporting of child sexual abuse was implemented on 1 January 2009. It is envisaged that legislation will be operationalised to expand mandatory reporting to all forms of abuse and neglect by 2012. An interagency steering committee on mandatory reporting has been established to progress this initiative.
- Both Responsible Parenting services and Income Management for Child Protection have been implemented throughout the metropolitan area and the Kimberley. Both programs aim to build the capacity of families to adequately provide for their children and reduce the occurrence of child neglect. Responsible Parenting services will be expanded to the Murchison and Great Southern regions in 2010 through Royalties for Regions funding.
- Uncovering child sexual abuse in some regional and remote communities has been the focus of a targeted strategy by ChildFIRST, a joint service of the Department and the Western Australia Police. There has been a significant increase in the disclosure of abuse, assisted by directing resources, engaging stakeholders, sharing intelligence, training and supporting relevant agencies and community members.
- One third of the Department's clients are Indigenous and nearly 10 per cent of staff are Indigenous. An Aboriginal Employment and Learning Strategy was launched in 2009 to build Indigenous staff representation to more closely reflect the client base and so improve the quality of services.

Service 3: Supporting Individuals/Families At Risk or In Crisis

- There is an ongoing need to provide support to individuals and families who are at risk or in crisis. The Department, in collaboration with the non-government sector, will be implementing an integrated service system in a staged approach from 2010 to 2012, through the establishment of family support service hubs across the metropolitan area and regional centres. The establishment of family support services will effectively position the state to grow services to respond to increased demand from the expansion of mandatory reporting to include reports of child neglect and all forms of abuse.
- Family and domestic violence is a serious issue affecting the health and wellbeing of Western Australians. Over a 12 month period between 2008 and 2009, the Western Australia Police attended 30,933 incidents of family and domestic violence and issued 8,371 police orders. The State Strategic Plan for Family and Domestic Violence sets out priority actions for agencies to achieve a more integrated response. Funding has been provided for Family and Domestic Violence Case Management and Coordination Services, with a focus on high risk cases and interagency collaboration to identify and address barriers to victim safety and perpetrator accountability.

- The Western Australian Homelessness National Partnership Agreement Implementation Plan, a collaboration between the Commonwealth Government and a range of State Government agencies who provide housing and support services, commenced in 2009. It greatly expands services provided by non-government agencies that aim to address homelessness by intervening early, breaking the cycle of homelessness and working towards a better integrated service system.
- The Department faces and anticipates continuing challenges in the attraction and retention of staff, particularly in regional and remote Western Australia. Substantial and innovative work is being undertaken to ensure the Department continues to attract and retain qualified and suitably experienced staff.
- 2010 is the final year of the five year phase-in of Working with Children Checks. The requirement to have a card will then apply to all people employed in child related work. At the end of June 2010, over 304,000 Working with Children cards had been issued and 181 Negative Notices were in place. Amendments to strengthen the *Working with Children (Criminal Record Checking) Act 2004* were passed by Parliament in May 2010 and Regulations were being drafted for the planned introduction of the amendments by the end of 2010.

DISCLOSURES AND LEGAL COMPLIANCE

Financial Disclosures

Funding and Other Financial Information

Table 18 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 service appropriation of \$18.1 million is due primarily to supplementary funding received of \$7 million to meet the cost of procuring fee-for-service placements for children and young people in the care of the CEO. The increase is also a result of additional funding received for the continuation of emergency management services, as well as funding for the Assist client system and the re-instatement of the bereavement assistance program.

Other revenue received in 2009-10 increased by \$1.2 million, compared to the 2009-10 budget, due to unanticipated revenue received from other State Government departments, such as the Office of Energy.

The total cost of services for 2009-10 was greater than the published budget figure by \$13.5 million. The total cost of services figure was, however, adjusted during 2009-10 to \$398.551 million, as per the 2010-11 budget statements, following the allocation of additional funding since the 2009-10 budget for fee-for-service placements, the continuation of emergency management services and the re-instatement of the bereavement assistance program.

The net asset position for the Department on 30 June 2010 increased by \$28.4 million compared with the 2009-10 budget. This increase was partly due to a higher than anticipated cash balance relating to capital funding, which will be utilised in 2010-11. The difference is also due to an increase in non-current assets following the allocation of increased capital funding since the 2009-10 budget for the purchase of residential houses for the reform and expansion of the Department's residential care services.

Table 18: Funding and other financial information

Funding	Budget 2009-10 \$'000	Actual 2009-10 \$'000
<i>Recurrent funds:</i>		
Service appropriation	327,006	345,119
Administered appropriation	14,200	14,200
Commonwealth specific-purpose grants	28,529	30,674
Other revenues	6,087	7,326
Total recurrent funds	375,822	397,319
<i>Capital funds:</i>		
Appropriation for capital contribution	6,074	29,014
Drawdowns from the holding account	4,032	4,032
Total capital funds	10,106	33,046
Total funding (a)	385,928	430,365
Total cost of services	377,653	391,174
Total net assets	90,971	119,371

(a) 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 2009-10, there were no Act of Grace payments made by the Department for Child Protection.

Capital Projects

The Department's capital works program provides for the replacement, maintenance and expansion of assets that support the delivery of services. These include service delivery offices, accommodation and care hostels and group homes, information services, hardware and software.

During 2009-10, construction of a new district office in Fitzroy Crossing was completed. Fit outs were completed of relocated office accommodation in Carnarvon and Perth, and major upgrades were made to Meekatharra Hostel and Meekatharra office.

Staffing increases and planned additional programs including mandatory reporting and responsible parenting, and duty of care requirements to staff and clients, resulted in minor upgrades to a number of other offices.

Design and planning is currently underway for additional office accommodation in Rockingham and Joondalup, upgrades to offices in Bunbury, Manjimup, Geraldton, Northam and Moora and the relocation of Midland service delivery office.

The *Review of the Department for Community Development* by Prudence Ford in 2007 recommended a network of group homes to better cater to the needs of children in care. As a result, 17 homes were purchased to provide effective child focused programs in suitably configured residential care units.

The Department implemented the core components of its Assist client system in March 2010. The Assist system now supports all case management functions. The legacy Client and Community Services System was retired.

Other information, communication and technology projects completed in 2009-10 included:

- upgrade of the Objective Electronic Document and Records Management System
- implementation of a system to manage the Hardship Utilities Grant Scheme
- expansion of the use of SharePoint for collaboration and to support reform projects
- installation of information technology infrastructure at new and extended offices
- upgrade of the state-wide data network and underlying information and communications technology infrastructure.

Human Resources

Staff Profile

As at 30 June 2010, the Department employed 2,424 permanent, fixed term and casual employees, an increase of 153 employees compared to 30 June 2009. The average full-time equivalent (FTE) usage for the financial year was 1,973 FTE. Female employees represent 79 per cent (1,924) of the total workforce and males 21 per cent (500). The proportion of full-time employees increased by seven per cent, to 80 per cent of the workforce (1,932) as at 30 June 2010.

Table 19: Employment levels as at 30 June 2010

Location	Actual average FTE usage 2009-10	Number of staff as at 30 June 2010						Total
		Full-time			Part-time			
		P	F	C	P	F	C	
Aboriginal Engagement and Coordination	10.08	9	1	0	1	1	0	12
Accommodation and Care Services	249.97	181	33	45	25	10	1	295
Corporate and Business Services	187.22	162	28	0	14	7	0	211
Country Services	583.15	502	59	70	102	23	0	756
Metropolitan Services	772.44	612	47	23	234	27	2	945
Office of the Director General	23.88	21	2	0	3	0	0	26
Policy and Learning	74.64	60	7	0	16	10	0	93
Service Standards and Contracting	71.69	64	6	0	13	3	0	86
Total number of FTE/Staff	1,973.09	1,611	183	138	408	81	3	2,424

P=permanent; F=fixed term contract; C=casual

Attraction and Retention

In accordance with the Aboriginal Employment and Learning Strategy the Department is working towards increasing employment prospects for Aboriginal people by making employment more accessible and by providing appropriate support mechanisms for Aboriginal staff. An Aboriginal Attraction and Retention Toolkit was developed and will be available in September 2010. The kit will provide managers with practical strategies to improve the attraction and retention of Aboriginal people. Regular meetings with directors in locations with high Aboriginal employment targets resulted in the development of individualised and district-specific promotional materials such as postcards and business card sized resources.

A campaign was developed to attract applicants for hard-to-fill positions in East and West Kimberley districts. This included the use of location information flyers, emails, creative advertising and promotion through the Department's intranet News of the Day. The campaign was seen to be successful. In addition, a package was developed for the Fitzroy Crossing Team Leader position targeting internal applicants and the position was subsequently filled in January 2010.

The Department continued to promote job opportunities at career fairs and employment expos and metropolitan universities. New promotional materials were developed including a Career and Education Pathways brochure which promotes the different career paths and opportunities available within the Department. A series of online information brochures were developed to provide insight

into the living and working conditions in remote and regional Western Australia. The brochures provide information on services available in the immediate town vicinities, as well as location, access routes, climate and recreational activities available.

Online job advertisements were rebranded in line with the new corporate branding, including organising more prominent exposure on the home page of the WA Government Jobs Board. This also simplified the job search and application process for candidates.

State-wide recruitment and selection training was delivered in all country districts to assist country staff to undertake selection processes in the quickest and most effective manner utilising the tools that have been developed whilst ensuring compliance with public sector standards.

A Child Protection Qualifications Framework was developed and implemented. The framework details the professional knowledge and skills a child protection worker acquires through tertiary studies and is a guide for choosing courses relevant to professional child protection work.

A new Child Protection Workforce Model was developed and implemented. The model is designed to ensure the integrity of the Department's professional workforce and, as an attraction and retention strategy linked to the Department's diversity targets, gives preference to Aboriginal people and people from different diversity groups when recruiting for positions that are unable to be filled by suitably qualified applicants.

Human Resource Strategic Services and Country Services Directorate collaborated on a project aimed at attracting and retaining qualified and experienced staff to regional areas. This involved the development of a Regional Incentives Scheme.

Equal Opportunity and Valuing Diversity

Aboriginal attraction and retention was a priority for the Department in 2009-10, following the launch of an Aboriginal Employment and Learning Strategy 2009–2014 in May 2009.

A new Equity and Diversity Management Plan 2010–2012 was introduced in January 2010. The plan ensures the workforce better reflects the client base and that services provided are responsive and appropriate to clients. Aboriginal representation was emphasised in the plan.

Table 20 indicates the total number of employees in each equal employment opportunity group as at 30 June 2010.

Table 20: Actual employee numbers in equal employment opportunity groups

Year	Total workforce	Head count				
		Women	Culturally diverse	Indigenous Australians	People with disabilities	Young people (<25 years)
30 June 2010	2,424	1,924	225	248	42	177
30 June 2009	2,271	1,798	221	219	36	173
30 June 2008	2,033	1,584	209	190	40	154
30 June 2007	1,981	1,553	185	169	46	113

Table 21 indicates in percentage terms each group in comparison to the total workforce. In line with increases in the 2009-10 budget allocation, the Department's overall workforce increased by seven per cent to 2,424 employees. The number of Aboriginal employees for the corresponding period increased by 13 per cent to 248 employees, or 10 per cent of the workforce. The number of young people employed increased by two per cent to 177 employees, or seven per cent of the workforce.

Table 21: Comparison of equal employment opportunity group trends as a percentage of total employees

Year	Percentage representation				
	Women	Culturally diverse	Indigenous Australians	People with disabilities	Young people (<25 years)
Interim target plan to 30 June 2010	-	9.8	11.6	1.8	7.7
30 June 2010	79.4	9.3	10.2	1.7	7.3
30 June 2009	79.2	9.7	9.6	1.6	7.6
30 June 2008	77.9	10.3	9.3	2.0	7.6
30 June 2007	78.4	9.3	8.5	2.3	5.7

The Equity Index is a measure of the extent to which an equal employment opportunity 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 group at the lower position levels, whereas an index above 100 indicates the group is more likely to be at the higher levels.

Table 22 indicates the Equity Index levels for each group. Culturally diverse employees and people with disabilities are more represented at the senior levels, whereas women and Indigenous employees are more distributed at lower levels in comparison to the general workforce.

Table 22: Comparison of diversity groups equity index trends

Year	Equity index			
	Women	Culturally diverse	Indigenous Australians	People with disabilities
<i>Interim target plan to 30 June 2010</i>	83	133	57	136
30 June 2010	87	136	48	132
30 June 2009	83	135	53	141
30 June 2008	82	107	63	109
30 June 2007	81	111	70	77

Table 23 indicates the number of women in management tiers two and three.

Table 23: Women in management tiers two and three (staff numbers)

Year	Female numbers		
	Tier two ^(a)	Tier three ^(b)	Tiers two and three combined
30 June 2010	5	28	33
30 June 2009	4	27	31
30 June 2008	3	28	31
30 June 2007	7	28	35

(a) Positions reporting to the Director General (tier one).

(b) Positions reporting to tier two positions.

Table 24 indicates that women occupy 63 per cent of all management tier two positions, 58 per cent of all management tier three positions, and 59 per cent of all management tiers two and three (combined). This is just two per cent under the interim target plan of 61 per cent.

Table 24: Women in management tiers two and three (percentage)

Year	Female per cent		
	Tier two	Tier three	Tiers two and three combined
<i>Interim target plan to 30 June 2010</i>	-	-	61%
30 June 2010	63	58	59
30 June 2009	50	60	58
30 June 2008	38	57	54
30 June 2007	58	54	55

Other Legal Requirements

Advertising

As required under the *Electoral Act 1907*, Table 25 shows total expenditure and names of recipients under the categories of advertising, market research, polling, direct mail and media advertising organisations.

Table 25: Advertising and marketing expenditure 2009-10

Category	Organisation	Total category amount
Advertising agencies	Equilibrium Actions; Seek Limited	\$7,880
Market research organisations	Patterson Market Research	\$8,800
Polling organisations	-	-
Direct mailing organisations	Northside Logistics and Finishers; Salmat Businessforce	\$2,110
Media advertising organisations	AdCorp Australia Ltd; AdLogo; Loaded Studios; Optimum Media Decisions (WA)	\$232,302

Disability Access and Inclusion Plan

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

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 in the Administration Manual on the Department's intranet. To monitor and assess the extent of compliance, an annual audit is conducted. This year's audit returned a satisfactory finding, noting that requirements were met with respect to public sector standards in human resource management. Compliance with the Public Sector Code of Ethics and the Department's Code of Conduct is monitored in part through the receipt and management of complaints and reports about misconduct committed by employees. Table 26 details how these matters were managed in 2009-10.

Table 26: Complaints and reports received and closed by Integrity Services Unit 2009-10

Type of misconduct	Number of allegations received ^(a)	Completed in 2009-10 ^(b)			
		Substantiated	Unsubstantiated	Resigned/end of contract ^(c)	Local management resolution ^(d)
Personal behaviour ^(e)	70	17	55	3	18
Communication and disclosure of information	10	0	10	1	4
Fraud and corrupt behaviour	13	0	5	0	0
Use of public resources	11	1	11	1	2
Record keeping and use of information	7	1	10	1	0
Conflict of interest	3	0	6	0	0
Total	114	19	97	6	24

(a) In 2009-10, there were 89 staff with allegations of misconduct. Some had more than one allegation.

(b) Cases completed in 2009-10 include matters not finalised in the previous year.

(c) In some cases a discipline process is suspended upon the employee's resignation or end of contract.

(d) Local management resolution of less serious misconduct allegations commenced in June 2009.

(e) Personal behaviour includes reportable physical contact, threatening behaviour and unprofessional contact.

In 2010-11, the Department will review and streamline discipline processes resulting from the anticipated changes to the *Public Sector Management Act 1994*, Part 5, and develop procedures relating to the Commissioner's Instructions for discipline. Accountable and Ethical Decision Making training will continue to be delivered to staff.

Record Keeping Plans

In the first half of 2010, testing and planning was conducted for a significant upgrade of the Department's Objective Electronic Document and Records Management System. The upgrade was designed to improve the ability of case workers to capture and manage client records through better integration of Objective with Outlook and Windows Explorer. Through June 2010, information about the Objective upgrade was disseminated to case workers at information sessions at all offices and sites. The upgrade occurred successfully on 28 June 2010.

An Objective quality improvement program commenced during the year to enable electronic case files to be brought to a point where all staff supporting service delivery can:

- browse a file and identify the necessary documents - without the need to open each document to try and determine the content
- have confidence that all relevant documents are filed and visible in accordance with statutory requirements
- print the entire contents of a file in chronological order
- continually improve the way information is managed through Objective.

The intent of the program is to work with staff to set a minimum standard of virtual client file quality.

The Department's Information Management Services provided training to staff including online record keeping awareness training for new and existing employees, Objective records management and document management training and the delivery of information sessions related to the Objective upgrade. Table 27 shows the number of sessions held during the year.

Table 27: Staff records management training 2009-10

Objective records management	2009-10
Staff trained in records management	63
Staff trained in electronic document management	213
Recordkeeping awareness training	127
Staff presented to in Objective upgrade information sessions	2,200
Total staff trained	2,603

The Department's record keeping plan was reviewed in early 2010. The review investigated the changes to record keeping since the plan was approved. The review reflected changes in the management of client records since the Department began using Objective as its electronic document and records management system in February 2008. The report of the review was formally submitted in March 2010 and was endorsed by the State Records Commission.

During late 2009, the record keeping entries in the Department's online administration manual were updated to reflect the major changes in the capture and management of client records that has occurred since the introduction of the Objective electronic document and records management system.

Internal Audit and Performance Review

Internal Audit and Performance Review is an appraisal activity designed to review appropriate operations as a service to management. It measures and evaluates the effectiveness of accountability measures. It provides assurance to the Director General and executive as to the effectiveness of policies and procedures in achieving the Department's objectives; compliance with legislation, policies and established procedures; the reliability of financial and other management information systems; the adequacy and effectiveness of internal control systems in promoting efficiency, accuracy, effectiveness and reliability; and the identification and coordination of the management of strategic risks.

A comprehensive program of internal audit reviews was undertaken during 2009-10. 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 2009-10 included:

- compliance with public sector human resource standards
- accounts receivable
- audits of funded not-for-profit organisations
- non-government funding contract management
- complaints management system
- travel allowances system
- foster care subsidies
- government housing
- personnel and payroll systems
- occupational safety and health
- information technology data security
- reform project audit (Foster Care Partnership)
- government purchasing card
- criminal record checking system
- follow up audits
- review of issues raised by the Office of the Auditor General
- strategic risk management.

Public Interest Disclosures

The *Public Interest Disclosure Act 2003* facilitates the disclosure of public interest information about wrongdoing within public authorities. In 2009-10, the Department received no public interest disclosures about its employees, contractors or sub-contractors.

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. A person may request information by lodging a freedom of information application form, or in any other written form, at any office.

In 2009-10, the Department accepted 97 valid applications for access to information. The winding down of the Redress WA scheme reduced demand for the Department's freedom of information resources compared to 2008-09, however, demand still remains much higher than in the years preceding Redress.

Applications took an average of 33 days to process, which is within the government requirement of no more than 45 days. Table 28 shows the number of applications over the last three years.

Table 28: Freedom of information applications

Applications	2009-10	2008-09	2007-08
Applications received	97	167	68
Applications withdrawn ^(a)	7	32	27

(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.

Ministerial Directives

No ministerial directives were received during 2009-10.

Government Policy Requirements

Substantive Equality

The Department is committed to implementing the Government's Policy Framework for Substantive Equality which is designed to assist public sector agencies to eliminate and prevent systemic forms of racial discrimination in their service delivery to the public.

One of the key drivers of the framework is a needs and impact assessment of an existing priority service to the public. The service area that was negotiated with the Commissioner for Equal Opportunity in May 2009, to be the subject of the assessment, was 'Case Practice - Assessments of Concerns for Children (Investigations) and Children in the Care of the CEO'. The Department negotiated for the assessment to be undertaken over two years, with the focus in 2009-10 being Aboriginal children and in 2010-11 being ethnic minority children. The process is led by the Department's Principal Policy and Planning Officer, Cultural and Linguistic Diversity. It has drawn heavily on the monitoring visits undertaken by the Standards Monitoring Unit to the Murchison and Fremantle districts. The 2009-10 report on the assessment will be submitted to the Commissioner for Equal Opportunity in early August 2010. The 2010-11 assessment will commence shortly thereafter.

Occupational Safety and Health

The Department is committed to providing a safe and healthy work environment for its employees and to members of the public. All people charged with the management of others are responsible for maintaining safety and health standards for all operations and people in their control. Employees, and others working for the Department, must recognise their joint responsibilities and cooperate to ensure the highest possible safety and health standards are maintained in all departmental activities.

Occupational safety and health is a standing agenda item at all district and team meetings. Management training is provided and monthly workplace inspections are held at worksites across the state. The Department has a joint Occupational Safety and Health Steering Committee with the Department for Communities which meets bimonthly.

Election of occupational safety and health representatives is encouraged at all worksites. At 30 June 2010, there were 85 elected safety representatives. This is an increase of 19 on the previous year. Representatives receive five days of initial mandatory training and ongoing refresher training as appropriate.

Staff wellness was a priority during the year. Wellness promotional material was provided to work units, and the annual influenza vaccination program was well-utilised. Other initiatives included encouraging workplaces to have healthy morning teas, walking groups and corporate sport groups. The use of PrimeXL for debriefing was encouraged.

During the year an internal audit commenced of occupational safety and health compliance. The outcome of the audit will be available later in 2010.

Workers' Compensation, Injury Management and Rehabilitation

The Department is committed to the injury management of all injured employees and has an effective injury management policy in place, developed in accordance with the injury management requirements of the *Workers' Compensation and Injury Management Act 1981*. The policy is communicated via the intranet, site visits, workers' compensation presentations and meetings.

During an 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 by the manager in consultation with the injured worker and the worker's treating medical practitioner.

The Department received 68 workers' compensation claims in 2009-10. The majority were from Metropolitan Services (35 per cent) followed by Accommodation and Care Services (31 per cent) and Country Services (30 per cent). Eighty-two per cent of claims were of a physical nature and the remainder were psychological.

Table 29: Occupational health and safety and workers' compensation performance

	2009-10			2008-09
	Target	Actual	Target Achieved	Actual
Number of fatalities	0	0	✓	0
Lost time injury/disease incidence rate ^(a)	2.07	1.82	✓	2.30
Lost time injury severity rate ^(b)	18	27.5	✗	20.00
Percentage of injured workers returned to work within 28 weeks ^(c)	100%	93.18%	✗	N/A
Percentage of managers trained in occupational safety and health and injury management responsibilities	50%	12.45%	✗	3%
Total estimate	\$1,917,923	\$5,668,642	✗	\$2,131,026

(a) The incidence rate is the number of lost time injury/disease claims where one day/shift or more was lost in the financial year. A smaller rate indicates an improving trend.

(b) A measure of incident or accident prevention and the effectiveness of injury management.

Employee Assistance Program

The Employee Assistance Program is a confidential counselling service that assists employees to overcome problems that may be causing difficulties in their work or personal lives. This 24 hour state-wide program is a vital component of the health and safety service provided to all employees within the Department. There was a slight increase in usage during 2009-10, with the referral rate of more than eight per cent. This exceeds the industry standard of four to eight per cent, however, increasing referral rate may be seen as a positive indicator, as it is likely to promote a healthy workplace, reduce workplace stress, and reduce the number of stress related workers compensation claims.



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 2010**

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

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows, Schedule of Income and Expenses by Service, Schedule of Assets and Liabilities 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 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. This document is available on the OAG website under "How We Audit".

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 2009

Basis for Qualified Audit Opinion

As a result of the implementation and transition to a new Client Information System the Department for Child Protection was unable to obtain reliable and auditable data for the period 8 March 2010 to 30 June 2010 for the following key performance indicators of effectiveness and efficiency:

Effectiveness Indicators

- 1.1 Proportion of children known to have been abuse by caregivers while in the CEO's care;
- 1.2 Average number of placements per child in the CEO's care per year;
- 1.3 Proportion of placements of Indigenous children made in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle;
- 2.1 Improved safety - resubstantiation rate within 12 months after a substantiation; and
- 2.2 Improved safety - resubstantiation rate within 12 months after a decision was made not to substantiate.

Efficiency Indicators

- 1.1 Proportion of care plan reviews completed on time;
- 1.2 Average cost per child per day in the CEO's care;
- 2.1 Proportion of investigations with an outcome recorded within 30 days; and
- 2.2 Average cost per child involved in child protection cases.

Accordingly, I am unable to form an opinion as to whether the above key performance indicators of effectiveness and efficiency fairly represent the Department's performance for the year ended 30 June 2010.

Qualified Audit Opinion

In my opinion,

- (i) except for the effects of the matters referred to in the preceding paragraphs, the key performance indicators of the Department for Child Protection are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended 30 June 2010;
- (ii) the financial statements are based on proper accounts and present fairly the financial position of the Department at 30 June 2010 and its financial performance and case flows for the year ended on that date. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions; and
- (iii) 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.



COLIN MURPHY
AUDITOR GENERAL
3 September 2010

PERFORMANCE INDICATORS

Certification of Performance Indicators

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department for Child Protection's performance and fairly represent the performance of the Department for Child Protection for the financial year ended 30 June 2010.



Terry Murphy
Accountable Authority
1 September 2010

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	Outcomes	Services
Outcomes-Based Service Delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	Effectiveness measures	Efficiency measures
	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 performance indicators that follow measure how effective the Department is at achieving the desired outcomes and how efficiently it is delivering its services.

The Department is required to report against 15 key performance indicators in the annual report.

A new client information system, Assist, was introduced on 8 March 2010 to replace the Department's previous Client and Community Services System. Due to issues associated with the transition to Assist, data after February 2010 are not currently available for management reporting to auditing standards.

As a result, the 2009-10 figures presented for the indicators for outcome 1 and 2, and service 1 and 2, are proxy indicators as they relate to data for the eight month period 1 July 2009 to 28 February 2010, or as at 28 February 2010 where appropriate. Please note additional information relating to 12 months of data, for the period 1 March 2009 to 28 February 2010, is also provided in the footnotes.

Indicators of Effectiveness

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

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

1.1 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 30: Proportion of children known to have been abused by caregivers while in the CEO's care

2009-10		2008-09	2007-08	2006-07	2005-06
Target	Result				
0.00%	0.11%	0.08%	0.08%	0.31%	0.25%
		(0.18%)	(0.36%)	(0.83%)	(0.64%)

Note:

- 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.
- The 2009-10 figure relates to data from the period 1 July 2009 to 28 February 2010 and is thus not comparable to the target and previous years.
- The 2009-10 figure represents four children.
- For the period 1 March 2009 to 28 February 2010, the proportion of children known to have been abused by caregivers while in the CEO's care was 0.10%. This represents four children. These figures are not comparable to the target and previous years.

PERFORMANCE INDICATORS

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

This indicator reports the average number of distinct placements per child in the CEO's care within the financial year. For children placed away from their family for protective reasons, stability of placement is an important indicator of service delivery.

Table 31: Average number of placements per child in the CEO's care per year

2009-10		2008-09	2007-08
Target	Result		
1.4	1.5	1.6	1.7

Note:

- Each different living arrangement is counted once, so a child who lived in the same placement for the entire period is reported as having one placement, whereas a child who moved between the same two living arrangements several times during the year is counted as having two different placements.
- The 2009-10 figure relates to data from the period 1 July 2009 to 28 February 2010 and is thus not comparable to the target and previous years.
- The 2009-10 figure is higher than the target as a result of increases in the number of children in care over the last 12 months, placing pressure on the care system.
- For the period 1 March 2009 to 28 February 2010, the average number of placements per child in the CEO's care per year was 1.6. This figure is not comparable to the target and previous years.

1.3 Proportion of placements of Indigenous children made in accordance with the Aboriginal and Torres Strait Islander 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 32: Proportion of placements of Indigenous children made in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

2009-10		2008-09	2007-08	2006-07
Target	Result			
85%	75%	78%	80%	79%

Note:

- The data provided prior to 2009-10 is the proportion of Indigenous children placed with Indigenous caregivers or relatives as at 30 June for each reporting period.
- The 2009-10 figure relates to data as at 28 February 2010 and is thus not comparable to the target and previous years.
- The method for calculating this indicator was improved in 2007-08 and the 2006-07 figure was restated in the 2007-08 Annual Report for comparative purposes.

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

Table 33: Improved safety – resubstantiation rate within 12 months after a substantiation

2009-10		2008-09	2007-08	2006-07	2005-06
Target	Result				
95%	96.8%	91.6%	92.3%	93.8%	91.6%

Note:

- 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 2008-9 figure is the proportion of decisions to substantiate an allegation of abuse in 2007-08, where there was no subsequent substantiation within 12 months of the first decision.
- The measure for 2009-10 looks at decisions made to substantiate allegations of abuse in the previous financial year and whether or not the allegation is followed within eight months by a subsequent substantiated allegation. Thus the 2009-10 figure is the proportion of decisions to substantiate an allegation of abuse in 2008-09, where there was no subsequent substantiation within eight months of the first decision. As a result 2009-10 figure is not comparable to the target and previous years.
- For the period 1 March 2009 to 28 February 2010, improved safety – re-substantiation rate within 12 months after substantiation was 91.4%. The 91.4% is based on the proportion of decisions to substantiate an allegation of abuse in 2008-09, where there was no subsequent substantiation within 12 months of the first decision. This figure is not comparable to the target and previous years.
- It is not possible 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.
- In some cases, the subsequent substantiation relates to a different type of harm/abuse and/or person believed responsible than in the initial substantiation.
- 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 was made 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 also not the subject of a subsequent substantiation of child maltreatment within the next 12 months.

Table 34: Improved safety – substantiation rate within 12 months after a decision not to substantiate

2009-10		2008-09	2007-08
Target	Result		
95%	93.4%	93%	93.9%

Note:

- 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 for 2008-09 is based on decisions of "unsubstantiated no maltreatment" made in 2008-09 with a 12 month follow-up period to identify whether subsequent substantiation occurred.
- The measure for 2009-10 looks at whether a decision not to substantiate an allegation is followed by a later substantiation within eight months. Thus the measure for 2009-10 is based on decisions of "unsubstantiated no maltreatment" made in 2008-09 with an eight month follow-up period to identify whether subsequent substantiation occurred. As a result 2009-10 figure is not comparable to the target and previous years.
- For the period 1 March 2009 to 28 February 2010, improved safety – substantiation rate within 12 months after a decision not to substantiate was 92.5%. The 92.5% is based on decisions of "unsubstantiated no maltreatment" made in 2008-09 with an 12 months follow-up period to identify whether subsequent substantiation occurred. This figure is not comparable to the target and previous years.
- It is not possible 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 allegation may actually have been a report of earlier abuse/maltreatment rather than a new incident.
- In some cases, the subsequent substantiation relates to a different type of harm/abuse and/or person believed responsible than in the initial investigation that was found to be unsubstantiated.
- Results each year are affected by the proportion of investigations that are still in process.

Outcome 3: At risk families and individuals are able to resolve crisis and promote the safety and wellbeing of themselves and their family 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 were obtained via a customer perception survey that had the following response statistics:

- A selection of customers who received a service between November and December 2009 were invited to complete a confidential survey form
- Estimated population size: 71,837
- Customers invited to take part: 6,641
- Number of respondents: 2,075
- Response rate: 31 per cent
- Survey results have a confidence interval of ± 2.12 per cent at the 95 per cent confidence level.

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

2009-10		2008-09	2007-08
Target	Result		
95%	93%	94%	94%

Note:

- This question has a six point response scale with two positive, two negative, one neutral and one not applicable. The indicator calculates the percentage of positive responses.

PERFORMANCE INDICATORS

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

2009-10		2008-09	2007-08
Target	Result		
95%	90%	90%	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 37: Percentage of customers who report that their needs were met as a result of using services

2009-10		2008-09	2007-08
Target	Result		
97%	97%	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 Efficiency

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 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 as at 30 June for each financial reporting period 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 38: Proportion of care plan reviews completed on time

2009-10		2008-09	2007-08	2006-07
Target	Result			
75%	53%	79%	68%	53%

Note:

- The figures reflect care plans and care plan reviews that have been completed and recorded in the Department's client information system.
- The 2009-10 figure reports children in care for at least 12 months as at the 28 February 2010 who had a care plan or care plan review recorded in the previous eight months. As a result 2009-10 figure is not comparable to the target and previous years.
- For the period 1 March 2009 to 28 February 2010, the proportion of care plans completed on time was 83%. This figure is not comparable to the target and previous years.

PERFORMANCE INDICATORS

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

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

Table 39: Average cost per child per day in the CEO's care

	2009-10		2008-09	2007-08
	Target	Result		
Total cost	\$181,283,146	\$119,489,668	\$171,548,421	\$134,424,280
Number of placement days provided	1,267,828	777,581	1,123,915	1,039,108
Average cost per case	\$143	\$154	\$153	\$129

Note:

- The 2009-10 unit figure relates to data from the period 1 July 2009 to 28 February 2010 and is thus not comparable to the target and previous years.
- The 2009-10 actual total cost is lower than target, as the result reflects only eight months of expenditure to correspond with the number of placement days provided. The total cost for the full 2009-10 year was \$188,955,447.
- The increase in the average cost for 2009-10 is due to the expenditure of additional funding received since the 2009-10 budget relating to the costs associated with providing placements for children and young people with high needs.
- For the period 1 March 2009 to 28 February 2010, the number of placement days provided was 1,161,514. This figure is not comparable to the target and previous years.

Service 2: Protecting children and young people from abuse

2.1 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 40: Proportion of investigations with an outcome recorded within 30 days

2009-10		2008-09	2007-08
Target	Result		
40%	41%	38%	36%

Note:

- The 2009-10 figure relates to data as at the 28 February 2010 and is thus not comparable to the target and previous years.
- The method for calculating this indicator was improved in 2008-09 and the 2007-08 figure has been restated for comparative purposes.

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 that commenced during the financial year or was involved in an investigation commenced in a prior financial year that was ongoing in the financial year.

Table 41: Average cost per child involved in child protection cases

	2009-10		2008-09	2007-08
	Target	Result		
Total cost	\$78,307,061	\$55,344,293	\$76,622,815	\$52,725,613
Number of children involved in child protection cases	12,480	8,432	9,975	9,151
Average cost per case	\$6,275	\$6,564	\$7,681	\$5,762

Note:

- The 2009-10 unit figure relates to data from the period 1 July 2009 to 28 February 2010 and is thus not comparable to the target and previous years.
- The 2009-10 actual total cost is lower than target, as the result reflects only eight months of expenditure to correspond with the number of children involved in child protection cases. The total cost for the full 2009-10 year was \$86,519,666.
- For the period 1 March 2009 to 28 February 2010, the number of children involved in child protection cases was 11,384. This figure is not comparable to the target and previous years.

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 42: Average cost per client

	2009-10		2008-09	2007-08
	Target	Result		
Total cost	\$97,495,639	\$97,629,311	\$87,648,309	\$89,788,103
Number of clients	72,260	71,837	66,022	104,876
Average cost per client	\$1,349	\$1,359	\$1,328	\$856

Note:

- The 2009-10 target total cost has been restated due to transfer of function between the Department for Child Protection and Department for Communities.
- The increase in total cost from 2008-09 to 2009-10 is due to new funding provided by the Commonwealth for homelessness services as part of the National Partnership Agreement on Homelessness, as well as the expenditure of increased funding for the Hardship Utilities Grant Scheme.

3.2 Average cost per Responsible Parenting Service - Parent Support Case

The Responsible Parenting Service aims to promote the responsibility of parents in ensuring that their children do not engage in long term school non-attendance, antisocial or offending behaviour. Appropriate assistance and support is provided to parents to achieve this aim.

Table 43: Average cost per Responsible Parenting Service - Parent Support Case

	2009-10		2008-09	2007-08	2006-07
	Target	Result			
Total cost	\$7,170,484	\$6,709,512	\$5,689,935	\$3,444,264	\$2,165,427
Number of cases	750	980	788	643	287
Average cost per case	\$9,561	\$6,846	\$7,221	\$5,357	\$7,545

Note:

- A case is equivalent to a family in this measure.
- The unit cost for 2009-10 is lower than the target due to an increase in the number of Responsible Parenting Service - Parent Support cases following the expansion of the service to the Kimberley region.

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 44: Average cost per Working with Children screening

	2009-10		2008-09	2007-08	2006-07	2005-06
	Target	Result				
Total cost	\$10,826,356	\$8,975,905	\$8,336,352	\$7,604,732	\$4,371,666	\$3,590,385
Number of screenings	95,000	95,260	83,862	74,985	49,802	9,141
Average cost per screening	\$114	\$94	\$99	\$101	\$88	\$393

Note:

- Data on the number of screening applications is drawn from the Central Screening Unit Management System.
- The total cost and unit cost for 2009-10 is lower than the target is due primarily to a one-off delay in the upgrade of the Working with Children Screening Unit's Information System, which was initially planned to occur in 2009-10 and will now occur in the 2010-11 financial year.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

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 ended 30 June 2010 and the financial position as at 30 June 2010.

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



Terry Murphy
Accountable Authority
1 September 2010

A handwritten signature in black ink, appearing to read 'JM', positioned above the printed name and title of Jennifer McGrath.

Jennifer McGrath
Chief Finance Officer
1 September 2010

Department for Child Protection
Statement of Comprehensive Income for the year ended 30 June 2010

	Note	2010 (\$'000)	2009 (\$'000)
COST OF SERVICES			
Expenses			
Employee benefits expense	6	165,136	148,090
Supplies and services	7	50,095	49,321
Depreciation and amortisation expense	8	3,647	4,262
Accommodation expenses	9	20,703	18,709
Grants and subsidies	10	60,779	56,006
Funding for services	11	88,601	71,952
Loss on disposal of non-current assets	16	9	2,706
Other expenses	12	2,204	1,563
Total cost of services		391,174	352,609
Income			
Revenue			
User charges and fees	13	3,515	3,130
Commonwealth grants and contributions	14	30,674	20,588
Other revenue	15	2,769	2,745
Total revenue		36,958	26,463
Total income other than income from State Government		36,958	26,463
NET COST OF SERVICES		354,216	326,146
INCOME FROM STATE GOVERNMENT			
Service appropriation	17	345,119	301,307
Administered appropriation		14,200	15,300
Resources received free of charge		1,042	875
Total income from State Government		360,361	317,482
SURPLUS/(DEFICIT) FOR THE PERIOD		6,145	(8,664)
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	30	(1,072)	5,542
Total other comprehensive income		(1,072)	5,542
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		5,073	(3,122)

Refer to the 'Schedule of Income and Expenses by Service'.

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

Department for Child Protection
Statement of Financial Position as at 30 June 2010

	Note	2010 (\$'000)	2009 (\$'000)
ASSETS			
Current Assets			
Cash and cash equivalents	31	21,180	12,225
Restricted cash and cash equivalents	18,31	7,664	2,630
Receivables	19	2,242	2,767
Amounts receivable for services	20	0	4,032
Other current assets	21	2,369	1,249
Total Current Assets		33,455	22,903
Non-Current Assets			
Restricted cash and cash equivalents	18,31	2,718	1,836
Amounts receivable for services	20	13,277	9,055
Property, plant and equipment	22,26	74,805	62,452
Leasehold improvements	23,26	7,953	6,337
Work in progress	24,26	7,318	24,345
Intangible assets	25,26	23,059	0
Total Non-Current Assets		129,130	104,025
TOTAL ASSETS		162,585	126,928
LIABILITIES			
Current Liabilities			
Payables	28	8,496	7,306
Provisions	29	26,569	24,470
Total Current Liabilities		35,065	31,776
Non-Current Liabilities			
Provisions	29	8,149	7,223
Total Non-Current Liabilities		8,149	7,223
Total Liabilities		43,214	38,999
NET ASSETS		119,371	87,929
EQUITY			
Contributed equity	30	62,247	35,878
Reserves		65,189	66,261
Accumulated surplus/(deficiency)		(8,065)	(14,210)
Total Equity		119,371	87,929
TOTAL LIABILITIES AND EQUITY		162,585	126,928

Refer to 'Schedule of Assets and Liabilities by Service'

The Statement of Financial Position should be read in conjunction with the accompanying notes.

Department for Child Protection

Statement of Changes in Equity for the year ended 30 June 2010

	Note	Contributed Equity (\$'000)	Reserves (\$'000)	Accumulated Surplus (\$'000)	Total Equity (\$'000)
Balance at 1 July 2008	30	29,868	60,719	(5,546)	85,041
Total comprehensive income for the year		0	5,542	(8,664)	(3,122)
Transactions with owners in their capacity as owners:					
Capital contribution		6,733	0	0	6,733
Other contributions by owners		570	0	0	570
Distributions by owners		(1,293)	0	0	(1,293)
Total transactions with owners in their capacity as owners		6,010	0	0	6,010
Balance at 30 June 2009		35,878	66,261	(14,210)	87,929
Balance at 1 July 2009		35,878	66,261	(14,210)	87,929
Total comprehensive income for the year		0	(1,072)	6,145	5,073
Transactions with owners in their capacity as owners:					
Capital contribution		29,014	0	0	29,014
Other contributions by owners		0	0	0	0
Distributions by owners		(2,645)	0	0	(2,645)
Total transactions with owners in their capacity as owners		26,369	0	0	26,369
Balance at 30 June 2010		62,247	65,189	(8,065)	119,371

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

Department for Child Protection
Statement of Cash Flows for the year ended 30 June 2010

	Note	2010 (\$'000)	2009 (\$'000)
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation	17	340,897	296,574
Administered appropriation	17	14,200	15,300
Capital contributions	30	29,014	6,733
Holding account drawdowns		4,032	3,160
Net cash provided by State Government		388,143	321,767
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(161,144)	(139,026)
Supplies and services		(50,047)	(47,231)
Accommodation		(20,699)	(18,758)
Grants and subsidies		(60,867)	(57,424)
Funding for services		(88,300)	(71,305)
GST payments on purchases		(19,124)	(16,904)
Other payments		(2,142)	(1,553)
Receipts			
User charges and fees		3,516	3,128
Commonwealth grants and contributions		30,662	20,588
GST receipts on sales		3,490	1,768
GST receipts from taxation authority		467	431
Other receipts		18,319	16,684
Net cash provided by/(used in) operating activities	31	(345,869)	(309,603)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(27,403)	(18,543)
Net cash provided by/(used in) investing activities		(27,403)	(18,543)
Net increase/(decrease) in cash and cash equivalents		14,871	(6,739)
Cash and cash equivalents at the beginning of period		16,691	23,070
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	31	31,562	16,691

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

FINANCIAL STATEMENTS

**Department for Child Protection
Schedule of Income and Expenses by Service for the year ended 30 June 2010**

	Supporting Children and Young People in the CEO's care		Protecting children and young people from abuse and harm		Supporting individuals/families at risk or in crisis		TOTAL
	2010 (\$'000)	2009 (\$'000)	2010 (\$'000)	2009 (\$'000)	2010 (\$'000)	2009 (\$'000)	2010 (\$'000) 2009 (\$'000)
COSTS OF SERVICES							
Expenses							
Employee benefits expense	81,571	72,406	54,050	48,588	29,515	27,096	165,136 148,090
Supplies and services	22,286	21,562	14,303	14,382	13,506	13,377	50,095 49,321
Depreciation and amortisation expense	1,957	1,908	1,138	1,118	552	1,236	3,647 4,262
Accommodation expenses	10,136	9,446	7,762	6,320	2,805	2,943	20,703 18,709
Grants and subsidies	54,772	50,942	407	288	5,600	4,776	60,779 56,006
Funding for services	16,944	13,094	8,234	4,478	63,423	54,380	88,601 71,952
Loss on disposal of non-current assets	5	1,388	3	947	1	371	9 2,706
Other expenses	1,287	802	623	504	294	257	2,204 1,563
Total cost of services	188,958	171,548	86,520	76,625	115,696	104,436	391,174 352,609
Income							
User charges and fees	91	95	3	2	3,421	3,033	3,515 3,130
Commonwealth grants and contributions	-	-	-	-	30,674	20,588	30,674 20,588
Other revenue	577	610	383	246	1,809	1,889	2,769 2,745
Total income other than income from State Government	668	705	386	248	35,904	25,510	36,958 26,463
NET COST OF SERVICES	188,290	170,843	86,134	76,377	79,792	78,926	354,216 326,146
INCOME FROM STATE GOVERNMENT							
Service appropriation	184,143	158,402	84,227	70,816	76,750	72,089	345,119 301,307
Administered appropriation	6,859	7,444	3,140	3,325	4,200	4,531	14,200 15,300
Resources received free of charge	300	214	669	604	73	57	1,042 875
Total income from State Government	191,302	166,060	88,036	74,745	81,023	76,677	360,361 317,482
Surplus/deficit for the period	3,012	(4,783)	1,902	(1,632)	1,231	(2,249)	6,145 (8,664)

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

FINANCIAL STATEMENTS

Department for Child Protection
Schedule of Assets and Liabilities by Service for the year ended 30 June 2010

	Supporting Children and Young People in the CEO's care		Protecting children and young people from abuse and harm		Supporting individuals/families at risk or in crisis		General – not attributed		TOTAL	
	2010 (\$'000)	2009 (\$'000)	2010 (\$'000)	2009 (\$'000)	2010 (\$'000)	2009 (\$'000)	2010 (\$'000)	2009 (\$'000)	2010 (\$'000)	2009 (\$'000)
ASSETS										
Current Assets	270	358	3	46	7,697	705	25,485	21,794	33,455	22,903
Non-Current Assets	29,828	25,378	736	248	3,639	4,651	94,927	73,748	129,130	104,025
Total Assets	30,098	25,736	739	294	11,336	5,356	120,412	95,542	162,585	126,928
LIABILITIES										
Current Liabilities	4,127	3,933	1,142	866	5,538	4,525	24,258	22,452	35,065	31,776
Non-Current Liabilities	654	600	445	473	1,120	920	5,930	5,230	8,149	7,223
Total Liabilities	4,781	4,533	1,587	1,339	6,658	5,445	30,188	27,682	43,214	38,999
NET ASSETS	25,317	21,203	(848)	(1,045)	4,678	(89)	90,224	67,860	119,371	87,929

The Schedule of Assets and Liabilities by Service should be read in conjunction with the accompanying notes.

FINANCIAL STATEMENTS

Department for Child Protection

Summary of Consolidated Account Appropriations and Income Estimates for the year ended 30 June 2010

	2010 Estimate (\$'000)	2010 Actual (\$'000)	Variance (\$'000)	2010 Actual (\$'000)	2009 Actual (\$'000)	Variance (\$'000)
DELIVERY OF SERVICES						
Item 98 Net amount appropriated to deliver services	324,909	343,022	18,113	343,022	300,992	42,030
Section 25 transfer of Service Appropriation to Department for Communities	1,771	1,771	-	1,771	-	1,771
Amount authorised by other statutes - <i>Salaries and Allowances Act 1975</i>	326	326	-	326	315	11
Total appropriations provided to deliver services	327,006	345,119	18,113	345,119	301,307	43,812
CAPITAL						
Item 168 Capital Contribution	6,074	29,014	22,940	29,014	6,733	22,281
Grand Total	333,080	374,133	41,053	374,133	308,040	66,093
Details Of Expenses by Service						
Supporting children and young people in the CEO's care	181,283	188,958	7,675	188,958	171,549	17,409
Protecting children and young people from abuse	78,307	86,520	8,213	86,520	76,625	9,895
Supporting individuals/families at-risk or in crisis	118,063	115,696	(2,367)	115,696	104,436	11,260
Total cost of services	377,653	391,174	13,521	391,174	352,610	38,564
Less total income	(33,726)	(36,958)	(3,232)	(36,958)	(26,463)	(10,495)
Net cost of services	343,927	354,216	10,289	354,216	326,147	28,069
Adjustments	(16,921)	(9,097)	7,824	(9,097)	(24,840)	15,743
Total appropriations provided to deliver services	327,006	345,119	18,113	345,119	301,307	43,812
Capital expenditure						
Purchase of non-current physical assets	18,983	27,403	8,422	27,405	18,543	8,862
Adjustments for other funding sources	(12,909)	1,611	14,518	1,609	(11,810)	13,419
Capital Contribution (appropriation)	6,074	29,014	22,940	29,014	6,733	22,281

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

It also includes an adjustment for appropriation provided under Department for Treasury and Finance Administered.

The 2010 Estimate has been adjusted for comparative purposes to reflect further transfer of services from the Department for Communities in 2009-10.

Note 35 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2010.

Department for Child Protection Notes to the Financial Statements for the year ended 30 June 2010

1 Australian equivalents to International Financial Reporting Standards

General

The Department's financial statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to Standards and Interpretations issued by the Australian Accounting Standard Board (AASB).

The Department has adopted any applicable, new and revised Australian Accounting Standards from their operative dates.

Early adoption of standards

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 Application of Australian Accounting Standards and Other Pronouncements. No Australian Accounting Standards that have been issued or amended but not operative have been early adopted by the Department for the annual reporting period ended 30 June 2010.

2 Summary of significant accounting policies

a General Statement

The financial statements constitute general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statements 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 Treasurer's instructions to vary application, disclosure, format and wording.

The *Financial Management Act 2006* 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 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).

The judgements that have been made in the process of applying the Department's accounting policies that have the most significant effect on the amounts recognised in the financial statements are disclosed at note 3 'Judgements made by management in applying accounting policies'.

The key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period that have a significant risk of causing material adjustment to the carrying amounts of the assets and liabilities within the next financial year are disclosed at note 4 'Key sources of estimation uncertainty'.

c Reporting Entity

The reporting entity is solely comprised of the Department for Child Protection.

Mission

The Department's mission is to protect and care for children and young people who are in need, and support families and individuals who are at risk or in crisis.

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.

Services:

The Department provides the following services:

Service 1: Supporting children and young people in the CEO's care.
Ensures that children and young people in the CEO's care receive a high quality of care and have much improved life chances.

Service 2: Protecting children and young people from abuse and harm.
Ensures that children and young people needing protection are safe from abuse and harm.

Service 3: Supporting families and individuals at risk or in crisis.
Ensures that families and individuals overcome their risks or crises and keep themselves and family members safe.

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

d Contributed Equity

AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, 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 Treasurer's Instruction 955 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' and have been credited directly to Contributed Equity.

Transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners, where the transfers are non-discretionary and non-reciprocal.

e 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:

Provision of services

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

Service Appropriations

Service appropriations are recognised as revenues at nominal value in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited to the Department's bank account or credited to the 'Amounts receivables for services' (holding account) held at Treasury.

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 2009-2010 Budget Statements, the Department retained \$36.958 million in 2010 (\$26.463 million in 2009) 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.

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.

f 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 Statement of Comprehensive Income (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.

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

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

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.

Derecognition

Upon disposal or derecognition of an item of property, plant and equipment and leasehold improvements, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

Asset Revaluation Reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets as described in note 22 'Property, plant and equipment', note 23 'Leasehold improvements', and note 26 'Reconciliation schedule of non-current assets'.

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
- Computers	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.

g 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 Statement of Comprehensive Income.

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	3-15 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.

h Impairment of Assets

Property, plant and equipment, leasehold improvements and intangible assets are tested for any indication of impairment at the end of each reporting period. 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 the end of each reporting period irrespective of whether there is any indication of impairment.

i Leases

The Department holds operating leases for motor vehicles, residential care facilities, 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 has no finance lease commitments at this time.

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

j 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

Financial Liabilities

- Payables

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.

k Cash and Cash Equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalents (and restricted cash and cash equivalents) assets comprise cash on hand which are subject to insignificant risk of changes in value.

i Accrued Salaries

Accrued salaries (refer note 28 'Payables') 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.

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.

m 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.

n 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.

o 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.

p 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 the end of each reporting period.

(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 reporting period 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 reporting period 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 end of the reporting period.

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 end of the reporting period 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 reporting period.

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

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) in accordance with legislative requirements administers public sector superannuation arrangements in WA.

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 under the Pension or the GSS Schemes. The Liabilities for the unfunded Pension Scheme and the unfunded GSS Scheme transfer benefits due to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS Scheme obligations are funded by concurrent contributions made by the Department to the GESB. The concurrently funded part of the GSS Scheme is a defined contribution scheme as these contributions extinguish all liabilities in respect of the concurrently funded GSS Scheme obligations.

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.

(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'.

q Superannuation Expense

The superannuation expense in the Statement of Comprehensive Income comprises of employer contributions paid to GSS (concurrent contribution), the West State Superannuation Scheme (WSS), and GESB Super Scheme (GESBS).

The GSS Scheme is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, 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.

r 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.

Where assets or services are received from another State Government agency, these are separately disclosed under Income from the State Government in the Statement of Comprehensive Income.

s Comparative Figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

3 Judgements made by management in applying accounting policies

The preparation of financial statements requires management to make judgements about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Department evaluates these judgements regularly.

Operating lease commitments

The Department has entered into a number of leases for buildings for branch office accommodation. Some of these leases relate to buildings of a temporary nature and it has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, these leases have been classified as operating leases.

Intangible Asset

The Department has capitalised development costs of a client management system. This is recognised as an internally generated intangible asset. The amortisation and estimated life reflects the pattern in which the asset's future economic benefits are expected to be consumed by the Department.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

4 Key Sources of Estimation Uncertainty

The Department makes key estimates and assumptions concerning the future. These estimates and assumptions are based on historical experiences and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Long Service Leave

In calculating the Department's long service leave provision, several estimations and assumptions have been made. These include expected future salary rates, salary inflation, discount rates, employee retention rates and expected future payments. Any changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

5 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 2009 that impacted on the Department:

AASB 101	Presentation of Financial Statements (September 2007). This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owners changes in equity be presented separately from non-owner changes in equity. There is no financial impact resulting from the application of this revised Standard.
AASB 2007-10	Further Amendments to Australian Accounting Standards arising from AASB 101. This Standard changes the term 'general purpose financial report' to 'general purpose financial statements', where appropriate in Australian Accounting Standards and the Framework to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.
AASB 2008-13	Amendments to Australian Accounting Standards arising from AASB interpretation 17 - Distributions of Non-cash Assets to Owners [AASB 5 and AASB 110]. This Standard amends AASB 5 Non-current Assets Held for Sale and Discontinued Operations in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown Land held by the Department where the Crown Land is to be sold by the Department of Regional Development and Lands (formerly Department for Planning and Infrastructure). The Department does not expect any financial impact when the Standard is first applied prospectively.
AASB 2009-2	Amendments to Australian Accounting Standards - Improving Disclosures about Financial Instruments AASB 4, AASB 7, AASB 1023 and AASB 1038. This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and Liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

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 early any following Australian Accounting Standards that may impact the Department. Where applicable, the Department plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Interpretations 10 and 12]. The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Department does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 January 2013
AASB 1053	Application of Tiers of Australian Accounting Standards. This standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. This standard does not have any financial impact on the Department. However it may affect the disclosures in the financial statements of the Department if the reduced disclosure requirements apply. The Department of Treasury and Finance has yet to determine the application or potential impact of the new standard for agencies.	1 July 2013

FINANCIAL STATEMENTS

Department for Child Protection Notes to the Financial Statements for the year ended 30 June 2010

5 Disclosure of changes in accounting policy and estimates (continued)

Operative for reporting periods
beginning on/after

AASB 2010-2 Amendment to Australian Accounting Standards arising from Reduced Disclosure Requirements

1 July 2013

This Standard makes amendments to many Australian Accounting Standards, including interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities.

This Standard is not expected to have any financial impact on the Department. However this Standard may reduce some note disclosures in financial statements of the Department. . The Department of Treasury and Finance has yet to determine the application or potential impact of the new standard for agencies.

6 Employee benefits expense

	2010 (\$'000)	2009 (\$'000)
Wages and salaries ^(a)	126,071	111,571
Superannuation – defined contribution plans ^(b)	13,573	11,577
Long service leave ^(c)	6,066	5,991
Annual leave ^(c)	9,768	11,762
Other related expenses	9,658	7,189
	165,136	148,090

(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 29 'Provisions'.

7 Supplies and services

Communications	4,354	3,543
Consultants and contractors	19,827	20,048
Consumables	5,175	5,987
Facilities	298	297
Leased equipment	715	640
Motor vehicle costs	7,102	6,750
Other	1,090	937
Staffing Costs	7,310	6,168
Training	1,494	1,752
Travel	2,730	3,200
	50,095	49,321

8 Depreciation and amortisation expense

Depreciation

Buildings ^(a)	1,107	994
Office machines, furniture and equipment	351	267
Computer equipment	427	352
Leasehold improvements ^(a)	1,268	2,649
Total depreciation	3,153	4,262

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

	2010 (\$'000)	2009 (\$'000)
8 Depreciation and amortisation expense (continued)		
Amortisation		
Intangible assets	494	0
Total amortisation	494	0
Total depreciation and amortisation	3,647	4,262
<p>(a) The 2009 figures have been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 depreciation associated with Restricted Asset – Buildings (\$125,000) is now included in Buildings. Depreciation associated with Restricted Asset – Leasehold improvements (\$64,000) is now included in Leasehold improvements.</p>		
9 Accommodation expenses		
Lease rentals	12,836	11,202
Repairs and maintenance – buildings	1,881	1,799
Insurance – general	1,738	1,865
Minor works	1,177	1,527
Cleaning, gardening, security, rates and taxes	1,794	1,299
Power, water and gas	1,277	1,017
	20,703	18,709
10 Grants and subsidies		
Financial assistance	1,553	1,902
Case support costs	13,057	13,617
Children's and leaving care subsidies	43,721	39,248
Granted capital	0	101
Hardship utilities grant scheme	2,062	786
Other	386	352
	60,779	56,006
11 Funding for services		
Services for the safety, support and wellbeing of children and young people in care of the CEO	16,944	13,094
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	8,234	4,478
Services to support at-risk individuals and families to overcome crisis and to reduce risk	63,423	54,380
	88,601	71,952
12 Other expenses		
Repairs and maintenance – equipment	182	195
Doubtful debts expense	209	77
Employment on-costs ^(a) (see note 6 'Employee benefits expense')	1,671	1,156
Audit fees ^(b)	142	135
	2,204	1,563

(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 29 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

(b) Audit fee, see also note 38 'Remuneration of auditor'.

FINANCIAL STATEMENTS

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

	2010 (\$'000)	2009 (\$'000)
13 User charges and fees		
Adoption fees	86	89
Criminals records screening	9	10
Working with children screening fees	3,404	3,009
Other	16	22
	<u>3,515</u>	<u>3,130</u>
14 Commonwealth grants and contributions		
Recurrent		
National Affordable Housing Agreement ^(a)	9,169	18,537
National Partnership Agreement – Homelessness	19,245	0
Unattached Refugee Children	42	14
Indian Ocean Territories Service Delivery Program ^(b)	218	222
East Kimberley Family and Domestic Violence Hub	2,000	1,815
	<u>30,674</u>	<u>20,588</u>

(a) Formally known as the Supported Accommodation Assistance Program

(b) The Australian Government has a service delivery agreement with the State Government of Western Australia for the provision of services to Indian Ocean Territories Service Delivery Program (formerly known as the Christmas/Cocos Island Service Delivery Programs). Refer to note 39 'Special Purpose Accounts' for Statement

15 Other revenue		
Contributions by officers to the Executive Motor Vehicle Scheme	118	99
Rebates and reimbursements	77	225
Office of Energy's Contribution to Hardship Utilities Grant Scheme	200	0
Miscellaneous	2,374	2,421
	<u>2,769</u>	<u>2,745</u>

Miscellaneous revenue (\$2.374m) includes funds from Working With Children Checks, Financial Counselling Services, recoups and Riskcover Refund

	Proceeds from disposal		Carrying cost of assets		Net gain/(loss) on disposal	
	2010	2009	2010	2009	2010	2009
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Land	0	0	0	1,050	0	(1,050)
Buildings ^(a)	0	0	0	1,612	0	(1,612)
Office machines, furniture and equipment	0	0	9	44	(9)	(44)
	<u>0</u>	<u>0</u>	<u>9</u>	<u>2,706</u>	<u>(9)</u>	<u>(2,706)</u>

(a) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 net gain associated with Restricted Asset – Buildings (\$869,000) is now included in buildings.

FINANCIAL STATEMENTS

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

	2010 (\$'000)	2009 (\$'000)
17 Income from State Government		
Appropriations received during the year:		
Cash received from government ^(a)	340,897	296,574
Amount receivable for services ^(a)	4,222	4,733
	<u>345,119</u>	<u>301,307</u>
Administered appropriations	14,200	15,300
	<u>359,319</u>	<u>316,607</u>
Resources received free of charge ^(b)		
Determined on the basis of the following estimates provided by agencies:		
State Solicitor's Office – legal services	470	457
Landgate – land information and valuation services	51	15
Building Management and Works – leasing services	244	180
Department of Treasury and Finance – integrated procurement services	276	223
Department of Education	1	0
	<u>1,042</u>	<u>875</u>
	<u>360,361</u>	<u>317,482</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.

18 Restricted cash and cash equivalents

Current

National Affordable Housing Agreement ^{(a)(b)}	4,317	719
Indian Ocean Territories Service Delivery Program ^{(a)(c)}	81	96
Kimberley Family Domestic Violence Hub ^(a)	3,266	1,815
	<u>7,664</u>	<u>2,630</u>

Non-Current

Accrued salaries suspense account ^(d)	2,718	1,836
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(a) Cash held in the controlled trust accounts can only be used for designated purposes.

(b) Formally known as the Supported Accommodation Assistance Program.

(c) Formally known as the Christmas/Cocos Island Service Delivery Programs

(d) 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.

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

19 Receivables

Current

	Gross		Provision for Doubtful Debts		Net	
	2010	2009	2010	2009	2010	2009
<u>Receivables</u>	<u>(\$'000)</u>	<u>(\$'000)</u>	<u>(\$'000)</u>	<u>(\$'000)</u>	<u>(\$'000)</u>	<u>(\$'000)</u>
Foster Subsidy	373	234	143	100	230	134
Salary Overpayments	57	85	0	2	57	83
Workers compensation	73	183	0	0	73	183
Other	1,036	1,841	29	10	1,007	1,831
GST Recoverable	875	536	0	0	875	536
Total Current	2,414	2,879	172	112	2,242	2,767

Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	112	96
Doubtful debts expense recognised in the Statement of Comprehensive Income	209	77
Amounts written off during the year	(149)	(61)
Amounts recovered during the year	0	0
Balance at end of year	172	112

20 Amounts receivable for services

Current	0	4,032
Non-current	13,277	9,055
	13,277	13,087

Represents the non-cash component of service appropriation. It is restricted in that it can only be used for asset replacement or payment of leave liability.

21 Other Assets

Current

Prepayments	2,360	1,231
Other ^(a)	9	18
Total current	2,369	1,249

(a) Prepaid grocery cards

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

22 Property, plant and equipment

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2010	2009	2010	2009	2010	2009
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At cost:						
Office machines, furniture and equipment	3,045	2,634	1,786	1,526	1,259	1,108
Computer equipment	3,121	2,430	1,388	1,425	1,733	1,005
	<u>6,166</u>	<u>5,064</u>	<u>3,174</u>	<u>2,951</u>	<u>2,992</u>	<u>2,113</u>
At fair value:						
Land ^{(a) (b)}	38,105	34,751	0	0	38,105	34,751
Buildings ^{(a) (b)}	34,183	25,648	475	60	33,708	25,588
	<u>72,288</u>	<u>60,399</u>	<u>475</u>	<u>60</u>	<u>71,813</u>	<u>60,339</u>
	<u>78,454</u>	<u>65,463</u>	<u>3,649</u>	<u>3,011</u>	<u>74,805</u>	<u>62,452</u>

- (a) Land and buildings were revalued as at 1 July 2009 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined by reference to market values for land: \$12,526,000; current use for land: \$12,160,000; market values for buildings: \$6,413,800 and current use for buildings: \$9,581,739. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost.
- (b) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 fair value for Restricted Asset – Lands (\$9,183,000) is now included in Land under Cost or Valuation. The 2009 fair value of Restricted Assets – Buildings (\$2,416,000) is now included in the Buildings under Cost or Valuation. Restricted Asset – Land and Restricted Asset – Buildings did not have any associated accumulated depreciated replacement cost.

23 Leasehold improvements

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2010	2009	2010	2009	2010	2009
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At fair value:						
Leasehold improvements ^{(a)(b)}	13,129	10,498	5,176	4,161	7,953	6,337

- (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'.
- (b) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 fair value for Restricted Asset – Leasehold Improvements (\$1,103,000) is now included in Leasehold Improvements under Cost or Valuation. The 2009 Restricted asset – Leasehold Improvements accumulated depreciation (\$64,000) has been included in the leasehold improvements depreciation.

2010	2009
(\$'000)	(\$'000)

24 Work in progress

Work in progress has been included at cost:

Community facilities	29	11
Heritage buildings maintenance	0	69
Office accommodation and upgrades	4,790	4,179
Hostels and group homes	1,468	1,231
Assist client system development	1,031	18,855
	<u>7,318</u>	<u>24,345</u>

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

25 Intangible assets

	Cost or Valuation		Accumulated Amortisation		Written Down Value	
	2010	2009	2010	2009	2010	2009
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At cost:						
Computer software (a)	24,992	1,439	1,933	1,439	23,059	0

(a) Development costs of the Department's client management system have been capitalised. The system has been operational since 8 March 2010

26 Reconciliation schedule of non-current assets

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

	Land	Buildings	Office machines, furniture and equipment	Computer equipment	Leasehold improvements	Intangible Assets	Work in progress ^(b)	Total
2010	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Carrying amount at start of year	34,751	25,588	1,108	1,005	6,337	0	24,345	93,134
Additions	6,440	9,858	507	1,160	2,884	23,553	14,661	59,063
Transfers in	0	0	0	0	0	0	0	0
Transfers Out (a)	(2,500)	(145)	0	0	0	0	0	(2,645)
Disposals	0	0	(5)	(5)	0	0	(31,688)	(31,698)
Revaluation increments	(586)	(486)	0	0	0	0	0	(1,072)
Depreciation and amortisation	0	(1,107)	(351)	(427)	(1,268)	(494)	0	(3,647)
Carrying amount at end of year	38,105	33,708	1,259	1,733	7,953	23,059	7,318	113,135

	Land ^(c)	Buildings ^(c)	Office machines, furniture and equipment	Computer equipment	Leasehold improvements ^(c)	Intangible Assets	Work in progress ^(b)	Total
2009	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Carrying amount at start of year	30,353	24,910	841	740	7,722	0	12,231	76,797
Additions	1,892	2,038	593	617	1,284	0	14,986	21,410
Transfers in (d)	570	7	0	0	0	0	0	577
Transfers Out (e) (e)	(535)	(781)	0	0	(20)	0	(2,872)	(4,208)
Disposals	(1,050)	(1,613)	(59)	0	0	0	0	(2,722)
Revaluation increments	3,521	2,021	0	0	0	0	0	5,542
Depreciation and amortisation	0	(994)	(267)	(352)	(2,649)	0	0	(4,262)
Carrying amount at end of year	34,751	25,588	1,108	1,005	6,337	0	24,345	93,134

(a) The Department for Regional Development and Land (DRDL) is the only agency with the power to sell Crown land. The land is transferred to DRDL for sale and the Department accounts for the transfer as a distribution to owners.

(b) The Work In Progress includes capitalisation of assets.

(c) The 2009 figure has been restated for the reclassification of restricted assets to controlled assets which occurred during the 2010 year.

(d) \$7,000 represents buildings transferred from the Department for Communities; \$570,000 represents land transferred from Department of Education, and accounted for as Contributions by Owners.

(e) In 2009, the Department transferred \$1,336,000 of assets to the Department for Communities; \$2,872,000 represents transfer of expenditure out of works in progress to non-current assets or equivalent expenditure accounts.

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

	2010 (\$'000)	2009 (\$'000)
27 Impairment of assets		
There were no indications of impairment of property, plant and equipment, leasehold improvements and intangible assets at 30 June 2010.		
28 Payables		
Current		
Accounts Payable	4,447	3,513
Accrued Expenses	1,644	2,232
Accrued Salaries ^(a)	2,405	1,561
	<u>8,496</u>	<u>7,306</u>
(a) Amounts owing for four working days from 25 June to 30 June 2010 (2009: Three working Days)		
29 Provisions		
Current		
Employee benefits provision		
Annual leave ^(a)	8,738	10,097
Leave loading	1,603	1,292
Long service leave ^(b)	15,071	12,079
Free passes to the coast and travel days	151	124
Time off in lieu	136	167
Public holidays	384	281
Purchased leave	247	197
	<u>26,330</u>	<u>24,237</u>
Other provisions		
Employment on-costs ^(b)	239	233
	<u>239</u>	<u>233</u>
	<u>26,569</u>	<u>24,470</u>
Non-current		
Employee benefits provision		
Long service leave ^(c)	7,923	7,066
Deferred leave	102	47
	<u>8,025</u>	<u>7,113</u>
Other provisions		
Employment on-costs ^(c)	124	110
	<u>124</u>	<u>110</u>
	<u>8,149</u>	<u>7,223</u>

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period.

(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 the reporting period.

FINANCIAL STATEMENTS

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

29 Provisions (continued)

Assessments indicate that actual settlement of the liabilities will occur as follows:

	2010 (\$'000)	2009 (\$'000)
Within 12 months of the end of reporting period	1,989	1,662
More than 12 months after the end of the reporting period	21,108	17,483
	<u>23,097</u>	<u>19,145</u>

(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'.

Movements in Other Provisions

Movements in each class of provisions during the financial year, other than employee benefits, are set out below.

Employee on-cost provision

Carrying amount at start of year	343	252
Additional provisions recognised	363	343
Payments/other sacrifices of economic benefits	(343)	(252)
Carrying amount at end of year	<u>363</u>	<u>343</u>

30 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	35,878	29,868
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Contributions by owners

Capital contribution	29,014	6,733
	<u>29,014</u>	<u>6,733</u>

Transfer of net assets from other agencies

Transfer of land from the Department of Education and Training	0	570
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Total contributions by owners	<u>29,014</u>	<u>7,303</u>
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Distributions to owners

Transfer of net assets to other agencies

Transfer of assets and liabilities to the Department for Communities	0	(1,293)
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Net assets transferred to Government	(2,645)	0
Proceeds for disposal of assets paid to Consolidated Account	<u>(2,645)</u>	<u>0</u>

Total distributions to owners	<u>(2,645)</u>	<u>(1,293)</u>
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Balance at the end of the period	<u>62,247</u>	<u>35,878</u>
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FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

	2010	2009
	(\$'000)	(\$'000)
30 Equity (continued)		
Reserves		
Asset revaluation reserve		
Balance at the start of the year	66,261	60,719
Net revaluation increments / (decrements)		
Land ^(a)	(586)	3,522
Buildings ^(a)	(486)	2,020
Balance at the end of the year	<u>65,189</u>	<u>66,261</u>
Accumulated surplus / (deficit)		
Balance at the start of the year	(14,210)	(5,546)
Result for the period	6,145	(8,664)
Balance at the end of the year	<u>(8,065)</u>	<u>(14,210)</u>
Total equity	<u>119,371</u>	<u>87,929</u>
(a) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 net revaluation increment of Restricted Asset – Land (\$479,000) is now included in Land and the 2009 net revaluation increment of Restricted Asset – Building (\$160,000) is now included in buildings		

31 Notes to the Statement of Cash Flows

Reconciliation of cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

Cash and cash equivalents (see note 2k)	21,180	12,225
Restricted cash and cash equivalents (see note 2k and note 18)	10,382	4,466
	<u>31,562</u>	<u>16,691</u>

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

Net cost of services	(354,216)	(326,146)
Non-cash items		
Depreciation and amortisation expense (note 8)	3,647	4,262
Doubtful debts expense (note 12)	209	77
Resources received free of charge (note 17)	1,042	875
Net (gain)/loss on sale of property, plant and equipment (note 16)	9	2,706
Adjustment for other Non Cash Items	29	0
(Increase)/decrease in assets		
Current receivables	655	(1,138)
Current prepayments	(1,120)	(127)
Current assets transferred to other sources ^(a)	0	(30)

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

31 Notes to the Statement of Cash Flows (continued)

Increase/(decrease) in liabilities

	2010 (\$'000)	2009 (\$'000)
Current payables	1,189	2,415
Current provisions	2,099	5,203
Current liabilities transferred to other sources ^(a)	0	66
Non-current provisions	927	2,026
Other non-current liabilities	0	(3)
Change in GST in receivables/payables	(339)	211
Net cash provided by/(used in) operating activities	(345,869)	(309,603)

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

32 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:

	2010 (\$'000)	2009 (\$'000)
Department for Communities – corporate support	2,247	2,336
	2,247	2,336

33 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	900	6,016
- Later than 1 year and not later than 5 years	900	0
- Later than 5 years	0	0
	1,800	6,016

The capital commitments include amounts for:

Hostel upgrades	0	2,369
Office accommodation and relocation	1,800	3,647
	1,800	6,016

Lease Commitments

Commitments in relation to leases contracted for as at the end of the reporting period but not recognised in the financial statements are payable as follows:

- Within 1 year	13,876	13,497
- Later than 1 year and not later than 5 years	27,290	30,348
- Later than 5 years	5,736	3,652
	46,902	47,497

Representing:

Cancellable operating leases	19,357	20,237
Non-cancellable operating leases	27,545	27,260
	46,902	47,497

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

33 Commitments (continued)

Non-cancellable operating lease commitments

Commitments for minimum lease payments are payable as follows:

	2010 (\$'000)	2009 (\$'000)
- Within 1 year	7,732	8,441
- Later than 1 year but not later than 5 years	14,077	15,167
- Later than 5 years	5,736	3,652
	27,545	27,260

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.

Other Expenditure Commitments - consumables

Total Commitments

	2010 (\$'000)	2009 (\$'000)
Other Expenditure Commitments - consumables	50	1,415
Total Commitments	48,752	54,928

34 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 \$5,899,346 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.

	5,899	5,242
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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.

	0	150
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Liability for payments to Riskcover for Adjustments in insurance cover in relation to worker's compensation and motor vehicle performance adjustment

	252	0
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	6,151	5,392
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35 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 percent and \$1 million.

Significant variances between estimate and actual for 2010 – Total appropriation to deliver services:

An increase in total appropriation of \$18 million is partly due to supplementary funding received since the 2009-10 budget for the cost of procuring fee-for-service placements for children and young people in the care of the CEO. The increase is also a result of additional funding received for the continuation of the Department's Emergency Management Services, as well as funding for the Assist client system and the re-instatement of the Bereavement Assistance Program.

Significant variance in service expenditures is as follows:

	2010 Actual (\$'000)	2010 Estimate (\$'000)	Variance (\$'000)
Protecting children and young people from abuse and harm	86,520	78,307	8,213

The increase in expenditure is mainly due to a shift in district staff time away from service three (supporting individuals and families at-risk or in crisis) towards more intensive family support and child protection services provided in service two (protecting children and young people from abuse).

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

35 Explanatory statement (continued)

Significant variances between estimate and actual for 2010 – Capital contribution:

Significant variance in service expenditures is as follows:

	2010 Actual (\$'000)	2010 Estimate (\$'000)	Variance (\$'000)
Capital contribution (appropriation)	29,014	6,074	22,940

The increase in capital appropriation since the 2009-10 budget is due to additional funding provided for the reform and expansion of the Department's residential care services.

Significant variances between actuals for 2009 and 2010 – Total appropriation to deliver services:

An increase in total appropriation of \$43.8 million is due to increased funding provided to address growth in demand for the Department's services as well increases in funding for the Responsible Parenting Services, the Hardship Utilities Grant Scheme, the Working with Children Screening Unit and increased funding for the Assist Client System.

Significant variance in service expenditure is as follows:

	2010 Actual (\$'000)	2009 Actual (\$'000)	Variance (\$'000)
Supporting Children and Young People in the CEO's care	188,958	171,549	17,409

The increase in 2010 is due to the expenditure of additional funding received to address growth in the number of children and young people in the care of the CEO, including the provision of additional case workers. Furthermore, the expenditure of additional funding provided for the continued reform and expansion of the Department's residential care facilities as well as a \$15 increase to the fortnightly carer subsidy rate contributed to the variance.

	2010 Actual (\$'000)	2009 Actual (\$'000)	Variance (\$'000)
Protecting children and young people from abuse and harm	86,520	76,625	9,895

The increase in 2010 is a result of the expenditure of additional funding provided to address increases in demand for child protection services, including the allocation of additional case workers and increased funding to the non-government sector as well as mandatory reporting of child sexual abuse being in the first full year of operation in 2010. In addition, the increase is also due to a shift in district staff time away from service three (supporting individuals and families at-risk or in crisis) towards more intensive family support and child protection services provided in service two (protecting children and young people from abuse).

	2010 Actual (\$'000)	2009 Actual (\$'000)	Variance (\$'000)
Supporting individuals/families at-risk or in crisis	115,696	104,436	11,260

The increase from 2009 to 2010 is due to new funding provided by the Commonwealth for homelessness services as part of the National Partnership Agreement on Homelessness, as well as the expenditure of increased funding for the Hardship Utilities Grant Scheme.

Significant variances between actuals for 2009 and 2010 – Capital Contribution:

	2010 Actual (\$'000)	2009 Actual (\$'000)	Variance (\$'000)
Capital Contribution (appropriation)	29,014	6,733	22,281

The increase in capital appropriation is due to additional funding provided for the reform and expansion of the Department's residential care services.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

2010	2009
(\$'000)	(\$'000)

36 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) apart from restricted cash held in a special purpose account. The Department has limited exposure to financial risks. The Department's overall risk management program focuses on managing the risks identified below.

Credit Risk

Credit risk arises when there is the possibility of the Department's receivables defaulting on their contractual obligations resulting in financial loss to the Department.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table note 36(c) 'Financial instruments and disclosures' and note 19 'Receivables'.

Credit risk associated with the Department's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Department trades only with recognised, creditworthy third parties. In addition, receivable balances are monitored on an ongoing basis with the result that the Department's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

Liquidity Risk

Liquidity risk arises when the Department is unable to meet its financial obligations as they fall due. The Department is exposed to liquidity risk through its trading in the normal course of business. 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

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Department's income or the value of its holdings of financial instruments. 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 reporting period are as follows:

Financial Assets

Cash and cash equivalents	21,180	12,225
Restricted cash and cash equivalents	10,382	4,466
Receivables ^(a)	14,644	15,318

Financial Liabilities

Financial liabilities measured at amortised cost	8,496	7,306
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(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

(c) Financial Instrument disclosures

Credit Risk and Interest Rate Risk Exposures

The following tables disclose the Department's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Department's maximum exposure to credit risk at the end of the reporting period is the carrying amount of financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired financial assets. 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 had to have their terms and renegotiated that would have otherwise resulted in them being past due or impaired.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

36 Financial instruments (continued)

Interest rate exposures and ageing analysis of financial assets ^(a)

	Carrying Amount	Variable Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	Past due but not impaired					Impaired Financial Assets
						1-2 years	2-3 years	3-4 years	4-5 years	More than 5 years	
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Financial Assets											
2010											
Cash and cash equivalents	21,180		21,180								
Restricted cash and cash equivalents	10,382		10,382								
Receivables ^(a)	1,367		1,367	219	394	213					201
Amounts receivable for services	13,277		13,277								
	46,206		46,206	219	394	213	0	0	0	0	201
2009											
Cash and cash equivalents	12,225		12,225								
Restricted cash and cash equivalents	4,466		4,466								
Receivables ^(a)	2,231		2,231	721	643	428					133
Amounts receivable for services	13,087		13,087								
	32,009	0	32,009	721	643	428	0	0	0	0	133

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

Liquidity Risk

The following table details the contractual maturity analysis for financial liabilities. The contractual maturity amounts are representative of the undiscounted amounts at the reporting period. The table includes both interest and principal cash flows.

Interest rate exposure and maturity analysis of financial liabilities

	Carrying Amount	Variable Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	Past due but not impaired				
						1-2 years	2-3 years	3-4 years	4-5 years	More than 5 years
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Financial Liabilities										
2010										
Payables	8,496		8,496							
	8,496	0	8,496	0	0	0	0	0	0	0
2009										
Payables	7,306		7,306							
	7,306	0	7,306	0	0	0	0	0	0	0

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2010

2010	2009
(\$'000)	(\$'000)

37 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:

\$	2010	2009
130,001 – 140,000	1	0
140,001 – 150,000	1	1
150,001 – 160,000	2	3
160,001 – 170,000	3	3
170,001 – 180,000	0	1
330,001 – 340,000	1	1

The total remuneration of senior officers is:

1,409	1,616
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The total remuneration includes the superannuation expense incurred by the Department in respect of senior officers. No senior officers are members of the Pension Scheme.

38 Remuneration of auditor

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

Auditing the financial statements, controls and performance indicators.

142	135
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39 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	165	175
Receipts	442	385
Payments	(445)	(395)
Balance at the end of the year	162	165

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	10	13
Receipts	25	5
Payments	(14)	(8)
Balance at the end of the year	21	10

FINANCIAL STATEMENTS

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2010

39 Special Purpose Accounts (continued)

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

Trust Statement No 19

National Affordable Housing Agreement^(a) and the National Partnership Agreement – Homelessness

The purpose of the special purpose account is to hold funds received from the Commonwealth for funding for the National Affordable Housing Agreement and the National Partnerships Agreement – Homelessness and related support activities.

	2010 (\$'000)	2009 (\$'000)
Balance at the start of the year	719	746
Receipts	28,414	19,287
Payments	(24,816)	(19,314)
Balance at the end of the year	<u>4,317</u>	<u>719</u>

Trust Statement No 28

Indian Ocean Territories Service Delivery Program ^(b)

The purpose of the special purpose account is to hold funds received from the Commonwealth for funding for the Indian Ocean Territories Service Delivery Program.

Balance at the start of the year	96	93
Receipts	218	222
Payments	(233)	(219)
Balance at the end of the year	<u>81</u>	<u>96</u>

(a) Formerly known as the Supported Accommodation Assistance Program (SAAP)

(b) Formally Known as Christmas and Cocos (Keeling) Islands Program

40 Supplementary financial information

(a) Write offs

During the financial year \$152,000 (2009: \$63,000) was written off under the authority of:

The Accountable Authority:

Salary overpayments	10	1
Subsidy overpayments (foster carers)	139	59
Equipment	2	3
Other	1	0
Total	<u>152</u>	<u>63</u>

(b) There have been no losses through theft, defaults and other causes.

(c) There have been no gifts of public property.

APPENDICES

Appendix 1: Funded Services

55 Central Inc

- 55 Central
- Street To Home; Supportive Housing Services

Aboriginal Alcohol and Drug Service Inc - Wooree Miya Refuge

Aboriginal Evangelical Fellowship Family and Youth Services Inc - Ebenezer Home

Adoption Jigsaw WA Inc - Adoption Jigsaw

Adoption Research and Counselling Service Inc - Adoption Research and Counselling Service

Agencies for South West Accommodation Inc

- Bunbury Supported Accommodation Service
- Bunyap
- Capes Accommodation Support and Advocacy Service
- Healthy Housing - Young Families and Young People in Busselton
- Homelessness Accommodation Support Worker - South West Region
- Housing Support Workers; Corrective Services Adult Initiative - South West Region
- Partnership in Housing Program
- Private Rental Tenancy Support Service Initiative - South West Region
- Tier One Family Group Home Services Metropolitan Areas and Short Stay Family Group Homes

Albany Halfway House Association Inc - Housing Support Workers; Mental Health Initiative - Great Southern Region

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

- Albany Family Violence Service
- Anglicare Domestic Violence Counselling Service - Albany
- Anglicare Domestic Violence Counselling Service - Karratha
- Anglicare Family Housing
- Anglicare Great Southern Child Sexual Abuse Therapeutic Service
- Armadale Youth Accommodation Service
- Chesterfield House and Rockingham Youth External Accommodation Project
- Child Sexual Abuse Therapy Service
- Children's Domestic Violence Counselling Service - Albany
- Domestic Violence Advocacy Support Service - Katanning
- Fremantle Anglicare Stabilising Tenancies
- Fremantle Youth Crisis Accommodation Service
- Great Southern District Financial Counselling Services (Albany, Katanning, Manjimup, Mt Barker)
- Great Southern Family and Domestic Violence Case Management and Coordination Services
- Homelessness Accommodation Support Worker - Great Southern Region
- Homelessness Accommodation Support Worker - South West Metropolitan Area
- Housing Support Worker; Drug and Alcohol Initiative - Peel
- Housing Support Workers; Drug and Alcohol Initiative - South West Metropolitan Area
- Indigenous Child Sexual Abuse Response Service (Derby)
- Kalgoorlie Accommodation Support Service
- Kinway Family Counselling Service - Wyndham/Kununurra
- Metropolitan/Peel Financial Counselling Services (Mandurah, Port Kennedy, Rockingham, Armadale/Byford)
- Parent Adolescent Counselling Service
- Placements For High Risk Children With Complex Needs (Horizons Service)
- Private Rental Tenancy Support Services Initiative - Great Southern Region
- Public Tenancy Support Service - South West
- Public Tenancy Support Service - South West Metropolitan
- South West District Financial Counselling Services (Bunbury, Busselton, Collie)
- Step 1 Streetwork Program
- Supported Tenancy Anglicare Rockingham
- Teenshare
- Yes! Housing and Yes! Housing Young Parents

Armadale Domestic Violence Intervention Project Inc

- Armadale Family and Domestic Violence Case Management and Coordination Services

Australian Red Cross Society (WA Division)

- Australian Red Cross (WA) Financial Counselling Service
- Homeless Accommodation Support Worker - Goldfields
- Housing Support Worker; Mental Health Initiative - Goldfields
- Private Rental Tenancy Support Service Initiative - North West Metropolitan
- Red Cross Soup Patrol Service

Avon Youth Community and Family Services Inc

- Public Tenancy Support Services - Wheatbelt
- SAAP - Service for Young People
- Services for Young People

Balga Detached Youth Work Project Inc

- Mobile Youth Service
- Youth and Family Education Support Service

Ballajura Youth and Community Venture Inc - Dungeon Youth Centre

Bega Garbarringu Health Services Incorporated - Aboriginal Homeless and Fringe Dweller Support Service

Bloodwood Tree Association Incorporated - Hedland Homeless Support Service

Blue Sky Community Group Inc - Lockridge Financial Counselling Service

Boogurlarri Community House Inc - Boogurlarri Financial Counselling Service

Broome Community Information Resource Centre and Learning Exchange - Broome C.I.R.C.L.E. Financial Counselling Service

Broome Youth Support Group Association Incorporated - Broome Youth Support Group Service

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 Sexual Assault Response Service
- Gascoyne Women's Refuge

Centacare Kimberley Association Inc - Broome Homeless Drop-In Centre

Central Agcare Inc - Central Agcare Family Counselling Service

Centrecare Inc

- Centrecare Bunbury Counselling Service
- Centrecare Family Accommodation Service
- Djooraminda
- Djooraminda Intensive Family Support Services
- Family and Domestic Violence Counselling and Education Program
- Goldfields Child Sexual Abuse Therapeutic Service
- Goldfields Coordinated Response to Family and Domestic Violence
- Goldfields Family Domestic Violence Counselling and Support Service
- Goldfields Financial Counselling Service
- Homelessness Accommodation Support Worker - North West Metropolitan Area
- Homelessness Accommodation Support Worker - South East Metropolitan Area
- Housing Support Workers; Corrective Services - Men
- Housing Support Workers; Drug and Alcohol Initiative - South West Region
- Indigenous Family Program
- Intensive Youth Support Service
- Kalgoorlie-Boulder Financial Counselling Service
- Parent Adolescent Conflict Counselling Service
- Parent Teen Link Counselling Service
- Private Rental Advocacy and Support Service
- SKY
- South Kalgoorlie Youth Support Service
- The Homelessness National Partnership Agreement: A Place to Call Home Social Housing Support Program Victoria Park
- The Homelessness National Partnership Agreement: A Place to Call Home Social Housing Support Program Cannington
- Tier One Family Group Home Services Metropolitan Area Family Group Homes

Child Migrant Trust - Child Migrants Trust Perth

Chrysalis Support Service Inc

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

City of Belmont - City of Belmont Youth and Family Services

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

City of Cockburn

- City of Cockburn Atwell Financial Counselling Service
- City of Cockburn Coolbellup Financial Counselling Service
- Cockburn Youth Outreach

City of Fremantle

- Fremantle Community Legal Centre
- Fremantle Community Youth Service - Outreach
- Fremantle Community Youth Service Accommodation
- Fremantle Family and Domestic Violence Case Management and Coordination Services
- Warrawee Women's Refuge

City of Joondalup - Joondalup Financial Counselling 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 Youth Service

Collie Welfare Council Committee Inc - Collie Youth Program

Communicare Inc

- Building a Balance
- Communicare Armadale Information and Referral Service
- Communicare Breathing Space
- Communicare Financial Counselling Service
- Partnership For Family Safety

Community for the Restoration of Family Trust - CROFT

Community Housing Coalition of WA Inc

- Development Phase of the Homelessness National Partnership Agreement Street to Home Program

CREATE Foundation Limited

- CREATE - Engaging and Supporting Children and Young People in Care
- Create Foundation Western Australian Service

Eastern Region Domestic Violence Services Network Inc

- Koolkuna Domestic Violence Advocacy Service
- Koolkuna Women's Refuge
- Midland Family and Domestic Violence Case Management and Coordination Services

Escare Inc

- Esperance Financial Counselling Service
- Esperance Youth Service

Esperance Crisis Accommodation Service Inc - Esperance Crisis Accommodation Service

Family Inclusion Network of Western Australia Inc - Family Inclusion Network of Western Australia

Financial Counsellors' Association of Western Australia Inc - Financial Counsellors' Association Of Western Australia

Financial Counsellors Resource Project of WA Inc - Financial Counselling Support Service

Foothills Information and Referral Service Inc - Financial Counselling Service

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

Foundation Housing Limited

- Foundation Housing - Lodging Service
- Street to Home; Supportive Housing Services

Fremantle Multicultural Centre Inc

- Crisis Accommodation for Refugees and Migrants
- Fremantle Multicultural Centre Support For Children who are Homeless in Family Situations Service
- Homelessness Accommodation Support Worker - South West Metropolitan Area
- The Homelessness National Partnership Agreement: A Place To Call Home Social Housing Support Program Fremantle

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

Fusion Australia Ltd

- Cameliers Guesthouse
- Fusion Student Household Service

Gawooleng Yawoodeng Aboriginal Corporation - Kununurra Crisis Accommodation Centre

Geraldton Regional Community Education Centre Association Inc

- Geraldton Family and Youth Support Service
- Geraldton Family Counselling Service

Geraldton Resource Centre Inc

- Geraldton Financial Counselling Service
- Private Rental Accommodation Casework

Golden Mile Community House Inc - Goldfields Family Counselling Service

Goldfields Women's Refuge Association Inc - Goldfield's Womens Refuge Finlayson House

Gosnells Community Legal Centre Inc

- Gosnells Financial Counselling Service
- Maddington Financial Counselling Service

Gowrie Community Services (WA) Inc - Gowrie Financial Counselling Service

Health Agencies of the Yilgarn Inc - Southern Cross Crisis Service

Hedland Women's Refuge Inc - Hedland Women's Refuge

Hills Community Support Group Inc

- Hills Community Support Group Inc - Youth Services
- Housing Support Workers; Mental Health Initiative - Swan/Joondalup
- Kira House

In Town Centre Incorporated - Shoe String Cafe

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

Jacaranda Community Centre Inc - Jacaranda Financial Counselling Service

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

- Homelessness Accommodation Support Worker - North West Metropolitan Area
- Housing Support Worker; Corrective Services - Juvenile Services
- Joondalup Youth Support Services

Jungarni-Jutiya Alcohol Action Council Aboriginal Corporation - Ngarrkalem Baarmard Financial Counselling Service - Halls Creek

Kalumburu Aboriginal Corporation

- Kalumburu Family Safety Project
- Kalumburu Youth Service

Karingal Neighbourhood Centre Inc - Paraburdoo Youth Service

Katanning Regional Emergency Accommodation Centre - Katanning Regional Emergency Accommodation Service

Kimberley Aboriginal Law and Culture Centre

- Kimberley Aboriginal Law and Culture Centre Services for Young People - Fitzroy Valley

Kimberley Community Legal Services Inc - Financial Counselling Services - Kununurra

Kuwinywardu Aboriginal Resource Unit - Carnarvon Financial Counselling Service

Kwinana Early Years Services Incorporated - Kwinana Early Years Services Inc

Lamp Inc - Housing Support Workers; Mental Health Initiative - South West Region

Looma Community Inc - Looma Family Safety Project

Marnin Bowa Dumbara Aboriginal Corporation

- Derby Family Healing Centre
- Family and Domestic Violence Support and Outreach Service

Marninwantikura Fitzroy Women's Resource Centre Aboriginal Corporation - Fitzroy Women's Shelter

Marnja Jarndu Women's Refuge Inc - Marnja Jarndu Women's Domestic Violence Service

Marra Worra Worra Aboriginal Corporation - Fitzroy Financial Counselling Service

Mawarnkarra Health Service Aboriginal Corporation - Munga Tharndu Maya Women's Refuge

Meekatharra Family and Domestic Violence Service Inc - Meekatharra Family and Domestic Violence Service

Men's Outreach Service Inc - Kimberley Regional Coordinated Response

Mercy Community Services Incorporated

- Homelessness Accommodation Support Worker - North East Metropolitan Area
- Mercy Community Services Youth Services
- Mercy Placement Services
- Tier One Family Group Home Services Metropolitan Areas and Short Stay Family Group Homes

Midland Information, Debt and Legal Advocacy Service Inc - Financial Counselling Service

Mission Australia

- Financial Counselling Service for Young People
- Homelessness Accommodation Support Worker - South East Metropolitan Area
- Housing Support Workers; Drug and Alcohol Initiative - North West and South East Metropolitan Areas
- Mission Australia Family Support and Accommodation Service
- Navig8
- Open Doors
- Public Tenancy Support Services - North West Metropolitan
- Youth Accommodation and Support Service and Support Service for Young Parents in Youth SAAP

Moorditch Gurlongga Association Inc - Coolabaroo Housing Service

Multicultural Services Centre of Western Australia Inc

- Multicultural Children Support Service
- Multicultural Housing Services Program
- Private Rental Tenancy Support Services Initiative - Culturally and Linguistically Diverse

Mungullah Community Aboriginal Corporation - Mungullah Practical In-Home Support Service

Nardine Wimmin's Refuge - Nardine Wimmin's Refuge

Narrogin Youth Support Association Inc - Narrogin Financial Counselling Service

Newman Women's Shelter Inc - Newman Women's Shelter

Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Aboriginal Corporation

- Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Domestic Violence Service

Ngaringga Ngurra Aboriginal Corporation - Ngaringga Ngurra Safe House

Ngunga Group Women's Aboriginal Corporation - Derby Financial Counselling Information and Support Service

Nindilingarri Cultural Health Services Inc - Housing Support Workers; Drug and Alcohol Initiative - Fitzroy Crossing

Nintirri Centre Inc - Karijini Family Violence, Advocacy, Support and Counselling Service

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 - Orana Women's Refuge

Ord Valley Aboriginal Health Services Aboriginal Corporation - Service For Young People (Kununurra and Warmun)

Parkerville Children and Youth Care Incorporated

- Belmont Youth Program
- Parent's and Children's Therapeutic Service
- Penny Jones House Program
- Support and Counselling Service - SACS
- Support and Counselling Services - SACS
- Support for Young Women Leaving Child Protection Services
- Therapeutic Care Program - Children
- Therapeutic Family Service (Wheatbelt Region)
- Tier One Family Group Home Services Metropolitan Area Family Group Homes

Pat Thomas Memorial Community House Inc

- Pat Thomas Memorial Community House
- Peel Domestic Violence Advocacy and Support Service
- Peel Family and Domestic Violence Case Management and Co-ordination Services

Patricia Giles Centre Inc

- Homelessness Accommodation Support Worker - North West Metropolitan Area
- Joondalup Family and Domestic Violence Case Management and Co-ordination Services
- Patricia Giles Centre - incorporating Damara House
- Patricia Giles Counselling Centre - incorporating Services for Women and Children

Peel Community Development Group Inc - Street Net Service (Peel Region)

Peel Youth Services Incorporated - 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

- Domestic Violence Advocacy and Victim Support Service
- Hedland Financial Counselling Service
- Homeless Accommodation Support Worker - Pilbara
- Housing Support Worker; Drug and Alcohol Initiative - Pilbara
- Karratha Financial Counselling Service
- Newman Financial Counselling Service
- Roebourne Financial Counselling Service

Relationships Australia (Western Australia) Inc - Family Abuse Integrated Response

Roberta Jull Community Care Association Inc - Roberta Jull Youth and Family Counselling Service

Ruah Community Services

- Anawim Women's Refuge
- Housing Support Workers; Corrective Services - Women
- Housing Support Workers; Mental Health Initiative - Royal Perth, Graylands, Sir Charles Gairdner and Armadale/Bentley
- Ruah Centre
- Ruah Refuge
- Ruah Tenancy Support
- Street to Home; Assertive Outreach Services
- The Homelessness National Partnership Agreement: A Place To Call Home Social Housing Support Program Rockingham
- The Homelessness National Partnership Agreement: A Place To Call Home Social Housing Support Program Fremantle

Salvation Army (WA) Property Trust

- Balga Family Accommodation Service
- Balga Financial Counselling Service
- Bridge House
- Bunbury Family Crisis Centre
- Crossroads West - Kalgoorlie Boulder Youth Accommodation Service
- Crossroads West Landsdale House Residential Service
- Crossroads West Oasis House Residential Service
- Geraldton Family Crisis Centre
- Kalgoorlie Emergency Accommodation and Referral Service
- Karratha Youth Accommodation Service
- Lentara Men's Hostel
- Onslow Family and Domestic Violence Service
- 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 - Statewide excluding the Southwest, Peel District and South Rockingham
- Salvation Army Graceville Centre
- Salvation Army Karratha Women's Refuge
- Salvation Army Morley Community Youth Service
- Salvation Army Morley Financial Counselling Service
- Salvo Careline
- Street To Home Supportive Housing Services
- Tanderu Men's Hostel
- The Homelessness National Partnership Agreement: A Place To Call Home Social Housing Support Program Tuart Hill

Share and Care Community Services Group Inc

- Djookanka House
- Homelessness Accommodation Support Worker - Wheatbelt
- Merredin/Moora Financial Counselling Service
- Northam Financial Counselling Service
- Share and Care Emergency Accommodation Service
- Share and Care Outreach Support and Counselling Service
- The Men's Lodge
- Waminda House Women's Refuge
- Wheatbelt Family and Domestic Violence Case Management and Coordination Services

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 Leonora - Leonora Youth Support Service

Shire of Manjimup - Warren Blackwood Emergency Accommodation Centre

Shire of Meekatharra - Meekatharra Youth Service

Shire of Moora - Moora Youth Program

Shire of Mullewa - Mullewa Youth Service

Shire of Mundaring - Parent Adolescent Counselling Service

Shire of Wyndham/East Kimberley

- East Kimberley Youth Service for Young People At Risk
- Service for Young People at Risk (Wyndham)

Short Term Accommodation for Youth Inc - STAY

South Coastal Women's Health Services Association Inc - Family Abuse Advocacy Support Team

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

- Domestic Violence Outreach Service
- South West Refuge

Southcare Inc - Southcare Financial Counselling Service

Southern Agcare Inc - Mobile Family Counselling Service

St Bartholomew's House Inc

- Homeless and Transitional Support Services
- Street To Home; Supportive Housing Services

St Patrick's Community Support Centre Ltd

- Housing Support Workers; Mental Health Initiative - Fremantle/Rockingham
- St Patricks Accommodation and Support Services
- St Patrick's Meals and Day Centre
- Street To Home; Assertive Outreach Services
- Street To Home; Supportive Housing Services (The Sister's Place)

Stand By Me Youth Service (WA) Inc - Stand By Me Youth Service

Starick Services Inc

- The Centre for Community
- The Centre for Safety and Wellbeing

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

- Homeless Accommodation Support Worker - North East Metropolitan Area
- Housing Support Workers; Drug and Alcohol Initiative - North East Metropolitan Area
- Swan Emergency Accommodation - Youth
- Swan Emergency Accommodation and Support Services
- The Homelessness National Partnership: Agreement A Place to Call Home - Social Housing Support Program Midland

The Lucy Saw Centre Association Inc

- Rockingham Family and Domestic Violence Case Management and Co-ordination Services
- The Centre for the Prevention and Intervention of Domestic and Family Violence

The Roman Catholic Bishop of Geraldton Centacare Family Services

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

The Samaritans Incorporated - 24 Hour Telephone Crisis Support Service

The Spiers Centre Inc - Granny Spiers Financial Counselling Service

Tom Price Youth Support Association Inc - Tom Price Youth Service

Town of Bassendean - Bassendean Youth Service

Town of Kwinana - Kwinana Detached Youth Service

Uniting Church in Australia Property Trust (WA) - Mandurah/Peel Financial Counselling Service

UnitingCare West

- Creditcare Maylands Service
- Creditcare Perth City Service
- Futures
- HomeConnect
- Intensive Family Services
- Street To Home; Assertive Outreach Services
- Tier One Family Group Home Services Metropolitan Areas and Short Stay Family Group Homes
- UnitingCare West Accommodation and Support Services
- UnitingCare West Child and Family Counselling Service - Child Sexual Abuse Therapeutic Services (Young Peoples Program and Families Program)
- UnitingCare West Tranby Day Centre
- Wyn Carr House - incorporating Fremantle Regional Indigenous Family Violence Service

Victoria Park Youth Accommodation Inc - Victoria Park Youth Accommodation Service

WA No Interest Loans Network Inc - No Interest Loan Service (Statewide)

Wanslea Family Services Incorporated

- Intensive Family Support Services
- Preparation for Leaving Care and After Care Services - Peel and South Rockingham
- Wanslea Foster Care Service

Waratah Support Centre (South West Region) Inc

- Kids and Teens Waratah Children's Domestic Violence Counselling Service
- Kids and Teens Waratah Child Sexual Abuse Treatment Service
- Waratah Family Abuse Intervention Service

Warmun Community (Turkey Creek) Inc

- Psychological Support and Training Service for People Working in Domestic Violence Response

Westaus Crisis and Welfare Service Inc

- Homelessness Accommodation Support Worker - Peel Region
- Westaus Accommodation Advocacy and Support Peel

Wheatbelt Agcare Community Support Services Inc - Wheatbelt Agcare Family Counselling Service

Wirraka Maya Health Service Aboriginal Corporation - Indigenous Healing Service

Women's Council for Domestic and Family Violence Service (WA) Inc

- Development Phase of Safe At Home Program and Domestic Violence Outreach Program
- Keeping Kids Safe
- Women's Council for Domestic and Family Violence Service - Statewide

Women's Health Care Association Inc

- Central Perth Family and Domestic Violence Case Management and Co-ordination Services
- Domestic Violence Advocacy Support Central - Advocacy
- Multicultural Kids In Focus
- Multicultural Women's Advocacy Service

Wyndham Family Support Inc - Financial Counselling - Wyndham

Yaandina Family Centre Inc

- Karratha Youth Service
- Roebourne Indigenous Child Sexual Abuse Response Service
- Roebourne Youth Centre

YMCA of Perth Youth and Community Services Inc

- LYNKS Counselling Service
- Streetsyde - Emergency Youth Accommodation
- YMCA Mobile Youth Service

Yorganop Association Incorporated - 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: Reform Projects Resulting from Ford Review

The implementation of the 70 recommendations from the *Review of the Department for Community Development* by Prudence Ford involved the development and implementation of 40 reform projects encompassing the Ford recommendations and a limited number of other key developments such as the adoption of the evidence-based child protection practice framework, Signs of Safety. The outcomes and status of the reform projects are as follows.

Table 45: Reform projects resulting from the Ford Review recommendations

Reform project	Summary statement of outcomes that have been achieved as at 30 June 2010
CPR01 Department Housing, Housing Support	A Strategic Bilateral Memorandum of Understanding was developed to assist the management of housing issues and homelessness between the Departments of Child Protection and Housing.
CPR02 Aboriginal Community Engagement	An Aboriginal Reference Group and an Aboriginal Services Framework were established to allow Aboriginal communities and stakeholders to advise and contribute to policy and services in child protection and to ensure that an Aboriginal perspective is provided to all aspects of core business.
CPR03 Demand Forecasting Model	A robust mechanism was established to predict future demand, understand demand drivers, and to provide a sustainable and agreed basis on which to resource the Department on an ongoing basis.
CPR04 Resource Allocation Model	A responsive, transparent and justifiable mechanism was developed to allocate resources to meet demand for services across districts and between all service providers.
CPR05b Consistent Intake	Assessment and intake of referrals was improved by implementing a consistent intake function, process and response, including tools such as 'duty prompts'.
CPR06 Service Delivery Policy and Field Worker Guidelines	Service delivery policy and guidelines were reviewed, streamlined and standardised into an integrated, user friendly format and consistent with the development of the Assist client information system.
CPR08 Management Information	A model for managing information was developed to ensure workers will be able to access accurate, timely and reliable client and case related data to better inform decision-making processes and outcomes.
CPR09 Learning Development	This project has expanded the range of learning opportunities and developed a culture of learning through an annual People Development Framework with funded projects and the establishment of a position.
CPR10 Workforce Development	A five-year workforce plan was developed that articulates future workforce demand requirements; attraction and retention strategies; role and position redesign and realignments against qualifications and parity; and enhanced quality assurance systems.
CPR11 Governance Framework	As a result of this project, the Department has a more robust governance environment including an accountability framework, an easy-to-use performance development framework and a centralised mechanism for managing breaches of conduct and promoting professional standards of conduct.
CPR12 Complaints Management System	This project delivered new policy, new computer systems, nationally accredited training, a training DVD and cultural change in the management of complaints.
CPR13 CDR Function Transfer	A cooperative approach to the child death review process, including a Memorandum of Understanding, was established with the Ombudsman.
CPR14 Family Support Framework and Plan	A framework and plan was developed to promote the safety, stability and development of vulnerable children and young people, their families and communities and improve government responses to those at risk or in crisis.
CPR15 Videoconferencing	The project verified the appropriateness, accessibility and acceptability of videoconferencing to deliver specialist therapeutic services to rural and remote areas of Western Australia.
CPR17 Adoptions Reform	Adoption processes were reviewed and streamlined, particularly those pertaining to adoption applicants and implemented legislative review of the <i>Adoption Act 1994</i> . Changes are subject to Ministerial, Cabinet and Parliamentary endorsement.
CPR19 Non-Government Sector Out-of-home Expansion	Extensive engagement with the community sector produced a costing model for consistent benchmarking and costing of out-of-home care services provided by the Department and non-government placement agencies. This is in contrast to the ad hoc historical basis of previous funding.
CPR20a Foster Care Service Development	This project increased the number of approved general foster carers to provide placements for children in care.
CPR20b Conceptual Model of WA Foster Care	This project resulted in the first Departmental Conceptual Model of WA Foster Care and a review of types of foster care provided. The Department will now provide volunteer care only, with all professional care being outsourced to the non-government sector.
CPR21 Foster Care Team Development and Support	A Foster Care Partnership Policy was developed along with tools to support its implementation at district level. The policy was incorporated into the updated case practice manual.
CPR22 CREATE Reference Group	Establishment of the CREATE Advisory Group provided an avenue for children and young people in care, or who have recently left care, to express their views about out-of-home care policies and services.
CPR24 Gordon Initiatives	Services implemented in response to the Gordon Inquiry were consolidated by establishing 14 permanent Strong Families Coordinators and 11 Youth and Family Support Workers across the state.
CPR25 Child Safety Teams Evaluation	The evaluation established that the expected outcomes were not being achieved and as a result the model ceased.
CPR26 Interagency Child Safety Directors	A Child Safety Directors Group was established to improve how government agencies work together at both an organisational and local level to provide better coordinated child safety and family support services.
CPR27 Interagency Care Plans	This project has resulted in the design, development and implementation of health and education plans for all children and young people in care, in partnership with the Departments of Health and Education and Training.
CPR28 Department for Child Protection Information Sharing	An information sharing guide was developed to improve information sharing practices between the Department, other key government agencies and the non-government sector.

Reform project	Summary statement of outcomes that have been achieved as at 30 June 2010
CPR29 WA Mandatory Reporting	Crisis Care Unit was expanded with trained child protection workers staffing a 24 hour, 7 day a week Mandatory Reporting Service. Mandatory reporters were provided with training and other support materials. The project also established reporting frameworks with interagency partners, and fostered a collaborative relationship between the Department for Child Protection and the Western Australia Police Child Abuse Squad.
CPR30 DCP District SPDO	Permanent Level 6 Senior Practice Development Officers were appointed in each district office to provide professional supervision, mentoring and identification of the learning and development requirements for staff.
CPR31 DCP Abuse in Care	A central document was developed that lists progress in relation to the 40 Ford recommendations for children in care and another 129 recommendations identified in other reports. It provides a mechanism to track the progress in implementing the recommendations.
CPR32a Interagency Early Intervention	A model was developed including shared protocols, policies and procedures to improve integrated planning and multi-agency service provision for at-risk pregnant women attending King Edward Memorial Hospital, to increase the potential for child/ren to remain with their parent/s when born.
CPR32b Pre-adjudication Family Group Conferencing	This project resulted in improved lawyer-assisted pre-application conferencing to resolve concerns for children who are, or are likely to become, in need of protection (as part of the interagency early intervention (pre-birth) protocol) for at-risk pregnant women attending King Edward Memorial Hospital.
CPR34a FDV Collocation Model	Triaging and assessment of the Domestic Violence Incident Reports received from police was improved. This coordinated and collaborative approach is built on information exchange and joint planning with the Department, also developing a number of staff specialised in the area of child protection and family and domestic violence.
CPR34b Family and Domestic Violence Policy, Guidelines and Learning Strategy	This project resulted in the expansion of the family and domestic violence collocation model to regional areas.

Reform project	Summary statement of progress as at 30 June 2010
CPR05a Signs of Safety	This project is in the third year of five years which will ultimately result in the adoption and implementation of the Signs of Safety risk assessment approach as the basis of consistent, evidence based child protection practice framework across all departmental child protection services.
CPR07 Business Process Review	A revised on-line administration manual was developed with a schedule of procedural authorisations (delegations) soon to be completed, resulting in an efficient on-line system to replace paper vouchers for children's expenditure and financial assistance transactions.
CPR16 Permanency Planning	When completed this project will result in a strategic framework and field worker practice guidelines on permanency planning, and identified gaps in the existing legislation will be referred to the review of the <i>Children and Community Services Act 2004</i> to occur in 2010.
CPR23a Residential Care Development: Tier 1	Through the development of partnerships with the non-government sector, this project will result in an additional 128 multi-purpose Tier One beds across all districts by December 2010.
CPR23b Residential Care Development: Tier 2	This project has already resulted in the establishment and operation of 10, four bed residential assessment treatment units with another four units due to open by December 2010.
CPR23c Residential Care Development: Tier 3	This project, due for completion by December 2010, will provide a secure care facility with up to nine safe, therapeutic and short-term crisis care beds for children and young people at risk to themselves and others.
CPR33 Income Management	When completed in December 2010, this project will have implemented, in partnership with the Australian and Western Australian Governments, income management as a child protection measure to address neglect.

Developmental project	Summary statement of planned outcomes as at 30 June 2010
DP003 Attraction and Retention Benefit 205	Longer term solutions are being developed and implemented to address potential retention issues and pay differentials arising from the cessation of the general attraction and retention benefit on 30 June 2010.
DP014 Attraction and Retention in Regional WA	This project has developed a sustainable response to the broader environmental and labour market issues that constrain the Department from achieving service delivery outcomes in regional locations.
DP001 Specialised Fostering	Through collaboration between Fostering Services and metropolitan districts, this project will develop and implement structures and processes for the transformed operation of the Specialised Fostering component of Fostering Services under the new Out-of-Home Care Services Framework July 2009.
DP002 Mutual Exchange of Information: DCP, Department of Health and professional colleges	This project will embed effective information sharing practices with Department of Health staff, through the development of a Strategic Bilateral Memorandum of Understanding, a learning and development package for use by both agencies, updated field worker guidelines on information sharing, and a resource on information sharing for use by targeted professional colleges.
DP004 Signs of Safety Pre-hearing Conferences and Lawyer-Assisted Meetings Pilot	This project, in partnership with Legal Aid WA, will develop, implement and evaluate a 12 month metropolitan pilot of 100 cases involving a combination of lawyer-assisted Signs of Safety meetings involving pregnant mothers and their families at King Edward Memorial Hospital, and SoS Pre-hearing Conferences in relation to child protection proceedings at Perth Children's Court.
DP005 East Kimberley DV Hub	Funded by the Department of Families, Housing, Community Services and Indigenous Affairs, this project will enable Aboriginal families and children in targeted communities of the East Kimberley, to experience a level of safety from family and domestic violence commensurate with other families and children in Western Australia.
DP006 Rapid Response	This project will improve the health, housing, wellbeing and educational outcomes of children and young people in care by prioritising their access to services. Prioritisation will be achieved through the development and implementation of an across-government framework in the strategic areas of case management, assessment, service response and information sharing and privacy.

Developmental project	Summary statement of planned outcomes as at 30 June 2010
DP007 Family Support Hubs	This project will implement the innovation phase of the establishment of family support hubs informed by the directions outlined in the Secondary Family Support State Plan 2010-2013. The innovations phase will result in the development and implementation of systems and supports required to establish the first secondary family support hub/s, the commencement of the first site/s and an evaluation report.
DP008 Mandatory Reporting	This project, yet to be scoped, will extend mandatory reporting to include physical abuse, emotional abuse and neglect.
DP009 Supervision in Case Practice	A supervision in case practice model and policy will be developed that includes group supervision, complements Signs of Safety, and is relevant to caseworkers, team leaders, senior practice development officers, assistant district directors and district directors.
DP010 Review of District Structures	By drawing on current district organisational structures, this project will develop an agreed model that reinforces consistent intake and achieves 80 per cent consistency across districts.
DP011 Shared Services	This project will result on the transition of all 'in-scope' corporate service functions to the Office of Shared Services as mandated by the state.
DP012 Leaving Care and Transitioning to Independent Living	This project will improve current processes and supports, and explore options for additional supports for young people transitioning from care to independent living
DP013 Foster Carer Categories, Assessment, Review and Learning	This project is yet to be scoped.
DP015 Viewpoint	This project will develop and implement a pilot in two districts of the Viewpoint audio computer assisted self-interviewing, as a tool to consult with and include children and young people in care planning. The pilot will inform the state-wide roll out and evaluation of Viewpoint in care planning, including leaving care planning.
DP016 DCP 'At Risk' Youth Strategy	This project will develop an at-risk youth strategy that will allow for a planned and coordinated approach to the provision of at risk youth services, programs and supports.
DP017 Adoptions Reform Phase 2	This project will build upon the reforms from phase two of the Adoptions Reform project (2009, 17a and 17b) by further increasing support to applicants, and improving the openness and transparency of adoptions and practices. Opportunities for adoption applicants to foster will be increased. Staff will engage in work place learning as per the People Development Framework.

Appendix 3: Research and Evaluation

Health Care Planning for Children in Care Pilot

The pilot was a joint initiative between the Departments for Child Protection and Health. The aim of the six month pilot was to improve health surveillance and outcomes for children in care. The pilot trialled a collaborative health care planning pathway which operated in the Department's districts and corresponding Community Health areas of Fremantle, Great Southern, Midland and Pilbara. These four distinct regions enabled the assumptions to be tested in two metropolitan, a rural and an isolated regional setting. The pilot applied to all children who came into the CEO's care during the six month period and those already in care who had an annual Care Plan review conducted during the period. The main components of the pilot were that once a child comes into the CEO's care, they receive a standard medical examination and that all other children in care receive a Community Health Nurse assessment as part of their overall care plan.

Key Findings:

The pilot evaluation results indicate that the collaborative approach undertaken by the Department for Child Protection and the Department of Health in developing and implementing a health care planning pathway for children in care has been beneficial. The pathway was able to integrate health surveillance and planning for children in care into existing Department of Health community health services and, therefore, provide a gateway to universal and targeted health services that address the physical, developmental, dental and mental health needs of this vulnerable group. The results demonstrate that implementing the pathway had clear benefits to the health improvement plans for children in care.

Action:

Recommendations from this evaluation are being acted on, with the implementation of health care planning state wide by July 2011.

Customer Perception Survey

Key Findings:

It was found that 93 per cent of customers reported that they were supported in providing care and safety to their family members; 90 per cent of customers reported that they were either 'confident' or 'very confident' to manage well in the future as a result of receiving services; and 97 per cent of customers reported that their needs were met as a result of using services.

Action:

Customer survey results at a district level were referred to district directors, and agency reports were provided to funded services for their understanding and insight.

Working with Children Check Customer Survey

Key Findings:

Overall satisfaction was found with the services provided by the unit to applicants. Seventy-two per cent of respondents rated the total experience of getting their card 'good' (45 per cent) or 'very good' (27 per cent). Most respondents (88 per cent) agreed with the obligation of people doing child-related work to have a Working with Children Check.

Action:

Results will inform future service developments and communication strategies.

Appendix 4: District Data

Responses to Child Protection Concerns

On 8 March 2010, the Department implemented a new client database, Assist. Data are not yet available from the new system due to the implementation of ongoing enhancements to the system and the development of new reports. As a result, data presented in this section are for the period 1 July 2009 to 28 February 2010.

Table 46: Assessments and responses to child protection concerns received 1 July 2009 to 28 February 2010 by district

District	Investigations	Child-centred family support	Family support	No further action	In process	Total
Armadale	142	70	29	234	231	706
Cannington	110	10	170	294	103	687
East Kimberley	97	24	36	92	44	293
Fremantle	160	4	49	150	100	463
Goldfields	183	51	29	55	77	395
Great Southern	145	1	19	80	65	310
Joondalup	264	5	9	162	60	500
Midland	186	8	36	121	267	618
Mirrabooka	150	18	56	69	112	405
Murchison	228	12	85	142	196	663
Peel	92	19	26	178	136	451
Perth	111	9	54	118	81	373
Pilbara	53	21	20	208	245	547
Rockingham	160	1	29	209	20	419
South West	258	4	20	82	33	397
West Kimberley	126	1	40	116	61	344
Wheatbelt	118	6	11	117	66	318
Other work units	73	8	20	323	113	537
Total	2,656	272	738	2,750	2,010	8,426

Child Protection Investigations and Outcomes

Table 47: Child protection investigations and outcomes 1 July 2009 to 28 February 2010 by district

District	Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	Total
Armadale						
Substantiated	13	5	6	9	1	34
Unsubstantiated	9	12	22	8	0	51
Unable to complete investigation	0	0	3	2	0	5
In process	8	10	12	19	0	49
No suitable caregiver	0	0	3	0	0	3
Total	30	27	46	38	1	142
Cannington						
Substantiated	27	0	11	2	0	40
Unsubstantiated	8	2	18	10	0	38
Unable to complete investigation	0	0	0	0	0	0
In process	7	1	11	7	0	26
No suitable caregiver	5	0	0	0	1	6
Total	47	3	40	19	1	110
East Kimberley						
Substantiated	12	1	7	10	1	31
Unsubstantiated	13	1	9	15	0	38
Unable to complete investigation	0	0	0	2	0	2
In process	16	0	1	8	0	25
No suitable caregiver	1	0	0	0	0	1
Total	42	2	17	35	1	97

District	Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	Total
Fremantle						
Substantiated	12	19	20	9	0	60
Unsubstantiated	7	14	24	18	0	63
Unable to complete investigation	0	0	0	1	0	1
In process	6	12	9	9	0	36
No suitable caregiver	0	0	0	0	0	0
Total	25	45	53	37	0	160
Goldfields						
Substantiated	14	17	8	17	2	58
Unsubstantiated	25	20	6	11	3	65
Unable to complete investigation	3	4	4	4	2	17
In process	9	8	12	13	0	42
No suitable caregiver	0	0	0	0	1	1
Total	51	49	30	45	8	183
Great Southern						
Substantiated	26	19	10	15	0	70
Unsubstantiated	27	9	17	7	1	61
Unable to complete investigation	5	0	0	1	0	6
In process	2	2	2	2	0	8
No suitable caregiver	0	0	0	0	0	0
Total	60	30	29	25	1	145
Joondalup						
Substantiated	29	20	8	5	0	62
Unsubstantiated	39	38	31	41	1	150
Unable to complete investigation	0	2	0	9	0	11
In process	20	5	10	6	0	41
No suitable caregiver	0	0	0	0	0	0
Total	88	65	49	61	1	264
Midland						
Substantiated	51	6	7	8	2	74
Unsubstantiated	23	7	15	8	0	53
Unable to complete investigation	0	0	0	1	0	1
In process	10	8	9	27	1	55
No suitable caregiver	2	0	0	0	1	3
Total	86	21	31	44	4	186
Mirrabeeka						
Substantiated	21	12	12	13	0	58
Unsubstantiated	23	3	17	33	0	76
Unable to complete investigation	0	0	0	1	0	1
In process	3	0	2	7	1	13
No suitable caregiver	0	0	0	0	2	2
Total	47	15	31	54	3	150
Murchison						
Substantiated	8	6	11	10	0	35
Unsubstantiated	32	18	50	36	0	136
Unable to complete investigation	1	0	3	2	0	6
In process	18	4	19	10	0	51
No suitable caregiver	0	0	0	0	0	0
Total	59	28	83	58	0	228
Peel						
Substantiated	9	8	8	11	0	36
Unsubstantiated	11	2	5	15	0	33
Unable to complete investigation	0	0	1	0	0	1
In process	10	0	5	6	0	21
No suitable caregiver	1	0	0	0	0	1
Total	31	10	19	32	0	92

District	Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	Total
Perth						
Substantiated	17	4	4	13	0	38
Unsubstantiated	14	2	25	19	0	60
Unable to complete investigation	1	0	0	1	0	2
In process	2	0	4	1	0	7
No suitable caregiver	3	0	0	0	1	4
Total	37	6	33	34	1	111
Pilbara						
Substantiated	5	1	8	6	1	21
Unsubstantiated	8	9	5	7	0	29
Unable to complete investigation	2	0	0	0	0	2
In process	0	0	0	1	0	1
No suitable caregiver	0	0	0	0	0	0
Total	15	10	13	14	1	53
Rockingham						
Substantiated	6	6	7	16	0	35
Unsubstantiated	32	7	20	33	0	92
Unable to complete investigation	1	2	0	1	0	4
In process	6	6	4	13	0	29
No suitable caregiver	0	0	0	0	0	0
Total	45	21	31	63	0	160
South West						
Substantiated	12	10	21	11	0	54
Unsubstantiated	36	15	41	43	7	142
Unable to complete investigation	2	8	2	2	0	14
In process	15	5	11	13	1	45
No suitable caregiver	3	0	0	0	0	3
Total	68	38	75	69	8	258
West Kimberley						
Substantiated	55	0	3	10	1	69
Unsubstantiated	21	1	5	12	0	39
Unable to complete investigation	2	0	0	0	0	2
In process	5	0	9	1	0	15
No suitable caregiver	0	0	0	1	0	1
Total	83	1	17	24	1	126
Wheatbelt						
Substantiated	5	9	8	8	0	30
Unsubstantiated	8	12	29	25	0	74
Unable to complete investigation	2	0	1	1	0	4
In process	3	0	2	5	0	10
No suitable caregiver	0	0	0	0	0	0
Total	18	21	40	39	0	118
Other work units						
Substantiated	1	3	7	12	0	23
Unsubstantiated	8	3	3	25	0	39
Unable to complete investigation	0	0	1	1	0	2
In process	0	0	2	7	0	9
No suitable caregiver	0	0	0	0	0	0
Total	9	6	13	45	0	73
Grand Total	841	398	650	736	31	2,656

Note:

- The nature of concern may differ from the abuse type substantiated upon investigation.

Protection Applications and Orders

Table 48: New protection applications made 1 July 2009 to 28 February 2010 by district

District	Applications
Armadale	39
Cannington	24
East Kimberley	18
Fremantle	24
Goldfields	25
Great Southern	31
Joondalup	43
Midland	42
Mirrabooka	16
Murchison	18
Peel	43
Perth	34
Pilbara	15
Rockingham	11
South West	21
West Kimberley	21
Wheatbelt	23
Crisis Care	30
Total	478

Table 49: Protection orders issued 1 July 2009 to 28 February 2010 by district

District	Until 18	Time limited	Supervision	Enduring parental responsibility	Other	Total
Armadale	16	14	8	0	0	38
Cannington	18	27	6	4	6	61
East Kimberley	13	12	1	1	0	27
Fremantle	11	21	11	1	1	45
Goldfields	5	18	5	0	0	28
Great Southern	9	10	1	0	0	20
Joondalup	2	15	7	0	0	24
Midland	6	11	5	2	0	24
Mirrabooka	9	11	1	1	7	29
Murchison	14	12	3	1	0	30
Peel	8	16	2	0	0	26
Perth	20	19	1	5	0	45
Pilbara	3	23	0	0	0	26
Rockingham	4	13	5	1	0	23
South West	12	23	4	2	0	41
West Kimberley	7	17	0	0	0	24
Wheatbelt	12	13	2	0	0	27
Other work units	0	0	0	1	9	10
Total	169	275	62	19	23	548

Note:

- 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.

Table 50: Number of children on care orders at 28 February 2010 by district

District	Aboriginal	Non-Aboriginal	Total
Armadale	110	171	281
Cannington	106	131	237
East Kimberley	99	0	99
Fremantle	66	131	197
Goldfields	67	26	93
Great Southern	53	42	95
Joondalup	62	109	171
Midland	93	114	207
Mirrabooka	92	179	271
Murchison	81	22	103
Peel	21	89	110
Perth	63	123	186
Pilbara	90	4	94
Rockingham	23	104	127
South West	35	123	158
West Kimberley	110	6	116
Wheatbelt	77	106	183
Fostering and Adoption Services	4	13	17
Total	1,252	1,493	2,745

Note:

- Care orders include time limited, under 18, ward (*Child Welfare Act 1947*), children awaiting adoption and unaccompanied humanitarian minors 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.

Children Entering Care

Table 51: Age of children upon entering the CEO's care 1 July 2009 to 28 February 2010 by district

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years
Armadale	20.9%	23.3%	18.6%	27.9%	9.3%
Cannington	18.8%	12.5%	27.1%	25.0%	16.7%
East Kimberley	33.3%	27.8%	27.8%	11.1%	0.0%
Fremantle	9.1%	45.5%	22.7%	20.5%	2.3%
Goldfields	15.6%	31.3%	31.3%	15.6%	6.3%
Great Southern	4.9%	26.8%	36.6%	29.3%	2.4%
Joondalup	20.8%	28.3%	13.2%	22.6%	15.1%
Midland	20.8%	33.3%	31.3%	10.4%	4.2%
Mirrabooka	15.8%	21.1%	26.3%	23.7%	13.2%
Murchison	20.6%	26.5%	26.5%	20.6%	5.9%
Peel	9.8%	27.5%	29.4%	25.5%	7.8%
Perth	25.6%	20.5%	20.5%	30.8%	2.6%
Pilbara	19.0%	38.1%	38.1%	0.0%	4.8%
Rockingham	31.6%	15.8%	15.8%	26.3%	10.5%
South West	19.2%	30.8%	34.6%	11.5%	3.8%
West Kimberley	27.3%	54.5%	18.2%	0.0%	0.0%
Wheatbelt	13.0%	26.1%	21.7%	21.7%	17.4%
Fostering and Adoption Services	81.8%	18.2%	0.0%	0.0%	0.0%
Other work units	25.0%	0.0%	12.5%	50.0%	12.5%
Western Australia	19.2%	27.6%	25.0%	20.5%	7.6%

Children in Care

Table 52: Children in the CEO's care at 28 February 2010 by district

District	Aboriginal	Non-Aboriginal	Total
Armadale	124	214	338
Cannington	119	140	259
East Kimberley	122	0	122
Fremantle	83	145	228
Goldfields	82	33	115
Great Southern	71	67	138
Joondalup	87	146	233
Midland	105	139	244
Mirrabooka	104	197	301
Murchison	90	29	119
Peel	26	132	158
Perth	68	151	219
Pilbara	103	5	108
Rockingham	23	122	145
South West	42	141	183
West Kimberley	129	6	135
Wheatbelt	84	126	210
Fostering and Adoption Services	4	17	21
Total	1,466	1,810	3,276

Table 53: Age of children and young people in the CEO's care at 28 February 2010 by district

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	7	90	106	95	40	338
Cannington	7	68	84	58	42	259
East Kimberley	6	54	43	18	1	122
Fremantle	7	62	77	53	29	228
Goldfields	4	26	39	31	15	115
Great Southern	2	34	56	32	14	138
Joondalup	9	61	56	74	33	233
Midland	10	49	73	68	44	244
Mirrabooka	7	57	90	108	39	301
Murchison	6	35	35	30	13	119
Peel	3	35	56	45	19	158
Perth	11	65	58	64	21	219
Pilbara	3	35	34	28	8	108
Rockingham	5	27	46	45	22	145
South West	5	45	56	54	23	183
West Kimberley	6	48	48	28	5	135
Wheatbelt	5	40	51	67	47	210
Fostering and Adoption Services	6	9	4	2	0	21
Total	109	840	1,012	900	415	3,276

Children Leaving Care

Table 54: Age of children and young people upon leaving care 1 July 2009 to 28 February 2010 by district

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years
Armadale	10.3%	34.5%	20.7%	12.1%	22.4%
Cannington	4.1%	16.3%	36.7%	28.6%	14.3%
East Kimberley	22.2%	22.2%	33.3%	11.1%	11.1%
Fremantle	0.0%	15.2%	27.3%	33.3%	24.2%
Goldfields	0.0%	28.0%	24.0%	32.0%	16.0%
Great Southern	0.0%	0.0%	41.7%	25.0%	33.3%
Joondalup	3.3%	20.0%	23.3%	30.0%	23.3%
Midland	8.0%	24.0%	20.0%	12.0%	36.0%
Mirrabooka	3.0%	30.3%	24.2%	12.1%	30.3%
Murchison	3.4%	13.8%	37.9%	31.0%	13.8%
Peel	8.0%	16.0%	32.0%	24.0%	20.0%
Perth	6.7%	35.6%	26.7%	17.8%	13.3%
Pilbara	0.0%	27.3%	9.1%	36.4%	27.3%
Rockingham	8.8%	50.0%	14.7%	17.6%	8.8%
South West	3.6%	28.6%	39.3%	14.3%	14.3%
West Kimberley	0.0%	11.1%	55.6%	22.2%	11.1%
Wheatbelt	0.0%	8.0%	32.0%	16.0%	44.0%
Fostering and Adoption Services	15.0%	80.0%	5.0%	0.0%	0.0%
Other work units	50.0%	0.0%	50.0%	0.0%	0.0%
Western Australia	5.6%	26.9%	27.1%	20.5%	19.9%

Table 55: Length of time in care for children and young people leaving care 1 July 2009 to 28 February 2010 by district

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 or more years
Armadale	17.2%	24.1%	8.6%	5.2%	29.3%	15.5%
Cannington	42.9%	4.1%	0.0%	2.0%	40.8%	10.2%
East Kimberley	33.3%	11.1%	0.0%	0.0%	44.4%	11.1%
Fremantle	24.2%	9.1%	0.0%	0.0%	39.4%	27.3%
Goldfields	40.0%	12.0%	0.0%	16.0%	32.0%	0.0%
Great Southern	25.0%	33.3%	0.0%	8.3%	8.3%	25.0%
Joondalup	33.3%	10.0%	3.3%	3.3%	43.3%	6.7%
Midland	16.0%	0.0%	20.0%	0.0%	16.0%	48.0%
Mirrabooka	21.2%	15.2%	18.2%	9.1%	12.1%	24.2%
Murchison	58.6%	3.4%	3.4%	0.0%	17.2%	17.2%
Peel	24.0%	16.0%	4.0%	24.0%	20.0%	12.0%
Perth	15.6%	15.6%	6.7%	4.4%	44.4%	13.3%
Pilbara	72.7%	0.0%	0.0%	27.3%	0.0%	0.0%
Rockingham	8.8%	14.7%	2.9%	41.2%	26.5%	5.9%
South West	14.3%	0.0%	3.6%	17.9%	53.6%	10.7%
West Kimberley	22.2%	0.0%	0.0%	22.2%	55.6%	0.0%
Wheatbelt	16.0%	8.0%	0.0%	20.0%	36.0%	20.0%
Fostering and Adoption Services	5.0%	5.0%	55.0%	35.0%	0.0%	0.0%
Other work units	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Western Australia	25.7%	11.0%	7.0%	11.4%	30.5%	14.5%

Financial Assistance

Table 56: Department for Child Protection Family Crisis Program instances of assistance 1 July 2009 to 28 February 2010 by district

District	Number of instances
Armadale	302
Cannington	161
East Kimberley	81
Fremantle	423
Goldfields	235
Great Southern	526
Joondalup	224
Midland	465
Mirrabooka	433
Murchison	414
Peel	359
Perth	165
Pilbara	128
Rockingham	412
South West	658
West Kimberley	431
Wheatbelt	835
Crisis Care	551
Other work units	124
Total	6,927

Appendix 5: 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

Complaints Management Unit

Tel (08) 9222 2594
Freecall 1800 013 311

Crisis Care Unit

Tel (08) 9223 1111
Freecall 1800 199 008

Family Information and Adoption Services

Level 2, 161 Great Eastern Highway
Belmont WA 6104
PO Box 641
Belmont WA 6984
Tel (08) 9259 3417
Freecall 1800 000 277 (Family Information)
Freecall 1800 622 258 (Adoption Services)

Fostering Services

McCall Centre
2 Curtin Avenue
Cottesloe WA 6011
Tel (08) 9286 5200
Freecall 1800 024 453

Learning and Development Centre

363 Oxford Street
Mount Hawthorn WA 6016
Tel (08) 9222 6000

Psychology Services

Tel (08) 9222 2763

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

Metropolitan Offices

Armadale District Office

145 Jull Street
Armadale WA 6112
Tel (08) 9497 6555

Cannington District Office

Cnr Grose Avenue and Lake Street
Cannington WA 6107
Tel (08) 9351 0888

Fremantle District Office

25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8800

Gosnells Office

88 Lissiman Street
Gosnells WA 6110
Tel (08) 9498 9300

Joondalup District Office

Ground Floor
Joondalup House
8 Davidson Terrace
Joondalup WA 6027
Tel (08) 9301 3600

Kwinana Office

Suite 4
Parmelia House
165 Gilmore Avenue
Kwinana WA 6167
Tel (08) 9411 4600

Midland District Office

281 Great Eastern Highway
Midland WA 6056
Tel (08) 9274 9411

Mirrabooka District Office

6 Ilkeston Place
Mirrabooka WA 6061
Tel (08) 9344 9666

Perth District Office

190 Stirling Street
Perth WA 6000
Tel (08) 9214 2444

Rockingham District Office

8 Leghorn Street
Rockingham WA 6168
Tel (08) 9527 0100

Country Offices

East Kimberley District

East Kimberley District Office (Kununurra)

State Government Building
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
Tel (08) 9168 0333

Wyndham Office

Lot 994 Great Northern Highway
Wyndham WA 6740
Tel (08) 9161 1110

Halls Creek Office

71 Thomas Street
Halls Creek WA 6770
Tel (08) 9168 6114

Goldfields District

Goldfields District Office (Kalgoorlie)

Cnr Boulder Road and Cheetham Street
Kalgoorlie WA 6430
Tel (08) 9022 0700

Leonora Office

Lot 40, Cnr Tower and Rajah Streets
Leonora WA 6438
Tel (08) 9037 6132

Esperance Office

92 Dempster Street
Esperance WA 6450
Tel (08) 9083 2566

Norseman Office

80 Prinsep Street
Norseman WA 6443
Tel (08) 9039 1129

Laverton Office

Laver Place
Laverton WA 6440
Tel (08) 9031 1104

Great Southern District

Great Southern District Office (Albany)

25 Duke Street
Albany WA 6330
Tel (08) 9841 0777

Manjimup Office

Lot 432 South West Highway
Manjimup WA 6258
Tel (08) 9771 1711

Katanning Office

Reidy House
25 Amherst Street
Katanning WA 6317
Tel (08) 9821 9000

Murchison District

Murchison District Office (Geraldton)

45 Cathedral Avenue
Geraldton WA 6530
Tel (08) 9965 9500

Mount Magnet Office

Lot 124 Laurie Street
Mt Magnet WA 6638
Tel (08) 9981 1104 (Meekatharra Office)

Carnarvon Office

1st Floor, 6 Robinson Street
Carnarvon WA 6701
Tel (08) 9941 1244

Mullewa Office

12 Main Road
Mullewa WA 6630
Tel (08) 9961 1004

Meekatharra Office

Lot 83 Main Street
Meekatharra WA 6642
Tel (08) 9981 1104

Wiluna Office

Lot 1466 Wotton Street
Wiluna WA 6646
Tel (08) 9981 7097

Peel District

Peel District Office (Mandurah)

Cnr Tuckey and Sutton Streets
Mandurah WA 6210
Tel (08) 9583 6688

Pilbara District

Pilbara District Office (South Hedland)

Cnr Brand and Tonkin Streets
South Hedland WA 6722
Tel (08) 9160 2400

Karratha Office

WA Government Administration Building
Cnr Searipple and Welcome Roads
Karratha WA 6714
Tel (08) 9185 0200

Newman Office

Cnr Newman Drive and Abydos Way
Newman WA 6753
Tel (08) 9175 1051

Onslow Office

Third Avenue
Onslow WA 6710
Tel (08) 9184 6005

Roebourne Office

Lot 37 Sholl Street
Roebourne WA 6718
Tel (08) 9182 1208

Tom Price/Paraburdoo Office

Lot 247 Poinciana Street
Tom Price WA 6751
Tel (08) 9189 1592

South West District

South West District Office (Bunbury)

80 Spencer Street
Bunbury WA 6230
Tel (08) 9722 5000

Busselton Office

8-10 Prince Street
Busselton WA 6280
Tel (08) 9752 3666

Collie Office

68 Wittenoom Street
Collie WA 6225
Tel (08) 9734 1699

Margaret River Office

33 Tunbridge Street
Margaret River WA 6285
Tel (08) 9757 2910

West Kimberley District

West Kimberley District Office (Broome)

19 Coghlan Street
Broome WA 6725
Tel (08) 9192 1317

Derby Office

17 Nevill Street
Derby WA 6728
Tel (08) 9191 1577

Fitzroy Crossing Office

Cnr Fallon Road and Flynn Drive
Fitzroy Crossing WA 6765
Tel (08) 9191 5002

Wheatbelt District

Wheatbelt District Office (Northam)

Cnr Fitzgerald and Gairdner Streets
Northam WA 6401
Tel (08) 9621 0400

Merredin Office

113 Great Eastern Highway
Merredin WA 6415
Tel (08) 9041 1622

Moora Office

49 Dandaragan Street
Moora WA 6510
Tel (08) 9651 1100

Narrogin Office

Government Building, Park Street
Narrogin WA 6312
Tel (08) 9881 0123

Southern Cross Office

11a Antares Street
Southern Cross WA 6426
Tel (08) 9049 1016

Wyalkatchem Office

Honour Avenue
Wyalkatchem WA 6485
Tel (08) 9041 1622 (Merredin Office)

Appendix 6: Publications

Aboriginal Employment and Learning Strategy
Accountable and Ethical Decision Making introductory handbook
Advocate for Children in Care brochure, poster and zip card
All About Being in Care
An Employee Guide to the Department's Discipline Process
Best Beginnings for You and Your Baby brochure, postcard and poster
Best Beginnings Knowing and Loving Your Baby
Better Care, Better Services: Standards for Children and Young People in Protection and Care booklet and poster
Career and Education Pathways
Case Review Panel – Requesting a Review
Charter of Rights for Children in Care – Information for 0 to 6 year-olds
Charter of Rights for Children in Care – Information for 7 to 12 year-olds
Charter of Rights for Children in Care – poster and zip card for 13 to 18 year-olds
Charter of Rights for Staff
Child Health Passport
Common Risk Assessment Risk Management Framework
Community Child Protection Workers
Complaints, Appeals and Review Process for Adoption Services
Crisis Care flyer and poster
Department for Child Protection Strategic Plan 2010–2012
Department for Child Protection flyer
Directory of Accommodation and Homelessness Services
Disaster and Emergency Support Services – Dealing with the Effects of a Traumatic Event
Documented Education Plans
Domestic Violence and the Workplace training manual
Fact Sheet: Common Myths About Domestic Violence
Fact Sheet: The Impact of Domestic Violence
Family Helpline flyer and poster
Field Worker Recruitment Process
Finding Out About Your Aboriginal Family History
Finding Out About Your Past: Family Information Records Bureau
Foster Care Partnership
Foster Carer Agreement
Fostering Services – Campaign Information Booklet
Fostering Services – Expression of Interest Form
Fostering Services Fact Sheet – Respite and Emergency Care
Fostering Services – Facts About Fostering fact sheet
Fostering Services poster
Fostering Services – It Takes All Sorts poster
Fostering Services – Respite poster
Fostering Services Fact Sheet – Allegations of Abuse
Fostering Services Fact Sheet – Attachment
Fostering Services Fact Sheet – Buddy Guidelines
Fostering Services Fact Sheet – Centrelink
Fostering Services Fact Sheet – Childhood Trauma
Fostering Services Fact Sheet – Confidentiality
Fostering Services Fact Sheet – Family Contact – Information for Relative Carers
Fostering Services Fact Sheet – Respite Care
Fostering Services Fact Sheet – Respite Foster Care for Adoption Applicants
Fostering Services Fact Sheet – SIDS
Fostering Services Fact Sheet – Smoking
Fostering Services Fact Sheet – Specialised Fostering
Fostering Services Fact Sheet – Taking Care of Yourself
Fostering Services Fact Sheet – The Investigation Process and Support for Carers During the Process
Fostering Services Fact Sheet – Volunteering
Fostering Services Fact Sheet – Water Safety
Fostering Services – Financial Support Information
Fostering Services – Thank You for Your Enquiry
Hardship Utility Grant Scheme (HUGS) flyer and poster
Has Your Partner Hurt You?

How do I Know if I'm Abusive?
 How Do I Recognise When a Child is at Risk of Abuse and Neglect?
 How to Deal with Domestic Violence: A Self-Help Book for Men Who Want to Change 20 page book and 4 page brochure
 Identifying and Responding to Child Abuse and Neglect
 Indigenous Family Violence: Its Not Our Way brochure and poster
 Information Statement (Freedom of Information)
 Integrity Services Unit Fact Sheet 1 – Standards of Conduct
 Integrity Services Unit Fact Sheet 2 – Public Sector Code of Ethics and the Department for Child Protection Code of Conduct
 Integrity Services Unit Fact Sheet 3 – Key Steps in the External Complaints Management Process
 Integrity Services Unit Fact Sheet 4 – *Public Sector Management Act 1994*: Investigation Process
 Integrity Services Unit Fact Sheet 5 – Public Interest Disclosure
 Integrity Services Unit – Professional Conduct Council Roles and Responsibilities
 Integrity Services Unit – Professional Conduct Strategy
 Integrity Services Unit – Professional Conduct Strategy Implementation Plan
 Is Someone You Know Being Abused in a Relationship? A Guide for Families, Friends and Neighbours
 Keeping Our Kids Safe
 Life Support: Making a Difference to Young People Experiencing Violence book, bookmarks, postcards, posters, safety plan
 Literature Review on Models of Coordination and Integration of Service Delivery
 Mandatory reporting Fact Sheet 1 – General Information
 Mandatory reporting Fact Sheet 2 – Background information on Child Abuse and Neglect
 Mandatory reporting Fact Sheet 3 – Confidentiality Issues and Mandatory Reporting
 Mandatory reporting Fact Sheet 4 – Resources for Mandatory Reporters
 Mandatory reporting Fact Sheet 5 – How Do I Respond to a Child Who Discloses Sexual Abuse?
 Mandatory reporting Fact Sheet 6 – Indicators of Child Sexual Abuse
 Mandatory reporting Fact Sheet 7 – What Information Should be Provided in a Mandatory Report
 Mandatory reporting Fact Sheet 8 – Mandatory Reporting Process Flow Chart
 Mandatory reporting Fact Sheet 9 – Sample Mandatory Reporting Form
 Mandatory Reporting Fact sheet - Carers Who Are Also Mandatory Reporters
 Mandatory Reporting in Western Australia – General Information about Mandatory Reporting in Western Australia.
 Mandatory Reporting of Child Sexual Abuse – Facts for Foster Carers
 Men's Domestic Violence Helpline flyer, referral cards and poster
 Men's Domestic Violence Helpline: Help Is Closer Than You Think
 Men's Domestic Violence Helpline: Where Ever You Live We Can Help
 Men's Domestic Violence Helpline: Where Ever You Live We Listen
 My Book About Being in Care
 My Code of Conduct poster
 My Life Story Book
 Noongar Child Matrix – Responsible Parenting Tool
 Our Children, Your Future – Career Opportunities with the Department for Child Protection
 Parent Support brochure
Parental Support and Responsibility Act 2008
 Past Adoption Services booklet
 People Development Framework 2010-2012
 Pregnant and Thinking About Adoption
 Promoting Fostering in CaLD Communities poster
 Protecting Children - A Guide for Parents, Families and Friends
 Rapid Response
 Residential Care Officer Recruitment Process
 Resolving Your Complaints kit and poster
 Resources for Foster Carers
 Secondary Family Support State Plan 2010-2013
 Signs of Safety Meetings
 Strong Families brochure and poster
 Telephone Services cards
 Tip Sheet for Child Care Providers
 Tip Sheet Regarding Child Care Providers for Departmental Staff
 WA Family and Domestic Violence State Strategic Plan: Annual Action Plan
 WA Family and Domestic Violence State Strategic Plan: Progress Report
 WA Family and Domestic Violence Information Kit
 WA Family and Domestic Violence Student Information Kit
 WA Strategic Plan for Family and Domestic Violence 2009–2013
 Western Australian Safety and Accountability Audit of the Armadale Domestic Violence Intervention Project
 When You Hurt Your Partner You Hurt Your Children

Women's Domestic Violence Helpline flyer and poster
Women's Domestic Violence Helpline: You Don't Have to Live with Domestic Violence
Working Together for a Better Future for At Risk Children and Families – Information Sharing Guide
Youth and Family Support Workers

Working with Children Screening

An Applicant and Employers Step-by-Step Guide to Completing the Working with Children Check Application Form
Child Safe and Child Friendly flyer (Bahasa Malay)
Child Safe and Child Friendly flyer (Chinese simplified)
Child Safe and Friendly Organisations: Introductory Factsheet
Compliance for Employers poster (Version A)
Compliance for Employers poster (Version B)
Working with Children Check and Constable Care: Information for Parents flyer
Department of Planning and Infrastructure Licence Holders – Driving Instructors and F and T Licence Holders and the Working with Children Check
Employer Information on Compliance postcard
Factsheet 1: What is “Child-Related” Work?
Factsheet 2: When to Apply for a Working with Children Check and insert
Factsheet 3a: Employers, Volunteer Organisations and the Self-Employed – Checklist and Obligations
Factsheet 3b: Employees and Volunteers – Checklist and 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: When to Apply for the Working with Children Check - 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
Factsheet 12: Application Process for Interstate Employees and Volunteers
Factsheet for Tertiary Institutions, Placement Providers and Students
FAQs – The Parent Volunteer Exemption
Parent/Self-Employed poster (Version A)
Parent/Self-Employed poster (Version B)
Working with Children Checks Information for the Indigenous Community brochure
Working with Children Checks Information for Employers brochure
Working with Children Checks Indigenous poster
Working with Children Checks poster
Working with Children information booklet